

Ideation Phase

Laptop Request Catalog Item

Date	02 November2025
Team ID	NM2025TMID01653
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Step-1: Team Gathering, Collaboration and Select the Problem Statement

The team convert to key stakeholders come together to understand the current challenges, share insights, and collaboratively identify the core problem to solve. Through meetings, workshops, and user feedback, the team selects a high-impact, feasible problem statement that aligns with organizational goals—laying the foundation for a targeted and effective solution.

Selected problem statement:

A dynamic Service Catalog item is needed to replace the manual laptop request process, enabling faster, guided submissions with accurate data and full change tracking for governance.

Step-2: Brainstorm, Idea Listing and Grouping

Ideas generated:

- Replace manual laptop request process with a dynamic Service Catalog item.
- Use conditional fields based on request type (New, Replacement, Loaner).
- Add clear instructions, tooltips, and a reset button for better usability.
- Auto-fill manager approval and validate required fields.
- Automate workflow: approval routing, task creation, SLA tracking.
- Ensure governance with update sets, audit logs, and version control.
- Enhance user experience with confirmation emails and optional preview.

Group Ideas:

Group Name	Role in Project
IT Service Desk	Handles laptop fulfillment and shares process pain points
End Users	Provide feedback on usability and request experience
ServiceNow Developers	Build the dynamic form, workflows, and scripts
Governance Team	Ensure compliance, audit trails, and deployment tracking
Project Management	Coordinates tasks, timelines, and stakeholder alignment

Step-3: Idea Prioritization

Idea / Feature	Priority	Impact	Feasibility	Notes
Dynamic form fields (based on request type)	High	High	High	Core functionality; improves accuracy and user experience
Clear instructions and tooltips	High	High	High	Easy to implement; reduces user errors
Reset button to clear form	Medium	Medium	High	Enhances usability; simple client script
Auto-fill manager approval	High	High	Medium	Requires user profile mapping; improves routing efficiency
Conditional accessory selection	Medium	Medium	Medium	Adds customization; moderate logic complexity
SLA tracking for fulfillment	High	High	Medium	Ensures accountability; needs workflow integration
Confirmation email with request summary	Medium	Medium	High	Improves transparency; easy to configure

Audit logs and update sets	High	High	High	Critical for governance; standard ServiceNow practice
Preview before submission	Low	Low	Medium	Nice-to-have; adds complexity without major impact
Version control and testing	High	High	Medium	Ensures safe deployment; requires planning and discipline