Project Design Phase
Proposed Solution Template

Date	15 February 2025
Team ID	LTVIP2025TMID30301
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)	Manual laptop request process is time-consuming, lacks tracking, and is prone to errors.
2.	Idea / Solution description	Implement a *Laptop Request Catalog Item* in ServiceNow that automates the request, approval, and tracking process using Update Sets, UI Policies, and Actions.
3.	Novelty / Uniqueness	Use of ServiceNow's modular update set deployment for quick scaling to other instances. Use of UI Policies for dynamic form behavior.
4.	Social Impact / Customer Satisfaction	Improves employee experience by reducing wait times and increasing transparency in IT asset provisioning.
5.	Business Model (Revenue Model)	Internal cost-saving model for organizations by reducing manual effort, speeding up request handling, and optimizing IT resource allocation.
6.	Scalability of the Solution	Highly scalable—can be replicated across departments or other organizations using export/import of Update Sets in ServiceNow.