

Project Design Phase

Proposed Solution

Date	2 November 2025
Team ID	NM2025TMID06773
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Proposed Solution

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In many organizations, laptop requests are managed manually through emails or forms, leading to delays, duplication, and lack of tracking. There is no automated workflow to handle approvals, notifications, or asset allocation efficiently.
2.	Idea / Solution Description	Implement a Laptop Request Catalog Item in ServiceNow to automate laptop requests, approvals, and fulfillment. Employees submit requests via the Service Catalog; managers approve through automated workflows, and IT administrators allocate laptops with updates recorded in the CMDB. Notifications keep users informed at every stage.
3.	Novelty / Uniqueness	The solution leverages native ServiceNow tools such as Flow Designer, Catalog Builder, and Notifications, offering a no-code, fully automated workflow for IT asset management without external dependencies.

4.	Social Impact / Customer Satisfaction	Enhances transparency, accountability, and communication, resulting in faster processing, reduced manual work, and improved employee satisfaction.
5.	Business Model (Revenue Model)	Not directly revenue-based but increases efficiency and reduces operational costs by eliminating manual tracking and asset mismanagement.
6.	Scalability of the Solution	Easily extendable to other hardware or software requests like monitors, accessories, or software licenses, supporting future ITSM growth.

Proposed Solution Flow

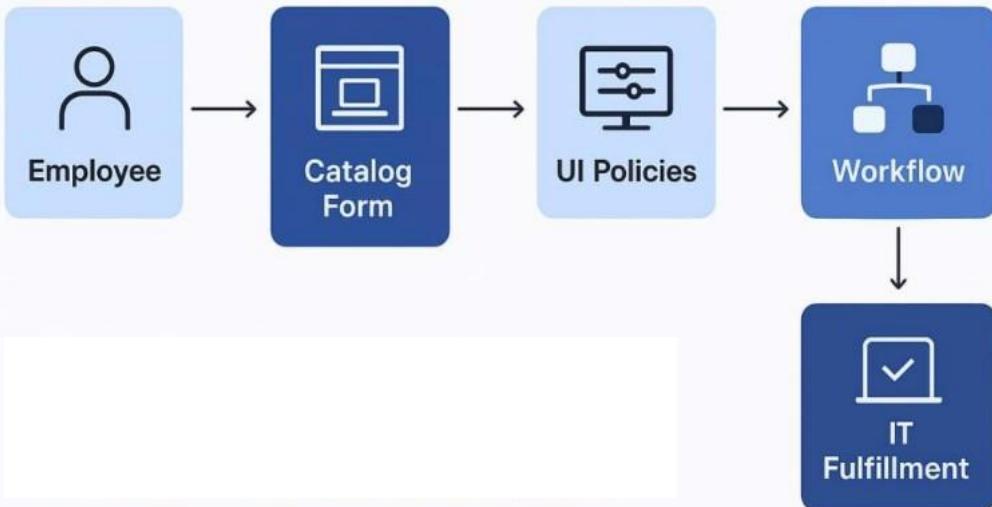


Fig. 1 Proposed Solution Flow

Solution Description

The Laptop Request Catalog Item automates laptop provisioning in ServiceNow through a single digital workflow. Employees submit requests, managers approve them, and IT administrators fulfill allocations—all tracked in real time with notifications.

This simple, plugin-free setup enhances process efficiency, reduces manual work, and ensures accurate asset tracking through native ServiceNow modules like Flow Designer, Catalog Items, and CMDB.