

REQUIREMENT ANALYSIS

Date	02-11-2025
Team ID	NM2025TMFD07309
Project name	Laptop Request catalog item Using Service Now

Introduction:

This catalog item allows employees to request a new laptop for business use. Whether you are a new hire, need a replacement for a faulty device, or require an upgrade to meet job requirements, this request ensures you receive a laptop that complies with company standards and IT policies.

Objectives of this Phase:

- Streamline Laptop Procurement Process
- Enhance User Experience
- Improve Approval and Fulfillment Efficiency
- Maintain Accurate Asset Records
- Enable Reporting and Analytics
- Support Lifecycle Management

Types of Requirements:

1. Functional Requirements

- The system must allow users to submit a laptop request through the Service Catalog.
- The catalog item must capture necessary details such as justification, accessories, and delivery location.

- The request must automatically route to the user's manager for approval.
- After approval, the request should route to the IT fulfillment group.
- The request status must update automatically (e.g., *Requested* → *Approved* → *In Progress* → *Fulfilled*).
- The system must generate a task for the IT asset management team to assign and deliver the laptop.
- Notifications should be sent to the requester at key stages (submission, approval, fulfillment).

2. Non-Functional Requirements

- The catalog item form must load within 3 seconds under normal network conditions.
- The interface must be intuitive and responsive for both desktop and mobile users.
- Data must be secured in compliance with the organization's IT and data protection policies.
- The workflow must operate with high reliability and minimal downtime.
- The catalog item should be easily maintainable and scalable for future hardware categories.

3. Business Requirements

- Standardize the laptop procurement process across departments.
- Ensure all laptop requests comply with IT hardware standards and approval hierarchies.
- Reduce manual intervention and improve processing time.
- Maintain accurate asset inventory in CMDB/Asset Management.
- Improve transparency for users and management through reporting and tracking.

4. Technical Requirements

- Integrate with User Profile data to auto-populate requester details (name, department, manager).
- Connect with Approval Engine and Flow Designer/Workflow for routing logic.
- Integrate with Asset Management or CMDB to record issued laptops.
- Utilize Notifications and Service Level Agreements (SLAs) for process tracking.
- Enable data export for reporting via Performance Analytics or Report Designer

System Requirements (Hardware & Software Needs):

Type	Requirement
Hardware	A laptop or desktop computer with a stable internet connection
Software	Web browser (Google Chrome, Microsoft Edge, Mozilla Firefox, or Safari)
Platform	ServiceNow Developer Instance or Enterprise Instance
Tools	Flow Designer, Catalog Builder, Dashboard/Reports, IntegrationHub (optional)
Users	Admin (IT or Catalog Administrator), Approver (Manager), and End Users (Employees requesting laptops)

Outcome of Requirement Analysis Phase:

The **requirement analysis phase** helps identify and define what the *Laptop Request Catalog Item* must achieve, how it will function, and which resources are needed. The outcomes of this phase form the foundation for the design, development, and implementation stages. Clear Understanding of Business Needs, Defined Functional Requirements, System & Integration Requirements Documented.