

Ideation Phase

Brainstorming & Idea Prioritization

Date	01 November 2025
Team ID	NM2025TMID06585
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Laptop Request Catalog Item:

This guided project focuses on automating and optimizing the laptop request process within an organization. It begins by analyzing the inefficiencies of the current manual approach and proceeds to develop a Service Catalog item in ServiceNow that enables employees to request laptops efficiently and accurately. The catalog item is designed with dynamic form behavior to guide users, ensure accurate data entry, and provide an improved user experience.

To enhance functionality, Client Scripts and UI Policies are configured to control field visibility, apply conditional logic, and include a convenient Reset button for users to clear the form when needed. The catalog form also features clear instructions and tooltips to help users complete requests without confusion.

The solution includes tracking and governance controls, ensuring that all configuration changes are properly captured and managed through update sets for smooth deployment.

Finally, a testing phase is conducted to validate the new catalog item — confirming that users can submit requests seamlessly, that dynamic behaviors function correctly, and that the form reset feature performs as intended. This implementation enhances administrative oversight, improves accuracy, and ensures a faster, more dependable laptop request experience across the organization.

1. Brainstorming:

Goal:

Develop an automated and user-friendly Service Catalog item that allows employees to request laptops quickly, accurately, and with minimal manual intervention.

Key Questions to Explore:

1. What specific information should be collected from users to ensure smooth laptop provisioning?
2. How can the form dynamically respond to user inputs (e.g., laptop category, business purpose)?
3. What strategies can be used to reduce manual data entry and potential errors?

4. How will the approval process, tracking, and workflow automation be handled within ServiceNow?
5. What governance controls and audit mechanisms need to be implemented for compliance?
6. Should usability features like reset or cancel options be added to enhance the user experience?

Brainstormed Ideas:

1. Implement dynamic form logic that adjusts based on the requester's department or job role.
2. Add dropdown fields for selecting laptop models, configurations, or business justifications.
3. Include a form reset button to allow users to clear inputs and re-enter data easily.
4. Leverage update sets and change records for version control and deployment governance.
5. Automate manager or IT approval workflows using Flow Designer for seamless processing.
6. Display real-time cost or availability details based on the laptop model chosen.

1. Idea Listing:

Functional Ideas

1. Design a Service Catalog item titled "*Laptop Request*" to streamline laptop provisioning.
 2. Include dynamic input fields that appear based on user selections (e.g., RAM size, storage type, or business purpose).
 3. Add a form reset feature using a UI Action or Client Script for user convenience.
 4. Enable real-time field validation to ensure all required details are entered correctly before submission.
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Technical Ideas

1. Leverage Catalog Client Scripts to manage dynamic form visibility and user interactions.
2. Use UI Policies to set field conditions such as mandatory, read-only, or hidden states.
3. Configure Catalog UI Policy Actions for context-based form responses.
4. Implement a Flow Designer or Workflow process to handle approvals and notifications automatically.
5. Store and monitor all configuration updates through Update Sets for proper version control and deployment tracking.
6. Integrate the solution with Asset Management to reflect real-time laptop stock and availability.

GROUPING:

Group	Ideas Included	Purpose
User Experience (UX)	Dynamic form fields, reset option, guided instructions, and pre-filled user details	To make the catalog form intuitive, efficient, and easy to use
Technical Configuration	Client Scripts, UI Policies, Flow Designer, and automated workflow approvals	To ensure proper automation, logic flow, and system reliability
Governance & Compliance	Update Sets, documentation, approval tracking, and deployment records	To maintain safe implementation, version control, and traceability
Testing & Validation	Test scenarios across departments, reset functionality checks, and approval testing	To verify functionality and ensure smooth performance before production rollout

2. Action Planning:

Phase	Task	Expected Output
Requirement Gathering	Analyze the current laptop request process, identify required inputs, and define the approval structure	Approved requirement document with clear workflow blueprint
Design	Draft the catalog form layout, establish field relationships, and plan for dynamic field behavior	Completed form design with mapped dependencies
Development & Configuration	Develop the Service Catalog item, configure form variables, apply UI Policies, Client Scripts, and reset functionality	Fully functional catalog item featuring dynamic and user-friendly behavior
Workflow & Automation Setup	Implement approval flow, fulfillment steps, and automated notifications	Working automated workflow with approval routing and notification triggers
Testing & Validation	Perform testing for different user scenarios, verify reset button, and confirm approval path accuracy	Successfully tested and validated catalog item ready for go-live
Deployment & Governance	Deploy to production, maintain documentation, and record configuration details for tracking	Deployed catalog item meeting all governance and compliance requirements

Idea Prioritization:

Idea Prioritization

High Priority	Medium Priority	Low Priority
<ul style="list-style-type: none">• Create dynamic fields that appear based on user selections (e.g, model, purpose, accessories)• Implement approval workflow using Flow Designer• Add reset button to clear form inputs	<ul style="list-style-type: none">• Auto-fill user details (name, department, location)• Configure email notifications for submission, approval, and fulfillment• Track configuration through update sets for deployment	<ul style="list-style-type: none">• Display cost estimation dynamically based on selected model• Integrate with Asset Management for real-time stock updates