Ideation Phase
Define the Problem Statements

Date	**31 January 2025**
Team ID	**LTVIP2025TMID30162**
Project Name	**Laptop Request Catalog Item (ServiceNow Administration)**
Maximum Marks	**2 Marks**

Customer Problem Statement

Employees in the organization frequently require laptops for work, especially during onboarding, transitions, or when upgrading their hardware. However, the current process for requesting laptops is manual — relying on emails or informal communication with the IT department.

This leads to incomplete requests, delays, difficulty tracking progress, and frequent miscommunication. Employees are left unsure about the status of their requests and often have to follow up multiple times, which adds frustration and wastes time.

From the IT team's perspective, they receive requests in various formats, often missing crucial information such as model preferences or justification, which results in back-and-forth communication and increases workload.

I am	a regular employee in the organization who needs a laptop to perform work tasks effectively. I may be new to the company, transitioning roles, or working on projects that require urgent laptop access.
But	request a laptop quickly and efficiently, with clarity on required details, and get it delivered in a timely manner without repeatedly contacting IT.
because	there is no standardized digital system to handle hardware requests. IT has to deal with inconsistent formats, missing information, and a lack of automated tracking or validation.
Which makes me feel	frustrated, uncertain, and unsupported – I feel like my needs are not being taken seriously, and it delays my productivity and onboarding.

The root cause of the issue is the absence of a structured, centralized, and user-guided request system.

To address this, we propose implementing a dynamic Laptop Request Catalog Item within ServiceNow that standardizes form fields, enforces validation rules, and allows real-time

status tracking. This not only improves the employee experience but also optimizes IT workflows and enhances transparency across the process.