

## Project Design Phase

### Problem – Solution Fit Template

Date	02 November 2025
Team ID	NM2025TMID08297
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

#### Problem – Solution Fit Template:

The Problem-Solution Fit simply means that you have found a problem with your customer and that the solution you have realized for it actually solves the customer's problem. It helps entrepreneurs, marketers and corporate innovators identify behavioral patterns and recognize what would work and why.

#### Purpose:

- Streamline the laptop request process by offering a structured, user-friendly catalog item that reflects real organizational needs.
- Accelerate request fulfillment and reduce manual errors by integrating with existing approval workflows and asset management systems.
- Improve internal communication and service visibility through clear form design, status tracking, and automated notifications.
- Enhance employee satisfaction and IT responsiveness by resolving frequent delays and confusion in device provisioning.
- Analyze current request patterns and feedback to continuously refine the catalog item for better usability and operational efficiency.

This version keeps the original format but makes every bullet relevant to your actual ServiceNow project. If you'd like a matching Objectives or Benefits section next, I can build that out too.

#### Template:



**References:**

- 1.<https://www.ideahackers.network/problem-solution-fit-canvas/>
- 2.<https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>

The project "**Laptop Request Catalog Item**" addresses a common operational need in IT service management by streamlining how employees request laptops. By creating a structured, rule-driven catalog item, the solution ensures accurate data capture, efficient approvals, and timely fulfillment. This enhances user experience, reduces manual errors, and supports better asset tracking. Implementing this in platforms like ServiceNow empowers organizations to scale their IT services with clarity, speed, and accountability.