

Project Design Phase

Proposed Solution Template

Date	27 December 2025
Team ID	
Project Name	An employee requests installation of licensed software through the Service Catalog
Maximum Marks	2 Marks

Proposed Solution Template:

Project information in the proposed solution template.

S.No	Parameter	Description
1	Problem Statement (Problem to be solved)	Software installation requests in organizations are handled manually through emails or calls, leading to delays, incomplete information, lack of tracking, and compliance risks related to licensing and IT governance.
2	Idea / Solution Description	The proposed solution automates software installation requests using ServiceNow Service Catalog. Employees submit requests via a structured catalog item, approvals are routed dynamically, tasks are auto-generated for IT teams, and end-to-end tracking is provided across Request, Requested Item, and Catalog Task tables.
3	Novelty / Uniqueness	The solution integrates Service Catalog, Workflow Editor, Business Rules, and Update Sets to provide a fully automated and standardized software request lifecycle with exception handling, license validation, and centralized visibility.
4	Social Impact / Customer Satisfaction	Employees experience faster access to required software with transparent status updates, while IT teams benefit from reduced manual workload, better coordination, and improved service quality, leading to higher overall user satisfaction.
5	Business Model (Revenue Model)	The solution leverages ServiceNow's subscription-based ITSM platform. Organizations gain cost savings through reduced manual effort, improved license compliance, and efficient IT

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		operations, indirectly contributing to operational cost optimization.
6	Scalability of the Solution	The solution is highly scalable and can be extended to handle additional IT services such as hardware requests, access management, and network requests across multiple departments and locations.