Ideation Phase

Define the Problem Statements

Date	2 November 2025
Team ID	NM2025TMID01560
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Title:

Laptop Request Catalog Item – Automating Laptop Request Process in ServiceNow

Introduction:

In every organization, employees require laptops to perform their daily responsibilities effectively. When a new employee joins or an existing one needs a replacement device, the process to request a laptop becomes crucial. However, in many companies, this request process is still handled manually — through emails, physical forms, or informal communication with the IT department. This manual method often leads to delays, incomplete information, and lack of proper tracking. Employees frequently experience confusion about whom to contact or how to monitor the progress of their requests.

To solve these challenges, the project aims to create an automated Laptop Request Catalog Item in ServiceNow. This catalog item will simplify how employees request laptops and how IT manages and fulfills those requests.

Problem Statement:

The current laptop request process is manual, time-consuming, and prone to errors. Employees do not have a proper self-service platform to request laptops. The absence of a dynamic form leads to incorrect or missing data, causing delays in approvals and fulfillment. IT staff spend unnecessary time verifying request details, following up with users, and updating records manually. Furthermore, there is no standardized way to track changes or monitor request progress.

This project proposes to develop a Service Catalog Item within ServiceNow that allows employees to easily request laptops through a user-friendly interface. The form will include dynamic fields, clear instructions, and a reset option to improve usability. Every change made in the form or workflow will be tracked for transparency and governance.

Objectives:

1. To design a dynamic Service Catalog Item for laptop requests.

2. To reduce manual intervention and automate approval and fulfillment workflows.

   To ensure data accuracy through field validations and guided form behavior.

4. To provide employees with an easy way to request laptops and track the status of their requests.

5. To improve IT service efficiency by minimizing communication gaps and processing time.

6. To maintain full governance by tracking all modifications and deployments made in the catalog item.

Scope of the Project:

The project covers the complete development of the Laptop Request Catalog Item within the ServiceNow platform. It includes catalog design, form creation, workflow automation, approval setup, and notifications. The solution will be tested and deployed within the organization's ServiceNow environment.

Expected Outcome:

The outcome of this project will be a well-structured, automated, and easy-to-use laptop request system. Employees will be able to submit their requests through the Service Catalog without manual assistance. IT teams will experience faster turnaround times, better accuracy, and full traceability of requests. Overall, this will enhance productivity, transparency, and user satisfaction within the organization.