

Ideation Phase

Brainstorm & Idea Prioritization

Template

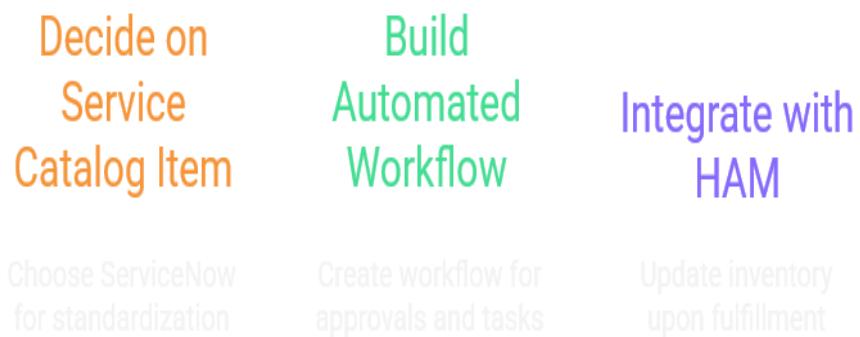
Date	31 OCTOBER 2025
Team ID	NM2025TMID09063
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Laptop Request Catalog Item Template:

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

Section	Content for "Laptop Requesting Catalog Item"
PROBLEMS	<ul style="list-style-type: none"> * The current laptop request process is manual, relying on emails or external forms, leading to delays and errors. * There is no single, easy-to-use portal for employees to request standard or specialized laptops. * Lack of clear approval workflow makes tracking and fulfillment difficult for the Hardware Asset Management (HAM) team.
DISCUSSION	<ul style="list-style-type: none"> * The team decided to implement a dedicated Service Catalog Item in ServiceNow to standardize the request process. * The goal is to provide a user-friendly experience and ensure an automated fulfillment workflow, including approvals and task generation.
IDEAS	<ul style="list-style-type: none"> * Plan to create a catalog item form with clear variable questions (e.g., Make, RAM, Processor). * Build an automated workflow using the ServiceNow Flow Designer or Workflow to handle approvals and create fulfillment tasks for the hardware group.
SOLUTIONS	<ul style="list-style-type: none"> * Develop and test the end-to-end request workflow from submission to fulfillment (including automated manager approval). * Integrate with Hardware Asset Management (HAM) to ensure inventory accuracy upon fulfillment.

Laptop Request Process Improvement



Step-2: Brainstorm, Idea Listing and Grouping:

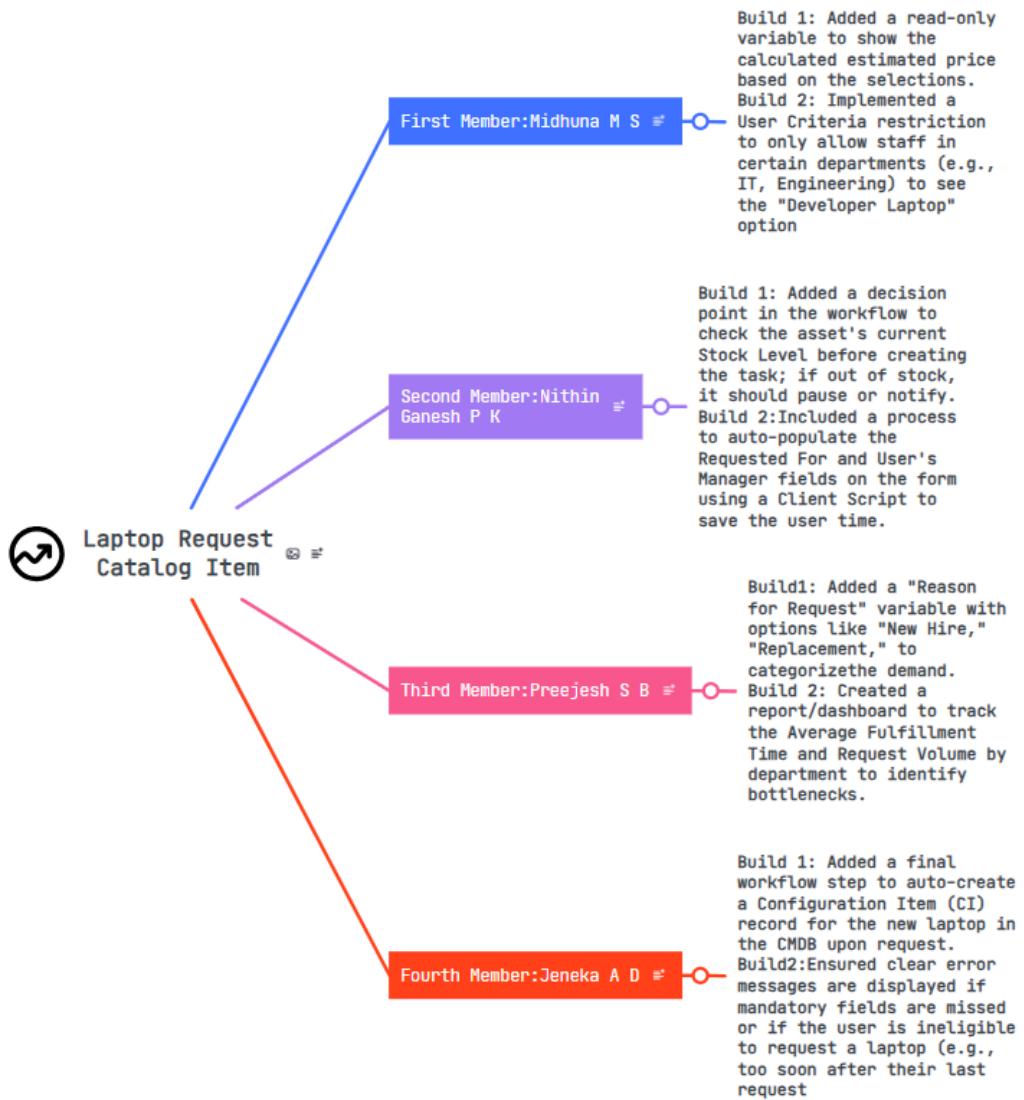


Fig2: Image that describes the work done by teammates.

Brainstorm:

Team members share ideas freely to explore solutions without judgment, encouraging creativity and participation.

Idea Listing:

All ideas from the session are written down to capture every suggestion and ensure no input is overlooked.

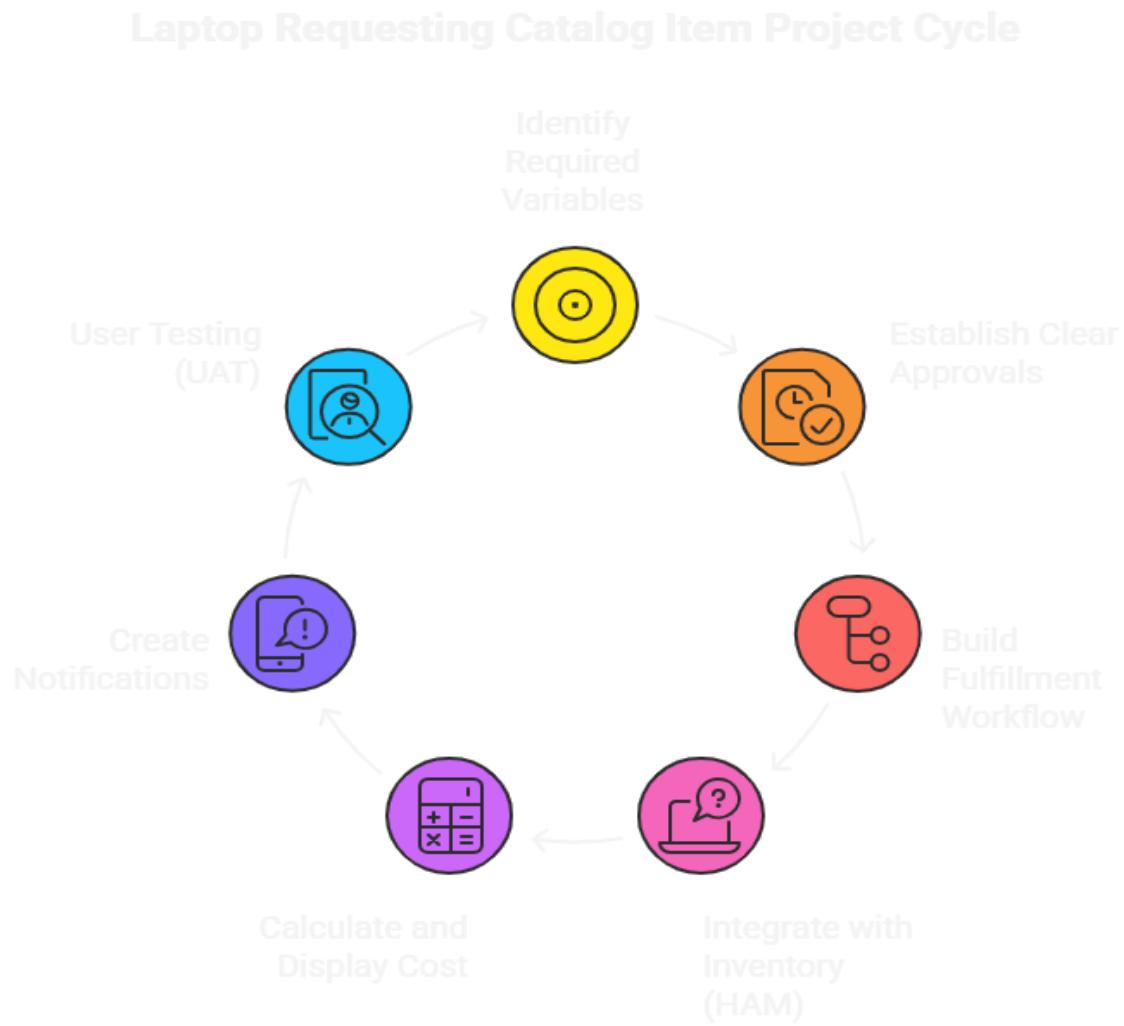
Grouping:

Similar ideas are organized into categories to identify patterns, highlight priorities, and simplify decision-making.

Action Planning:

Chosen ideas are turned into clear steps with assigned responsibilities and timelines.

Step-3: Idea Prioritization:



Idea Prioritization:

Idea Prioritization helps break down a complex project, like creating a new Service Catalog Item, into clear, focused, and actionable components. The main goal for this project is to create an automated, user-friendly process for requesting a laptop.

This approach ensures that the fundamental automation and asset tracking are prioritized for smooth execution. The image provided highlights the **7 Key Steps to Prevent User Deletion** from the sample project. These have been adapted below to create the **7 Steps to Implement the Laptop Catalog Item** in ServiceNow, structured by priority.