

Project Design Phase

Proposed Solution

Date	01 Nov 2025
Team ID	NM2025TMID04735
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Currently, the process of requesting a laptop is done manually and in a very inefficient way. This delays the process, and sometimes approvals get misplaced, leading to inaccurate tracking in asset distribution. No catalog system exists presently to make this process of ordering laptops efficient.
2.	Idea / Solution Description	A Laptop Request catalog item shall be developed in ServiceNow that allows end-users to electronically submit their requests for a laptop. It will be designed with mandatory fields, dropdowns, and automated workflow for approval. Notifications and validation shall ensure the accuracy of the data and timeliness of fulfillment..
3.	Novelty / Uniqueness	Solution replaces manual tracking with an automated catalog system driven by workflow. Provides increased transparency, rapid processing, and interfaces to approval and inventory modules in ServiceNow.
4.	Social Impact / Customer Satisfaction	Reduces waiting time on the part of employees, improves administrative efficiency, and ensures timely allocations of laptops. Enhances satisfaction for both IT and end-users through smooth request handling.
5.	Business Model (Revenue Model)	While not directly adding revenue, the solution enhances organizational productivity by reducing manual effort and minimizing human error, hence providing cost savings and optimizing resource utilization.
6.	Scalability of the Solution	The catalog can be expanded to include other hardware requests, such as monitors, accessories, or software installation requests. Future versions can include analytics to track usage and predict demand.

Conclusion

Laptop Request Catalog Item project successfully converts a manual and cumbersome process to an automated, transparent, and efficient digital workflow on ServiceNow. This solution reduces the turnaround time for laptop allocation but also enhances accountability through automated approval paths, validation checks, and integrated notifications. It contributes to better audit control, resource utilization, and employee satisfaction. This enables the organization to implement this catalog and provide a robust, scalable, and user-friendly platform for faster resolution of requests, efficiency in IT, and long-term sustainability of asset management operations.

Solution Description

A ServiceNow-based Laptop Request Catalog Item has been implemented that automates the process of requesting a laptop. The catalog item includes mandatory fields, approval workflows, and rule-based validations to ensure proper data entry and accurate tracking of requests.

This solution uses out-of-the-box ServiceNow functionalities, making it simple, efficient, and easily adaptable. When a user submits a request, it automatically routes to the respective manager and IT department for approval, eliminating manual errors and delays. The catalog also supports real-time notifications and tracking, ensuring transparency throughout the process.

The solution ensures data integrity and operational efficiency by reducing human intervention and replacing paper-based workflows, hence improving the handling of requests within the IT Service Management System of this organization.