

Ideation Phase

Define the Problem Statements

Date	1 NOVEMBER 2025
Team ID	NM2025TMID01046
Project Name	Laptop request catalog
Maximum Marks	4 Marks

Problem Statement Template:

Employees across the organization struggle with an inefficient and unclear laptop request process. The current system lacks a centralized catalog with detailed specifications, causing confusion about which laptop best fits their roles and needs. Additionally, the approval workflow is slow and lacks transparency, making it difficult for users to track the status of their requests. These challenges result in wasted time, communication gaps between departments, and lower overall productivity. Therefore, there is a need to design a streamlined, user-friendly Laptop Request Catalog that simplifies model selection, speeds up approvals, and provides real-time updates to enhance the employee experience.

Problem & Solution Table		
Problem	Description	Solution
Inefficient Laptop Request Process	The current system for requesting laptops is time-consuming, lacks structure, and causes delays in fulfilling employee needs.	> Implement a streamlined digital catalog with automated request and approval workflows.
Lack of Clarity and Transparency	Employees have limited visibility into available laptop options, approval stages, and delivery timelines, leading to confusion and frustration.	> Add real-time tracking and clear laptop details to keep users informed at every stage.
Poor User Experience and Communication Gaps	<ul style="list-style-type: none">The existing process does not provide an intuitive interface or clear communication between employees, managers, and IT, resulting in miscommunication and reduced satisfaction.	> Design a user-friendly interface with built-in notifications and direct communication channels between employees, managers, and IT.

Reference: <https://miro.com/templates/customer-problem-statement/>

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	employee	Request a suitable laptop quickly through the company's system.	The current process is slow, confusing, and lacks clear laptop options.	There is no organized catalog or transparent approval workflow.	Frustrated, unproductive
PS-2	Staff member	Stay informed about my request status.	The system doesn't provide real-time updates or notifications.	There's poor communication between employees, managers, and IT.	Ignored, anxious, and dissatisfied

Problem Statement 1:

Employees often find it difficult to request laptops efficiently. As a company employee who needs a laptop for work, I am trying to submit a request quickly through the company's system. However, the current process is slow and confusing, and there is no clear guidance on which laptop best fits my role. Because there is no organized catalog or transparent approval workflow, the process feels cumbersome and uncertain, which makes me feel frustrated, unproductive, and unsure about when I will receive the laptop I need.

Problem Statement 2:

Users also struggle to track and understand the progress of their laptop requests. As a staff member waiting for approval and delivery, I am trying to stay informed about the status of my request. But the system does not provide real-time updates or notifications, and communication between employees, managers, and IT is inconsistent. Because of this lack of clarity and transparency, I feel ignored, anxious, and dissatisfied with the overall laptop request process.