

Project Design Phase Proposed Solution

Date	31 October 2025
Team ID	NM2025TMID03221
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

S.No.	Parameter	Description
1.	Problem Statement	The manual laptop request process is slow, inconsistent, and prone to errors due to a lack of automation and dynamic behavior in the form fields.
2.	Solution Description	A Service Catalog item named “Laptop Request” is created in ServiceNow. It includes dynamic variables, conditional visibility through UI policies, and a reset form action. All configurations are tracked using update sets for easy migration.
3.	Novelty	The solution provides a fully automated, user-friendly interface with dynamic field control and real-time validation using ServiceNow’s native capabilities—no external tools or scripts required.
4.	Social Impact	The solution enhances user experience by reducing delays and errors, ensures faster approvals, and improves transparency and satisfaction among employees.
5.	Business Model	Not directly revenue-driven, but it optimizes IT service management by saving time, reducing manual effort, and improving operational efficiency, resulting in cost-effective processes.
6.	Scalability	The same approach can be scaled to create other catalog items such as software or hardware requests, with adaptable logic for dynamic fields and UI policies.

Conclusion:

The proposed solution effectively transforms the manual laptop request process into an automated and user-friendly workflow within ServiceNow. By leveraging catalog items, UI policies, and update sets, the project ensures accuracy, efficiency, and consistency across environments. This solution not only improves employee satisfaction and reduces processing time but also provides a scalable framework for automating other IT service requests in the future.