

Date	31 OCTOBER 2025
Team ID	NM2025TMID00034
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Ideation Phase

Define the Problem Statements

Customer Problem Statement Template:

Employees currently lack a simple, standardized way to request new laptops or refreshes. This forces them to use unstructured communication (email, chat) which leads to lost requests, delayed approvals, and inconsistent asset tracking. This manual process causes **confusion for users** and **administrative overhead for IT and Finance**.

The proposed solution must ensure a transparent, automated process that provides clear visibility for the employee, enforces a financial approval step for managers, and automatically tracks the asset for IT. This is crucial for maintaining **data integrity**, ensuring **compliance**, and improving overall **employee satisfaction** with IT services.

Problem & Solution Table

Problem	Description	Solution
Lack of Standardization	Users submit requests through various channels (email, chat), resulting in missed or inconsistent information.	Implement a Service Catalog Item as a single, mandatory entry point for all laptop requests.
Delayed Approvals	Manager approvals are manual and difficult to track, leading to long procurement lead times.	Automate the approval workflow to send instant notifications and enable single-click approval/rejection.
Poor Asset Tracking	Laptops are delivered without automatic record	Integrate the fulfillment workflow to automatically

Problem	Description	Solution
	creation, causing discrepancies in the Configuration Management Database (CMDB) .	create or update the asset record in the CMDB upon request completion.
User Confusion	Employees have no visibility into the status of their request after submission.	Configure automated notifications to inform the user when the request is submitted, approved, in fulfillment, and completed.

Example Problem Statements

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	an Employee	request a new laptop for my job.	my request status is unknown after I send an email.	there is no automated tracking or notification process in place.	frustrated and unable to plan my start date or work schedule.
PS-2	a Manager	approve a laptop purchase for my new hire.	the request comes in via email with incomplete or	there is no standardized form or defined catalog of approved	worried about budget compliance and wasting time

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
			incorrect pricing details.	models.	chasing down information .
PS-3	an IT Asset Manager	maintain accurate inventory records.	new laptops are being deployed without an accurate record in the CMDB.	the manual process relies on agents remembering to update the asset tag details.	concerned about loss and theft, and unable to forecast hardware needs accurately.