

INTRODUCTION

Project: “LAPTOP REQUEST CATALOG ITEM”

The Laptop Request Catalog Item is designed to streamline and simplify the process of requesting a new laptop within the organization. This catalog item allows employees to choose from a predefined list of approved laptop models based on their role or department, ensuring consistency, compatibility, and compliance with IT standards.

By using this self-service option, users can submit requests quickly, track the status of their order, and receive automated updates throughout the fulfillment process. The item supports features such as approval workflows, dynamic form fields, and integration with asset management and procurement systems to enable efficient handling and timely delivery.

This system reduces manual work for IT support teams, minimizes delays, and improves the overall user experience in requesting and receiving essential hardware.

Project overview:

Laptop Request Catalog Item

Purpose:

To streamline and standardize the process for employees to request laptops by implementing a self-service catalog item within the organization's IT service portal. This will improve user experience, reduce manual effort, and ensure compliance with asset procurement policies.