

Project Design Phase Problem – Solution Fit

Date	15 February 2025
Team ID	LTVIP2025TMID30162
Project Name	Laptop Request Catalog Item (ServiceNow Administration)
Maximum Marks	2 Marks

Overview

The project addresses a common and recurring issue within organizations—manual and inefficient laptop request processes that hinder employee productivity and increase the burden on IT staff. Employees often submit requests informally via emails or conversations, resulting in inconsistent information, delayed responses, and lack of transparency.

The designed solution—a structured and automated laptop request form built within the ServiceNow Service Catalog—directly solves this problem. By using dynamic fields, validation rules, conditional visibility, and built-in reset functionality, the system ensures that requests are accurate, complete, and easy to process.

Purpose and Benefits

- ✓ **Solves a Real Problem:** Addresses the lack of standardization in laptop request submissions, which commonly causes delays and errors.
- ✓ **Improves Adoption:** Integrates with ServiceNow, a platform employees and IT staff already use, increasing familiarity and reducing the learning curve.
- ✓ **Enhances Communication:** Provides a guided form with real-time validation and field visibility, reducing ambiguity and follow-up communication.
- ✓ **Builds Trust & Efficiency:** Establishes a transparent, trackable process for hardware requests, improving both user experience and IT operations.
- ✓ **Supports IT Workflow:** Reduces IT staff workload by ensuring all required details are submitted upfront, minimizing back-and-forth clarification.

WHO IS YOUR CUSTOMER? Employees in an organization who need laptops but currently face a manual request process.	EXPLORE LIMITATIONS TO BUY / USE YOUR PRODUCT Employees lack a guided interface, leading to incomplete submissions. IT staff are overloaded and lack visibility into request statuses.	HOW ARE YOU GOING TO BE DIFFERENT THAN COMPETITORS? By integrating the process within ServiceNow's infrastructure, ensuring better tracking, forms, and automatic resets.
WHAT IS A COMMON FREQUENT, RECURRENTLY OR URGENT PROBLEM TO SOLVE? Laptop requests are frequent and critical for productivity. Delays affect employee workflow, development, and project continuity.	UNDERSTAND THE CAUSE OF THE PROBLEM The absence of a centralized, smart system leads to miscommunication, data loss, and excessive back-and-forth with IT staff.	TAP INTO, RESEMBLE, OR SUPPORT EXISTING BEHAVIOR Leverages existing ServiceNow and IT interaction habits but improves it with guided forms and feedback mechanisms.
WHICH TRIGGERS THAT FIT REAL LIFE, MAKE ASSOCIATIONS, MAKE IT FAMILIAR? ServiceNow's catalog format is familiar as employees already use it for other requests like password resets, issues, etc.	YOUR "DOWN TO-EARTH" SOLUTION GUESS A dynamic ServiceNow catalog item for laptop requests that includes guided fields, conditional visibility, and reset functionality.	BE WHERE YOUR CUSTOMERS ARE Built directly into ServiceNow platform used by employees and IT staff for daily operations.