

Project Design Phase
Proposed Solution Template

Date	01 November 2025
Team ID	NM2025TMID01018
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Employees face delays and confusion in requesting laptops due to a manual, error-prone process with no dynamic guidance or automation.
2.	Idea / Solution description	Develop a dynamic ServiceNow Service Catalog Item for laptop requests with role-based recommendations, UI policies for guided form behavior, and automated approval workflows.
3.	Novelty / Uniqueness	Unique integration of dynamic UI policies and role-specific laptop suggestions within ServiceNow, reducing user error and streamlining IT processes.
4.	Social Impact / Customer Satisfaction	Improves employee onboarding and productivity by ensuring faster, accurate laptop delivery; boosts satisfaction for both users and IT staff through an intuitive interface.
5.	Business Model (Revenue Model)	Cost savings through reduced IT support time and error handling; potential for licensing the solution to other organizations using ServiceNow.
6.	Scalability of the Solution	Easily scalable by adding new laptop models, roles, or approval rules in ServiceNow; deployable across multiple instances or organizations via Update Sets.