

Project Design Phase

Problem – Solution Fit Template

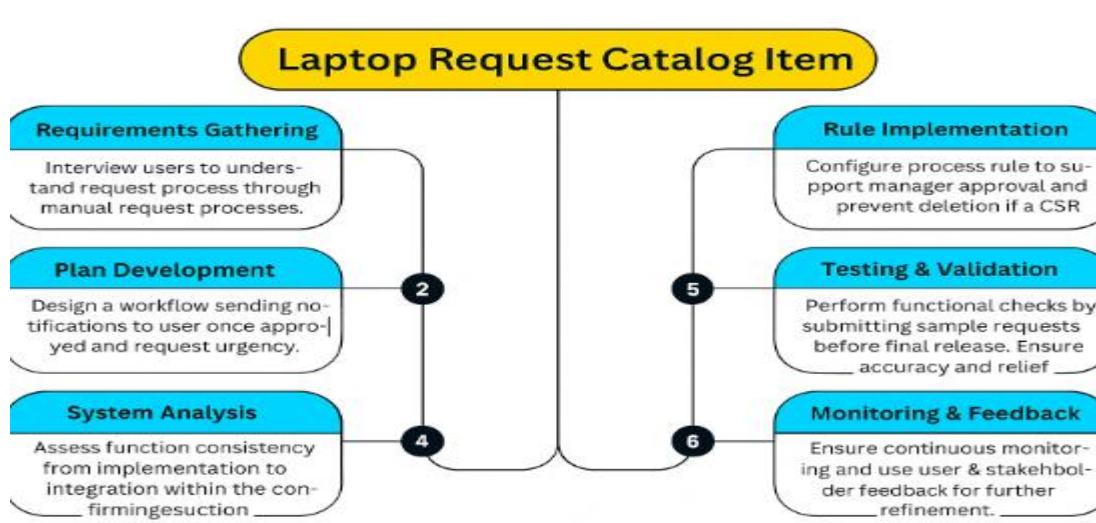
Date	02 NOVEMBER 2025
Team ID	NM2025TMID07513
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Problem – Solution Fit Template:

The Problem–Solution Fit ensures that the identified issue and its implemented solution are aligned effectively to address real user challenges. It focuses on understanding the user's pain points, their workflow difficulties, and creating a ServiceNow-based solution that precisely resolves these problems.

Purpose:

- ☐ Simplify the process of requesting laptops by employees using the ServiceNow platform.
- ☐ Automate approval and fulfillment workflows to reduce manual effort and improve efficiency.
- ☐ Enhance user experience with clear visibility of request status and automatic notifications.
- ☐ Reduce processing delays by connecting requesters, managers, and IT teams in a unified workflow.
- ☐ Improve transparency and accountability in IT asset management through proper tracking and approvals.



References:

1. <https://developer.servicenow.com/>
2. <https://www.servicenow.com/products/service-catalog.html>

The project "Laptop Request Catalog Item in ServiceNow" addresses the need for an automated and efficient IT request management system. It enables employees to request laptops through a structured catalog form that automatically routes approvals to managers and fulfillment to IT staff. This solution minimizes delays, improves operational consistency, and provides real-time status visibility. By aligning the identified problem with a robust ServiceNow-based solution, this project promotes efficiency, user satisfaction, and organizational transparency in IT resource allocation.