

Project Design Phase

Proposed Solution

Date	01 November 2025
Team ID	NM2025TMID08447
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Proposed Solution Template

S.No	Parameter	Description
1.	Problem Statement (Problem to be solved)	In the current system, employees request laptops manually via emails or paper forms, which leads to delays, data inconsistency, and poor tracking of requests. There is no structured or automated workflow to handle approvals or manage inventory effectively.
2.	Idea / Solution Description	A Service Catalog Item is created in ServiceNow named <i>Laptop Request</i> , designed to streamline the laptop requisition process. It includes variables for laptop model, accessories, and request justification. Dynamic Catalog UI Policies control visibility based on user

		input, while a UI Action (Reset Form) allows users to clear entries instantly. All configurations are tracked using Update Sets for easy deployment.
3.	Novelty / Uniqueness	The solution provides a fully dynamic and interactive catalog experience without requiring additional plugins or custom frameworks. It leverages native ServiceNow functionality to deliver a digital, error-free, and user-friendly process for IT asset requests.
4.	Social Impact / Customer Satisfaction	The project enhances employee satisfaction by simplifying the request process and ensuring faster approvals. It also reduces administrative workload and promotes accountability through proper data collection and automation, improving overall service delivery.
5.	Business Model (Revenue Model)	While not a direct revenue-generating solution, it saves operational costs by minimizing manual intervention,

		preventing miscommunication, and ensuring efficient asset tracking. This leads to higher productivity and cost-effective IT operations.
6.	Scalability of the Solution	The solution can be easily extended to include other hardware or software request items. It can also integrate with approval workflows, asset management, and procurement modules for enterprise-level scalability and automation.

Conclusion :

The Laptop Request Catalog Item project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalog capabilities. Through the implementation of a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, reducing errors and improving efficiency. This project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.

Solution Description:

To eliminate inefficiencies in the manual laptop request process, a **Service Catalog Item** was developed in **ServiceNow** to automate laptop requisition within the organization.

This digital solution allows employees to request laptops easily by filling out a guided form that includes **laptop model, accessories, and justification fields**. When users check the *Additional Accessories* option, related fields become visible and mandatory through a **Catalog UI Policy**, ensuring accurate data entry.

Additionally, a **UI Action** was implemented to provide a *Reset Form* button that clears all entered data instantly, improving form usability. All configurations were encapsulated within a **Local Update Set**, enabling smooth transfer between instances for governance and deployment.

This approach ensures an **efficient, transparent, and user-centric process**, improving employee experience while reducing IT administrative workload. The solution demonstrates how automation through ServiceNow can enhance workflow accuracy, asset management, and organizational productivity.