

## Laptop Request Catalog Item

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

### Problem Statement

Employees often face challenges when requesting new laptops through traditional manual processes such as email or paper-based forms. These methods can lead to delays, lack of transparency, and difficulties in tracking requests. The absence of automation results in inefficiency and errors in approval and fulfillment processes. To address these issues, we propose creating a ServiceNow-based Laptop Request Catalog Item to streamline and automate the laptop request workflow.

### Objectives

1. To design and implement a ServiceNow catalog item that allows employees to request laptops seamlessly.
2. To automate the approval process by routing the request to the manager for authorization.
3. To ensure transparent tracking and timely fulfillment of laptop requests.
4. To enhance IT service management efficiency through workflow automation.

### Scope of the Project

The scope of this project includes creating a ServiceNow catalog item named 'Laptop Request' with appropriate variables such as user details, department, and urgency. A workflow will be configured to handle the approval and fulfillment process. The solution is intended for use within the ServiceNow University instance and focuses on automation, efficiency, and accuracy.

### Implementation Plan

- Step 1: Create a new catalog item named 'Laptop Request' in ServiceNow.
- Step 2: Add variables such as 'User Name', 'Department', 'Laptop Type', and 'Urgency'.
- Step 3: Design a workflow to route requests for managerial approval.
- Step 4: Notify the IT fulfillment team for approved requests.
- Step 5: Test the process and validate results for successful automation.

### Expected Outcome

The successful implementation of this project will enable employees to submit laptop requests easily through the ServiceNow portal. Managers can approve or reject requests in real-time, and IT teams can efficiently process fulfillment. This will result in faster request handling, better transparency, and improved user satisfaction.