Project Design Phase

Proposed Solution

Date	02 November 2025
Team ID	NM2025TMID01560
Project Name	Laptop Request catalog Item
Maximum Mark	2 mark

Proposed Solution

Overview:

The **Laptop Request Catalog Item** will be developed within the ServiceNow platform as part of the IT Service Catalog. The form will be dynamic, meaning that fields and options will adjust based on user input. For example, when a user selects "New Employee," the form may display additional fields such as joining date or department. The catalog will also include a **reset button** to clear all fields if the user wishes to start over.

Key Functional Components:

1. User Interface and Form Design:

The catalog item will be designed with a clean and intuitive interface. Users will be guided through clearly labeled sections, including personal details, device preferences, and justification for request. Dynamic visibility rules will ensure that only relevant questions appear, reducing confusion and errors. Help text will be included for each field to guide users in providing accurate information.

2. Workflow and Automation:

Once a user submits the form, the request will automatically trigger an approval workflow. The request will first be routed to the employee's reporting manager for authorization. After approval, it will move to the IT fulfillment team for processing. The workflow will handle notifications, task assignments, and status updates automatically.

3. Notifications and Tracking:

The system will send automatic notifications at key stages—submission, approval, fulfillment, and completion. Users can track their request status in real-time from the ServiceNow portal, reducing the need for manual follow-ups.

4. Data Validation and Reset Functionality:

Mandatory fields will ensure that users cannot submit incomplete forms. Validation rules will check for data accuracy (e.g., valid employee ID). The reset feature allows users to clear the form instantly and restart, which improves usability and reduces form errors.

5. Governance and Auditability:

All catalog configurations, workflow changes, and approvals will be logged in ServiceNow's update sets. This ensures compliance, easy rollback, and accountability for all changes made to the system.

Advantages of the Proposed Solution:

- **User Empowerment:** Employees can request laptops directly without IT intervention.
- **Reduced Turnaround Time:** Automated workflows speed up the approval process.
- **Transparency:** Request progress can be monitored in real time.
- **Accuracy:** Dynamic forms minimize incomplete or incorrect submissions.
- **Governance:** Every change is traceable for audit purposes.

- **Scalability:** The same approach can be reused for other hardware or service requests.

Conclusion:

This solution not only digitizes the laptop request process but also introduces intelligence, flexibility, and automation into IT service management. It creates a seamless bridge between employees and IT teams, ensuring efficiency, transparency, and satisfaction on both sides.