

Ideation Phase

Define the Problem Statements

Date	2 NOVEMBER 2025
Team ID	NM2025TMID03019
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Customer Problem Statement Template:

Employees face difficulties when requesting laptops through manual or email-based processes. This results in **delays, lack of approval visibility, and tracking challenges**, leading to inefficiencies for both requesters and IT teams. Without a structured catalog system, requests often get lost or misrouted, causing frustration and inconsistent laptop allocation.

They need a **centralized, automated laptop request catalog** that allows users to select models, justify requests, and track approval and fulfillment status. Such a solution would enhance transparency, reduce manual errors, and ensure timely provisioning of laptops — improving both employee experience and IT service quality.

Problem & Solution Table

Problem	Description	Solution
Manual Request Delays	Employees currently send laptop requests through email or paper forms, causing delays and confusion in processing.	Create an automated Laptop Request Catalog Item in ServiceNow to standardize and digitize the request submission process.
Lack of Approval Visibility	Employees cannot track the approval or rejection of their laptop requests.	Integrate approval workflow notifications that update requesters and managers in real time.
Inefficient Tracking for IT Teams	IT administrators struggle to manage multiple requests without a centralized system.	Implement a Service Catalog dashboard to monitor all active requests, approvals, and fulfillment.
Onboarding Delays	New joiners often receive laptops late due to manual coordination between HR and IT.	Automate onboarding workflows by linking HR systems with the Laptop Request Catalog item for pre-approval.

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An Employee	Request a laptop for new joining	The process is manual	the user is still assigned to active incidents	There is no automated catalog item or workflow
PS-2	An IT Administrator	Track and fulfill laptop requests	Requests come via email	There's no central dashboard for visibility or tracking	Overwhelmed and unorganized

■ Problem Statement PS 1:

As an **employee**, I'm trying to request a new laptop for official use, but the process is slow and confusing because it relies on manual forms or email communication.

There's no clear workflow to check the approval status or delivery timeline, which makes me feel **delayed and uncertain** about when my laptop will arrive.

This affects productivity and onboarding experiences.

I need an **automated Laptop Request Catalog Item** that allows me to submit requests easily, view real-time status, and receive timely updates once the request is fulfilled.

■ Problem Statement PS 2:

As an **IT Administrator**, I want to manage and track all laptop requests efficiently.

Currently, requests arrive through scattered channels like emails or chat messages, and there is no unified system to track approvals or fulfillment status.

This causes confusion, missed approvals, and delays in asset allocation, making me feel **overwhelmed and unorganized**.

I need a **centralized catalog workflow** that automatically routes requests for approval, tracks fulfillment progress, and logs asset issuance in the CMDB for accurate records.