Ideation Phase
LaptopRequestCatalogItem

Date	02 November 2025
TeamID	NM2025TMID04027
ProjectName	**LaptopRequestCatalogItem**
MaximumMarks	4 Marks

Step-1:TeamGathering,CollaborationandSelecttheProblemStatement

The team convert to key stakeholders come together to understand the current challenges, share insights,andcollaborativelyidentifythecoreproblemtosolve.Throughmeetings,workshops,and user feedback, the team selects a high-impact, feasible problem statement that aligns with organizational goals—laying the foundation for a targeted and effective solution.

Selectedproblemstatement:

AdynamicServiceCatalogitemisneededtoreplacethemanuallaptoprequestprocess,enabling faster, guided submissions with accurate data and full change tracking for governance.

Step-2:Brainstorm,IdeaListingandGrouping Ideas

generated:

- ReplacemanuallaptoprequestprocesswithadynamicServiceCatalogitem.
- Useconditionalfieldsbasedonrequesttype(New,Replacement,Loaner).
- Addclearinstructions,tooltips,andaresetbuttonforbetterusability.
- Auto-fillmanagerapprovalandvalidaterequiredfields.
- Automateworkflow:approvalrouting,taskcreation,SLAtracking.
- Ensuregovernancewithupdatesets,auditlogs,andversioncontrol.
- Enhanceuserexperiencewithconfirmationemailsandoptionalpreview.

GroupIdeas:

GroupName	RoleinProject
ITServiceDesk	Handleslaptopfulfillmentand shares process pain points
EndUsers	Providefeedbackonusabilityand request experience
ServiceNowDevelopers	Buildthedynamicform,workflows, and scripts
GovernanceTeam	Ensurecompliance,audittrails,and deployment tracking
ProjectManagement	Coordinatestasks,timelines,and stakeholder alignment

Step-3:IdeaPrioritization

Idea/ Feature	Priority	Impact	Feasibility	Notes
Dynamic form fields (basedonrequesttype)	High	High	High	Core functionality; improves accuracyand user experience
Clearinstructionsand tooltips	High	High	High	Easy to implement; reducesuser errors
Resetbuttontoclear form	Medium	Medium	High	Enhances usability; simpleclient script
Auto-fillmanager approval	High	High	Medium	Requiresuser profile mapping; improves routing efficiency
Conditionalaccessory selection	Medium	Medium	Medium	Adds customization; moderatelogic complexity
SLAtrackingfor fulfillment	High	High	Medium	Ensures accountability; needs workflow integration
Confirmationemailwith request summary	Medium	Medium	High	Improves transparency; easy to configure

Auditlogsandupdate sets	High	High	High	Critical for governance; standard ServiceNow practice
Previewbefore submission	Low	Low	Medium	Nice-to-have; adds complexity withoutmajor impact
Versioncontroland testing	High	High	Medium	Ensures safe deployment; requires planningand discipline