

Project Design Phase

Problem – Solution Fit Document

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

Defining Problem – Solution Fit:

Problem-Solution Fit (PSF) is achieved when a documented user challenge is demonstrably addressed by the proposed solution. The goal of this phase is to ensure the designed technical solution directly aligns with actual user behavior, core business needs, and expected functional outcomes. This alignment is crucial for project success and end-user adoption.

Purpose of PSF Template for Laptop Request Catalog Item:

- **Workflow Integration:** Addressing real user challenges with a solution tailored to their existing workflows and ServiceNow environment.
- **Adoption Acceleration:** Improving user acceptance by aligning the solution with familiar platform tools and user habits.
- **Clarity and Usability:** Enhancing communication and form design by utilizing relevant dynamic triggers and user-focused messaging.
- **Trust and Reliability:** Building stakeholder confidence by resolving frequent pain points and reducing urgent issues in the request process.
- **Meaningful Improvement:** Analyzing the current manual system to deliver measurable, significant operational and service improvements for the target audience.

Solution Impact and Quantifiable Benefits

1. **Operational Efficiency: Streamlines the request process**, reducing delays and eliminating manual follow-ups, saving time for both employees and IT.
2. **Enhanced User Experience (UX):** Provides a **guided experience** with clear instructions, dynamic field behavior, and an immediate form reset option.
3. **Improved Data Integrity:** Ensures high **data accuracy** by enforcing structured input and using UI Policies to conditionally expose mandatory fields.
4. **Reduced IT Workload:** Minimizes incomplete or incorrect form submissions, directly **decreasing the administrative burden** on IT support staff.



Problem-Solution Fit Flow

Project Title: Laptop Request Catalog Item



Requirement Gathering

- Identified the need for a faster, structured laptop request process within the organization
- Collected feedback from employees about delays and confusion in the current manual system

Plan Development:

- Designed a Service Catalog item using ServiceNow
- Created flowcharts and UI mockups to visualize the dynamic form behavior and user experience

System Analysis:

- Reviewed existing request workflows and identified gaps in form guidance, reset options, and governance tracking



Rule Implementation:

- Implemented UI Policies to show/hide fields based on user input
- Added a Client UI Action to reset the form using `g_form.clearForm()`

Testing & Validation

- Conducted manual testing to ensure dynamic behavior works as expected
- Validated form reset functionality and update set tracking

Monitoring & Feedback

- Monitored user interactions and gathered feedback on usability
- Planned future enhancements like approval workflows and role-based access



Project Summary

The "**Laptop Request Catalog Item**" project successfully addresses a critical organizational need for a streamlined, user-friendly, and efficient method for requesting hardware. By replacing the manual workflow with a dynamic Service Catalog item in ServiceNow, the solution achieves improvements in data accuracy, user experience, and overall operational efficiency.

The designed catalog item incorporates best practices, including guided form instructions, conditional field visibility, and a form reset capability to maximize usability. Crucially, all configurations are captured and tracked using a Local Update Set, guaranteeing governance, secure deployment, and a future-ready system ready for scalable ITSM enhancements.