Project Design Phase
Proposed Solution

Date	02 November 2025
Team ID	NM2025TMID04313
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Proposed Solution – Overview:

The solution directly targets inefficiencies in the current laptop request workflow by introducing a **dynamic Service Catalog item** within the ServiceNow platform. This design focuses on enhancing **user experience** and **data quality** by providing a guided digital form.

The solution is built exclusively with **native ServiceNow tools** to ensure ease of maintenance, maximum scalability, and adherence to platform best practices. It directly reduces manual errors, supports governance through Update Sets, and is designed to integrate seamlessly with future ITSM capabilities like formal approval workflows.

Solution Parameters and Technical Description

The following table details the key parameters of the proposed solution:

S.No.	Parameter	Description
1.	**Problem Statement (Problem to be solved)**	The existing process is manual, unstructured, and leads to significant delays and confusion for employees requesting hardware. This results in incomplete data and a poor overall user experience.
2.	**Idea / Solution Description**	Configure a **Laptop Request Catalog Item** in ServiceNow, leveraging **UI Policies** for dynamic field visibility and a **Client UI Action** (Reset Form) to ensure usability and precise data capture.
3.	**Novelty / Uniqueness**	The design utilizes standard, **native ServiceNow features** to create a robust and dynamic self-service form. This approach eliminates the need for external plugins, simplifying governance and maintainability while streamlining the request process.

4.	**Social Impact / Customer Satisfaction**	The solution translates directly into **higher employee satisfaction** due to a faster, clearer, and more self-service-oriented experience. IT teams benefit from receiving complete, accurate data, significantly improving service delivery metrics.
5.	**Business Model (Revenue Model)**	While not revenue-generating, the solution delivers substantial **cost savings** by reducing manual errors, minimizing follow-up inquiries, and improving operational efficiency across the ITSM function.
6.	**Scalability of the Solution**	Highly scalable. The catalog item structure can be readily **extended** to incorporate multi-stage approval workflows, granular role-based access controls, and new hardware/accessory categories as organizational needs evolve.

Conclusion: The Digital Transformation of Service Delivery

TThe **Laptop Request Catalog Item** project successfully addresses a critical gap in IT service delivery by digitally transforming the manual, error-prone request process into a **dynamic, user-friendly digital form** within ServiceNow.

By utilizing structured fields, conditional visibility, and user-centric features like the form reset option, the solution achieves its core goals: **improving data accuracy**, **reducing processing delays**, and **elevating the overall user experience**.

This robust implementation, built entirely with native tools and rigorously tracked via Update Sets, not only streamlines current internal workflows but also ensures maintainability and lays a strong, scalable foundation for future, smarter ITSM operations across the organization.