Project Documentation: Laptop Request Catalog Item

Project Members:

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# 1. Introduction

The purpose of this project is to create a Laptop Request Catalog Item to simplify the process of requesting laptops. This initiative supports the Naan Mudhalvan project by providing a streamlined, digital workflow for managing requests.

# 2. Objective

The main objectives of the project are:

* • Allow employees/students to request laptops through a self-service catalog.
* • Automate approval and provisioning process.
* • Ensure transparency and tracking of requests.

# 3. System Requirements

Hardware: Laptop/Desktop with internet access.

Software: ServiceNow / Web application / Custom portal.

Users: Requester, Approver, IT Admin.

# 4. Modules / Features

## 4.1 Catalog Form

Fields: Name, Email, Department, Laptop Type, Justification.

## 4.2 Workflow

Request submission → Manager approval → IT team fulfillment → Delivery confirmation.

## 4.3 Notifications

Email/SMS to requester and approver at each stage.

## 4.4 Tracking

Users can track request status online.

# 5. Workflow Diagram

Requester → Manager Approval → IT Admin → Delivery → Closure

# 6. Use Cases

* • A student requests a laptop for project work.
* • A faculty requests a laptop for teaching purposes.

# 7. Benefits

* • Simplifies laptop request process.
* • Reduces manual paperwork.
* • Ensures faster approvals.
* • Maintains proper records for audit.

# 8. Screenshots / Sample UI (if applicable)

• Catalog request form.

• Approval page.

• Status tracking screen.

# 9. Conclusion

The Laptop Request Catalog Item improves efficiency in handling laptop requests. It supports digital initiatives like Naan Mudhalvan by providing a streamlined workflow.