

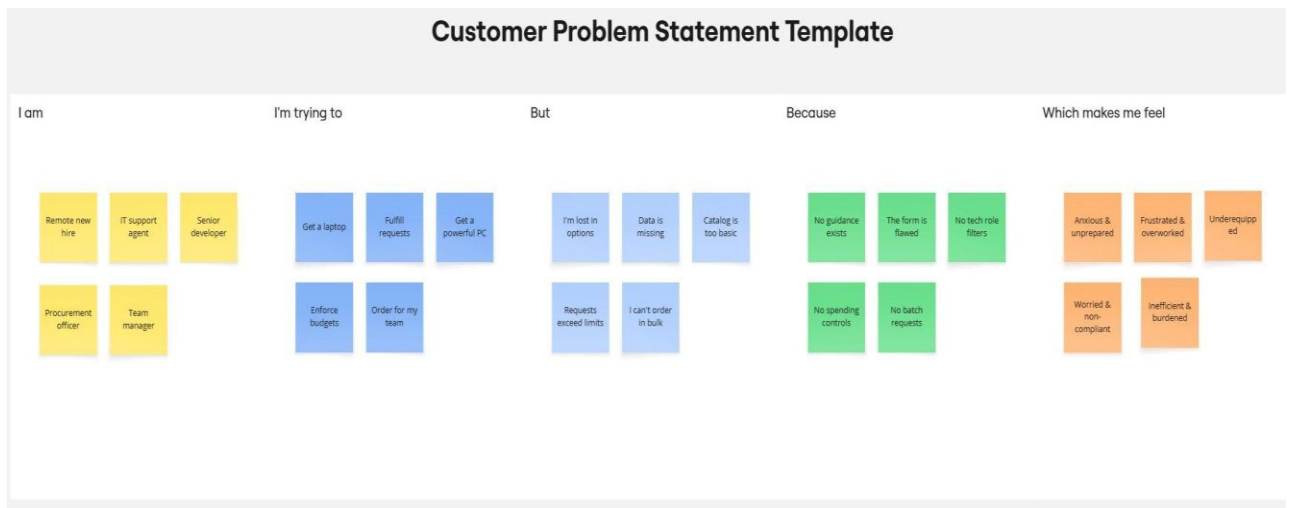
Ideation Phase

Define the Problem Statements

| | |
|---------------|-----------------------------|
| Date | 09 Feb 2026 |
| Team ID | LTVIP2026TMIDS41339 |
| Project Name | LAPTOP REQUEST CATALOG ITEM |
| Maximum Marks | 2 Marks |

Customer Problem Statement :

When requesting laptops through the catalog system, employees and IT teams encounter difficulties because of imprecise requirements, a dearth of role-based recommendations, and ineffective approval procedures. In the end, this reduces productivity and user pleasure by causing mismatched devices, delayed onboarding, and an increased administrative cost.



| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|------------------------|---------------------|-------------------|------------------------|----------------------|-------------------------|
| PS-1 | Remote new hire | Get a laptop | I'm lost in options | No guidance exists | Anxious & unprepared |
| PS-2 | IT support agent | Fulfill requests | Data is missing | The form is flawed | Frustrated & overworked |
| PS-3 | Senior developer | Get a powerful PC | Catalog is too basic | No tech role filters | Underequipped |
| PS-4 | Procurement officer | Enforce budgets | Requests exceed limits | No spending controls | Worried & non-compliant |
| PS-5 | Team manager | Order for my team | I can't order in bulk | No batch requests | Inefficient & Burdened |