

Project Design Phase

Problem – Solution Fit Template

Date	01 November 2025
Team ID	NM2025TMID08447
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Problem – Solution Fit Template:

The **Problem–Solution Fit** means identifying a real challenge faced by users and ensuring that the proposed solution effectively resolves it. It helps organizations align their digital services with user needs, ensuring improved satisfaction, faster adoption, and long-term efficiency.

Purpose:

- Solve operational challenges in a way that matches the needs and workflow of employees.
- Increase adoption of automated solutions by simplifying manual and repetitive processes.
- Improve communication and service delivery through guided digital forms.
- Enhance organizational efficiency by providing reliable and traceable request mechanisms.
- Understand existing bottlenecks to design smarter, user-friendly Service Catalog systems.

Template:

The project “**Laptop Request Catalog Item**” addresses a critical inefficiency in workplace IT service delivery — the **manual and time-consuming process of laptop requests**.

Previously, employees had to send emails or physical request forms, causing frequent delays, missing information, and communication gaps.

By implementing a **Service Catalog Item** in **ServiceNow**, this project provides an automated, structured, and transparent solution that allows users to request laptops quickly and accurately.

Key features such as **dynamic form fields**, **UI policies**, and **reset functionality** make the process intuitive and error-free.

Administrators benefit from easy tracking, approval workflows, and audit-ready data through **Update Set governance**.

This solution enhances operational transparency, reduces human error, and accelerates request turnaround time. With its successful configuration and testing in ServiceNow, the **Laptop Request Catalog Item** project demonstrates how automation can replace manual workflows with smart, efficient, and scalable digital solutions.