## **Project Report: Laptop Request Catalog Item**

### **1. Project Title:**

**Laptop Request Catalog Item**

### **2. Objective:**

The main objective of this project is to design and implement a **ServiceNow catalog item** that allows employees to easily **request a laptop** based on their business requirements. The process automates the request approval, assignment, and fulfillment workflow, reducing manual effort and improving the efficiency of the IT service desk.

### **3. Project Description:**

This project involves creating a **Service Catalog Item** named *“Laptop Request”* within the **ServiceNow platform**. The catalog item enables users to select from various laptop models, configurations, and accessories, and submit a formal request through the IT Service Portal.

Once submitted, the request follows an automated **approval workflow**, where the request is routed to the **manager or IT approver**. After approval, the request is assigned to the **hardware provisioning team** for fulfillment.  
 The system also provides status updates to the user at each stage of the request lifecycle.

### **4. Key Features:**

* User-friendly catalog form for laptop selection
* Dynamic fields based on laptop model or department
* Automated approval workflow
* Notifications and status updates at each stage
* Integration with Asset Management for tracking inventory
* Reporting and analytics for IT request trends

### **5. Tools and Technologies Used:**

* **Platform:** ServiceNow
* **Modules:** Service Catalog, Workflow, Notifications, Approval Engine
* **Scripting:** Client Script, Catalog UI Policy, Business Rule
* **Language:** JavaScript (ServiceNow scripting)

**6. Workflow Overview:**

1. **User Request:** Employee fills out the *Laptop Request* form.
2. **Manager Approval:** The request is automatically routed for approval.
3. **Fulfillment:** Upon approval, the request is assigned to the IT team.
4. **Asset Update:** The laptop details are added or updated in the Asset database.
5. **Closure:** The user receives a notification once the request is completed.

### **7. Outcome:**

This implementation simplifies IT hardware requests, enhances user experience, ensures faster processing times, and maintains accurate asset tracking across the organization. It also provides transparency through automatic updates and reporting.

### **8. Conclusion:**

The *Laptop Request Catalog Item* project successfully demonstrates the automation of a common IT service using ServiceNow’s catalog and workflow capabilities. It reduces manual intervention, improves request visibility, and ensures timely fulfillment aligned with ITSM best practices.