

# Ideation Phase

## Define the Problem Statement

Date	14 November 2025
Team ID	NM2025TMID06861
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

### Customer Problem Statement Template



### Problem Statement Table

Problem	I am (Customer)	I want to	But	Because	So I feel
PS-1	an employee who needs a laptop for work	get a laptop quickly from the catalog	it takes too long for approval and delivery	there are too many manual steps	frustrated and can't start my work on time
PS-2	a new joiner who needs a laptop soon	check my laptop request status easily	I can't see any updates or progress	the system has no tracking or alerts	worried and unsure when I'll get my laptop
PS-3	an IT admin handling requests	manage and approve laptop requests fast	I must contact many people manually	the process isn't automated	tired and delayed with too much work