

Project Design Phase

Problem – Solution Fit Template

Date	31 October 2025
Team ID	NM2025TMID06949
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	2 Marks

Problem – Solution Fit Template:

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