

Ideation Phase

Brainstorm & Idea Prioritization

Date	2 November 2025
Team ID	NM2025TMID01594
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Laptop Request Catalog Item Template:

This guided project focuses on creating a Service Catalog item that allows employees to easily request laptops through the ServiceNow platform. The goal is to replace the existing manual and time-consuming process with a dynamic, automated, and user-friendly form.

The catalog item will use UI Policies to make fields visible, mandatory, or read-only based on user inputs, ensuring accurate data collection. UI Actions will add additional functionality, such as resetting or submitting the form efficiently.

By implementing this system, organizations can ensure faster request handling, improved data accuracy, and proper tracking of all changes for governance. The project also provides exposure to UIPath RPA for automation and Tanzu Application Service for application deployment and management.

This solution enhances the IT service management process by providing a structured, transparent, and efficient way for employees to request laptops for official use.

Step-1: Team Gathering, Collaboration, and Selecting the Problem Statement

The team discussed current issues with the manual laptop request process in the organization. It was identified that employees often face delays, errors in form filling, and lack of transparency in the approval process.

After evaluating several potential ideas, the team agreed to develop a “Laptop Request Catalog Item” as the best solution to improve efficiency and user experience within the company’s IT Service Management (ITSM) system.

Step-2: Brainstorm, Idea Listing, and Grouping

❖ Brainstorm:

Team members discussed various features and challenges related to the laptop request process. The brainstorming session encouraged open participation, allowing everyone to suggest innovative ideas for improving form usability and automation.

❖ Idea Listing:

All proposed ideas were documented, such as:

- Adding dynamic fields (e.g., hide/show based on role or department).
- Including a reset form button using UI Actions.
- Sending automatic approval or notification emails.
- Tracking all requests for audit purposes.
- Integrating with asset management for inventory updates.

❖ Grouping:

Ideas were categorized into key areas:

1. User Experience (UX): Simplify the form layout and guide users step-by-step.
2. Automation: Use UI Policies and RPA tools to minimize manual intervention.
3. Data Integrity: Ensure all required information is captured correctly.
4. Governance & Tracking: Maintain logs for every request and change.

❖ Action Planning:

Each selected idea was converted into a clear action plan — with responsibilities assigned to specific team members and defined timelines for catalog creation, UI policy design, and testing.

Step-3: Idea Prioritization

❖ Idea Prioritization:

Idea prioritization helped the team focus on the most critical elements that ensure the project's success. The top priority was given to:

1. Dynamic Form Behavior: Use UI Policies to control field visibility and requirements.
2. UI Actions Functionality: Add buttons for “Submit,” “Reset,” or “Cancel.”
3. Validation and Testing: Test various user scenarios to ensure smooth functionality.
4. Tracking and Governance: Ensure all requests are recorded properly for audit.

This prioritization approach enabled the team to break down complex ideas into manageable steps, ensuring clarity in workflow and smooth implementation.

By visualizing these components through flowcharts and diagrams, the team improved coordination and ensured that every aspect—from form creation to submission tracking—was properly designed and documented.

Overall, this ideation phase established a strong foundation for developing a dynamic, automated, and efficient laptop request system that enhances the organization's service management capabilities.