

Ideation Phase

Define the Problem Statements

Date	13 NOV 2025
Team ID	NM2025TMID06014
Project Name	LAPTOP REQUEST CATALOG ITEM USING SERVICE NOW
Maximum Marks	2 Marks

Customer Problem Statement Template

Customers face issues when trying to request a laptop using current, manual, or scattered processes. This leads to **long waiting times, inconsistent approvals, and a lack of visibility** into the fulfillment process. It creates confusion among team members and managers regarding the status of the request. Delays in receiving necessary equipment can impact **employee productivity** and onboarding speed. They need a way to **streamline the entire laptop request workflow** through a single, automated catalog item, ensuring fast service delivery and clear tracking. A clear process with automatic notifications and defined approval steps would improve operational efficiency and user confidence in the system.

Problem	Description	Solution
Workflow Disruption/Delays	Relying on emails or manual forms for approvals and provisioning creates long lead times and delays laptop delivery.	Implement a Service Catalog item with a standardized workflow for automated approvals and sequential fulfillment task generation.
User Confusion/Visibility	Requesters have no clear way to track the current status of their request (e.g., waiting for approval, provisioning, delivery).	Use the Requested Item (RITM) status and provide automatic notifications to the user upon major workflow changes (e.g., Approval, Fulfillment start).
Inconsistent Approval	Approvals are sometimes missed or processed differently, leading to	Enforce mandatory, digital manager approval as the first step in the workflow based on

Problem	Description	Solution
	inconsistent costs or unapproved hardware specifications.	organizational hierarchy.
Inventory & Auditing	Lack of a central system makes it difficult to trace who approved which laptop request, hindering auditing and budget reconciliation.	Maintain detailed audit logs within the Request and RITM records, logging all approvals, costs, and fulfillment actions.

Example:

Example	Role	Action	Issue	Impact	Feeling
PS-1	Employee	Request a new laptop through the catalog	The request gets stuck or delayed due to unclear approval steps	I cannot get my required laptop on time	Confused and frustrated
PS-2	IT Administrator	Process laptop requests and assign assets	System doesn't alert when laptops are out of stock	Leads to request backlog and user complaints	Stressed and overwhelmed

Detailed Problem Statements

ProblemStatementPS1:

As an **employee**, I am trying to request a **new laptop** through the catalog item in ServiceNow, but the process often gets delayed or stuck because the **approval workflow is unclear** and there are **no real-time status updates**. This makes me feel **confused and frustrated**, as I don't know whether my request is pending, approved, or rejected. I need a more transparent process that provides clear tracking and notifications, ensuring I receive the laptop on time without repeated follow-ups.

ProblemStatementPS2:

As an **IT Administrator**, I want to efficiently manage **laptop requests** and ensure the right device is issued to each user. However, the current system **does not automatically check stock availability or notify when approvals are pending**, leading to delays and manual intervention. This causes **operational inefficiency** and impacts user satisfaction. I need an **automated workflow** that validates stock, alerts for pending approvals, and ensures seamless fulfillment from request to delivery.