

Project Design Phase

Problem – Solution Fit Template

Date	02 November 2025
TeamID	NM2025TMID06196
Project Name	Laptop Request catalog Item
MaximumMark	2 mark

Problem–Solution Fit

Problem Understanding:

In many organizations, employees depend on IT hardware—especially laptops—to perform their daily work. However, requesting a laptop often involves manual communication via emails, spreadsheets, or ticket systems that are not standardized. This leads to delays, miscommunication, and missing data. Employees are often unsure about what details to provide, while IT teams struggle to process incomplete requests, track approvals, and manage inventory efficiently. The lack of automation also makes it difficult for management to monitor request history and device allocation.

The absence of a structured digital process impacts productivity, transparency, and governance. Therefore, the organization needs an automated, user-friendly, and trackable solution for managing laptop requests.

Proposed Solution Overview:

The proposed solution is to design a Laptop Request Catalog Item in ServiceNow. This catalog item will allow employees to request laptops through a guided digital form that

includes dynamic fields, clear instructions, and data validations. The system will also support form reset functionality, automatic approval routing, and real-time notifications. All requests will be logged for audit and governance, ensuring compliance with IT policies and improving overall efficiency.

Why This Solution Fits:

This solution directly aligns with the organization's goals of automation, speed, and accuracy. ServiceNow's Service Catalog provides the perfect platform to create a streamlined process for laptop requests. The dynamic form ensures that users enter the right data, while the workflow automation ensures smooth approvals and timely fulfillment. It reduces manual effort for IT staff, improves user experience for employees, and ensures that every change or update is tracked through version control. This makes the proposed solution both practical and scalable.

Expected Benefits:

Significant reduction in manual effort and communication delays.

Improved accuracy and completeness of request data.

Faster approvals and fulfillment through automated workflows.

Real-time tracking for users and IT administrators.

Stronger governance through change tracking and reporting.

Enhanced employee satisfaction and productivity.