

Project Design Phase

Problem – Solution Fit Template

Date	28 OCT 2025
Team ID	NM2025TMID05124
Project Name	Laptop Request Catalog Item

Problem – Solution Fit Template:

Employees currently follow a manual process to request laptops. Requests often lack standardization and validation, causing delays and data errors. IT teams spend extra time verifying details and assigning assets manually. No centralized tracking or transparency in the request status.

Solution Develop a Laptop Request Catalog Item in ServiceNow. Use dynamic form behavior through Client Scripts and UI Policies. Implement Business Rules to validate mandatory fields and ensure complete data submission. Automate approval and fulfillment workflows for faster processing. Enable real-time request tracking for users and IT staff. Purpose Simplify and streamline the laptop request process. Reduce manual intervention and processing time. Maintain accurate and consistent request data. Enhance transparency and accountability within IT operations. Provide a better user experience aligned with ITSM standards.

Purpose:

This solution ensures data accuracy, process transparency, and operational efficiency by implementing dynamic form behaviors, Business Rules, and automated approvals. Users are guided through a structured form that validates inputs and ensures all necessary information—such as laptop type, justification, and department—is captured before submission.

With the successful implementation of rule-based automation and workflow integration, the project not only enhances user experience but also supports IT teams in maintaining asset management accuracy and service delivery consistency. Overall, it lays the foundation for a smarter, faster, and more reliable IT service request system within enterprise environments.



