**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 |