Project Design Phase
Proposed Solution

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Date	02 November 2025
Team ID	NM2025TMID08730
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Employees often need to request laptops for remote work, project needs, or onboarding, but the process is inconsistent, slow, and prone to manual errors. This results in delayed provisioning, lack of visibility, and employee dissatisfaction.
2.	Idea / Solution description	Implement a ServiceNow catalog item named "Laptop Request" that guides employees through required fields such as business need, model preferences, accessories, and manager approval. Requests are routed automatically to IT based on workflow, tracking progress and delivery.
3.	Novelty / Uniqueness	The catalog item unifies all laptop requests under a digital workflow. It leverages ServiceNow's automation to reduce manual effort, ensure compliance with policies, and track assets efficiently—no external integration required.
4.	Social Impact / Customer Satisfaction	Customer Satisfaction | Employees get faster laptop delivery, clear status visibility, and consistent request processing. IT teams are relieved from manual triage, preventing errors and improving employee onboarding experience.

5.	Business Model (Revenue Model)	Indirect benefits include reduced IT operating costs, fewer lost/delayed assets, and higher employee productivity. Automated reporting helps optimize asset budget and reduce unnecessary purchases.
6.	Scalability of the Solution	The catalog item can be extended to cover other hardware requests (monitors, phones, accessories) or integrated with vendor portals. Easily adapted for large enterprises or role-based options.
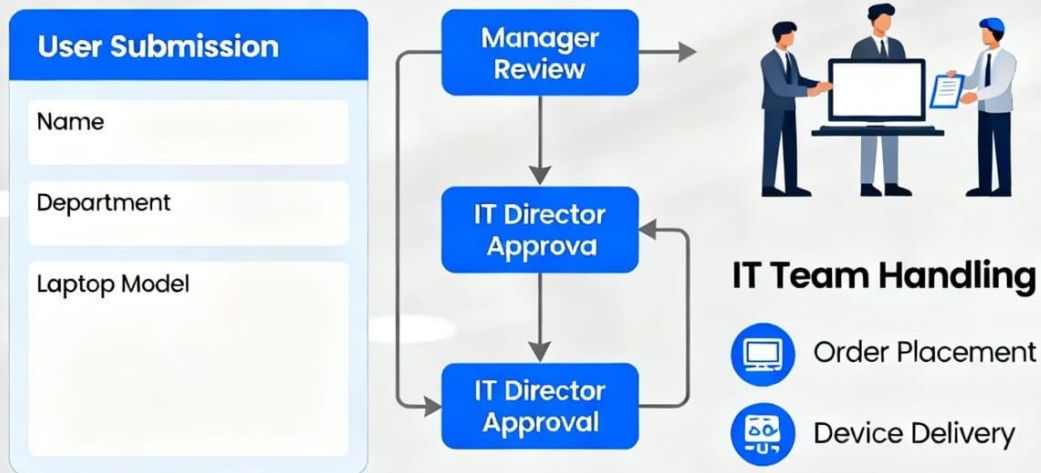
Reference: Infographic created using MidJourney.

Solution Description:

The "Laptop Request Catalog Item" enables employees to submit standardized requests for laptops via ServiceNow. The user fills details about the requirement, selects laptop specifications (brand, performance, accessories), and submits the request for manager approval. Once approved, it is automatically assigned to IT staff, who coordinate procurement and track delivery.

Workflows ensure requests cannot proceed if information is incomplete, while automated notifications keep all parties informed. Data integrity is enhanced as every laptop allocation is logged, improving asset management, reducing excess inventory, and streamlining IT operations. This solution is plugin-free, highly adaptable, and suitable for any organization seeking process efficiency and user satisfaction