

Ideation Phase

Define the Problem Statements

Date	6 November 2025
Team ID	NM2025TMID09124
Project Name	Laptop Request Catalog Item.
Maximum Marks	2 Marks

Customer Problem Statement Template:

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. A Service Catalog item is needed that allows users to request laptops easily, with dynamic fields, clear instructions, and form reset functionality. The solution must ensure that all changes are tracked for governance and deployment.

PROBLEM & SOLUTION TABLE

Problem	Description	Solution
Manual Request Delay	The current laptop request process is manual, leading to slow processing, delays in approvals, and inconsistent request pathways.	Automate the laptop request process using a Service Catalog item with structured fields and guided workflows.
Incorrect or Incomplete Data Submission	Employees often submit laptop requests with missing or incorrect details because there is no dynamic form behavior or validation.	Add dynamic fields, input validation, and conditional logic to ensure all required data is collected accurately.
Lack of User Guidance	Users are unsure what information to enter at each step, resulting in repeated follow-ups and confusion.	Provide field-level instructions, tooltips, and dynamic prompts that adjust based on user responses.
No Form Reset or Editing Functionality	Users cannot easily reset or modify the form once they begin, leading to errors and reduced usability.	Include "Reset Form" and "Edit Request" functionality within the catalog item.

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	an Employee	Request a laptop	the form lacks dynamic fields and guidance	It leads to confusion and incorrect submissions	Frustrated and delayed
PS-2	An IT Admin	Process laptop requests efficiently	data collected is inconsistent due to manual entry	Tracking changes becomes difficult	Worried and overloaded

✓ Problem Statement PS 1:

As an employee, I am trying to request a laptop for official work, but the current system is fully manual and lacks dynamic fields or clear guidance. This makes me feel confused and uncertain, often leading to delays or incorrect submissions. The lack of structured data collection slows down the approval workflow and affects productivity. I need a streamlined, interactive form that makes the process simple and accurate.

✓ Problem Statement PS 2:

As an IT admin, I want to manage laptop requests efficiently, but the current manual process results in inconsistent data and poor visibility into request details. This causes delays in processing and makes it difficult to track changes or maintain compliance. A dynamic catalog item with better data validation and tracking would improve accuracy, auditability, and overall workflow efficiency.