

Ideation Phase - Brainstorm & Idea Prioritization

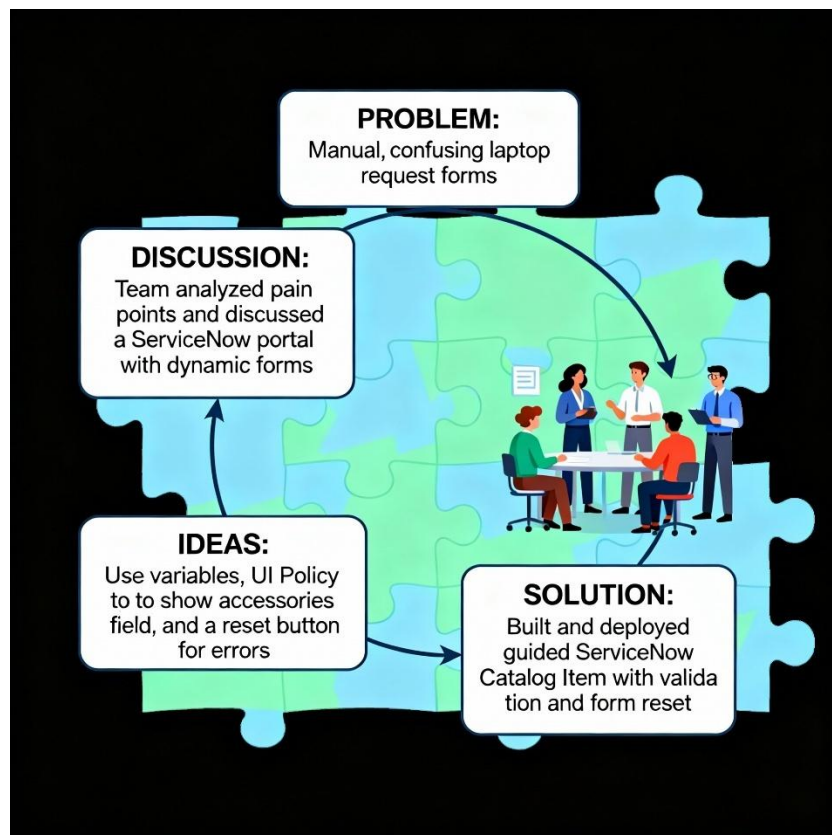
Date	02 November 2025
Team ID	NM2025TMID03898
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Laptop Request Catalog Item :

This guided project demonstrates how to create a self-service laptop request catalog item within ServiceNow's Service Catalog. It begins by creating an update set to track all configuration changes. A service catalog item is then created with custom variables to capture laptop model, justification, and accessory requirements. UI policies are implemented to show/hide fields dynamically based on user selections.

The workflow also includes creating a UI action to reset the form and testing the complete functionality. The update set is exported and imported to another instance to validate deployment capabilities. This process helps organizations streamline laptop provisioning while maintaining proper governance and change management.

Step-1: Team Gathering, Collaboration and Select the Problem Statement:



Step-2: Brainstorm, Idea Listing and Grouping:

Idea Listing

1ST PARTICIPANT	2ND PARTICIPANT	3RD PARTICIPANT
Initial Idea: Create a service catalog item for laptop requests	Builds on idea: Add variables for laptop model and justification	Builds on idea: Include dynamic fields for accessories
Builds on idea: Set up update set to track changes	Builds on idea: Create UI policy for conditional visibility	Builds on idea: Add form reset functionality
Builds on idea: Test with different user scenarios	Builds on idea: Export update set for deployment	Builds on idea: Document the implementation process

Brainstorm:

Team members share ideas freely to explore solutions without judgment, encouraging creativity and participation.

Idea Listing:

All ideas from the session are written down to capture every suggestion and ensure no input is overlooked.

Grouping:

Similar ideas are organized into categories to identify patterns, highlight priorities, and simplify decision-making.

Action Planning:

Chosen ideas are turned into clear steps with assigned responsibilities and timelines.

Step-3: Idea Prioritization:



Idea Prioritization:

Idea prioritization helps break down complex projects into clear, focused components. In this project, the main goal is to create a user-friendly laptop request catalog item with dynamic form behavior. This approach ensures that data capture is accurate and the user experience is streamlined during the request process.

By prioritizing ideas, we can separate core functionality (catalog item creation) from enhancement features (UI policies, UI actions). It also helps in highlighting the importance of change management through update sets and deployment testing. Each step, from variable creation to testing, becomes easier to plan and implement. Clear visual representations like workflow diagrams can simplify communication. Overall, idea prioritization strengthens project clarity and supports smooth execution.