

Ideation Phase

Define the Problem Statements

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

Customer Problem Statement Template:

University staff and students face difficulties in requesting laptops for academic or administrative purposes through manual or email-based processes. This causes delays, lack of transparency, and frequent miscommunication in approvals and asset tracking. Currently, there is no centralized system to handle laptop requests efficiently, resulting in duplicate requests, approval bottlenecks, and unclear request statuses. A digital ServiceNow-based Laptop Request Catalog Item would provide a structured, automated workflow that improves user experience, asset management, and approval visibility. This solution will streamline the process, ensure accountability, and reduce time spent on repetitive administrative tasks.

Problem & Solution Table

Laptop Request Catalog Item

Problem	Description	Solution
Manual Request Process	The current laptop request process requires manual form submissions and email approvals	Implement a digital request form in ServiceNow to automate submissions and approvals
Lack of Transparency	Users are unaware of the status and progress of their laptop requests	Provide real-time request status updates and tracking within the ServiceNow portal
Bottlenecks in Approval	Approval processes are delayed due to manual routing and lack of oversight	Establish an automated, hierarchical approval workflow in ServiceNow
Duplicate Requests	Users often submit multiple identical requests due to lack of clarity and feedback	Implement validation rules to prevent duplicate requests and ensure unique entries
Inefficient Asset Tracking	Tracking and managing laptop assignments are cumbersome and prone to errors	Integrate the laptop catalog with the CMDB for accurate asset tracking and management

Reference: <https://miro.com/templates/customer-problem-statement/>

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Student	Request a laptop for coursework	The process is manual	I need to fill forms and send emails to multiple departments	Frustrated and uncertain about approval
PS-2	An IT Admin	Manage laptop request approvals	There's no centralized workflow	Requests come from various channels with missing information	Overwhelmed and inefficient

Problem Statement PS-1:

As a student, I am trying to request a laptop for academic use, but the current process is manual and time-consuming, requiring multiple follow-ups and physical approvals.

This makes me feel frustrated and unsure of the request's progress, causing delays in project work and reduced productivity.

I need a streamlined digital request form where I can submit, track, and receive updates automatically through a ServiceNow catalog item.

Problem Statement PS-2:

As an IT administrator, I want to manage and approve laptop requests efficiently. However, the existing process lacks automation and central visibility.

This causes confusion when requests are lost or delayed, leading to ineffective asset management and reduced satisfaction among users.

An automated approval workflow integrated with CMDB (Configuration Management Database) would ensure traceability, faster approvals, and accurate laptop allocation.