

Project Design Phase
ProposedSolutionTemplat
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Date	02 November 2025
TeamID	NM2025TMID01453
ProjectName	LAPTOPREQUESTCATALOGITEM
MaximumMarks	2Marks

ProposedSolutionTemplate:

S.No.	Parameter	Description
1.	ProblemStatement(Problemtobesolved)	Employees face delays and confusion in requesting laptops due to a manual, error-proneprocesswithnodynamicguidanceor automation.
2.	Idea/Solutiondescription	DevelopadynamicServiceNowServiceCatalog Item for laptop requests with role-based recommendations, UI policies for guided form behavior, and automated approval workflows.
3.	Novelty/Uniqueness	UniqueintegrationofdynamicsUIpoliciesand role-specific laptop suggestions within ServiceNow, reducing user error and streamliningITprocesses.
4.	SocialImpact/CustomerSatisfaction	Improves employee onboarding and productivitybyensuringfaster,accuratelaptop delivery; boosts satisfaction for both users and ITstaffthroughanintuitiveinterface.
5.	BusinessModel(RevenueModel)	CostsavingssthroughreducedITsupporttime anderrorhandling;potentialforlicensingthe solution to other organizations usingServiceNow.
6.	ScalabilityoftheSolution	Easilyscalablebyaddingnewlaptopmodels, roles, or approval rules in ServiceNow; deployable across multiple instances or organizationsviaUpdateSets.