Date	31 OCTOBER 2025
Team ID	NM2025TMID09077
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

1. Customer Problem Statement :

Employees face delays and frustration when ordering laptops through the current ServiceNow catalog.
The existing catalog item lacks real-time stock validation, correct model descriptions, and clear approval routing. This results in:

- Back-and-forth emails to clarify requirements

- Orders for out-of-stock models that must be cancelled manually

- Incomplete delivery information causing shipping errors

- Shadow-IT purchases that bypass security

standards They need an intuitive, self-service catalog

item that:
- ☑ automatically shows only in-stock models with accurate specs
- ☑ routes approvals to the correct budget owner
- ☑ creates downstream fulfilment tasks for Procurement & IT
- ☑ provides end-to-end visibility for requesters and fulfiller teams

This will improve employee productivity, hardware compliance, and procurement cycle time.

Laptop Order Problems and Solutions

Problem	Description	Solution
Out-of-stock orders	Requesters pick laptops that are not currently in stock.	Real-time stock indicator prevents selection
Missing cost centre	Approval workflows loop back for budget information.	Dynamic approval map routes requests automatically
Incomplete address	Shipping details are often left blank.	Mandatory field validation ensures complete information
Non-compliant models	Users order non-standard laptop models.	Security-approved model whitelist restricts selections
No fulfilment task	Fulfilment team not notified of new requests.	Automatically create task upon order submission

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Requester	Order my first Laptop	the catalog shows outdated models and lets me submit without selecting a cost centre	the item form is not synced with the asset database and lacks field validation	anxious and unproductive on my first day.

PS-2	**IT Procurement Analyst**	Fulfil laptop orders within the 5-day SLA	Requests frequently arrive with missing shipping addresses and wrong models that are out of stock,	the current catalog item does not validate stock or force address capture	Overwhelmed and reactive

Problem Statement PS 1:

As a new hire,
I'm trying to order my first laptop through the ServiceNow portal,
but the catalog shows outdated models and lets me submit without selecting a cost centre,
because the item form is not synced with the asset database and lacks field validation, **which makes me feel** anxious and unproductive on my first day.

I need a catalog item that only displays available laptops, enforces data completeness, and gives me an ETA instantly.

Problem Statement PS 2:

As an IT Procurement Analyst,
I want to fulfil laptop orders within the 5-day SLA,
but requests frequently arrive with missing shipping addresses and wrong models that are out of stock,
because the current catalog item does not validate stock or force address capture,
which makes me feel overwhelmed and reactive, constantly chasing requesters for details.

I need the system to auto-check stock, enforce address capture, and generate a fulfilment task so I can focus on vendor management instead of data cleanup.