

Project Design Phase

Problem – Solution Fit

Date	1 NOVEMBER 2025
Team ID	NM2025TMID02762
Project Name	Laptop Request Catalog Item using Service Now
Maximum Marks	2 Marks

Problem–Solution Fit:

The Problem–Solution Fit identifies how the **Laptop Request Automation System using ServiceNow** effectively resolves the real challenges employees face while requesting and managing laptop allocations. This alignment ensures that the solution not only operates efficiently from a technical perspective but also directly addresses the actual needs, workflows, and expectations of its users, creating a seamless and user-centric request experience.

Purpose:

- Provide a structured digital solution to replace the unorganized and manual laptop request process
- Encourage consistent usage by designing the system around familiar employee workflows, such as submitting and tracking requests.
- Improve process visibility and accountability through automation, dynamic forms, and approval tracking.
- Build employee confidence by eliminating common pain points like delayed approvals, missing updates, and unclear form requirements.
- Offer a smart, automated platform that simplifies requesting, approving, and managing laptop allocations efficiently.

Problem–Solution Summary:

Identified Problem	Proposed Solution
Manual and disorganized laptop request process	Centralized Laptop Request Catalog Item with structured form and workflow
No visibility into request status or approval delays	Automated approval flow and real-time request tracking within ServiceNow
Difficulty ensuring correct laptop allocation based on role or department	Dynamic form fields and conditional logic to guide accurate selections
Lack of data for tracking laptop requests and usage	

Comprehensive reporting and dashboards for request history and

fulfillment metrics

High manual effort in form filling and coordination

Pre-filled user data, form reset options, and automation to reduce effort and errors

Outcome:

By achieving this problem–solution alignment, the project ensures that:

- Employees can request, track, and manage laptop allocations with minimal effort.
- Automation reduces manual errors and speeds up the overall request and approval process.
- The system enhances transparency, accountability, and user satisfaction across departments.
- ServiceNow's capabilities bring structure, clarity, and reliability to the organization's asset request and provisioning workflow.

Template:

Problem-Solution fit canvas 2.0

Laptop Request Automation System

1. CUSTOMER SEGMENTS) CS • Employees requesting laptop for official use • IT support teams and asset managers handling hardware provision • Department managers responsible for approving laptop requests	6. CUSTOMER CONSTRAINTS CC • Limited time to complete lengthy forms • Need for a user friendly interface requiring minimal technical knowledge • Dependence on IT teams to track status and updates	5. AVAILABLE SOLUTIONS AS • Manual email-based requests or spreadsheet tracking • Shared document-based forms lacking automation • No centralized tracking or approval workflow system
2. JOBS-TO-BE-DONE / PROBLEMS JBP • Request a laptop through a streamlined, guided process • Track approval and fulfillment status in real time • Ensures the right laptop is allocated based on role and department	9. PROBLEM ROOT CAUSE RC • No dedicated, automated process for laptop requests • Lack of dynamic forms to guide users through required inputs • Manual coordination between employees, managers, and IT	7. BEHAVIOUR CH • Submits requests via email or verbal communication • Frequently follow-up for approval updates • Relies on IT calendar to track status manually
4. EMOTIONS: BEFORE / AFTER TR • Frustrated by unclear procedures and delayed approvals	10. YOUR SOLUTION SI • A centralized ServiceNow dialog item built on ServiceNow	8. CHANNELS OF BEHAVIOUR 8.1 ONLINE: ServiceNow platform 8.2 OFFLINE: Contact IT helpdesk or department heads for request