

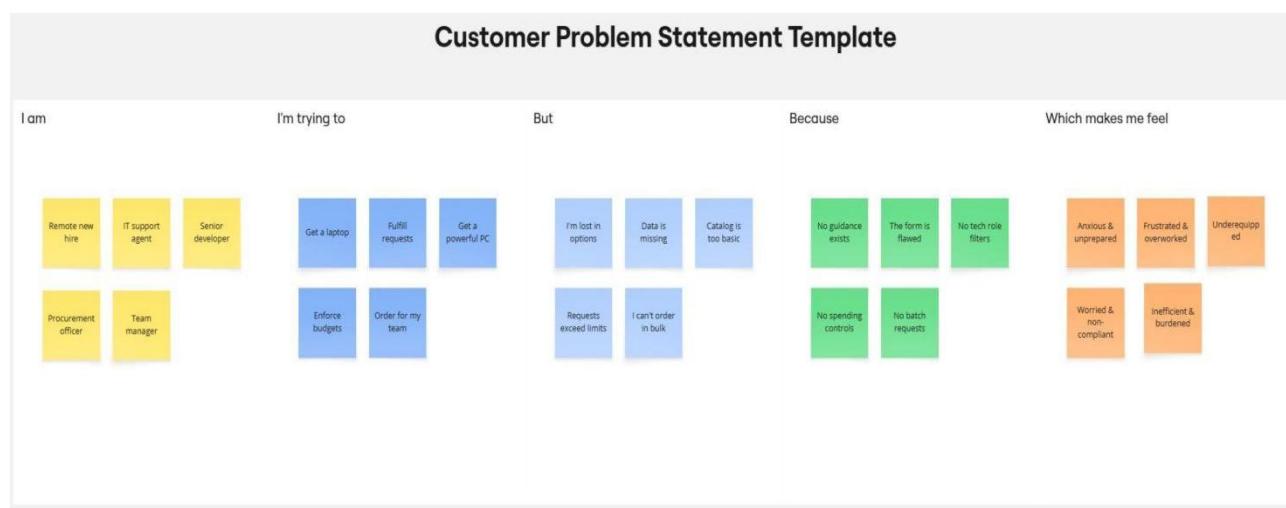
Ideation Phase

Define the Problem Statements

Date	09 Feb 2026
Team ID	LTVIP2026TMIDS42057
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	2 Marks

Customer Problem Statement :

When requesting laptops through the catalog system, employees and IT teams encounter difficulties because of imprecise requirements, a dearth of role-based recommendations, and ineffective approval procedures. In the end, this reduces productivity and user pleasure by causing mismatched devices, delayed onboarding, and an increased administrative cost.



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Remote new hire	Get a laptop	I'm lost in options	No guidance exists	Anxious & unprepared
PS-2	IT support agent	Fulfill requests	Data is missing	The form is flawed	Frustrated & overworked
PS-3	Senior developer	Get a powerful PC	Catalog is too basic	No tech role filters	Underequipped
PS-4	Procurement officer	Enforce budgets	Requests exceed limits	No spending controls	Worried & non-compliant
PS-5	Team manager	Order for my team	I can't order in bulk	No batch requests	Inefficient & Burdened