Ideation Phase

Brainstorm & Idea Prioritization Template

Date	02 NOVEMBER 2025
Team ID	NM2025TMID07861
Project Name	Laptop Request Catalog Item
Maximum Mark	4 Marks

Laptop Request Catalog Item Template:

This project demonstrates how to create and configure a **Laptop Request** catalog item that enables employees to request laptops through the service catalog. The item collects essential information such as **Laptop Model**, **Operating System**, **Accessories**, and **Request Justification**, ensuring all required details are captured for smooth processing.

A **workflow** is implemented to automate the approval and fulfillment process. Once a request is submitted, it is first sent to the **manager for approval**, and upon approval, it is routed to the **IT fulfillment team** to issue the laptop. Automated **email notifications** keep both the requester and approvers informed throughout each stage of the process.

A **test scenario** validates the catalog item's functionality by confirming that approved requests are properly assigned to IT, and incomplete or unapproved requests are restricted. This setup streamlines laptop distribution, reduces manual intervention, and helps maintain accurate asset records in the system.

Step 1: Team Gathering, Collaboration, and Selection of Problem Statement

The team collaborated to identify a recurring organizational issue: employees faced delays and miscommunication while requesting laptops. After discussions, the group finalized the problem statement — to design a **Service Catalog Item** that simplifies and automates laptop requests using ServiceNow's low-code capabilities.

Step 2: Brainstorm, Idea Listing, and Grouping

Brainstorm:
Each team member contributed ideas to enhance the laptop request process. Key suggestions included adding user-friendly input fields, simplifying laptop selection, and automating form behavior.

Idea Listing:
All ideas were documented — such as including fields for laptop type, purpose of request, and adding dynamic visibility for certain fields based on user input.

Grouping:
Ideas were categorized into two main themes: **Form Design** and **Automation.** This grouping helped the team focus on creating an intuitive form layout and defining rules for dynamic interaction..

Action Planning:

•	**Form Design:** Add user-friendly fields for laptop selection and purpose request

•	**Automation:** Implement UI Policies, dynamic field visibility, and validation to streamline form behavior.

•	**Workflow:** Route requests automatically to the appropriate approvers and IT admins.

Step 3: Idea Prioritization
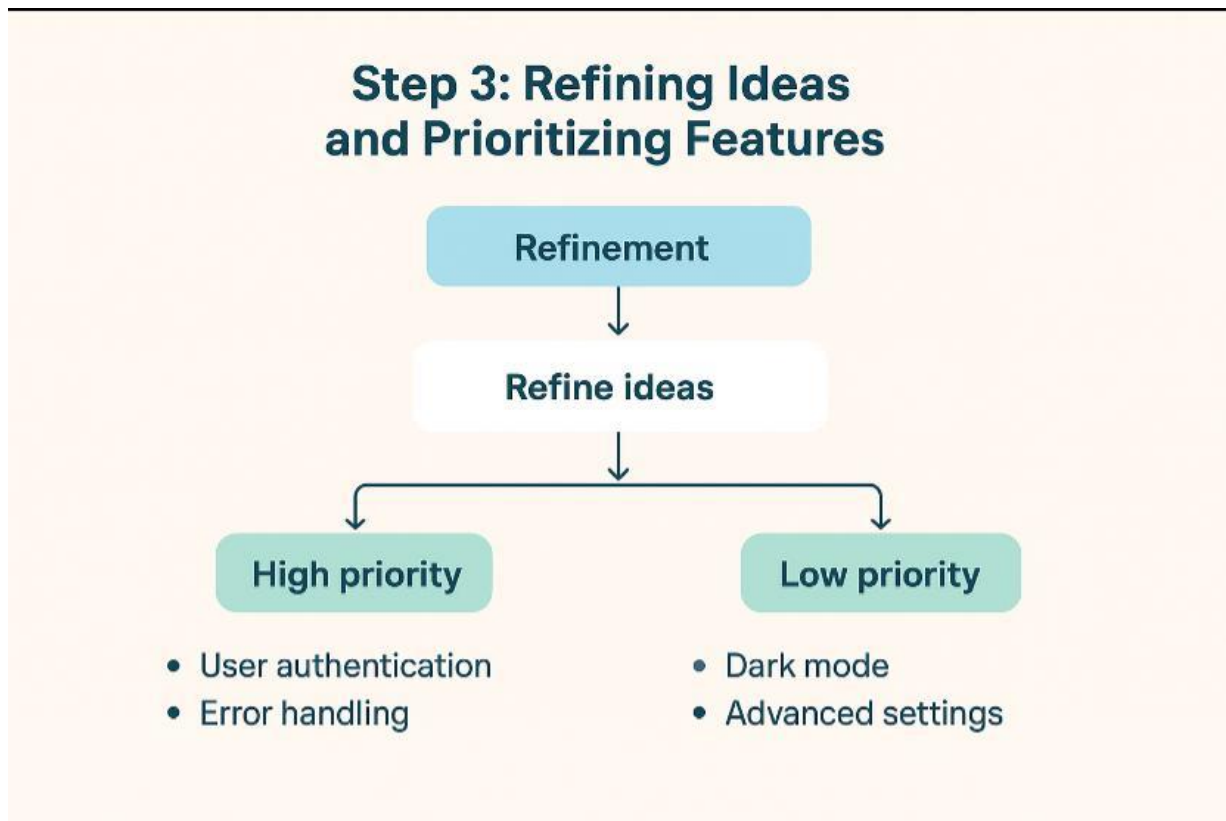
Idea Prioritization:

The idea prioritization phase enabled the team to organize the project into clear, actionable steps. The primary goal was to develop a functional **Laptop Request Catalog Item** that supports form customization, dynamic field behavior, and an approval workflow.

Through structured prioritization, the team agreed to:

1. **Begin** by creating the Laptop Request Form.

2. **Next**, configure **UI Policies** to dynamically show or hide fields based on user input.

3. **Then**, add **UI Actions** to provide Submit and Reset functionality.

4. **Finally**, integrate the **approval workflow** and automate **email notifications** for smoother processing.

This prioritization brought clarity to the development process, minimized confusion, and ensured alignment with the project's goal of enhancing service efficiency. Using visual workflow diagrams and process charts, the team effectively communicated the roadmap and maintained a shared understanding throughout the phase.

Overall, this step provided a well-structured direction for creating an efficient, user-friendly, and automated **Laptop Request Catalog Item**, ultimately improving the employee IT service experience.