

Project Design Phase

Problem – Solution Fit Template

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

Problem – Solution Fit Template:

Employees face frequent issues when submitting and tracking **laptop requests** through the catalog item in Service Now.

Common problems include:

- Lack of **real-time status updates** on approvals and fulfillment.
- **Unclear workflow steps**, leading to repeated follow-ups.
- **No automatic validation** of laptop stock availability.
- **Manual communication** between IT and requesters causing delays.

These challenges reduce productivity, create confusion, and lead to poor user experiences. Both employees and IT administrators struggle to maintain clarity and timely delivery due to inefficient processes.

WHO IS YOUR CUSTOMER?	EXPLORE LIMITATIONS TO BUY / USE YOUR PRODUCT OR SERVICE	HOW ARE YOU GOING TO BE DIFFERENT THAN COMPETITION?
FOCUS ON FREQUENT, COSTLY OR URGENT PROBLEM TO SOLVE	UNDERSTAND THE CAUSE OF THE PROBLEM	TAP INTO, RESEMBLE OR SUPPORT EXISTING BEHAVIOR
DESIGN TRIGGERS THAT FIT REAL LIFE, SPARK ASSOCIATIONS, MAKE IT FAMILIAR	YOUR "DOWN TO EARTH" SOLUTION GUESS	BE WHERE YOUR CUSTOMERS ARE
ADD EMOTIONS FOR STRONGER MESSAGE	© Daria Nepriakhina / IdeaHackers.nl	

References:

- [Idea Hackers – Problem–Solution Fit Canvas](#)
- [Epicantus – Problem–Solution Fit Canvas Guide](#)

The **Laptop Request Catalog Item** project aims to streamline and automate the laptop request workflow in Service Now.

This solution introduces:

- **Automated approval workflows** with real-time notifications.
- **Integrated stock validation** before request submission.
- **Transparent request tracking** with clear status indicators.
- **Automatic assignment and delivery updates** to both requester and IT admin.

By automating these critical steps, the system ensures **faster fulfillment, reduced manual errors**, and **higher satisfaction** for both end-users and administrators.

This solution improves **operational efficiency**, enhances **data accuracy**, and increases **user trust** in the Service Now catalog process.