

Project Planning Phase

Date	02 November 2025
Team ID	NM2025TMID01653
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Problem solution-Fit:

A dynamic Service Catalog item in ServiceNow solves this by offering a guided, user-friendly form with conditional fields based on request type (New, Replacement, Loaner). It automates approval workflows, integrates SLA tracking, and ensures governance through audit logs and update sets. This improves request accuracy, speeds up fulfillment, and ensures compliance—all aligned with IT process improvement goals.

Purpose:

The purpose of this project is to streamline the laptop request process by designing a dynamic Service Catalog item in ServiceNow. It aims to improve user experience through guided form behaviour, automate approval workflows for faster fulfillment, and ensure governance through audit tracking and update sets. This solution reduces manual errors, enhances efficiency, and supports IT compliance standards.

Problem Statement:

Employees face delays and confusion when requesting laptops due to manual forms, inconsistent approval routing, and lack of tracking or governance.

Proposed solution:

To address delays and inefficiencies in the laptop request process, we propose building a dynamic Service Catalog item in ServiceNow. The form will adapt based on request type (New, Replacement, Loaner), showing only relevant fields using UI Policies. It will include user guidance features like tooltips and a reset button, and auto-fill manager approvals to streamline routing. Approval workflows and SLA tracking will be automated to ensure timely fulfillment. Governance will be enforced through audit logging and update sets, ensuring compliance and traceability. This solution improves user experience, reduces manual errors, and aligns with IT process improvement goals.

Why this solution fits:

- **Addresses Manual Inefficiencies:** Replaces static forms with dynamic fields that adjust based on request type (New, Replacement, Loaner).
- **Improves User Experience:** Guided form behavior, tooltips, and reset functionality reduce confusion and errors.
- **Automates Workflow:** Approval routing and SLA tracking ensure faster, consistent processing.
- **Ensures Governance:** Audit logs and update sets provide traceability and compliance with IT standards.

- **Supports IT Goals:** Aligns with process improvement, automation, and service delivery objectives.

Outcome:

The implementation of a dynamic laptop request form in ServiceNow will result in a streamlined, user-friendly experience for employees, reducing manual errors and request delays. Automated workflows will ensure faster approvals and SLA compliance, while governance features like audit logging and update sets will enhance traceability and IT accountability. Overall, the solution will improve operational efficiency, user satisfaction, and alignment with IT service management best practices.