LAPTOP REQUEST CATALOG ITEM

Requirement Analysis Document

1. Introduction

1.1 Project Overview

The *Laptop Request Catalog Item in ServiceNow* project aims to automate and streamline the process of requesting laptops within an organization. Currently, most companies handle laptop requests manually through emails or paper-based forms, which leads to delays, miscommunication, and lack of visibility into the approval process.

This project leverages the ServiceNow platform to design a self-service catalog item that allows employees to request laptops easily. The catalog will include customizable options such as laptop type, specifications, and accessories. The workflow will automatically route requests for approval and fulfillment to the appropriate stakeholders (manager, IT department, and procurement team).

1.2 Purpose of the Document

The purpose of this Requirement Analysis Document is to clearly define the functional and non-functional requirements of the proposed system. It serves as a reference for developers, testers, and stakeholders to ensure that the final product aligns with user expectations and business goals.

1.3 Scope of the Project

The scope of this project includes:

- Designing a user-friendly catalog item on ServiceNow.
- Automating the approval and fulfillment process for laptop requests.
- Providing real-time request tracking for employees.
- Maintaining inventory visibility for IT administrators.
- Generating reports for management analysis.

The project excludes procurement automation and hardware delivery tracking beyond request fulfillment in ServiceNow.

2. Problem Statement

In many organizations, employees often face difficulties when requesting new laptops or hardware upgrades. Traditional methods such as email-based requests or manual approvals lead to:

- Long approval times.

- Miscommunication between departments.

- Lack of visibility into request status.

- Poor record-keeping and tracking.

To solve these challenges, this project introduces an automated and transparent workflow within ServiceNow that improves efficiency, accountability, and employee experience.

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3. Objectives

The main objectives of the project are as follows:

1. Automation: Eliminate manual steps by using ServiceNow workflow automation for laptop request approvals.

2. Transparency: Provide employees with real-time visibility into the status of their requests.

3. Efficiency: Reduce processing time through automatic routing and notifications.

4. Accuracy: Minimize human errors in data entry and inventory tracking.

5. Reporting: Generate analytical reports for IT and management to make data-driven decisions.

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4. Requirement Analysis

4.1 Functional Requirements

ID	Requirement Description
FR-01	The system should allow employees to submit laptop requests through the Service Catalog.

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FR-02	The form should include fields such as employee ID, department, laptop model, configuration type, and justification.
FR-03	The request should automatically be routed to the employee's manager for approval.
FR-04	Once approved, the request should be assigned to the IT department for fulfillment.
FR-05	The system should send email notifications at each stage (submission, approval, fulfillment).
FR-06	Employees should be able to track the status of their request in real time.
FR-07	IT administrators should be able to manage inventory through ServiceNow.
FR-08	Reports should be generated monthly showing total requests, approved requests, and pending tasks.

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5. System Design Overview

5.1 Proposed System Architecture

The proposed system is built on ServiceNow's Service Catalog and Workflow Engine.

Key Components:

1. User Interface (Catalog Item Form):
   Employees access the catalog through the Service Portal and fill in laptop request details.

2. Workflow and Approvals:

   o Step 1: Employee submits the request.

   o Step 2: Manager receives approval task.

   o Step 3: Upon approval, IT team receives fulfillment task.

   o Step 4: IT updates the request as fulfilled.

   o Step 5: Employee receives completion notification.

3. Database:
   Stores all request details, approval logs, and status information.

4. Notification Engine:
   Sends automated email updates to users and approvers.

5. Reporting Dashboard:
   Displays analytics and status reports for IT admins and management.

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6. User Requirements

User Type	Requirements
Employee	Submit new laptop request, view request status, receive notifications.
Manager	Approve or reject requests, add comments.
IT Staff	View approved requests, update fulfillment status, manage inventory.
Admin	Configure catalog item, manage workflows, and generate reports.

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7. Use Case Diagram (Description)

Actors:

- Employee
- Manager
- IT Team
- System

Use Case Summary:

1. Employee submits a laptop request.
2. System routes the request to the Manager.
3. Manager approves or rejects the request.

4. System assigns approved request to IT.

5. IT fulfills the request and closes the ticket.

6. Employee receives notification and can provide feedback.

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8. Benefits of the Proposed System

- Reduces manual errors and delays.

- Enhances user satisfaction with faster service delivery.

- Provides clear visibility into each request's status.

- Improves productivity through automation.

- Enables better inventory management and data-driven decisions.

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9. Tools and Technologies

- Platform: ServiceNow

- Modules Used: Service Catalog, Flow Designer, Notifications, Reporting

- Scripting: JavaScript (for client and server-side scripting)

- Database: ServiceNow built-in CMDB (Configuration Management Database)

- Browser Compatibility: Chrome, Edge, Firefox

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10. Conclusion

The *Laptop Request Catalog Item in ServiceNow* project provides a structured, automated, and transparent solution for handling laptop requests within an organization. By replacing manual processes with ServiceNow's workflow automation, the project ensures efficiency, accountability, and better user experience. This requirement analysis lays the foundation for the design and development phases, ensuring that all user and business needs are met effectively.