Project Design Phase

Problem – Solution Fit Template

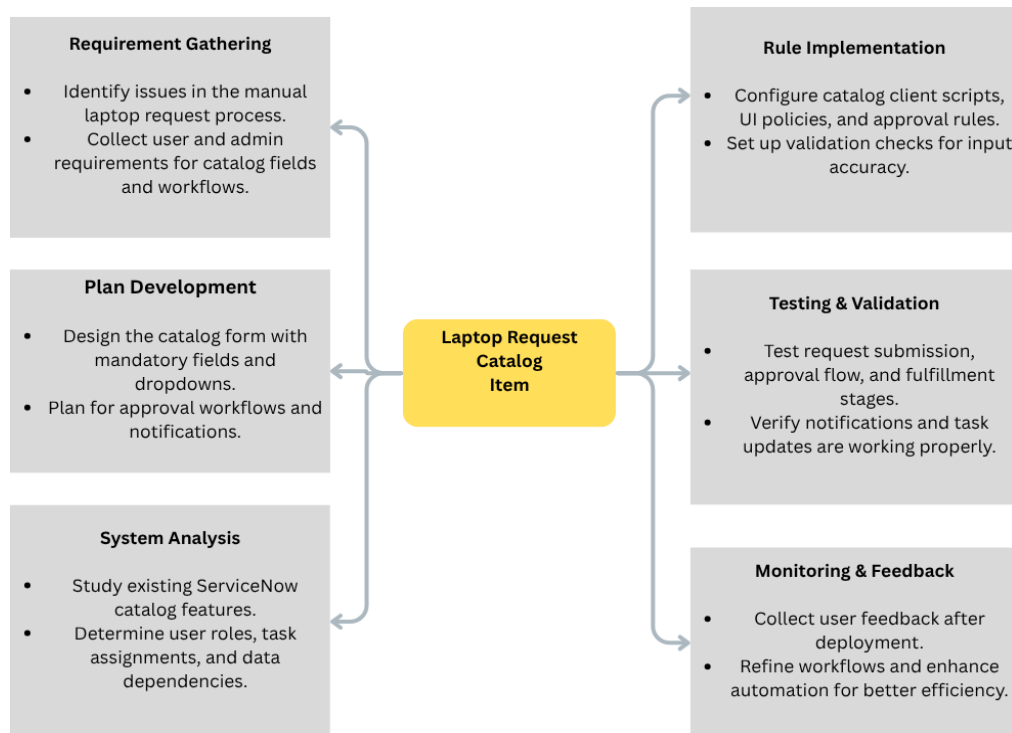| Date	31 OCTOBER 2025
Team ID	NM2025TMID04735
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Problem - Solution Fit Template:

Employee requests for new laptops usually face delays or misunderstandings in most organizations. The manual process involves emails or spreadsheets, which are not transparent, track approvals, or ensure accuracy. This causes loss of time and poor coordination among employees, managers, and IT departments.

The Laptop Request Catalog Item project's aim is to solve this with the creation of a ServiceNow Service Catalog item that automates the request, approval, and fulfillment processes for laptop requests.

Purpose:

▪ Streamline laptop request and approval processes with automation.

▪ Eliminate manual errors by adopting dynamic Service Catalog forms.

▪ Provide real-time tracking for both users and IT staff.

▪ Better transparency between departments.

▪ Improve efficiency with regard to laptop allocations to reduce turn-around time.

Template:

Requirement Gathering
- Identify issues in the manual laptop request process.
- Collect user and admin requirements for catalog fields and workflows.

Plan Development
- Design the catalog form with mandatory fields and dropdowns.
- Plan for approval workflows and notifications.

System Analysis
- Study existing ServiceNow catalog features.
- Determine user roles, task assignments, and data dependencies.

Laptop Request Catalog Item

Rule Implementation
- Configure catalog client scripts, UI policies, and approval rules.
- Set up validation checks for input accuracy.

Testing & Validation
- Test request submission, approval flow, and fulfillment stages.
- Verify notifications and task updates are working properly.

Monitoring & Feedback
- Collect user feedback after deployment.
- Refine workflows and enhance automation for better efficiency.

References

1.https://www.canva.com/design/DAG3dR7PIq8/OvcxxTEnLu59HrwN42RVA/edit?utm_content=DAG3dR7PIq8&utm_campaign=designshare&utm_medium=link2&utm_source=sharebutton

The project "Laptop Request Catalog Item" aims to streamline and automate the process of requesting laptops within an organization by replacing the existing manual system. The manual approach often results in delays, data entry errors, and lack of transparency in approval workflows. To address these challenges, this project introduces a digital catalog form where employees can submit laptop requests efficiently with all required details. The form includes mandatory fields, dropdowns, and validation rules to ensure accurate data collection.

Additionally, it provides automated notifications and approval flows to enhance the coordination between users and administrators. With integrated system analysis, monitoring, and feedback in place, the process assures smooth tracking and resolution of requests in a timely manner. Overall, the project enhances productivity, reduces human error, and supports efficient IT asset management within the enterprise environment.