TEAM MEMBERS:

TEAM ID: LTVIP2026TMIDS84015

TEAM SIZE: 3

TEAM LEADER: MENDA SOWMYA

TEAM MEMBER: MODEM KUSUMITHA

TEAM MEMBER: SHIRISHA MACHUPALLI

PROJECT REPORT FORMAT

PROJECT REPORT

1. INTRODUCTION

1.1 Project Overview

The *Laptop Request Catalog Item* project is designed and implemented using the ServiceNow platform to automate and streamline the process of requesting laptops within an organization. In many organizations, employees request laptops through emails, phone calls, or manual forms, which often results in delays, lack of transparency, incomplete information, and inefficient tracking. This project replaces the manual system with a structured and automated Service Catalog solution where users can request laptops through a digital form. The form includes dynamic fields, validations, and automation features that ensure accurate data collection and smooth request processing. The system improves efficiency, reduces errors, and enhances service management by maintaining proper tracking and governance.

1.2 Purpose

The main purpose of this project is to develop an efficient and automated system that enables employees to easily request laptops through a ServiceNow catalog form. The system ensures accurate data entry, reduces manual effort, improves request tracking, and provides a structured workflow for IT departments to process and fulfill requests efficiently. It also aims to demonstrate how ServiceNow can be used to automate service processes and improve organizational productivity.

2. IDEATION PHASE

2.1 Problem Statement

In many organizations, the laptop request process is manual and inefficient. Employees often send emails or fill out informal forms to request laptops, which leads to delays, missing information, repeated communication, and difficulty in tracking request status. The absence of dynamic forms results in inaccurate or incomplete data collection. There is a need for an automated system that allows employees to request laptops easily through a structured form with validations, dynamic behavior, and proper tracking to ensure faster processing and improved service delivery.

2.2 Empathy Map Canvas

User: Employees requesting laptops for work

What users think: They want a simple and quick request process.

What users feel: Frustrated with delays and unclear procedures.

What users say: "I need a laptop quickly for my work."

Pain points: Slow approvals, unclear request status, repeated follow-ups.

Needs: Simple form, quick approval, transparent tracking, and reliable system.

Goals: Submit request easily and receive laptop without delay.

2.3 Brainstorming

Different solutions were considered:

- Email-based request system (manual and inefficient)
- Spreadsheet tracking (not scalable and error-prone)
- Automated ServiceNow Catalog Item (structured and efficient) ✓
  The ServiceNow Catalog Item solution was selected as it provides automation, validation, tracking, and scalability.

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

1. Employee logs into ServiceNow platform.
2. Navigates to Service Catalog and selects Laptop Request.
3. Fills required details such as laptop model and justification.
4. Submits request.
5. IT department receives and processes request. 6. Laptop is allocated and delivered to employee.
7. Employee tracks request status through system.

3.2 Solution Requirement

- Creation of Service Catalog Item
- User input fields (variables)
- Dynamic UI behavior using UI Policy
- Reset form functionality using UI Action
- Update Set tracking for deployment
- Request submission and database storage
- Validation for mandatory fields

3.3 Data Flow Diagram

User → Service Catalog Form → ServiceNow Processing → Database Storage → IT Department → Laptop Allocation → User receives laptop

3.4 Technology Stack

- Platform: ServiceNow
- Module: Service Catalog
- Scripting Language: JavaScript (Client Script/UI Action)
- Data Handling: ServiceNow Tables and Forms
- Deployment Tool: Update Sets
- UI Features: UI Policy, Variables, Form Validation

4. PROJECT DESIGN

4.1 Problem Solution Fit

The implemented solution effectively addresses the inefficiencies of manual laptop request processes by automating form submission, ensuring structured data collection, enabling tracking, and reducing delays. It improves transparency and provides a reliable workflow for both employees and IT staff.

4.2 Proposed Solution

The system includes a Service Catalog Item named *Laptop Request*. It contains input fields such as laptop model, justification, and accessories. A UI Policy dynamically displays accessory details only when accessories are selected. A reset button allows users to clear the form easily. The system ensures validation, automation, and proper data storage for efficient processing.

