

Ideation Phase

Brainstorm

Date	
Team ID	LTVIP2025TMID28546
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	

Brainstorm

Brainstorming provides a free and open environment that encourages everyone within a team to participate in the creative thinking process that leads to problem solving. Prioritizing volume over value, out-of-the-box ideas are welcome and built upon, and all participants are encouraged to collaborate, helping each other develop a rich amount of creative solutions.

- Manual laptop request processes were slow, unclear, and untrackable.
- No central record of requests led to repeated follow-ups.
- Need for a single digital interface where requests are raised, approved, and fulfilled.

Brainstormed Solutions:

S.No	Idea / Feature	Purpose / Benefit
1	Service Catalog Item	Provides a form for users to submit structured laptop requests.
2	UI Policies	Dynamically show/hide or make fields mandatory based on user input.
3	Approval Flow using Flow Designer	Routes the request automatically to the concerned approver (like HOD or IT).
4	Email Notifications	Keeps users and approvers informed at every step

		(submitted, approved, fulfilled).
5	Attachments Field	Users can upload required documents such as ID proof or approval letters.
6	My Requests Dashboard	Allows users to track the status of their own requests easily.
7	Role-Based Access (RBAC)	Ensures only eligible users can submit or fulfill requests (students, IT staff, etc.).
8	Priority Selection (Normal / High)	Helps categorize requests for better processing and SLA assignment.
9	Justification Field	Ensures users provide a valid reason for requesting the laptop.
10	Feedback Form (Optional)	Collects user feedback after laptop delivery to improve service (optional).