Define the Problem Statements

Date	1 November 2025
Team ID	NM2025TMID04148
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Latop Request Catalog item

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment

I am	I'm trying to	But	Because	Which make feel
an employee in the organization	request a laptop easily for my work	the process is manual and takes too much time	there is no automated catalog or dynamic form to guide me	frustrated and unproductive

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An employee in the organization	Request a laptop easily for my work	The process is manual and takes too much time	There is no automated catalog or dynamic form to guide me	Frustrated and unproductive
PS-2	An IT administrator	Track and approve laptop requests efficiently	Many requests are incomplete or contain wrong details	The current form lacks validation and clear instructions	Stressed and overloaded with rework