Project Design Phase
Proposed- solution

Date	2 November 2025
Team ID	NM2025TMID01266
Project	Laptop Request Catalog Item
Maximum Marks	2 Mark

Proposed- solution Template:

S.NO	Parameter	Description
1.	Problem Statement (Problem to be solved)	Employees require laptops for onboarding or replacement, but current manual request processes are slow, untracked, and error-prone. This leads to delays, miscommunication, lack of approval traceability, and poor asset accountability.

2.	Idea / Solution Description	Introduce a self-service "Laptop Request" Catalog Item where users can raise requests by selecting laptop type, required software, justification, delivery location, and manager approval. Automated workflows will ensure approval routing, asset assignment, and fulfillment tracking.
3.	Novelty / Uniqueness	One unified form for all laptop models Auto-checks for eligibility (new joiner, replacement cycle, asset count) Automated routing to manager + IT Asset tea Real-time status tracking for users
4.	Social Impact / Customer Satisfaction	Faster onboarding & reduced downtimeHigher transparency and reduced email follow-upsAccurate asset tracking improves security & accountabilityImproves employee satisfaction through quick fulfillment
5.	Business Model (Revenue / Cost Justification)	Reduces manual processing effort for support teamsPrevents duplicate or unauthorized asset allocationBetter asset lifecycle data reduces loss, theft, and audit gapsSaves cost on inventory planning and procurement

Conclusion

A "Laptop Request Catalog Item addresso inefficiencies found in traditional manual asset procurement processes are slow, and errors. By executing approvral and fulfilment workflows digitally, asset assignment, and record visibility are improved. The solution ensures laptops are available for onboarding or repplacement promptly, real-time tracking enhances transparency and accountability in asset allocation, and adherence to IT cost by facilitating planned allocations, improved IT cost controlled by facilitate plannd allocations, employee satisfaction'mroves through a more agile and efficient laptop provisioning process. Improved employee satisfaction and productivity improved by more agile and efficient laptop provisioning process.

Solution Description:

A Laptop Request Catalog Item will be created in the IT Self-Service Portal to simplify and automate the process of requesting laptops for new hires, replacements, or hardware upgrades. Users will be able to fill out a structured form that captures required details such as laptop type/model, purpose of request, software requirements, delivery location, and justification.Once submitted, the request automatically routes to the appropriate approver (manager/IT head). After approval, the IT Asset Team receives a fulfillment task, assigns an available laptop from inventory, updates the asset record in the CMDB, and schedules delivery to the user. Throughout the process, automated email notifications keep the requester updated.The workflow removes manual effort, reduces delays, provides full traceability, and ensures proper asset assignment and compliance with company policy.