Project Design Phase Proposed Solution

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Proposed Solution – Laptop Request Catalog Item:

The project addresses inefficiencies in the laptop request process by introducing a dynamic Service Catalog item in ServiceNow. The form includes guided instructions, conditional field visibility, and a reset feature to improve data accuracy and user experience. Built entirely with native ServiceNow tools, the solution is scalable, easy to maintain, and enhances operational efficiency. It reduces manual errors, supports governance through update sets, and can be expanded with approval workflows and role-based access for broader ITSM use.

S.No.	Parameter	Description
1.	**Problem Statement (Problem to be solved)**	Employees face delays and confusion when requesting laptops due to a manual and unstructured process. The lack of a guided digital form leads to incomplete data and poor user experience.
2.	**Idea / Solution Description**	A Service Catalog item is created in ServiceNow for laptop requests. It includes dynamic fields, guided instructions, and a reset button. UI Policies and Client UI Actions are used to enhance usability and ensure accurate data collection.
3.	**Novelty / Uniqueness**	The solution uses native ServiceNow features to create a dynamic, user-friendly form without external plugins. It simplifies the request process while maintaining governance through update sets.
4.	**Social Impact / Customer Satisfaction**	Employees benefit from a faster, clearer request experience. IT teams receive complete and accurate data, reducing follow-ups and improving service delivery.
5.	**Business Model (Revenue Model)**	While not directly revenue-generating, the solution saves time, reduces manual errors, and improves operational efficiency — contributing to cost-effective ITSM practices.

6.	**Scalability of the Solution**	The catalog item can be extended to include approval workflows, role-based access, and additional hardware categories. It's adaptable for larger teams and future enhancements.

Conclusion

The **"Laptop Request Catalog Item"** project effectively addresses a major challenge in IT service delivery by transforming a manual, error-prone laptop request process into a dynamic, user-centric digital solution within **ServiceNow**. Through structured form fields, conditional visibility, and reset functionality, the system enhances data accuracy, minimizes delays, and significantly improves the end-user experience.

This implementation streamlines internal workflows, empowering IT teams with cleaner, more reliable data and reducing the need for follow-ups. Developed entirely using native ServiceNow capabilities, it ensures maintainability, scalability, and governance through controlled update set management.

With planned future enhancements such as automated approval workflows and role-based access controls, the solution establishes a solid foundation for smarter, more efficient, and sustainable IT Service Management (ITSM) operations across the organization