

ServiceNow Project Documentation – Laptop

Request Catalog Item

1. Project Overview

Team Members:

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Module: Service Catalog Management

Platform: ServiceNow (Orlando / Paris / Tokyo release – specify version)

Objective: Enable employees to request laptops through ServiceNow self-service portal.

Project Name: Laptop Request Catalog Item

Requests should be automated, trackable, and routed to IT fulfillment team.

2. Business Requirement

- Employees should be able to raise a request for a new laptop.
- Multiple laptop models (Dell, HP, Lenovo, MacBook, etc.) must be available.
- Cost visibility for each model.
- Manager approval workflow before fulfillment.
- Integration with Asset Management for inventory tracking.
- Automated assignment to IT procurement team.
- Notifications to requester at each stage.

3. Functional Requirements

Catalog Item Name: "Request a Laptop"

Category: Hardware → End User Devices

Variables:

1. Laptop Model (Dropdown)
2. Operating System (Dropdown: Windows, MacOS, Linux)
3. Justification (Text area)
4. Required Date (Date picker)

Approval Flow: Requester's Manager → IT Asset Team

Fulfillment Flow: IT Procurement orders laptop → Asset updated in CMDB → User notified

4. Technical Design

Tables Used:

- sc_cat_item → Catalog Item
- sc_req_item → Requested Item
- sc_request → Request
- cmdb_ci_computer → Asset/CI

Workflow / Flow Designer:

1. Trigger on submission of catalog item
2. Manager approval task
3. Task assigned to Procurement team
4. Update CMDB once fulfilled

UI Policy & Client Scripts:

- Show/Hide OS field based on selected model
- Make justification mandatory

5. Notifications

- Request Submitted
- Request Approved/Rejected
- Laptop Assigned
- Request Completed

6. Reporting

- Monthly report: No. of laptop requests by department
- SLA breach report: Requests pending > 5 days
- Inventory tracking: Available laptops vs assigned laptops

7. Security & Access

- Only employees can raise request
- Managers & IT team can approve/fulfill
- Sensitive data (cost, asset details) restricted to IT

8. Testing & UAT

1. Employee raises request successfully
2. Approval goes to correct manager
3. Fulfillment task assigned properly
4. Asset updated in CMDB
5. Notifications sent correctly

9. Deployment

- Migrate Catalog Item & Flow Designer configuration via Update Sets / App Repo
- Validate in Test environment → Deploy to Prod

10. Future Enhancements

- Auto-approval for interns/contractors below ■50,000 cost
- Integration with vendor portal for direct ordering
- Mobile app request submission