

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-prone process with no dynamic guidance or automation.
2.	Idea/Solutiondescription	Develop a dynamic ServiceNow Service Catalog Item for laptop requests with role-based recommendations, UI policies for guided form behavior, and automated approval workflows.
3.	Novelty/Uniqueness	Unique integration of dynamic UI policies and role-specific laptop suggestions within ServiceNow, reducing user error and streamlining IT processes.
4.	SocialImpact/CustomerSatisfaction	Improves employee onboarding and productivity by ensuring faster, accurate laptop delivery; boosts satisfaction for both users and IT staff through an intuitive interface.
5.	BusinessModel(RevenueModel)	Cost savings through reduced IT support time and error handling; potential for licensing the solution to other organizations using ServiceNow.
6.	ScalabilityoftheSolution	Easily scalable by adding new laptop models, roles, or approval rules in ServiceNow; deployable across multiple instances or organizations via Update Sets.