

Proposed Solution

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

Proposed Solution:

S.No	Parameter	Description
1.	Problem Statement (Problem to be solved)	The manual process of requesting laptops in organizations is time-consuming and prone to delays. Employees often have to go through emails or paper-based requests, leading to confusion, data errors, and lack of tracking.
2.	Idea / Solution description	A Service Catalog Item is created in ServiceNow that allows employees to request laptops easily through an interactive form. The form uses UI Policies to show or hide fields dynamically (like laptop type, accessories, or justification), and UI Actions to reset or submit the request efficiently.
3.	Novelty / Uniqueness	The solution uses dynamic form behavior to guide users intuitively while maintaining accurate data. The inclusion of a “Reset Form” button through UI Actions adds flexibility and user control, improving the overall catalog experience.
4.	Social Impact / Customer Satisfaction	The solution ensures faster approvals, transparent tracking, and reduced manual effort. Employees can request laptops in

		minutes, and IT admins can process them efficiently—enhancing satisfaction and operational productivity.
5.	Business Model (Revenue Model)	Though not revenue-generating directly, the project saves organizational resources by reducing request handling time, improving service delivery, and increasing overall IT service management efficiency.
6.	Scalability of the Solution	The same catalog structure can be extended to include other IT asset requests such as desktops, monitors, or software. It can also integrate with approval workflows, notifications, and asset management modules for broader ITSM applications.

CONCLUSION

- Streamlined laptop request process
- Increased transparency and tracking
- Improved user satisfaction

Solution Description:

To simplify and automate laptop requests, a Laptop Request Catalog Item is designed in ServiceNow. This catalog form allows users to select laptop types, mention quantity, specify purpose, and submit the request digitally. UI Policies ensure that fields appear dynamically (for example, showing “Reason for Request” only if the laptop type is “High-end”).

UI Actions such as “Reset Form” enable users to clear inputs easily without reloading the page. Once submitted, the request is logged, tracked, and assigned to the IT department for approval.

This digital transformation eliminates delays, ensures accurate data collection, and enhances user experience. It also provides an auditable trail for all requests, improving accountability and governance within the organization.