

Project Design Phase
Proposed Solution Template

Date	15 Feb 2026
Team ID	LTVIP2026TMIDS41339
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Due to a manual, error-prone process lacking dynamic guidance or automation, employees encounter delays and confusion when requesting laptops.
2.	Idea / Solution description	Create a dynamic ServiceNow Service Catalog item for laptop requests that includes automated approval workflows, role-based suggestions, and user interface policies for guided form behavior.
3.	Novelty / Uniqueness	ServiceNow's unique integration of role-specific laptop recommendations and dynamic UI policies lowers user error and streamlines IT procedures.
4.	Social Impact / Customer Satisfaction	Enhances productivity and employee onboarding by guaranteeing prompt, precise laptop delivery; an easy UI increases user and IT staff satisfaction.
5.	Business Model (Revenue Model)	Cost savings through less time spent on error correction and IT support; possibility of licensing the solution to other ServiceNow-using businesses.
6.	Scalability of the Solution	Easily expandable by the addition of new laptop models, roles, or approval criteria in ServiceNow; Update Sets allow for deployment across numerous instances or organizations.