

TEAM ID : NM2025TMID07322

PROJECT NAME : LAPTOP REQUEST CATALOG ITEM

Ideation Phase

Define the Problem Statement

I am...

An Employee

A New Hire

A Manager

I'm trying to...

Request a new
laptop

See available
laptop options

Get approval from
my manager

Track the status
of my request

But...

**I don't know who
to email**

**The process is
slow**

**I never get status
updates**

**Approval takes
too much time**

Because...

**We use manual
email chains**

**There is no central
request system**

**is no
automation tool**

**Its no no
alert system**

Which makes me feel...

Frustrated

Unproductive

Unorganized

**Confused about
the process**