

Project Design Phase

Problem – Solution Fit Template

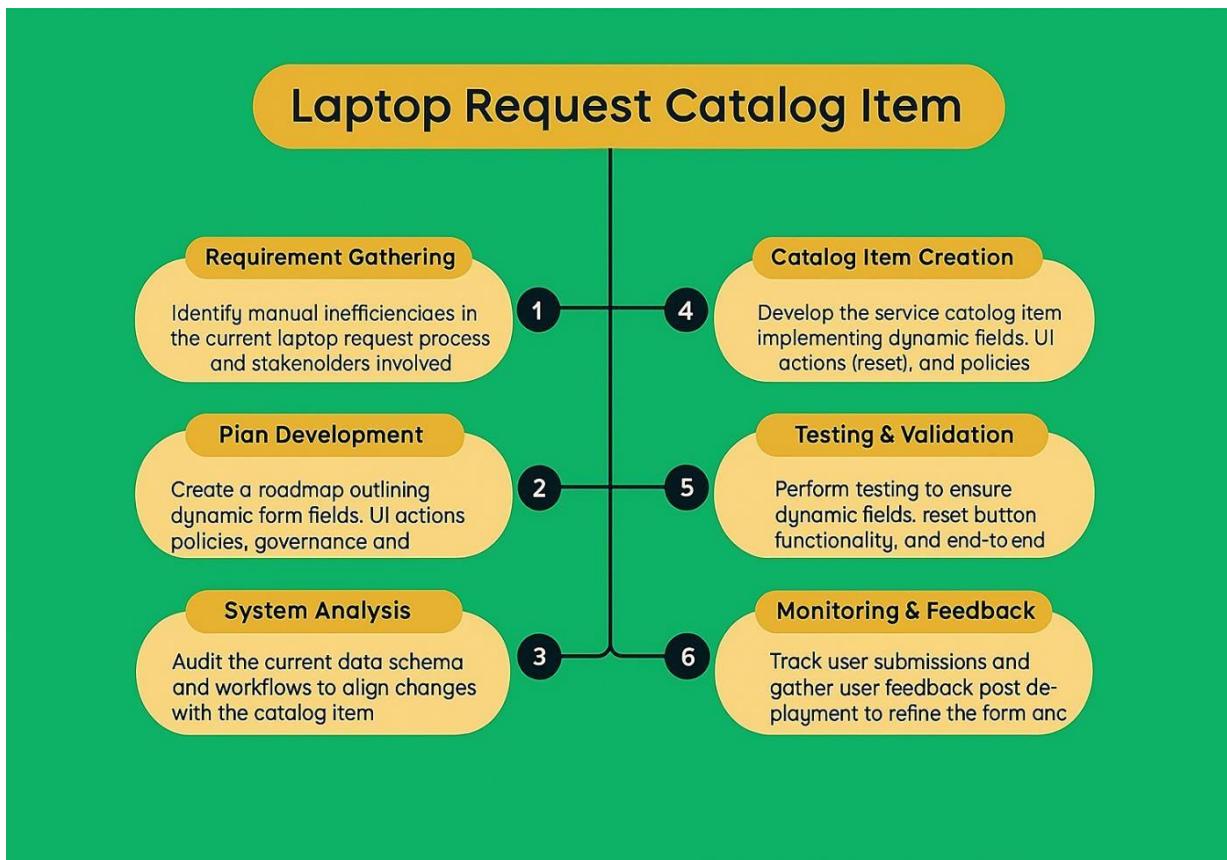
Date	01 November 2025
Team ID	NM2025TMID05341
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Problem – Solution Fit

The Problem–Solution Fit demonstrates how effectively the Laptop Request Catalog Item project resolves a key issue faced by employees in requesting laptops for work. The traditional manual process is slow, error-prone, and lacks intelligent guidance, often resulting in data inconsistencies and delays in laptop provisioning. The newly developed ServiceNow Catalog Item automates the entire workflow through a dynamic and interactive form, offering clear instructions, a reset option, and workflow-driven approvals — enabling a faster, more accurate, and user-friendly laptop request experience.

Purpose:

- Simplify and accelerate the laptop request process by implementing a structured and automated ServiceNow workflow.
- Encourage quick adoption by aligning the new request system with employees' existing work habits and established ITSM procedures.
- Enhance communication and clarity through an intuitive form design with guided inputs and automated approval notifications.
- Boost employee satisfaction and confidence by providing a transparent, dependable, and efficient way to request laptops.
- Analyze and optimize the current IT asset request process to make it more efficient, trackable, and scalable for enterprise-level operations.



The “Laptop Request Catalog Item” project tackles a significant challenge in managing IT hardware requests within organizations. By replacing the existing manual, time-consuming, and error-prone process with an automated ServiceNow catalog item, employees can now submit laptop requests quickly, accurately, and efficiently through a guided digital form. This transformation greatly enhances operational efficiency, minimizes human errors, and improves the overall user experience.

The solution incorporates dynamic form behavior, ensures data accuracy, and enables real-time tracking of each request — creating a transparent and reliable workflow. Additionally, it promotes stronger governance through the use of update sets, UI policies, and audit tracking. With its successful implementation, this project establishes a solid foundation for smarter, faster, and more controlled IT asset management across enterprise environments.