Project Design Phase
Problem – Solution Fit Template

Date	27 June 2025
Team ID	LTVIP2025TMID31198
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Problem – Solution Fit :

❑ The Problem–Solution Fit analysis played a crucial role in shaping our "Laptop Request Catalog Item" project. By carefully examining the current challenges faced by employees—such as delays in manual request processing, lack of guided form input, and absence of an automated system—we were able to clearly define the problem. This understanding allowed us to design a ServiceNow-based solution that directly addresses those issues. The proposed catalog item introduces dynamic behavior, user-friendly interfaces, and process automation, all of which align perfectly with the actual needs of the end users. Through this fit, we ensured that our solution is not only technically sound but also practical, efficient, and focused on improving the overall employee experience.

PROBLEM & SOLUTION TABLE

PROBLEM	DESCRIPTION	SOLUTION
Manual Request Process	Laptop requests are made through emails or informal ways, leading to delays.	Implement a structured catalog item in ServiceNow for standardized and trackable requests.
No Dynamic Form Behaviornt	Forms do not adjust based on user input, causing confusion and incomplete data..	Use UI Policies and variables in ServiceNow to create dynamic, user-friendly forms.
Lack of Request Visibility	Employees can't track request status or see what actions are pending.	Enable automated workflows and notifications for better visibility and communication.
No Form Reset Option	Users can't reset the form if they make errors while filling it.	Add a client-side UI Action (Reset Button) using GlideForm script to clear form entries easily.