Project Design Phase
Proposed Solution

Date	1 NOVEMBER 2025
Team ID	NM2025TMID01871
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Proposed Solution:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Employees and IT teams face challenges in handling laptop requests through manual emails or paper-based processes. This leads to slow approvals, lack of transparency, and difficulty in managing inventory.
2.	Idea / Solution description	Develop a **Laptop Request Catalog Item** within **ServiceNow** that enables employees to submit requests digitally, routes approvals automatically, tracks request status, and integrates with asset management for laptop issuance. It includes custom catalog forms, approval workflows, notifications, and dashboards for efficient tracking.
3.	Novelty / Uniqueness	The project leverages the **ServiceNow ITSM platform** to automate and digitize the entire laptop request lifecycle. Unlike traditional manual systems, it introduces **workflow automation, real-time tracking, and CMDB integration**, making laptop provisioning faster and error-free.
4.	Social Impact / Customer Satisfaction	This solution ensures faster onboarding for employees, improves IT efficiency, and enhances overall satisfaction through transparency and automation. It reduces administrative workload, improves productivity, and ensures timely laptop delivery.
5.	Business Model (Revenue Model)	Though this project is academic, a scalable business model can offer it as a **ServiceNow app or managed service** for enterprises, with options for licensing, customization, or integration support for IT departments.
6.	Scalability of the Solution	extended to include other hardware or software requests (like monitors or accessories). It supports integration with **Asset Management, CMDB, and HR onboarding modules**, ensuring scalability across departments and organizations.