

Ideation Phase

Define the Problem Statement

Date	30 October 2025
Team ID	NM2025TMID03500
Project Name	Laptop Request Catalog Item in ServiceNow
Maximum Marks	2 Marks

Problem Statement Table

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	an employee in the organization needing a laptop for work	request a laptop quickly and efficiently through a digital form	the current manual request process is slow, inconsistent, and lacks automation	there is no dynamic form or guided process to ensure accurate data collection and approval tracking	frustrated with delays, confusion, and lack of transparency in laptop requests
PS-2	an IT Administrator or Governing body	ensure all laptop requests are properly documented, standardized, and tracked for governance	the current manual process makes tracking changes and ensuring data accuracy difficult	it does not automatically collect necessary information or enforce a standardized workflow	concerned and uncertain about compliance and accurate asset management