**Project Design Phase**

**Proposed Solution Template**

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| Date | 31 October 2025 |
| Team ID | NM2025TMID08347 |
| Project Name | LAPTOP REQUEST CATALOG ITEM |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Employees face delays and confusion in requesting laptops due to a manual, error-prone process with no dynamic guidance or automation. |
|  | Idea / Solution description | Develop a dynamic ServiceNow Service Catalog Item for laptop requests with role-based recommendations, UI policies for guided form behavior, and automated approval workflows. |
|  | Novelty / Uniqueness | Unique integration of dynamic UI policies and role-specific laptop suggestions within ServiceNow, reducing user error and streamlining IT processes. |
|  | Social Impact / Customer Satisfaction | Improves employee onboarding and productivity by ensuring faster, accurate laptop delivery; boosts satisfaction for both users and IT staff through an intuitive interface. |
|  | Business Model (Revenue Model) | Cost savings through reduced IT support time and error handling; potential for licensing the solution to other organizations using ServiceNow. |
|  | Scalability of the Solution | Easily scalable by adding new laptop models, roles, or approval rules in ServiceNow; deployable across multiple instances or organizations via Update Sets. |