

Project Report: Laptop Request Catalog Item

1. Project Title:

Laptop Request Catalog Item

2. Objective:

The main objective of this project is to design and implement a **ServiceNow catalog item** that allows employees to easily **request a laptop** based on their business requirements. The process automates the request approval, assignment, and fulfillment workflow, reducing manual effort and improving the efficiency of the IT service desk.

3. Project Description:

This project involves creating a **Service Catalog Item** named “ *Laptop Request*” within the **ServiceNow platform**. The catalog item enables users to select from various laptop models, configurations, and accessories, and submit a formal request through the IT Service Portal.

Once submitted, the request follows an automated **approval workflow**, where the request is routed to the **manager or IT approver**. After approval, the request is assigned to the **hardware provisioning team** for fulfillment.

The system also provides status updates to the user at each stage of the request lifecycle.

4. Key Features:

- User-friendly catalog form for laptop selection
- Dynamic fields based on laptop model or department
- Automated approval workflow

- Notifications and status updates at each stage
- Integration with Asset Management for tracking inventory
- Reporting and analytics for IT request trends

5. Tools and Technologies Used:

- **Platform:** ServiceNow
- **Modules:** Service Catalog, Workflow, Notifications, Approval Engine
- **Scripting:** Client Script, Catalog UI Policy, Business Rule
- **Language:** JavaScript (ServiceNow scripting)

6. Workflow Overview:

1. **User Request:** Employee fills out the *Laptop Request* form.
2. **Manager Approval:** The request is automatically routed for approval.
3. **Fulfillment:** Upon approval, the request is assigned to the IT team.
4. **Asset Update:** The laptop details are added or updated in the Asset database.
5. **Closure:** The user receives a notification once the request is completed.

7. Outcome:

This implementation simplifies IT hardware requests, enhances user experience, ensures faster processing times, and maintains accurate asset tracking across the organization. It also provides transparency through automatic updates and reporting.

8. Conclusion:

The *Laptop Request Catalog Item* project successfully demonstrates the automation of a common IT service using ServiceNow's catalog and workflow capabilities. It reduces manual intervention, improves request visibility, and ensures timely fulfillment aligned with ITSM best practices.