

Project Design Phase
Proposed Solution Template

Date	12 February 2026
Team ID	LTVIP2026TMIDS55278
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Employees lack a quick, efficient way to request laptops. The existing process is manual, email-based, prone to delays, with no dynamic form behaviour, structured approval chain, or audit trail.
2.	Idea / Solution description	A Laptop Request Catalog Item in ServiceNow with dynamic variables (Laptop Model, Justification, Additional Accessories, Accessories Details), a Reset Form UI Action, and Update Set-based deployment to target instances.
3.	Novelty / Uniqueness	Built natively on ServiceNow with dynamic form behaviour — fields show/hide based on user input. Includes a custom Reset Form UI Action and Update Set deployment for governed, repeatable rollout across instances.
4.	Social Impact / Customer Satisfaction	Employees get a faster, self-service request experience with real-time tracking via REQ number. IT teams receive structured, accurate data with a clear approval workflow — reducing delays and back-and-forth communication.
5.	Business Model (Revenue Model)	An internal IT process improvement that reduces operational costs by automating manual request handling. Value is measured in productivity gains — faster procurement means employees begin work sooner.
6.	Scalability of the Solution	Update Sets allow deployment to any ServiceNow instance easily. Additional catalog items can follow the same pattern, and the form logic and approval workflow can be extended with more variables or approval levels as needed.