

Ideation Phase

Define the Problem Statements

Date: 04/11/ 2025

Team NM2025TMID02589

Project Name: Laptop Request Catalog Item

Category: ServiceNow System Administrator

Skills Required:

- UIPath RPA
- Tanzu Application Service

Project Description:

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection.

To address this, a Service Catalog item needs to be created in ServiceNow, allowing users to easily request a laptop with dynamic fields, clear instructions, and additional functionality such as form reset and validation. The solution should ensure that all form submissions and configuration changes are properly tracked for governance and deployment.

Problem Statement:

Employees currently face difficulties when requesting laptops due to a manual and time-consuming process. The lack of dynamic forms results in inaccurate data entries and delays in fulfillment, reducing employee productivity and satisfaction.

They need a digital catalog item in ServiceNow that allows automated, accurate, and efficient laptop requests. This would help streamline approval workflows, improve tracking, and reduce turnaround time for hardware provisioning. Additionally, audit tracking should ensure proper governance and accountability.