

**Project Design Phase**  
**Problem – Solution Fit Template**

|               |                             |
|---------------|-----------------------------|
| Date          | 7 November                  |
| Team ID       | NM2025TMID09112             |
| Project Name  | Laptop Request Catalog Item |
| Maximum Marks | 2 Marks                     |

**Problem – Solution Fit Template:**

This template outlines the key steps to ensure the new ServiceNow Catalog Item effectively solves the challenge of manual laptop provisioning.

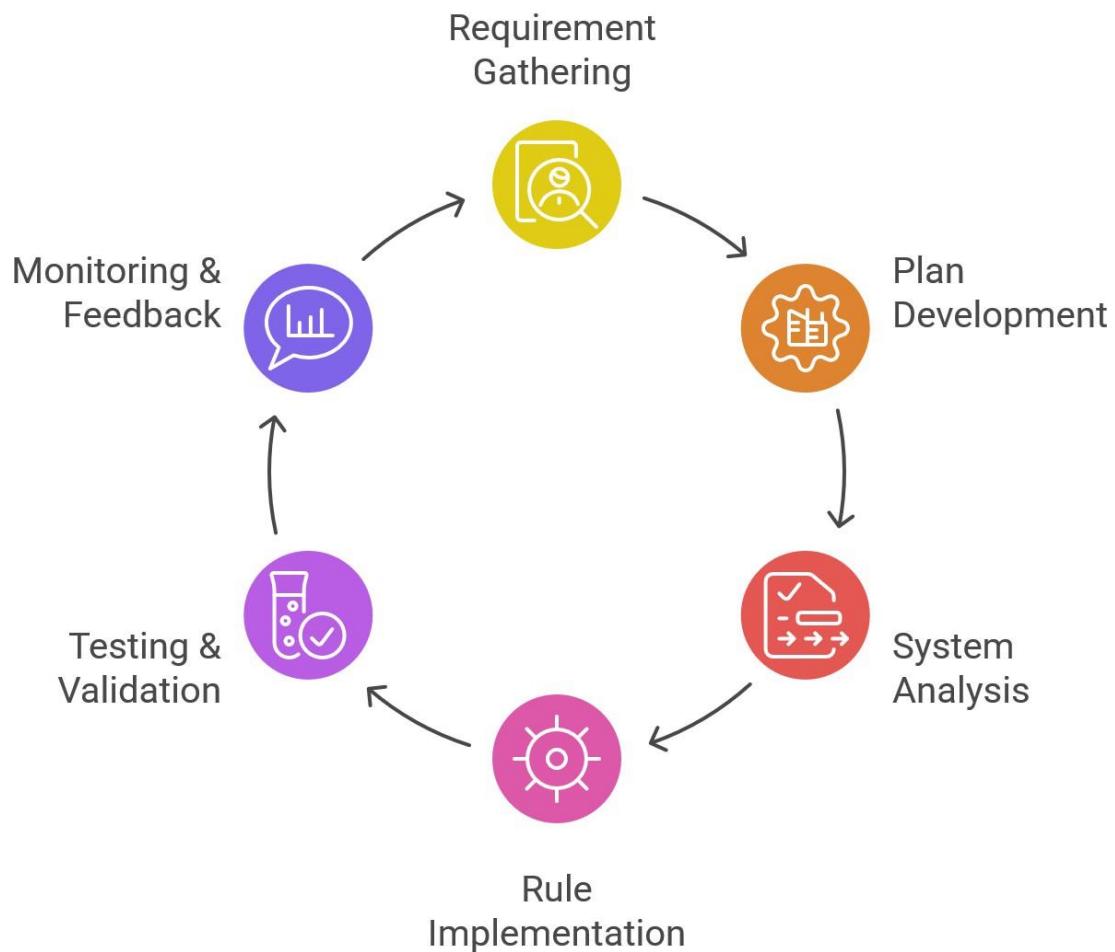
**Purpose**

The purpose of this Problem-Solution Fit template for the Laptop Catalog Item is to:

- Solve the complex problem of inefficient, non-standardized laptop requests in a way that fits the needs of end-users and the fulfillment team.
- Increase solution adoption by leveraging the existing Service Portal (an established channel) for all requests.
- Understand the existing manual situation (emails, spreadsheets) to improve it for the target group (employees and Hardware/IT teams).
- Increase touch-points with the system by providing a clear, trustworthy channel for an urgent and frequent request.

**Template:**

## Laptop Request Process Cycle



This project successfully established the framework for implementing an automated and user-friendly **Laptop Requesting Catalog Item** within the ServiceNow platform. By adopting a structured problem-solving approach—including brainstorming, idea prioritization, and a problem-solution fit analysis—we have laid the foundation for a significant IT process improvement.