

Project Design Phase
Proposed Solution

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

Proposed Solution:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	The existing laptop request process in the organization is manual, informal, and lacks structure. Employees send emails or verbal messages to IT staff, resulting in incomplete information, delays, miscommunication, and inefficiencies in handling requests.
2.	Idea / Solution description	A digital Laptop Request Catalog Item is implemented within the ServiceNow platform. This form-driven solution uses dynamic fields, conditional visibility, reset functionality, and update set deployment to streamline request submissions. It ensures completeness of data, enhances tracking, and reduces administrative workload.
3.	Novelty / Uniqueness	Unlike static forms or manual emails, this solution dynamically adapts based on user input (e.g., shows accessory fields only when needed), includes client-side validation, and supports portability via update sets across instances. It is tightly integrated with the organization's existing ITSM system.
4.	Social Impact / Customer Satisfaction	The solution improves the experience for employees by providing a fast, clear, and transparent way to request laptops. It reduces frustration and wait times, enhances IT responsiveness, and supports smooth onboarding and task continuity, leading to higher internal satisfaction.
5.	Business Model (Revenue Model)	While the solution is internally deployed and not revenue-generating, it results in significant cost savings through reduced IT effort, fewer delays, and improved resource allocation. It aligns with internal efficiency KPIs and IT service goals.
6.	Scalability of the Solution	The solution is highly scalable. It can be replicated for other hardware requests such as desktops, accessories, or even software license approvals. Its modular architecture allows easy

		customization and deployment across multiple ServiceNow instances using update sets.
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