

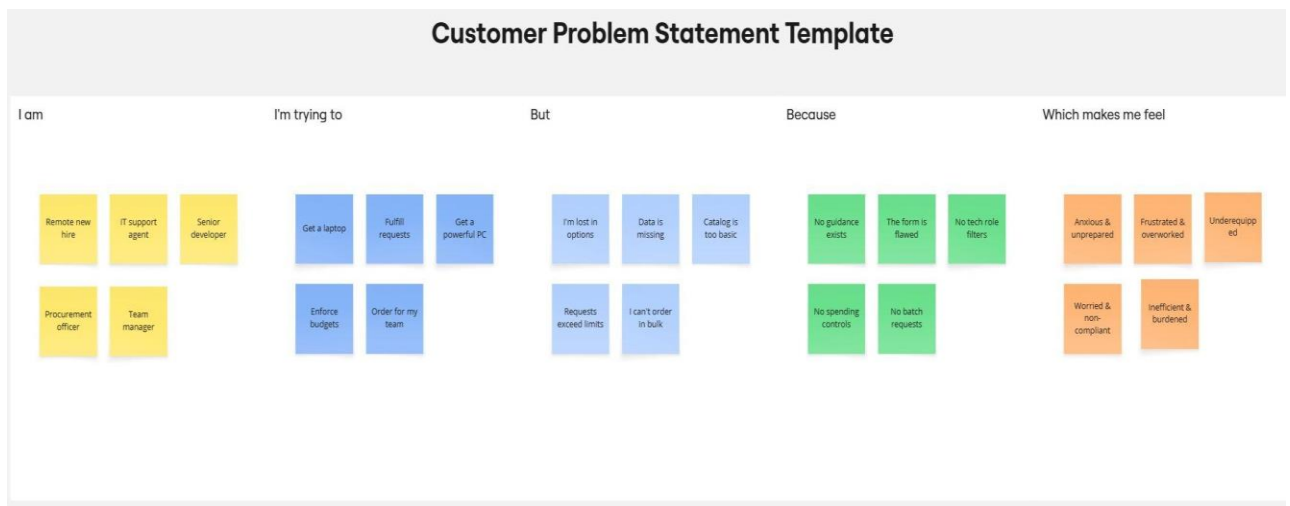
Ideation Phase

Define the Problem Statements

Date	01 Nov 2025
Team ID	NM2025TMID01308
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	2 Marks

Customer Problem Statement :

Employees and IT teams face challenges when requesting laptops through the catalog system due to unclear specifications, lack of role-based recommendations, and inefficient approval processes. This results in delayed onboarding, mismatched devices, and increased administrative burden, ultimately hindering productivity and user satisfaction.



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