

Project Design Phase

Proposed Solution

Date	02 NOVEMBER 2025
Team ID	NM2025TMID05464
Project Name	Laptop Request Catalog Item
Maximum Mark	2 Marks

Proposed Solution Template

S.N0	Parameter	Description
1	Problem Statement (Problem to be solved)	Employees face delays and confusion when requesting laptops due to a manual and static request process. There is no dynamic validation or guided form behavior, leading to incomplete data submission and approval bottlenecks.
2	Idea / Solution Description	Create a Service Catalog Item in ServiceNow for laptop requests. Use UI Policies to dynamically display or hide fields and UI Actions to enable features like resetting the form. Add workflow automation to route requests for approval and fulfillment, ensuring clear tracking and faster processing.
3	Novelty / Uniqueness	The solution integrates native ServiceNow features (UI Policies, Client Scripts, UI Actions, and Flow Designer) to create an intelligent, interactive catalog form — without external plugins or complex customization. It ensures a smart and error-free request system.

4	Social Impact / Customer Satisfaction	Simplifies laptop request and approval processes, improving transparency, employee satisfaction, and IT service efficiency. Helps organizations maintain clear records and reduces administrative delays.
5	Business Model (Revenue Model)	Not directly revenue-based, but improves IT operational efficiency, reduces repetitive support tasks, and saves employee time — resulting in higher productivity and cost-effectiveness for enterprises.
6	Scalability of the Solution	The architecture can be scaled to include other hardware or asset requests (like desktops, accessories, or software). It can also support automated approval hierarchies for large organizations.

Conclusion:

The “Laptop Request Catalog Item” project tackles a common IT service challenge—slow and manual hardware request processes. By automating the workflow with a dynamic Service Catalog item, it improves request accuracy, reduces processing time, and enhances overall user satisfaction.

This solution efficiently leverages native ServiceNow features such as UI Policies, UI Actions, and Flow Designer, making it easy to maintain and adaptable to changing needs. It also provides a strong foundation for automating similar request processes across organizations, resulting in smoother IT operations and more efficient service delivery.

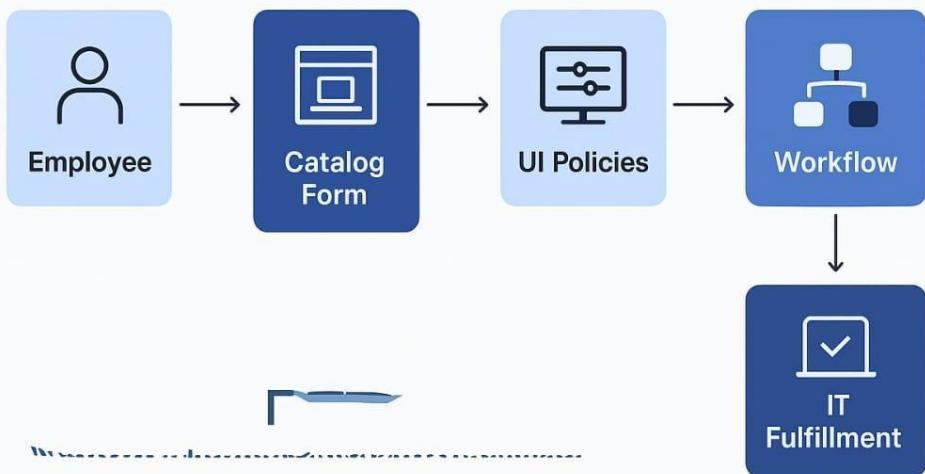
Solution Description:

The Laptop Request Catalog Item allows employees to submit laptop requests through an intuitive, guided form. Dynamic UI Policies adjust visible fields based on user role or laptop type selection, while UI Actions offer convenient options like “Reset Form” or “Submit Request.”

Once submitted, the Workflow/Flow Designer automatically routes the request to the appropriate manager or IT approver. Real-time status tracking ensures transparency throughout the process.

This plugin-free approach ensures clean data flow, faster approvals, and improved accountability in managing IT resources.

Proposed Solution Flow



Reference: Infographic created using ServiceNow Developer Portal and IdeaHackers templates.