

Ideation Phase

Define Problem Definition

Date	02 November 2025
Team ID	NM2025TMID08730
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Customer Problem Statement Template

In most organizations, the laptop request process is still handled manually through emails or verbal communication between employees and the IT department.

This manual method often causes confusion, delays, and lack of proper tracking. Employees have no direct system to submit requests or check their approval status, which leads to frustration and inefficiency.

The IT department also faces difficulties in handling multiple requests simultaneously, maintaining records, and ensuring timely approvals.

As a result, both employees and administrators experience time loss and reduced productivity.

To overcome these challenges, there is a strong need for a digital, automated system that simplifies the laptop request process.

By introducing a ServiceNow-based Laptop Request Catalog Item, employees can easily raise requests online, and approvals can be automated through workflows.

Notifications, tracking features, and record management can make the entire process faster, more transparent, and user-friendly.

This solution will reduce manual effort, minimize delays, and improve the overall efficiency of the laptop request management system.

Problem & Solution Table

Problem	Description	Solution
Manual Approvals	Automate approval process slows	Automate the approval process
Submission Errors	It's easy for users to make mistakes on manual form	Create error-proof form design
Delayed Orders	Orders are delayed by various factors	Automate request routing
Lack of Updates	Users lack updates on request progress	Send notifications at each step
Approval Uncertainty	Users are unsure if requests will be approved	Establish safeguard approval logic

Laptop Request Catalog Item

Problem Statement 1:

In the existing system, employees request laptops through manual methods such as email communication or direct contact with the IT department. This traditional approach causes several difficulties, including approval delays, lack of transparency, and loss of request details. Since there is no centralized tracking or automated workflow, employees cannot view the status of their requests, and administrators spend extra time managing records manually. This manual process not only slows down operations but also reduces overall efficiency and employee satisfaction.

Problem Statement 2:

The current laptop request process lacks automation, organization, and real-time tracking. Approvals and updates are handled separately, which increases the risk of missed requests and communication errors. Employees often remain unaware of the progress of their requests, while IT staff face challenges in managing multiple requests simultaneously. The absence of a digital solution leads to poor coordination and time wastage. Therefore, there is a need for an automated ServiceNow-based system that simplifies laptop requests, streamlines approvals, and enhances transparency for both employees and administrators.