PROJECT DESIGN PHASE PROBLEM – SOLUTION FIT DOCUMENT

Team ID : NM2025TMID08544

Team Size : 4

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Problem – Solution Fit:

The Problem–Solution Fit simply means that you have identified a real challenge faced by users and designed a solution that effectively addresses it. This approach helps developers and innovators align their solutions with actual user behavior, needs, and expectations.

Purpose of This Template (for Laptop Request Catalog Item)

- Address real user challenges with solutions tailored to their current workflows and needs
- Accelerate adoption by aligning the solution with familiar tools and user habits
- Improve communication and design clarity using relevant triggers and user-focused messaging
- Build trust by resolving frequent frustrations or urgent issues in the request process
- Analyze the current system to deliver meaningful improvements for the target audience.

Solution Impact & Benefits

- Streamlines the laptop request process, reducing delays and manual follow-ups
- Enhances user experience with guided form behavior and reset functionality
- Improves data accuracy by enforcing structured input and conditional visibility
- Reduces IT workload by minimizing incomplete or incorrect submissions
- Supports governance and safe deployment through update set tracking
- Lays the foundation for scalable ITSM enhancements like approvals and role-based access

PROBLEM-SOLUTION FIT FLOW
Project Title: Laptop Request Catalog Item

PROBLEM

REQUIREMENT GATHERING
- Identified the need for a faster, structured laptop request process within the organization
- Collected feedback from employees about delays and confusion in the current manual system

PLAN DEVELOPMENT
- Designed a Service Catalog item using ServiceNow
- Created flowcharts and UI mockups to visualize the dynamic form behavior and user experience

SYSTEM ANALYSIS
- Reviewed existing request workflows and identified gaps in form guidance, reset options, and governance tracking

SOLUTION

RULE IMPLEMENATION
- Implemented UI Policies to show/hide fields based on user input
- Added a Client UI Action to reset the form using g_form.clearForm()

TESTING & VALIDATION
- Conducted manual testing to ensure dynamic behavior works as expected
- Validated form reset functionality and update set tracking

MONITORING & FEEDBACK
- Monitored user interactions and gathered feedback on usability
- Planned future enhancements like approval workflows and role-based access

Project Summary

The **"Laptop Request Catalog Item"** project aims to streamline and modernize the laptop request process by introducing an interactive and automated Service Catalog item within **ServiceNow**. This solution replaces traditional manual workflows, enhancing data accuracy, user experience, and overall operational efficiency.

Key features include guided form instructions, dynamic field visibility based on user input, and a reset functionality to improve usability. All configuration changes are managed through update sets, ensuring governance, version control, and safe deployment.

Beyond simplifying the laptop request process, this project establishes a strong foundation for future scalability—enabling seamless integration of approval workflows, role-based access controls, and other enhancements, making it a reliable and future-ready system