LAPTOP REQUEST CATALOG ITEM

IDEATION PHASE

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Problem Statement:

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behaviour to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

Ideation Phase Flowchart:

Ideation Phase:

The ideation phase focused on identifying a digital solution to simplify and automate the laptop request process within the organization. The existing manual system caused frequent delays, data entry errors, and a lack of visibility for both employees and administrators. To overcome these limitations, brainstorming sessions were conducted to explore how ServiceNow's Service Catalog could be used to design a more efficient and user-friendly process.

During the ideation stage, several goals were established:

- ❖ To enable employees to submit laptop requests through a self-service catalog rather than manual forms.
- ❖ To include dynamic form behavior that adjusts visible fields based on user selections, ensuring accurate data entry.
- ❖ To implement a reset functionality, allowing users to clear and re-enter form data easily.
- ❖ To maintain change tracking and governance, ensuring that every modification is recorded for audit and deployment purposes.

The team evaluated various approaches and concluded that creating a Laptop Request Catalog Item in ServiceNow would best meet the organization's needs. This solution would automate the approval and fulfillment workflow, improve accuracy, and enhance the overall user experience while aligning with IT Service Management (ITSM) best practices.