

IdeationPhase

Brainstorm&IdeaPrioritizationTemplate


Date	02 November 2025
TeamID	NM2025TMID01453
ProjectName	LAPTOPREQUESTCATALOGITEM
MaximumMarks	4Marks

Brainstorm&IdeaPrioritizationTemplate:

For the'Laptop Request Catalog Item'project, ourBrainstorming and Idea Prioritizationeffortswillfocusontransformingthecurrentmanualanddelay-pronelaptopre questprocess into a quick, efficient, and dynamic ServiceNow Service Catalog experience. We will collaboratively generate a comprehensive range of ideas for variables, dynamic UI policies, approval workflows, and user guidance, prioritizing*volume over value*initially to capture everypossibleenhancement foraccuratedata collectionandanintuitiveuserinterface.This will include exploring how tobest implement dynamicform behavior,clearinstructions,and resetfunctionality.Subsequently,throughastructuredprioritizationprocess,wewillevaluate theseideastoselectthemostimpactfulandfeasiblesolutionsfordevelopment,ensuringthe project delivers a truly user-centric and error-reducing solution that significantly improves employee satisfaction and operational efficiency.

Step-1:TeamGathering,CollaborationandSelecttheProblemStatement

Template



## Brainstorm & idea prioritization

Brainstorm ideas for a dynamic, user-friendly laptop request process in ServiceNow, even if the team is remote.

🕒 10 minutes to prepare

🕒 1 hour to collaborate

👤 2-4 people recommended

●

### Before we collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

🕒 10 minutes

A

**Team gathering**  
ServiceNow developer, IT support, UX designer, end-user

B

**Set the goal**  
Making the laptop request form dynamic, easy to use, and error-free.

C

**Learn how to use the facilitation tools**  
Keep discussion focused, encourage all ideas, and ensure everyone participates.

Open article →

1

### Define your problem statement

How to make laptop requests faster, easier, and error-free through a dynamic ServiceNow catalog item.

🕒 5 minutes

PROBLEM

How might we create an intuitive laptop request form that guides users and reduces approval delays?

🧠

#### Key rules of brainstorming

To run a smooth and productive session

🗣️ Stay in topic.

💡 Encourage wild ideas.

⏸️ Defer judgment.

👂 Listen to others.

🗣️ Go for volume.

👁️ If possible, be visual.

Step-2:Brainstorm,IdeaListingandGrouping

1

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2

### Brainstorm

Write down any ideas that come to mind that address your problem statement.

🕒 10 minutes

TIP You can select a sticky note and - in the pencil launch to switch) can't to start drawing

Person 1

Role-based laptop recommendations

Person 2

Dynamic form fields

Person 3

One-click request templates

Person 4

Real-time approval tracking

3

### Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

🕒 20 minutes

TIP Add collaborative links to sticky notes to make it easier to link, break, organize, and group the notes as you share them with your team.

Pre-filled User Information

Step-3:IdeaPrioritization

4

Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

20 minutes

TIP

Participants can use their cursors to point at where sticky notes should go on the grid. The facilitator can confirm the spot by using the laser pointer holding the H key on the keyboard.

