Project Design Phase

Proposed Solution

Date	02 NOVEMBER 2025
Team ID	NM2025TMID08280
Project Name	Laptop Request Catalog Item
Maximum Mark	2 Marks

Proposed Solution Template

S.N0	Parameter	Description
1	Problem Statement (Problem to be solved)	Employees face delays and confusion when requesting laptops due to a manual and static request process. There is no dynamic validation or guided form behavior, leading to incomplete data submission and approval bottlenecks.
2	Idea / Solution Description	Create a Service Catalog Item in ServiceNow for laptop requests. Use UI Policies to dynamically display or hide fields and UI Actions to enable features like resetting the form. Add workflow automation to route requests for approval and fulfillment, ensuring clear tracking and faster processing.

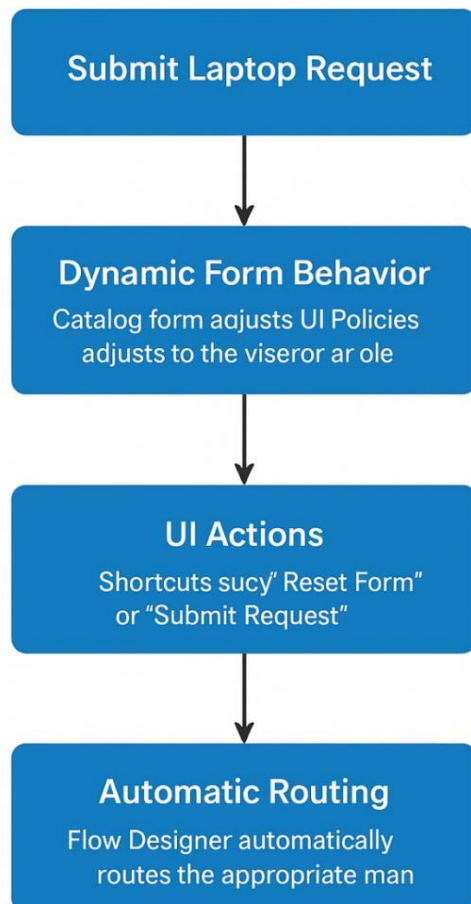| 3	Novelty / Uniqueness	The solution integrates native ServiceNow features (UI Policies, Client Scripts, UI Actions, and Flow Designer) to create an intelligent, interactive catalog form — without external plugins or complex customization. It ensures a smart and error-free request system.
4	Social Impact / Customer Satisfaction	Simplifies laptop request and approval processes, improving transparency, employee satisfaction, and IT service efficiency. Helps organizations maintain clear records and reduces administrative delays.
5	Business Model (Revenue Model)	Not directly revenue-based, but improves IT operational efficiency, reduces repetitive support tasks, and saves employee time — resulting in higher productivity and costeffectiveness for enterprises.
6	Scalability of the Solution	The architecture can be scaled to include other hardware or asset requests (like desktops, accessories, or software). It can also support automated approval hierarchies for large organizations.

Conclusion

The project "Laptop Request Catalog Item" simplifies and accelerates the traditional process of requesting laptops within an organization. By replacing manual steps with an automated catalog-driven workflow, it minimizes delays, reduces human error, and enhances user

convenience. The system intelligently manages approvals, form validations, and routing — ensuring smooth communication between employees and IT departments.

Solution Description

The Laptop Request Catalog Item allows users to easily raise laptop requests via a userfriendly catalog form. Depending on the user's role or the selected laptop type, dynamic UI Policies automatically show or hide relevant fields, creating a personalized experience.

UI Actions enhance interaction by adding quick options like "Submit Request" and "Reset Form." Once submitted, the Flow Designer initiates an automated approval process that routes the request to the correct manager or IT team member. Users can monitor progress through real-time status updates.

Submit Laptop Request

Dynamic Form Behavior
Catalog form adjusts UI Policies
adjusts to the viseror ar ole

UI Actions
Shortcuts sucy" Reset Form"
or "Submit Request"

Automatic Routing
Flow Designer automatically
routes the appropriate man

Reference: Infographic created using ServiceNow Developer Portal and IdeaHackers templates.