

Project Design Phase  
Problem – Solution Fit Template

Date	15 Feb 2026
Team ID	LTVIP2026TMIDS41339
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	2 Marks

Problem – Solution Fit Template:

Define CS, fit into CC	<b>Ap VflYg/2BH yBc2B-g,yt</b> Employees who request laptops (new hires, existing staff), IT support teams, procurement staff, managers approving requests	<b>CS</b>	<b>6. CUSTOMER CONSTRAINTS</b> Lack of clarity on suitable laptops, manual approval bottlenecks, limited IT resources, compliance rules on hardware	<b>CC</b>	<b>5. AVAILABLE SOLUTIONS</b> Manual request forms, email ticket requests, basic catalog listings without dynamic fields or role filters	<b>AS</b>	Explore AS, differentiate	
	<b>2. JOBS-TO-BE-DONE / PROBLEMS</b> Request laptops quickly and accurately; avoid delays; get the correct device; simplify approval; reduce manual errors	<b>J&amp;P</b>	<b>9. PROBLEM ROOT CAUSE</b> Manual, unstructured process; no dynamic form guidance; lack of role-based recommendations; slow approvals	<b>RC</b>	<b>7. BEHAVIOUR</b> Employees guess laptop specs or submit incomplete requests; IT spends time clarifying; approvals take multiple steps	<b>BE</b>		Focus on J&P, tap into BE, understand RC
	<b>3. TRIGGERS</b> New hire onboarding, laptop replacement requests, role changes requiring different specs, hardware failure	<b>TR</b>	<b>10. YOUR SOLUTION</b> Create a dynamic ServiceNow Laptop Request Catalog Item with role-based recommendations, guided form fields, reset functionality, and tracked approvals	<b>SL</b>	<b>8. CHANNELS of BEHAVIOUR</b> 8.1 ONLINE ServiceNow Catalog portal, email communications, internal chat tools	<b>CH</b>		
Identify strong TR & EM	<b>4. EMOTIONS: BEFORE / AFTER</b> Before: Frustration, confusion, anxiety about delays After: Confidence, satisfaction, clarity, faster access to equipment	<b>EM</b>			<b>8.2 OFFLINE</b> Phone calls to IT, face-to-face inquiries			