

Project Design Phase
Proposed Solution

Date	6 November 2025
Team ID	NM2025TMID09124
Project Name	Laptop Request Catalog Item.
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	<p>Employees need a quick and efficient way to request laptops for work. The current process is manual, time-consuming, and prone to errors. There is no dynamic form behavior to guide users, no automated data validation, and no mechanism to track changes or approvals properly. This leads to delays, inaccurate data collection, and inefficient workflow management.</p>
2.	Idea / Solution description	<p>A ServiceNow Service Catalog Item will be created specifically for laptop requests. The item will include:</p> <ul style="list-style-type: none"> • Dynamic form fields based on user inputs (e.g., laptop type, purpose, department). • Clear instructions and guided input to minimize errors. • Client scripts & UI policies for automated behaviour such as mandatory fields, conditional visibility, and dynamic validation. • A Reset button for users to clear the form instantly. • Workflow integration for approvals, fulfilment, and tracking. • Audit tracking to record all changes for governance and deployment compliance. <p>This ensures a smooth, automated, and user-friendly laptop request process.</p>
3.	Novelty / Uniqueness	<ul style="list-style-type: none"> • Uses dynamic catalog form behavior to reduce human error and streamline requests. • Introduces a form reset function, which is not commonly implemented in standard catalog items. • Ensures full traceability of all modifications, supporting governance and compliance. • Provides a scalable structure, enabling future enhancements like asset auto-assignment or department-specific customization.

4.	Social Impact / Customer Satisfaction	<ul style="list-style-type: none"> • Reduces request delays and improves productivity for employees. • Ensures accurate laptop allocation, avoiding miscommunication and repetitive processes. • Enhances the experience of IT support teams through cleaner data and automated workflows. • Overall improves satisfaction for both employees and administrators.
5.	Business Model (Revenue Model)	<p>Although not directly revenue-generating, it:</p> <ul style="list-style-type: none"> • Reduces operational costs by automating manual work. • Minimizes asset mismanagement errors, reducing hardware wastage. • Improves workflow efficiency for ITSM teams, allowing organizations to handle larger request volumes without additional staffing.
6.	Scalability of the Solution	<p>The solution can be easily scaled to:</p> <ul style="list-style-type: none"> • Include additional catalog items (e.g., monitor requests, accessory requests). • Integrate with CMDB for auto-assignment and lifecycle tracking. • Support department-specific approval chains. • Expand into a full Hardware Asset Request Portal with automated provisioning.

Conclusion

The project “**Laptop Request Catalog Item**” delivers an essential improvement in how employees request laptops within an organization. By replacing the outdated, manual request process with a dynamic and automated ServiceNow catalog item, this solution significantly enhances accuracy, efficiency, and user experience. The introduction of guided form behavior, conditional fields, and reset functionality ensures that employees can submit clear, complete, and error-free requests, reducing delays and minimizing back-and-forth communication. Within approval tracking and audit logging support better governance and compliance across ITSM processes. Furthermore, the successful implementation of dynamic scripting and workflow automation builds a strong foundation for scaling similar catalog items in the future. Overall, “Laptop Request Catalog Item” sets the stage for smarter, more efficient, and user-friendly administrative systems, contributing to a

Solution Description:

To streamline laptop requests within the organization and eliminate manual inefficiencies, a dedicated Laptop Request Service Catalog Item will be created in ServiceNow. The catalog form will include dynamic behaviour—fields will appear or change based on user selections. Client Scripts, UI Policies, and Catalog UI Policies will be used to ensure accurate data collection and guide users through the process.

A reset option will be added to quickly clear the form, improving user experience. The solution will also include backend workflows for approvals, fulfilment, and audit tracking. By leveraging native ServiceNow capabilities, the solution ensures accuracy, reduces delays, improves governance, and provides a scalable foundation for future IT asset request automation.