

LAPTOP REQUEST CATALOG ITEM

IDEATION PHASE

1. Introduction

In today's digital workplace, efficient IT service management plays a vital role in maintaining organizational productivity. As technology becomes an integral part of every department, managing hardware assets such as laptops, desktops, and peripherals has become increasingly challenging. ServiceNow, a leading IT Service Management (ITSM) platform, provides a unified system for automating workflows, managing service requests, and ensuring a smooth user experience across enterprise operations.

This project, titled "Laptop Request Catalog Item in ServiceNow," focuses on simplifying the process of laptop requests within an organization. Traditionally, employees raise laptop requests manually through emails or paper forms, which results in delays, lack of visibility, and inconsistent tracking. To overcome these limitations, this project aims to design and implement an automated, self-service catalog item that enables employees to request laptops effortlessly while ensuring transparency, proper approval workflows, and efficient inventory management.

2. Problem Identification

In many organizations, the IT department faces significant challenges in handling laptop requests due to manual operations and unclear processes. Some of the common issues identified are:

- Lack of Automation: Manual request and approval handling consumes time and increases administrative workload.
- No Centralized System: Information about laptop stock, approvals, and delivery often remains scattered across multiple tools or emails.

- Approval Delays: Managers and IT staff may overlook or forget pending approvals due to lack of reminders.
- Limited Tracking: Employees have no visibility into the current status of their requests.
- Inventory Confusion: IT administrators struggle to maintain updated records of issued and available laptops.

These issues not only affect employee satisfaction but also reduce overall operational efficiency. Therefore, the need for an automated, user-friendly solution within ServiceNow became the driving motivation for this project.

3. Ideation and Brainstorming

The ideation phase began with brainstorming sessions aimed at identifying potential solutions to the challenges listed above. Several ideas were discussed:

1. Email-Based Request System: A simple system where employees send requests through email, and IT staff update records manually.
2. Google Form or Excel-Based Tracking: Using online forms and spreadsheets to track requests and status updates.
3. Chatbot-Based Request Portal: Implementing an AI chatbot to handle IT asset requests.
4. ServiceNow Catalog Item: Creating a catalog item in ServiceNow with automated workflows, approval processes, and real-time tracking.

After evaluating these ideas based on scalability, automation, ease of use, and integration with existing IT systems, the ServiceNow Catalog Item approach was selected as the most efficient and sustainable option. It provides a structured framework for managing service requests while leveraging built-in features like notifications, service levels, and approvals.

During brainstorming, the team defined the key objectives:

- Simplify the laptop request process for all employees.
- Automate approvals involving the manager and IT department.

- Ensure transparency and tracking at every stage of the request lifecycle.
 - Maintain accurate laptop inventory data for administrators.
 - Provide a scalable model for future IT asset requests (e.g., monitors, accessories).
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4. Concept Development

The concept was refined into a detailed plan for implementation within the ServiceNow platform. The solution will consist of the following components:

- Catalog Item Design:
A dedicated catalog item named “*Laptop Request*” will be created under the IT Service Catalog. The form will capture details such as employee name, department, laptop type, purpose, and justification.
 - Workflow Automation:
Once a request is submitted, it will automatically route to the employee’s manager for approval. Upon approval, the IT team will be notified to fulfill the request. The workflow will also include rejection or modification options to handle exceptions.
 - Notifications and Approvals:
Automated email notifications will be sent to keep users informed about approval status and fulfillment progress. Managers and IT admins will receive alerts for pending actions to minimize delays.
 - Inventory Management:
Integration with the CMDB (Configuration Management Database) will ensure real-time tracking of available laptops. When a request is fulfilled, the inventory count will be updated automatically.
 - User Experience:
Employees can easily view and track the status of their requests through the ServiceNow portal. The design focuses on simplicity, clarity, and self-service accessibility.
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5. Benefits and Expected Outcomes

The proposed Laptop Request Catalog Item in ServiceNow offers numerous organizational and operational benefits:

- Improved Efficiency: Reduces manual tasks and accelerates request-to-delivery time.
- Enhanced Transparency: Employees can monitor request progress at any stage.
- Accurate Inventory Tracking: Real-time visibility into laptop stock and issuance.
- Streamlined Approvals: Automated reminders reduce bottlenecks in the workflow.
- Scalability: The same model can be extended to other IT assets and service requests.
- Reduced Administrative Overhead: Minimizes back-and-forth communication and human errors.

This system also aligns with the organization's digital transformation goals by promoting paperless processes, centralized control, and better user engagement through automation.

6. Conclusion

The ideation phase successfully transformed the initial challenge of managing laptop requests into a feasible, automated ServiceNow solution. By analyzing the existing problems, evaluating multiple approaches, and refining the chosen concept, the team established a clear direction for development. The Laptop Request Catalog Item will serve as a practical and efficient solution that streamlines IT asset management, supports organizational efficiency, and enhances employee satisfaction.

Future scope includes integrating the system with asset delivery tracking, analytics dashboards, and chatbot assistance for request submission. The ideation process thus lays the foundation for building a scalable, intelligent, and user-centric IT service automation system.