Project Design Phase

Proposed Solution

Date	01 November 2025
Team ID	NM2025TMID06585
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Employees currently raise laptop requests through a manual and time-consuming process that lacks dynamic form features and validation checks. This results in delays, incomplete submissions, and overall inefficiency in hardware provisioning.
2.	Idea / Solution Description	Develop a ServiceNow Catalog Item for laptop requests featuring dynamic form fields, a reset button, and automated approval workflows. This ensures simplified request handling, accurate data capture, and better governance using update sets and workflows.
3.	Novelty / Uniqueness	Leverages native ServiceNow capabilities such as client scripts, UI policies, and Flow Designer automation — without relying on external tools. It delivers real-time dynamic behavior along with built-in governance and audit tracking.
4.	Social Impact / Customer Satisfaction	The solution simplifies IT asset request management, enhances the employee experience, minimizes approval delays, and offers transparent request tracking, thereby increasing overall service satisfaction.
5.	Business Model (Revenue Model)	While not a direct revenue source, the solution drives operational efficiency, reduces manual workload, and improves asset management, resulting in significant cost savings for the organization.
6.	Scalability of the Solution	The framework can be easily extended to other IT assets such as desktops, monitors, and accessories, and can also integrate with Asset and Procurement modules to enable end-to-end lifecycle automation.

Solution Description:

To automate and optimize the laptop request process in ServiceNow, a custom Service Catalog item has been developed, enabling employees to submit laptop requests quickly, accurately, and efficiently. The catalog form features dynamic fields that adapt based on user selections, along with clear on-screen guidance and a reset option to restart the form when needed .The solution leverages UI Policies, Client Scripts, and Flow Designer workflows to automatically manage approvals, notifications, and form behavior. All configurations and customizations are packaged within update sets to maintain governance, version control, and smooth deployment across environments .Overall, this implementation streamlines the laptop request process, enhances the user experience, minimizes manual errors, and provides end-to-end traceability to support strong IT governance and audit compliance.