

Project Design Phase

Proposed Solution

Date	02 NOVEMBER 2025
Team ID	NM2025TMID07513
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter Description
1	<p>1. Problem Statement (Problem to be solved)</p> <p>In traditional IT request processes, employees face delays and lack of transparency when requesting laptops. Manual approvals and unclear tracking often lead to inefficiency and miscommunication.</p>
2	<p>2. Idea / Solution Description</p> <p>To solve this, a ServiceNow Catalog Item is created for Laptop Requests. It allows users to submit requests directly, which are automatically routed for manager approval and then to the IT department for fulfillment. The process is automated, transparent, and easy to track.</p>
3	<p>3. Novelty / Uniqueness</p> <p>The solution integrates end-to-end request handling within ServiceNow without external tools. It uses native workflow automation and notification features to provide a seamless user experience.</p>
4	<p>4. Social Impact / Customer Satisfaction</p> <p>This solution improves employee satisfaction by reducing waiting time and providing visibility into request status. IT teams benefit from streamlined processes and reduced manual intervention.</p>
5	<p>5. Business Model (Revenue Model)</p> <p>Although not a revenue-generating</p>

	solution, it saves organizational costs by reducing delays, enhancing resource utilization, and improving IT service efficiency.
6	<p>6. Scalability of the Solution</p> <p>The catalog item can be extended to other asset requests such as desktops, monitors, or accessories. It can also integrate with approval matrices for large enterprises.</p>

Reference:

1. <https://developer.servicenow.com/>
2. <https://www.servicenow.com/products/service-catalog.html>

Solution Description:

The project 'Laptop Request Catalog Item in ServiceNow' provides an automated platform for employees to request laptops efficiently. By utilizing ServiceNow's Service Catalog module, the process ensures manager approvals, workflow automation, and transparency from request to fulfillment. The solution minimizes delays, improves IT governance, and promotes accountability in asset distribution. It leverages ServiceNow's built-in features, making it easily maintainable, scalable, and adaptable for future use cases.