Project Desig Phase

Proposed Solution

Date	28 october2025
Team ID	**NM2025TMID07769**
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Proposed Solution Template:

1	Problem Statement (Problem to be solved)	Employees currently request laptops through email or manual processes, which causes delays, lack of tracking, and inconsistent approvals.
2	Idea / Solution Description	Create a **Laptop Request Catalog Item** in ServiceNow's Service Catalog.
3	Novelty / Uniqueness	The solution digitizes and automates the laptop request process within ServiceNow,
4	Social Impact / Customer Satisfaction	Users benefit from a transparent, quick, and trackable request process.
5	Business Model (Revenue Model)	While not directly revenue-generating, it increases operational efficiency and reduces
6	Scalability of the Solution	The catalog item can be extended to include requests for other IT assets such as monitors, docking stations, or accessories

Conclusion:

The proposed *Laptop Request Catalog Item* streamlines the asset request process within ServiceNow by automating approvals, tracking, and fulfillment. It eliminates manual inefficiencies, improves visibility for both users and IT teams, and ensures accurate asset management. By leveraging native ServiceNow capabilities, the solution enhances productivity, accountability, and user satisfaction while remaining easily scalable for future IT asset requests.

Reference: Infographic created using MidJourney.

Solution Description:

A **Laptop Request Catalog Item** will be created in the ServiceNow Service Catalog to automate the process of requesting new or replacement laptops. Employees can select their preferred laptop model, specify justification, and submit the request directly through the portal. The workflow will automatically route the request to the user's manager for approval and then to the IT fulfillment team. Once approved, IT staff can assign an available asset from the inventory and update the request status. Email notifications and task updates will keep all stakeholders informed throughout the process. The solution also maintains complete traceability by linking the request to the assigned asset in the CMDB.