Project Design Phase

Problem – Solution Fit

Date	2 November 2025
Team ID	NM2025TMID05352
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Purpose

The **Problem–Solution Fit** for the *Laptop Request Catalog Item* project ensures that the designed system effectively addresses the real challenges faced by employees, managers, and IT administrators in managing laptop requests and allocations within an organization.

It helps align the ServiceNow-based solution with user needs and organizational workflows by:

- Solving complex IT asset request and approval issues using an automated platform.
- Accelerating process efficiency and adoption through user-friendly interfaces.
- Improving transparency, tracking, and accountability in IT asset management.
- Enhancing user satisfaction by eliminating delays and miscommunication.
- Understanding the existing manual request issues to deliver a digital-first improvement.

Problem

In many organizations, laptop requests are handled through manual emails, spreadsheets, or verbal communication, leading to several inefficiencies:

- Lack of centralized tracking for request and approval status.

- Delayed responses due to manual review and coordination.

- No automated notifications or status updates for employees.

- Limited visibility into laptop inventory and allocation history.

- Increased workload on IT teams and risk of miscommunication or duplication.

These challenges reduce operational efficiency, cause employee dissatisfaction, and make it difficult for IT administrators to maintain accurate asset records.

Problem

Employees face difficulties and delays when requesting laptops through manual or non-intuive processes. The lack of dynamic forms, auto-validation, and tracking leads to confusion and follew-up delays. Admins often receive incomplete or incorrect requests, slowing down approvals and causing trustration for both users and support teams.

Customer Segment

Employees requesting laptoos through the service portal and IT support administrators managing these requests.

Existing Alternatives

Manual processes, static forms, and ad hoc email requests lacking automation or tracking.

Key Metrics

Request processing time, approval rate, and user satisfaction scores.

Proposed Solution

The Laptop Request Catalog item provides a structured and automated way for employees to request laptops through the service portal. It featur-

- Dynamic, user-friendly request forms.
- Real-time validation and status tracking.
- Automated routing for faster approvals.
- Clear communication and updates at each stage.

Solution

The Laptop Request Catalog Item implemented in ServiceNow provides a fully automated and centralized workflow for requesting, approving, and fulfilling laptop allocations.

Key solution highlights include:

- **Service Catalog Form:** A structured interface where employees submit laptop requests.

- **Automated Workflow:** Flow Designer routes requests for managerial approval automatically.

- **Validation & Policies:** UI Policies ensure all mandatory fields are correctly filled.

- **Notifications:** Automated alerts inform users at every stage—submission, approval, or rejection.

- **Fulfillment Integration:** IT administrators allocate laptops directly and update records in the CMDB.

- **Audit Logs:** Maintain transparency and accountability for all transactions.

This solution ensures faster processing, complete traceability, and consistent communication across all stakeholders.

Problem–Solution Fit Description

The Laptop Request Catalog Item project fits perfectly between user needs and the technical capabilities of the ServiceNow platform.
 Employees needed a quick, transparent, and trackable way to request laptops, while IT teams needed an automated and auditable workflow to manage requests efficiently.

By implementing a catalog-driven approach integrated with approval workflows and notifications, the solution bridges this gap seamlessly.

Reference:

https://www.ideahackers.network/problem-solution-fit-canvas/