

IDEATION PHASE

Team Id	LTVIP2025TMID30975
Project Name	Laptop Request Catalog Item

PROBLEM STATEMENT:

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, the current laptop request process is inconsistent, and lacks centralized tracking. and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

OBJECTIVE:

The Laptop Request Catalog Item Project is to streamline and automate the process through which employees or users within an organization can request new laptops or related hardware efficiently via the ServiceNow platform. This initiative aims to reduce manual handling, improve request visibility, Enhance User Experience, Standardize the Request Process, Improve Operational Efficiency, Support Scalability and Flexibility, and ensure timely fulfillment of hardware requirements. Ensure that all laptop requests follow a predefined, uniform workflow covering approvals, notifications, and fulfillment leading to consistency across the organization. Incorporate necessary validations, policies, and role-based access to ensure that only eligible users request hardware in accordance with organizational standards.

CHALLENGES:

Addressing these challenges requires careful planning, clear communication, and a well-defined process for managing laptop requests in ServiceNow.

- Dynamic pricing: If the laptop price varies based on selected options, the catalog item needs to handle this dynamically.
- Limited choices: Restricting options too much can lead to dissatisfied users who can't find the specific laptop they need.
- Visibility and tracking: Users need to be able to easily track the progress of their laptop request.
- Data security: Ensuring the security of sensitive data, such as employee information and laptop configurations, is crucial.

- Technical issues: Technical Issues, such as errors or bugs, can impact the functionality and usability of the catalog item.
- User Experience Issues :Complicated form layout causing confusion.
- Lack of tooltips or instructions for end-users.

SOLUTION:

Provides a streamlined and automated way for employees to request laptops through the ServiceNow Service Catalog. The Laptop Request catalog item allows users to select laptop models, configurations, and accessories based on their role or department needs. The request form includes dynamic variables and UI policies to simplify the input process, ensuring accurate and complete data submission. Upon submission, a workflow is triggered to handle approvals from the reporting manager and IT department. Once approved, a task is generated for the IT team to fulfill the request. All updates are tracked through the platform, ensuring transparency and accountability. This solution reduces manual work, speeds up laptop provisioning, enhances user experience, and integrates with update sets for easy deployment across instances. It also includes automated email notifications, tracking, and audit .