Ideation Phase

Define the Problem Statements

Date	27 December 2025
Team ID	
Project Name	An employee requests installation of licensed software through the Service Catalog
Maximum Marks	2 Marks

1. Problem Definition Overview

In many organizations, software installation requests are still handled through **manual processes** such as emails, phone calls, or informal messages. These methods lack standardization, transparency, and proper governance. As a result, both employees and IT teams face delays, miscommunication, and compliance risks.

The absence of a centralized and automated system makes it difficult to efficiently manage software requests, approvals, license validation, and fulfillment activities. This project aims to address these challenges by defining and solving key problem areas using ServiceNow automation.

2. Core Problem Statement

The current software installation request process is manual, time-consuming, and error-prone, leading to delayed approvals, lack of request visibility, inefficient IT operations, and potential violations of software licensing and security policies.

3. Identified Problem Statements

Problem Statement 1: Manual Request Submission

Employees request software installations through emails or verbal communication, resulting in incomplete or unclear request details.

Impact:

- Repeated follow-ups for missing information
- Increased processing time
- Poor user experience

Problem Statement 2: Lack of Standard Approval Process

There is no defined approval workflow for validating software requests based on role, urgency, or compliance requirements.

Impact:

- Delayed decision-making
- Unauthorized or unnecessary software installations
- Difficulty enforcing IT governance policies

Problem Statement 3: No Centralized Tracking Mechanism

Requesters cannot track the status of their software installation requests in real time.

Impact:

- Increased support calls and emails
- Low transparency
- Reduced user trust in IT services

Problem Statement 4: Inefficient Task Assignment to IT Teams

Software installation tasks are assigned manually, leading to uneven workload distribution and missed SLAs.

Impact:

- Slower fulfillment
- Higher chance of human error
- Increased IT team workload

Problem Statement 5: License and Compliance Risks

The existing process does not validate software license availability or compliance before installation.

Impact:

- Risk of license violations
- Security and audit issues

- Financial and legal consequences

Problem Statement 6: Poor Audit and Reporting Capability

Manual processes lack proper documentation and audit trails for approvals and installations.

Impact:

- Difficulty during audits
- Lack of historical data
- Limited process improvement insights

4. Problem Statement Mapping to Project Needs

Problem Area	**Current Challenge**	**Required Solution**
Request Intake	Manual and inconsistent	Service Catalog item
Approvals	Unstructured and delayed	Automated approval workflow
Tracking	No visibility	Service Portal status tracking
Fulfillment	Manual task assignment	Auto-generated catalog tasks
Compliance	No license validation	Policy-based approval and rules
Auditing	No proper records	Centralized ServiceNow data

5. Need for Automation

To overcome the identified problems, a centralized and automated solution is required that:

- Standardizes software request submission
- Automates approvals and task creation
- Ensures license compliance
- Improves transparency and communication
- Reduces manual effort for IT teams

ServiceNow provides the ideal platform to implement these capabilities using **Service Catalog, Workflows, Business Rules, and Update Sets**.

6. Conclusion

The defined problem statements highlight critical inefficiencies in the existing software installation request process. Addressing these challenges through ServiceNow automation enables faster service delivery, improved compliance, better user experience, and optimized IT operations. These problem definitions form the foundation for the project design and implementation phases.