

**Project Design Phase**  
**Problem – Solution Fit Template**

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

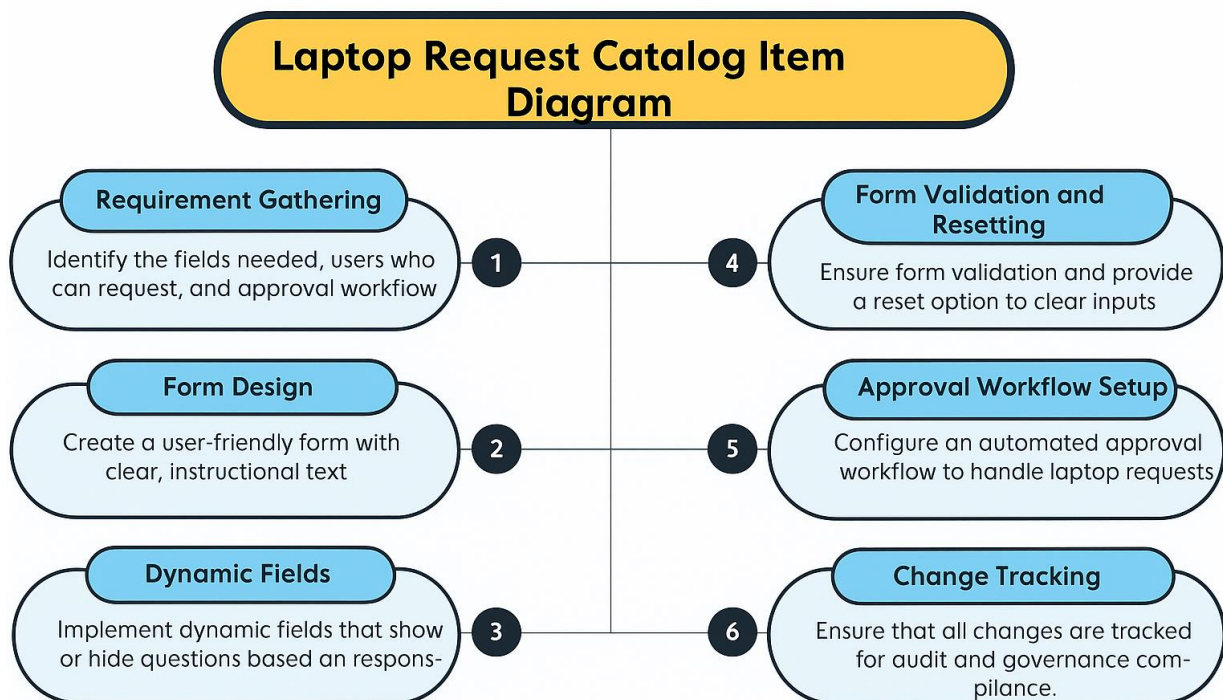
**Problem – Solution Fit Template:**

The Problem-Solution Fit simply means that you have found a problem with your customer and that the solution you have realized for it actually solves the customer’s problem. It helps entrepreneurs, marketers and corporate innovators identify behavioral patterns and recognize what would work and why

**Purpose:**

- ☐ Solve operational inefficiencies by ensuring requests follow a streamlined process.
- ☐ Improve adoption by offering a guided, dynamic laptop request form.
- ☐ Enhance communication through clear instructions and intuitive form behaviors.
- ☐ Reduce delays and errors by automating data validation and tracking.
- ☐ Maintain transparency and governance through change tracking.

**Template:**



The proposed solution ensures a structured, user-friendly request flow, reduces manual effort, and enhances operational transparency through automated tracking.

The project “Laptop Request Catalog Item” focuses on automating and streamlining the process of requesting laptops within the organization using ServiceNow’s Service Catalog module. Previously, employees relied on manual or email-based submissions, which often led to missing information, delayed approvals, and untracked requests. To address these challenges, the project introduces a dynamic catalog form where users can provide all required details — such as Laptop Model, Justification, Additional Accessories, and Accessories Details — in a structured format. The form intelligently adapts to user inputs through UI Policies, making fields visible or mandatory when needed. Additionally, client-side UI Actions such as a “Reset Form” button improve usability and reduce submission errors. This implementation ensures:

- Accurate and complete data capture for every request.
- Transparent approval workflows through ServiceNow.
- Enhanced governance and migration control via update sets.
- Improved end-user experience with dynamic and interactive forms.

Overall, the Laptop Request Catalog Item solution bridges the gap between employee needs and IT service efficiency, delivering a smart, scalable, and user-centric system for managing hardware requests effectively.