

Project Design Phase – Problem–Solution Fit Template

Date: 1 November 2025

Team ID: NM2025TMID04287

Project Name: Laptop Request Catalog Item

Problem–Solution Fit

The current laptop request process within the organization is manual, time-consuming, and prone to delays. Employees face difficulties when requesting laptops due to unclear instructions, missing dynamic guidance, and inefficient tracking. IT administrators also spend extra time verifying incomplete or incorrect submissions.

The ServiceNow Laptop Request Catalog Item resolves these challenges by automating the entire request process. It provides a dynamic catalog form where fields appear or hide based on user selections, ensuring accurate data collection. Automated workflows route requests to the appropriate approvers, reducing manual dependency and ensuring timely responses. Real-time tracking and clear status updates enhance transparency for both employees and administrators.

Purpose

- Automate and simplify the laptop request submission process.
- Provide dynamic field visibility based on user selections for better accuracy.
- Enable faster approvals through automated routing and notifications.
- Enhance transparency through real-time status tracking and audit trails.
- Improve IT governance by maintaining a structured and traceable request workflow.

Project Alignment

The Laptop Request Catalog Item project aligns with organizational goals of digital transformation and operational efficiency. By replacing the manual process with an automated ServiceNow-based workflow, it significantly reduces processing time and error rates. The dynamic catalog form ensures that users provide accurate and complete information before submission, minimizing rework for IT teams.

This design follows the ServiceNow best practices for catalog item creation, including modular workflows, dynamic UI policies, and integration with existing approval

modules. The result is a scalable and user-friendly system that can be extended to other asset request processes in the future.

References

- <https://www.servicenow.com/>
- <https://miro.com/templates/problem-solution-fit/>
- ServiceNow Documentation – Catalog Item Configuration and Workflow Design

