

Laptop Request Catalog Item

Date	02 NOVEMBER 2025
Team ID	NM2025TMID07513
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Ideation Phase

Empathize & Discover

In the Empathize & Discover phase, the team explored how employees request laptops through the ServiceNow platform. They discovered that many users experience delays and confusion due to manual approval processes and unclear request tracking. By engaging with end-users and IT administrators, the team identified the main challenges: lack of transparency, time-consuming approvals, and absence of real-time status updates.

Through interviews and observation, the team realized that employees often struggle to know where their laptop requests stand, leading to frustration and inefficiency. Managers, on the other hand, faced difficulties in managing multiple approval requests simultaneously. These insights revealed the need for a centralized and automated system that simplifies the request and approval workflow.

This understanding guided the team to design a ServiceNow Catalog Item specifically for laptop requests. It incorporates approval routing, notification alerts, and progress tracking features. By empathizing with the real challenges of users and managers, the project ensures that the final solution not only streamlines the process but also enhances user satisfaction and transparency.

Example:

For instance, when a new employee requests a laptop through the catalog item, the system automatically routes the request to their reporting manager for approval. After approval, it is sent to the IT department for fulfillment. This eliminates delays and manual follow-ups, ensuring a smooth and transparent process.

Reference:

<https://developer.servicenow.com/>

[ServiceNow Catalog Item Image Placeholder]

By deeply understanding the needs and frustrations of users, the team developed a ServiceNow-based solution that improves the laptop request experience. This approach emphasizes empathy-driven design, ensuring efficiency, accountability, and a better overall user experience within the ServiceNow environment.