Project Design Phase
Proposed Solution

Date	27 June 2025
Team ID	LTVIP2025TMID11198
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	The manual laptop request process in organizations is inefficient, prone to delays, and lacks dynamic validation. Employees often submit incomplete or incorrect information, leading to back-and-forth follow-ups and poor service delivery.
2.	Idea / Solution description	A dynamic and user-friendly **Laptop Request Catalog Item** is developed in **ServiceNow**, allowing users to submit laptop requests through an automated and guided interface. Features include dynamic field visibility, mandatory validations, a reset form button, and the ability to migrate updates across instances using update sets.
3.	Novelty / Uniqueness	The use of **Catalog UI Policies** and **UI Actions** for dynamic form behavior makes the solution highly user-centric. The implementation is modular, reusable, and aligned with ITSM practices, supporting better governance and configuration tracking.
4.	Social Impact / Customer Satisfaction	The new system significantly improves employee experience by providing a clear, faster, and more accurate request mechanism. It reduces IT workload and increases employee satisfaction through a modern self-service portal.
5.	Business Model (Revenue Model)	Although not a revenue-generating product, the solution improves internal operational efficiency, reduces manual errors, and saves costs associated with delayed provisioning and IT support overhead.
6.	Scalability of the Solution	The catalog item is easily scalable—new variables, validations, or categories can be added with minimal configuration. It supports deployment across instances using update sets, enabling broader organizational adoption.