

Ideation Phase

Brainstorm & Idea Prioritization Template

Date	01 Nov 2025
Team ID	NM2025TMID04735
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Laptop Request Catalog Item Template:

This ServiceNow project demonstrates how to create a Laptop Request Catalog Item within the Service Catalog. The catalog item allows employees to request laptops by selecting specific configurations such as model, RAM, and storage. The request is routed automatically for manager approval before being fulfilled by the IT department. This automation helps standardize hardware provisioning, reduce manual errors, and improve user satisfaction.

The workflow begins with creating a new catalog item in ServiceNow and configuring its variables to capture laptop details. Next, a catalog UI policy and client script are added to ensure valid input and dynamic visibility of fields. A flow designer workflow is then built to handle request submission, approval, and fulfillment steps. Finally, test scenarios validate that the catalog item functions correctly, approvals trigger automatically, and notifications are sent.

Step-1: Team Gathering, Collaboration and Problem Selection

Team members collaborated to identify areas in the ServiceNow platform that could improve IT service delivery. After brainstorming several options, the team selected 'Laptop Request Catalog Item' as the project focus because of its practical application and relevance to real-world IT service management needs.



Step-2: Brainstorm, Idea Listing and Grouping

Brainstorm: Team members discussed different ways to automate laptop requests, approvals, and deliveries using ServiceNow tools.

Idea Listing: All proposed features, including dynamic form fields, notifications, and approval workflows, were documented.

Grouping: Ideas were categorized into user interface design, automation workflows, and backend configuration.

Action Planning: Tasks were assigned for catalog creation, workflow setup, and testing to ensure smooth implementation.

Step-3: Idea Prioritization

Idea prioritization helped break down the project into manageable tasks. The team focused first on core functions such as catalog item creation and approval workflows before enhancing user experience with dynamic forms and notifications. This approach ensured that the essential service request process was functional and tested before adding advanced features. The prioritization also clarified the dependencies between modules, allowing efficient parallel development and testing. The project highlights the importance of structured planning in implementing ServiceNow solutions.

