

TEAM ID : NM2025TMID07322

PROJECT NAME : LAPTOP REQUEST CATALOG ITEM

Ideation Phase

Empathy & Discover

Project Overview

The Laptop Request Catalog Item project automates the process of requesting laptops within the ServiceNow platform. It provides users with transparency, reduces manual efforts, and enhances IT fulfillment efficiency.

User Personas

Role	Description	Pain Points
Employee (Requester)	Needs a laptop to perform work tasks	Delays, unclear status, repeated followups
Manager (Approver)	Approves laptop requests	Overloaded with approvals, lacks centralized view
IT Support	Configures and assigns laptops	Missing details, poor tracking, manual asset updates

Empathy Map Diagram



Discover Phase Insights

Pain Point	Opportunity for Solution
No visibility on request status	Add real-time tracking and notifications
Delays in approval	Implement automated approval flow
Miscommunication	Enable centralized chat or notifications
Manual data entry	Integrate catalog with CMDB and Asset module

User Journey Diagram

