

## Ideation Phase

### Brainstorm & Idea Prioritization

Date	07 November 2025
Team ID	NM2025TMID04922
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

#### Step-1: Team Gathering, Collaboration and Select the Problem Statement

##### Objective:

To form a collaborative team, assign roles, and identify a real-world problem that can be effectively solved using the ServiceNow platform.

Team Member	Role	Responsibilities
Mohamed Ismail H	Team Lead	Coordinate tasks, oversee project progress
Rex Samuel S	Developer	Configure Catalog Item, script client-side logic
Sameer Ahamed M	Tester	Perform testing, validation, and troubleshooting
Vetri Sevan K	Documenter	Maintain project documentation and prepare presentation

##### Collaboration Process:

- The team conducted brainstorming sessions to identify pain points in IT Service Management (ITSM) processes within organizations.
- Multiple ideas were proposed, including *access requests*, *software installation requests*, and *hardware procurement processes*.
- After discussion, the team decided to focus on automating the Laptop Request process — a common and time-consuming task in many organizations.
- Microsoft Teams / Google Meet for meetings.
- Shared Google Docs / ServiceNow Developer Instances for real-time configuration and documentation.
- Regular check-ins to track progress and discuss challenges.