

Project Design Phase
Proposed Solution Template

Project Name	An Employee Requests Installation of Licensed Software through the Service Catalog
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Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Employees face delays in getting licensed software installed due to manual processes (emails/forms to IT), lack of standardization, unclear justification requirements, poor visibility into status, and risk of non-compliance with licensing policies.
2.	Idea / Solution description	Develop a self-service Software Installation Request catalog item in ServiceNow Service Portal with dynamic forms, mandatory justification fields, automated approvals (manager + compliance for restricted software), task assignment to IT fulfillment, and real-time notifications/tracking.
3.	Novelty / Uniqueness	Custom variables for license justification and urgency-driven routing; minimal scripting with UI Policies for dynamic fields; reusable variable sets for future software items.
4.	Social Impact / Customer Satisfaction	Reduces employee downtime waiting for software; transparent process builds trust; ensures compliance reducing organizational risk; improves IT efficiency and user satisfaction scores.
5.	Business Model (Revenue Model)	Internal IT efficiency gain on ServiceNow platform (subscription-based); reduces manual labor costs, prevents unlicensed usage fines; potential for broader catalog expansion.
6.	Scalability of the Solution	Cloud-native ServiceNow architecture; easily add new software items/variables; supports thousands of users/requests with role-based access and reusable workflows.

