Project Design Phase
Problem – Solution Fit Template

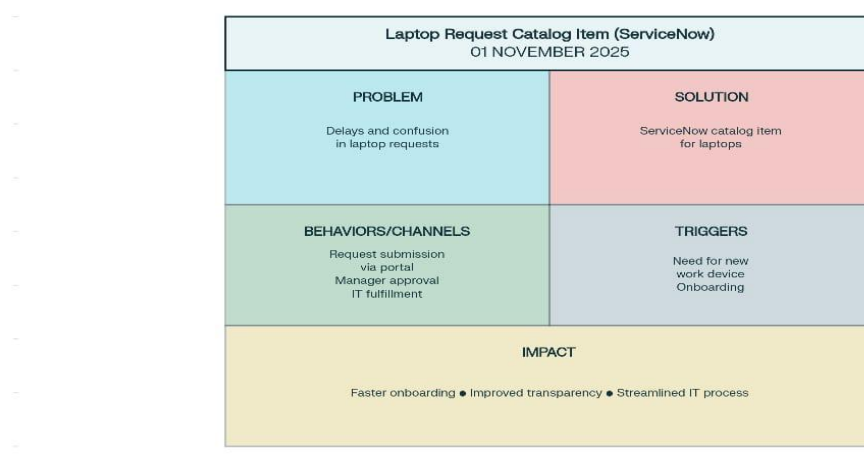| Date	02 November 2025
Team ID	NM2025TMID08730
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Problem – Solution Fit Template:

The Problem–Solution Fit simply means that you have found a problem with your customer and that the solution you have realized for it actually solves the customer's problem. It helps entrepreneurs, marketers, and corporate innovators identify behavioural patterns and recognize what would work and why.

Purpose:

❑ Solve complex problems in a way that fits the state of your customers.

❑ Succeed faster and increase your solution adoption by tapping into existing mediums and channels of behavior.

❑ Sharpen your communication and marketing strategy with the right triggers and messaging.

❑ Increase touch-points with your company by finding the right problem-behavior fit and building trust by solving frequent annoyances, or urgent or costly problems.

❑ Understand the existing situation in order to improve it for your target group**.**

Template:

Problem-Solution Fit Canvas

Description:

The project "Laptop Request Catalog Item" aims to simplify and automate the process of requesting laptops for employees or users within an organization. In many enterprise environments, the manual laptop request and approval workflow often leads to delays, miscommunication, and lack of transparency. Users have no clear visibility into request status, while administrators spend unnecessary time on repetitive tasks.

By implementing a Service Catalog item dedicated to laptop requests, this solution provides a streamlined, self-service interface that allows users to easily submit requests with required details such as configuration, justification, and urgency. It also automates approval routing, inventory checks, and notifications, ensuring faster processing and traceability.

This system ensures better resource management, reduces manual intervention, and enhances employee satisfaction through efficiency and transparency. With integration into platforms like ServiceNow, this project sets the foundation for smarter IT service delivery and supports digital workplace transformation.

References:

1. https://www.ideahackers.network/problem-solution-fit-canvas/
2. https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe