

Ideation Phase

Brainstorm & Idea Prioritization Template

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Team ID: NM2025TMID04060

Project Name: Laptop Request Catalog Item

Laptop Request Catalog Item Template:

This guided project demonstrates the creation and management of a *Laptop Request Catalog Item* within a service management system. The main objective is to design a catalog item that enables employees to request laptops efficiently through a self-service portal. The workflow begins by defining a clear catalog structure, including variables such as laptop type, specifications, business justification, and required approval levels. Once submitted, the request is routed through predefined approval chains to ensure accountability and compliance with organizational IT policies.

The process enhances transparency by tracking each request from submission to fulfillment. It minimizes manual communication and eliminates errors caused by informal laptop procurement methods. The catalog item also integrates with the asset management module, automatically updating the inventory once a request is fulfilled. This alignment helps maintain accurate asset records, improve auditing, and optimize resource utilization.

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

Team members collaborated to identify challenges in the existing laptop allocation process, such as lack of standardization, delayed approvals, and missing asset tracking. After discussion, the team agreed to develop a *Laptop Request Catalog Item* that automates request handling and improves user experience.

Step-2: Brainstorm, Idea Listing, and Grouping:

Brainstorm:

Each member shared suggestions on how the catalog item could streamline laptop distribution and track requests more effectively.

Idea Listing:

Proposed ideas included request form automation, dynamic approval workflows, integration with asset records, and notification triggers.

Grouping:

Ideas were grouped under categories such as *Form Design*, *Workflow Automation*, *Asset Linking*, and *User Communication*.

Action Planning:

Selected ideas were converted into actionable steps — designing a user-friendly form, defining roles for approvals, and linking request fulfillment with inventory updates.

Step-3: Idea Prioritization:

Idea Prioritization:

The team prioritized ideas that provided maximum impact with minimal complexity. Focus was given to automating approvals and integrating asset management. Visual diagrams and process flowcharts were used to ensure clear understanding. This structured prioritization helped in building a streamlined *Laptop Request Catalog Item* that enhances operational efficiency and maintains accurate data records.