

Project Design Phase
Problem – Solution Fit Template

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

Problem – Solution Fit Template:

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|-------------------------|---|----------------|---|-----------|---|-----------|-----------------------------------|
| 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 | | |