

Project Design Phase
Problem – Solution Fit Template

Date	02 NOVEMBER 2025
Team ID	NM2025TMID01260
Project Name	Laptop Request Catalog Item
Maximum Mark	2 Marks

Problem – Solution Fit Template

The Problem–Solution Fit ensures that the problem identified by users is clearly addressed through a practical and efficient solution. It helps understand user frustrations, define the root cause, and design a system that directly meets user expectations. For the Laptop Request Catalogue Items project, the focus is on solving user difficulties in requesting, tracking, and receiving laptops through an organized catalogue process.

Purpose:

Solve laptop request and approval issues effectively for faster processing.

Improve transparency and communication between users and IT departments.

Reduce delays by automating approvals and providing real-time tracking updates.

Enhance user satisfaction with a simple and well-structured catalogue interface.

Ensure accountability and smooth management of hardware requests in organizations.

Problem:

Employees face difficulties and delays when requesting laptops through manual or nonintuitive processes. The lack of dynamic forms, auto-validation, and tracking leads to

confusion and follow-up delays. Admins often receive incomplete or incorrect requests, slowing down approvals and causing frustration for both users and support teams.

Problem Employees face difficulties and delays when requesting laptops through manual or non-intuitive processes. The lack of dynamic forms, auto-validation, and tracking leads to confusion and follow-up delays. Admins often receive incomplete or incorrect requests, slowing down approvals and causing frustration for both users and support teams.	Customer Segment Employees requesting laptops through the service portal and IT support administrators managing these requests.
Existing Alternatives Manual processes, static forms, and ad hoc email requests lacking automation or tracking.	Proposed Solution The Laptop Request Catalog item provides a structured and automated way for employees to request laptops through the service portal. It features: <ul style="list-style-type: none">- Dynamic, user-friendly request forms.- Real-time validation and status tracking.- Automated routing for faster approvals.- Clear communication and updates at each stage.
Key Metrics Request processing time, approval rate, and user satisfaction scores.	

Solution:

The Laptop Request Catalog Item provides a structured and automated way for employees to request laptops through the service portal. It features:

- Dynamic, user-friendly request forms.
- Real-time validation and status tracking.
- Automated routing for faster approvals.
- Clear communication and updates at each stage.

This solution improves accuracy, reduces turnaround time, and boosts user confidence in the IT service management process.

References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4f>

