IDEATION PHASE

TeamId	NM2025TMID04874
Project Name	Laptop Request Catalog Item

Problem Statement:

Employees across the organization often require new laptops for onboarding, hardware replacement, or upgrade purposes. Currently, the process of requesting a laptop is manual, time-consuming, and lacks transparency. Employees must contact the IT department through emails or informal channels, which leads to delays, inconsistent approvals, and difficulty tracking request status.

Objectives:

The objective of the ideation phase is to identify and design an efficient, user-centric solution for streamlining the laptop request and fulfillment process. This includes understanding user needs, defining functional requirements, and generating ideas for a centralized catalog item that simplifies laptop requests, automates approval workflows, integrates with inventory management, and enhances transparency and user satisfaction.

Challenges:

Identifying User Requirements:

- Understanding the needs of different user groups (employees, managers, IT staff) can be difficult.
- Gathering accurate input from all stakeholders requires time and coordination.

Defining Standard Laptop Options:

- Selecting suitable laptop models and configurations that meet the needs of various departments while staying within budget limits.

Workflow Complexity:

- Designing an approval process that fits all roles and departments without making it overly complicated.

Integration with Existing Systems

- Ensuring compatibility with current ITSM platforms, asset management, and inventory databases.

Maintaining Transparency and Tracking

- Creating a smooth way for users to track request status and approvals in real-time.

Solution:

Provides a streamlined and automated way for employees to request laptops through the ServiceNow Service Catalog. The Laptop Request catalog item allows users to select laptop models, configurations, and accessories based on their role or department needs. The request form includes dynamic variables and UI policies to simplify the input process, ensuring accurate and complete data submission. Upon submission, a workflow is triggered to handle approvals from the reporting manager and IT department. Once approved, a task is generated for the IT team to fulfill the request. All updates are tracked through the platform, ensuring transparency and accountability. This solution reduces manual work, speeds up laptop provisioning, enhances user experience, and integrates with update sets for easy deployment across instances. It also includes automated email notifications, tracking, and audit .