

Project Design Phase - Proposed Solution

Date	02 November 2025
Team ID	NM2025TMID03898
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Proposed Solution :

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In the organization, employees 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.
2.	Idea / Solution description	A Service Catalog item is created in ServiceNow with four custom variables (laptop model, justification, additional accessories, accessories details). A UI policy is implemented to show the accessories details field only when the accessories checkbox is selected. A UI action allows form reset functionality.
3.	Novelty / Uniqueness	It addresses a real-world IT service management need using native ServiceNow Service Catalog capabilities with dynamic form behavior and proper change management through update sets (no external plugins needed).
4.	Social Impact / Customer Satisfaction	It ensures better user experience for employees requesting laptops, reduces errors through dynamic validation, and improves IT team efficiency by capturing complete information upfront.
5.	Business Model (Revenue Model)	Not applicable directly, but can save time in laptop provisioning, reduce manual processing overhead, and improve employee satisfaction — leading to cost-effective IT operations for organizations.
6.	Scalability of the Solution	The solution can be extended to include approval workflows, integration with procurement systems, inventory checking, and can be adapted for other hardware request types (monitors, keyboards, etc.).

Solution Description:

To streamline laptop request processes in the organization, a custom Service Catalog item is implemented in ServiceNow. This catalog item includes four carefully designed variables to capture laptop model (single-line text), business justification (multi-line text), additional accessories checkbox, and accessories details (multi-line text). A UI policy is configured to dynamically show the accessories details field only when the user selects the additional accessories checkbox, making it both visible and mandatory.

A client-side UI action is also created on the shopping cart table to provide a "Reset form" button that clears all fields using the `g_form.clearForm()` method. All configurations are captured in a local update set named "Laptop Request" for proper change management and deployment to other instances. This approach leverages native ServiceNow functionality, making it simple, plugin-free, and easily adaptable. The solution enhances data integrity, ensures complete information capture, and helps streamline the laptop provisioning workflow.

Conclusion:

The Laptop Request Catalog Item project effectively addresses the need for an efficient, user-friendly way for employees to request laptops through the ServiceNow platform. By creating a dynamic Service Catalog item with essential variables such as laptop model, justification, and accessory requirements, the solution streamlines the request process, reducing manual errors and delays.

The implementation of UI policies to show and hide accessory details conditionally enhances user experience by providing a clean and intuitive form interface. Additionally, the inclusion of a reset button through a custom UI action facilitates error correction and ease of use.

Furthermore, leveraging Update Sets for capturing configuration changes ensures version control, smooth deployment, and scalability across ServiceNow instances. This comprehensive solution not only improves operational efficiency but also supports organizational governance and accountability in IT asset management.

Overall, the project demonstrates how native ServiceNow features can be harnessed to automate and enhance enterprise service delivery, making the laptop request process more reliable, transparent, and user-centric.