4.3 Solution Architecture

User → ServiceNow Catalog Interface → UI Policy & Client Scripts → ServiceNow Database → IT Processing → Laptop Allocation → User Notification

5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

The project was planned in the following stages:

- Requirement analysis and understanding problem
- ServiceNow instance setup
- Creation of Update Set
- Catalog Item development
- Variable configuration
- UI Policy and UI Action implementation
- Testing and validation
- Deployment and final review

6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing

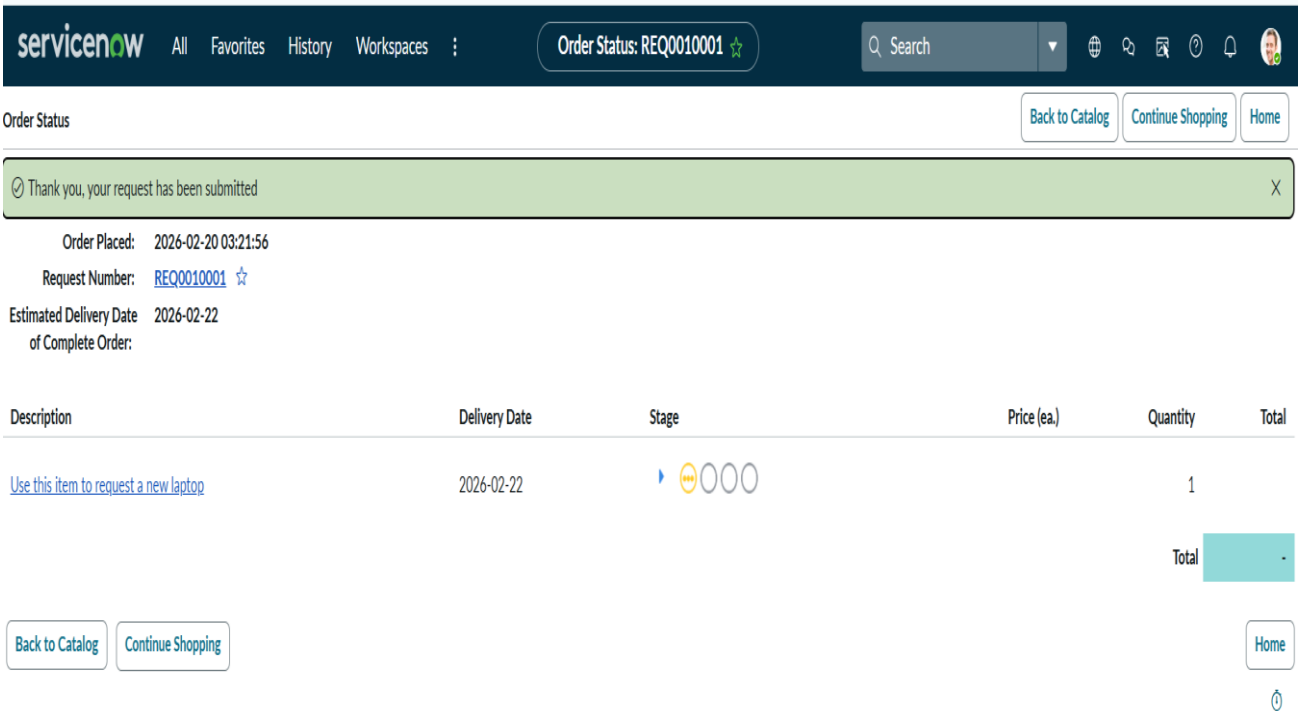
The system was tested to ensure proper functionality:

- Verified form loads quickly and smoothly
- Checked mandatory field validation
- Confirmed dynamic field visibility using UI Policy
- Tested reset button functionality
- Verified successful request submission
- Ensured request data is stored correctly

The system performed efficiently with no major errors.

7. RESULTS

7.1 Output Screenshots



- Catalog Item form
- Variables configuration
- UI Policy setup
- UI Action script
- Submitted request record

The project successfully automates the laptop request process and dynamically controls form behavior based on user input.

8. ADVANTAGES & DISADVANTAGES

Advantages

- Automates laptop request process
- Reduces manual effort and delays
- Ensures accurate data collection
- Provides easy tracking and transparency
- Improves IT service efficiency

Disadvantages

- Requires ServiceNow platform access
- Initial setup requires configuration effort
- Dependent on system availability

9. CONCLUSION

The Laptop Request Catalog Item project successfully demonstrates how ServiceNow can automate service request processes. The system improves efficiency, ensures structured data collection, reduces manual errors, and provides better tracking and governance. It enhances the overall service management experience for both employees and IT staff.

10. FUTURE SCOPE

- Add approval workflow for manager authorization
- Email notifications for request status
- Integration with asset management system
- Automated laptop allocation
- Dashboard and analytics for tracking requests

11. APPENDIX

Source Code (UI Action – Reset Form)

```
function resetForm() {
g_form.clearForm();     alert("The
form has been reset.");
}
```

Dataset Link: Not applicable
GitHub Link: https://sowmya697.github.io/Laptop-Request-Catalog-Item/
Project Demo Link: https://drive.google.com/file/d/1DBCLj68Itp6ZYL16rtmYJsynFjgmjGO5/view?usp=drivesdk