IDEATION PHASE

Date	02-11-2025
Team ID	NM2025TMID06036
Project name	**Laptop Request Catalog Item Using ServiceNow**

Project Objective:

The objective of this project is to develop a ServiceNow – based application involves designing and implementing a catalog item named *"Laptop Request"* within the ServiceNow Service Catalog module. Users can access this item through the **Service Portal**, select their prefer hp laptop type, specify configuration needs, and submit the request.

ProblemStatement:

- Employees currently request laptops through **emails or manual forms**, which causes confusion and delays.

- There is **no centralized system** to track laptop requests and their status.

- **Approval processes** (like manager or IT admin approval) are done manually, leading to longer turn around times.

- The **IT department faces difficulty** in managing and recording laptop distribution and asset tracking.

- There is a **lack of transparency** for employees to know the current stage of their laptop request.

Tools Platform:

- **Platform:**

  ServiceNow –Main platform used to design, develop, and deploy the Laptop Request Catalog item.

- **Modules Used:**

  Service Catalog – To create and manage the laptop request catalog item.

- **Scripting and Configuration Tools:**

  UI Policies & UI Actions – To dynamically control form.

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Target Users:

Employees / EndUsers

- Primary users who need a new laptop or are placement.
- They access the ServiceNow **Service Catalog** through the **Service Portal**.
- Can submit requests, choose laptop type **/** configuration, and track request status.

Idea Evaluation and Selection:

Identification of the Problem:

- In most organizations, the laptop request and approval process is handled manually through emails or paper forms. This leads to delays, lack of tracking, and miscommunication between employees, managers, and the IT department.
- Hence, there is a strong need for a digital and automated system to streamline the process. The selected idea—**Laptop Request Catalog Item using ServiceNow** — ensures faster request handling, better workflow automation, and improved user experience.

Outcome of Ideation Phase:

The ideation phase resulted in a well – defined project plan to implement a Laptop Request Catalog Item using ServiceNow**,** ensuring an automated, user-friendly, and efficient laptop request management system.