

Project Design Phase
Problem – Solution Fit Template

Team ID	NM2025TMID02656
Project Name	LAPTOP REQUEST CATALOG ITEM

Problem – Solution Fit Template:

Define CS, fit into CC	Ap Vflyg/2BH yBc2B-g,yt Employees who request laptops (new hires, existing staff), IT support teams, procurement staff, managers approving requests	CS	6. CUSTOMER CONSTRAINTS Lack of clarity on suitable laptops, manual approval bottlenecks, limited IT resources, compliance rules on hardware	CC	5. AVAILABLE SOLUTIONS Manual request forms, email ticket requests, basic catalog listings without dynamic fields or role filters	AS	Explore AS, differentiate
	2. JOBS-TO-BE-DONE / PROBLEMS Request laptops quickly and accurately; avoid delays; get the correct device; simplify approval; reduce manual errors	J&P	9. PROBLEM ROOT CAUSE Manual, unstructured process; no dynamic form guidance; lack of role-based recommendations; slow approvals	RC	7. BEHAVIOUR Employees guess laptop specs or submit incomplete requests; IT spends time clarifying; approvals take multiple steps	BE	
Identify strong TR & EM	3. TRIGGERS New hire onboarding, laptop replacement requests, role changes requiring different specs, hardware failure	TR	10. YOUR SOLUTION Create a dynamic ServiceNow Laptop Request Catalog Item with role-based recommendations, guided form fields, reset functionality, and tracked approvals	SL	8. CHANNELS of BEHAVIOUR 8.1 ONLINE ServiceNow Catalog portal, email communications, internal chat tools	CH	Extract online & offline CH of BE
	4. EMOTIONS: BEFORE / AFTER Before: Frustration, confusion, anxiety about delays After: Confidence, satisfaction, clarity, faster access to equipment	EM			8.2 OFFLINE Phone calls to IT, face-to-face inquiries		