Project Design Phase

Proposed Solution

Date: 02 November 2025
Team ID: NM2025TMID04060
Project Name: Laptop Request Catalog Item

Proposed Solution Template:

S.No.	Parameter	Description
1.	**Problem Statement (Problem to be solved)**	Employees face delays and confusion while requesting new laptops due to manual processes, lack of centralized tracking, and unclear approval mechanisms. Without a structured workflow, communication gaps occur between employees, managers, and the IT department, leading to missed approvals and inefficient asset allocation.
2.	**Idea / Solution Description**	The proposed solution is to create a **Laptop Request Catalog Item** in ServiceNow. This catalog item will allow employees to submit requests through a self-service portal, specifying laptop type, configuration, and justification. The request will automatically route for managerial approval and then to the IT team for asset assignment. Once approved, the system will trigger notifications and update the asset inventory automatically, ensuring real-time accuracy and transparency.
3.	**Novelty / Uniqueness**	This solution simplifies the laptop procurement process by integrating multiple steps — request, approval, and asset management — into one seamless workflow. It eliminates manual dependencies and leverages ServiceNow's native catalog and workflow automation capabilities, providing a unique, plug-in-free implementation.
4.	**Social Impact / Customer Satisfaction**	By implementing this solution, employees will experience faster fulfillment, managers gain better visibility, and IT teams achieve improved accuracy in asset tracking. It reduces frustration, enhances accountability, and fosters trust in internal service processes — resulting in higher employee satisfaction and smoother IT operations.
5.	**Business Model (Revenue Model)**	Although not directly revenue-generating, this solution delivers measurable cost efficiency by reducing approval delays, minimizing asset mismanagement, and cutting administrative overhead. Improved tracking reduces hardware losses and ensures better resource utilization, which translates into long-term operational savings.

6.	**Scalability of the Solution**	The catalog item can be easily scaled to include additional IT hardware and peripherals such as monitors, docking stations, or accessories. It can also support role-based approvals, budget validation, and integration with procurement systems, making it suitable for organizations of varying sizes and needs.

Solution Description:

The **Laptop Request Catalog Item** in ServiceNow provides a standardized and automated way for employees to request laptops. It replaces manual request handling with a digital catalog form that includes predefined fields and approval routing. Once a request is submitted, the system ensures that all validations and approvals are processed in sequence, followed by asset assignment and record update.

This approach enhances transparency, reduces human error, and ensures that every issued laptop is accurately recorded. It leverages ServiceNow's built-in workflow automation and asset management modules, eliminating the need for external tools or scripts. Overall, the solution promotes operational efficiency, accuracy, and user satisfaction within the organization's IT service ecosystem.