

Project Design Phase
Problem – Solution Fit Template

Date	02 November 2025
Team ID	NM2025TMID04453
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	2 Marks

Problem – Solution Fit Template:

The Problem–Solution Fit for the Laptop Request Catalog Item identifies the difficulty users face in requesting and receiving laptops efficiently. It provides a digital solution that simplifies the process through an easy-to-use online form. This helps reduce approval delays and ensures transparency in request tracking. The system effectively meets user needs by connecting them with the right IT resources. Overall, it improves productivity and enhances the user experience.

Purpose:

- To provide an easy and efficient way for users to request laptops through an online system.
- To streamline the approval and allocation process for academic or work-related needs.
- To reduce manual paperwork and processing delays.
- To enhance transparency by allowing users to track the status of their requests.
- To ensure proper resource management and timely laptop distribution.

Template:

Laptop Request Catalog Item

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- To streamline the approval and allocation process for academic or work-related needs.
- To reduce manual paperwork and processing delays.
- To enhance transparency by allowing users to track the status of their requests.

References:

1. Idea Hackers Network. (n.d.). *Problem–Solution Fit Canvas*. Retrieved from <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. Epicantus. (n.d.). *Problem–Solution Fit Canvas*. *Medium*. Retrieved from <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>
3. ServiceNow Documentation. (n.d.). *User and Incident Management – Best Practices*. Retrieved from <https://docs.servicenow.com/>
4. TechTarget. (n.d.). *Data Integrity and User Management in ITSM Systems*. Retrieved from <https://www.techtarget.com/>
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