Project Design Phase
Problem – Solution Fit

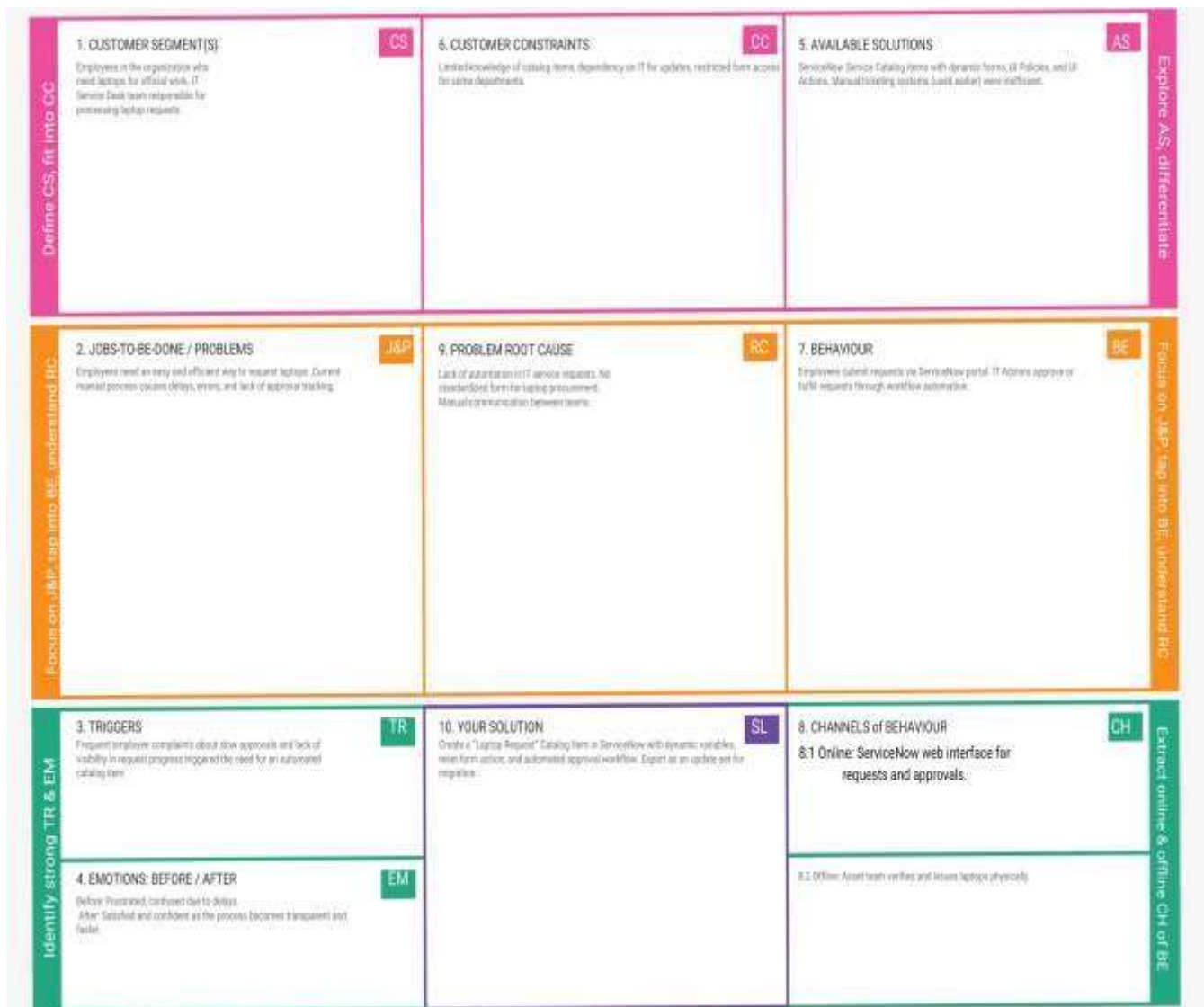| Date	1 November 2025
Team ID	NM2025TMID04148
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Problem – Solution Fit :

The Problem–Solution Fit analysis evaluates how effectively the proposed solution addresses real challenges faced by employees when requesting laptops within the organization. Currently, the manual process involves multiple approval layers, inconsistent communication, and limited visibility into request status, leading to frequent delays and user dissatisfaction. The proposed solution — developing a Laptop Request Catalog Item in ServiceNow — streamlines the entire process by automating request submission, approval, and fulfillment through dynamic forms, UI Policies, and workflow automation. This ensures faster processing, better accuracy, and improved user experience while reducing the workload for IT administrators.

Purpose:

- Streamline the **laptop request process** through automation.

- Reduce delays by eliminating manual data handling.

- Enhance user experience with an intuitive, dynamic form.

- Ensure visibility and approval tracking using workflow automation.

- Simplify migration using **Update Sets**.

Problem-Solution Fit Canvas Diagram:

The project "Laptop Request Catalog Item" focuses on automating and streamlining the laptop request process within an organization to eliminate inefficiencies in manual handling. It addresses key challenges such as delayed approvals, lack of request visibility, and errors caused by manual tracking. By implementing a structured Service Catalog Item in ServiceNow, this project enables employees to submit requests seamlessly through a dynamic form while automating approval workflows and notifications. This not only enhances user experience and reduces turnaround time but also improves transparency, accuracy, and administrative efficiency. With the integration of UI Policies, Variables, and Update Sets, the project lays a foundation for scalable IT service automation and improved asset management practices.