

Laptop Request Catalog Item in ServiceNow

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

Ideation Phase

This project focuses on developing a Laptop Request Catalog Item in ServiceNow. It aims to simplify the process of requesting laptops by employees through a self-service portal. The catalog item automates the approval and fulfillment workflow, reducing manual effort and ensuring transparency. This approach demonstrates the capability of ServiceNow to streamline IT service management processes efficiently.

Step-1: Team Gathering, Collaboration and Problem Selection

Our team collaborated to identify common issues employees face when requesting hardware. After discussion, we chose to implement a Laptop Request Catalog Item in the ServiceNow University instance. The main goal was to automate the laptop request process and ensure that all approvals and tracking are handled within ServiceNow. This provides a seamless experience for both employees and administrators.

Step-2: Brainstorm, Idea Listing and Grouping

The brainstorming session involved listing multiple ideas to improve IT service request efficiency. Some of the ideas included creating catalog items for accessories, software installation, and laptop requests. After grouping and evaluating these ideas, we prioritized the Laptop Request Catalog Item due to its practicality and high impact. We then created an action plan that defined responsibilities, timelines, and testing strategies for each member.

Step-3: Idea Prioritization

Idea prioritization helped us focus on the most impactful solution. The Laptop Request Catalog Item was prioritized because it directly addresses user needs and supports IT Service Management objectives. It simplifies the workflow by automating manager approvals and fulfillment tasks. This prioritization ensured that our efforts were directed toward a high-value, realistic project with measurable benefits.

Step-4: Implementation Overview

The implementation process began with creating a new catalog item titled 'Laptop Request' in the ServiceNow University instance. We added variables such as 'User Name', 'Department', 'Laptop Type', and 'Urgency' to capture relevant details. A workflow was configured to route the request to the manager for approval. After approval, the request was sent to the IT fulfillment team to issue the laptop. Notifications were configured for both approval and fulfillment updates.

Step-5: Outcome and Validation

After successful implementation, we tested the catalog item using sample user requests. The system correctly routed requests to the respective managers for approval and then to the IT team for fulfillment. This confirmed that the workflow and automation worked as expected. The project demonstrates how ServiceNow can be effectively used to automate IT requests, enhance productivity, and maintain service transparency.

Conclusion

The Laptop Request Catalog Item project showcases how automation through ServiceNow simplifies IT service management. It ensures faster processing, accountability, and improved user satisfaction. By completing this project, our team gained practical experience in ServiceNow catalog management, workflow creation, and request automation.