

Project Design Phase

Proposed Solution

Date	02 NOVEMBER 2025
Team ID	NM2025TMID07861
Project Name	Laptop Request Catalog Item
Maximum Mark	2 Marks

Proposed Solution Template

S.No	Parameter	Description
1	Problem Statement (Problem to be Solved)	Employees face frequent delays and confusion while requesting laptops due to a manual and static process. The absence of guided form behavior and dynamic validation leads to incomplete submissions and approval delays, creating inefficiencies in the overall workflow.
2	Idea / Solution Description	Develop a Service Catalog Item in ServiceNow for laptop requests. Implement UI Policies to dynamically display or hide fields, and UI Actions to add functions such as “Reset Form” and “Submit Request.” Integrate workflow automation to streamline approvals, track requests, and speed up processing.

3	Novelty / Uniqueness	The solution utilizes native ServiceNow features — UI Policies, Client Scripts, UI Actions, and Flow Designer — to build an intelligent, dynamic catalog form. It avoids external plugins and complex customizations, offering a smart, scalable, and error-free experience.
4	Social Impact / Customer Satisfaction	Simplifies the laptop request and approval workflow, enhancing transparency, user satisfaction, and IT operational efficiency. It helps organizations maintain accurate records and minimizes administrative workload and delays.
5	Business Model (Revenue Model)	Though not directly revenue-based, the solution enhances IT productivity , reduces repetitive tasks, and saves time — resulting in cost efficiency, faster service delivery, and improved employee experience.
6	Scalability of the Solution	The architecture can be expanded to support additional asset requests such as desktops, accessories, and software. It can also accommodate multi-level approval workflows for larger organizations, ensuring easy scalability and adaptability.

Conclusion

The **Laptop Request Catalog Item** project effectively addresses the challenges of slow, manual hardware request processes in IT service management. By automating workflows and

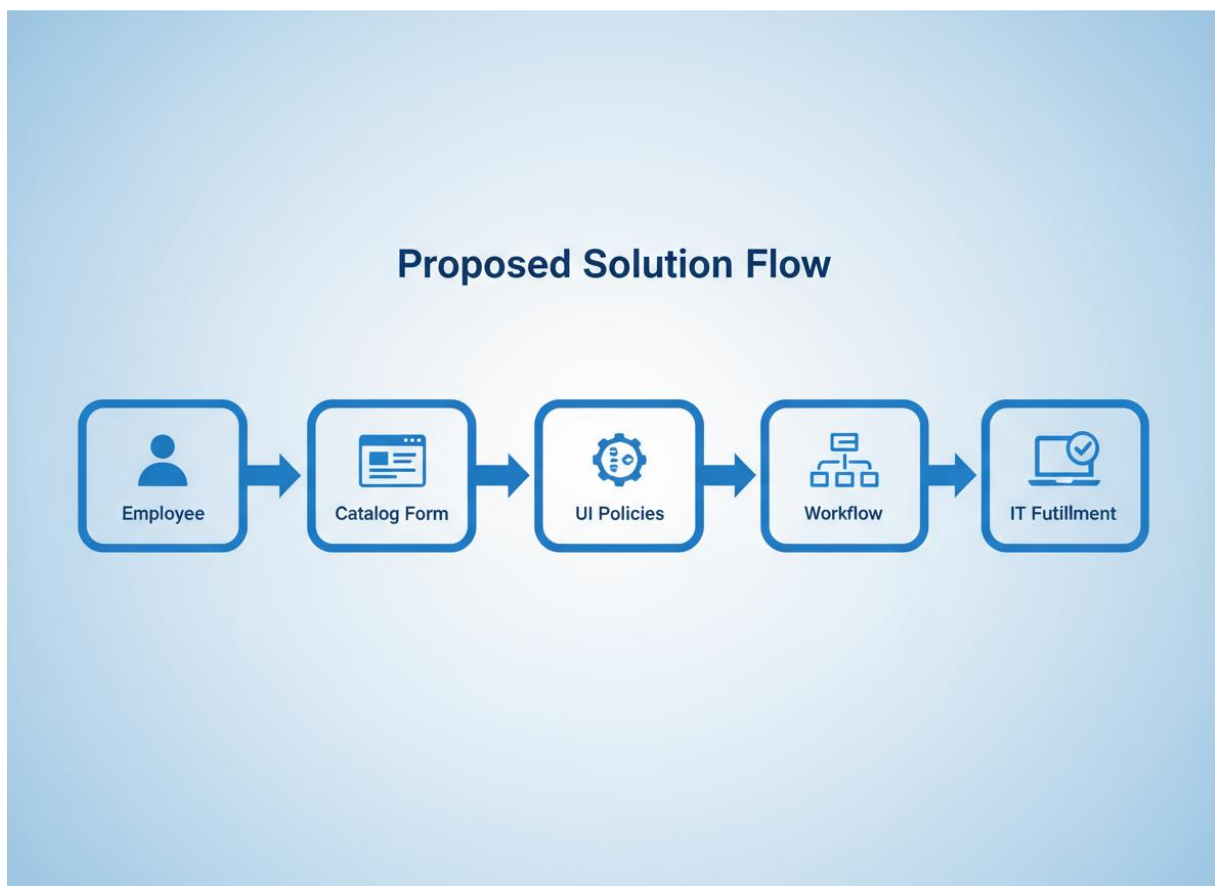
implementing dynamic form behavior, it enhances data accuracy, reduces turnaround time, and boosts employee satisfaction.

Leveraging **ServiceNow's native tools** like UI Policies, UI Actions, and Flow Designer, this solution ensures easy maintenance, adaptability, and reliability. It lays a strong foundation for automating similar IT service requests across organizations, enabling smoother operations and improved service delivery.

Solution Description

The **Laptop Request Catalog Item** allows employees to submit laptop requests through a guided and intuitive form interface. Dynamic **UI Policies** automatically adjust visible fields based on user roles or laptop types, while **UI Actions** simplify interactions with “Reset” and “Submit” options.

Once submitted, the **Flow Designer** routes the request to the appropriate approver, ensuring real-time tracking and transparency throughout the process. This **plugin-free approach** ensures clean data flow, quicker approvals, and improved accountability in IT resource management.



Reference: Infographic inspired by ServiceNow Developer Portal and IdeaHackers templates.