

Project Design Phase

Proposed Solution

Date: 31 October 2025

Team ID: NM2025TMID04347

Project Name: Laptop Request Catalog item

Maximum Marks: 2 Marks

Proposed Solution Template:

1. Problem Statement (Problem to be solved)	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.
2. Idea / Solution Description	A Service Catalog item named 'Laptop Request' is created in ServiceNow. It includes dynamic fields such as laptop model, justification, duration, and manager approval. Client scripts and catalog UI policies are used to show or hide fields based on user input. Workflow automates request approvals and fulfillment through the asset management module.
3. Novelty / Uniqueness	The catalog item uses dynamic behavior to improve accuracy and user experience, ensuring that only valid data is collected. It minimizes manual intervention by automating approvals and assignments within ServiceNow.
4. Social Impact / Customer Satisfaction	This solution streamlines the laptop request process, reducing turnaround time for employees. It enhances transparency, improves IT efficiency, and ensures timely equipment provisioning, leading to higher employee satisfaction.

5. Business Model (Revenue Model)	While not directly revenue-generating, this solution saves time and operational costs by automating repetitive tasks and reducing errors. It contributes to overall ITSM efficiency.
6. Scalability of the Solution	The solution can be scaled to include other hardware requests such as monitors or accessories. It can also integrate with inventory tracking, procurement, and HR onboarding workflows.

Solution Description:

The Laptop Request Catalog solution in ServiceNow allows employees to request laptops easily through a guided form. The catalog dynamically displays fields based on user input, such as the type of laptop or duration of use. The workflow automates manager approvals and asset assignment through IT fulfillment tasks. This ensures transparency, traceability, and efficiency in handling hardware requests. By leveraging native ServiceNow capabilities, the solution requires no external integration and is easy to maintain and extend.