

Ideation Phase

Define the problem statements

Date	2 November 2025
Team ID	NM2025TMID01266
Project	Laptop Request Catalog Item
Maximum Marks	2 Mark

Customer Problem Statement Template:

Employees require laptops to carry out their official duties efficiently. The current process of obtaining a laptop is complex, involves multiple manual steps, and often leads to delays due to unclear approval workflows and limited visibility into available laptop options. Users experience difficulty tracking the status of their requests and communicating with the IT team for updates. This inefficiency impacts employee productivity, onboarding timelines, and overall user satisfaction. There is a need for a standardized, automated laptop request system that enables users to easily request, track, and receive laptops in a transparent and timely manner.

Laptop Request Catalog Item

Problem	Description	Solution
Data Integrity Risk	Deleting laptop items still linked to requests causes loss of request history and incomplete records.	Implement a validation check to block deletion if active laptop requests are linked.
User Confusion	Admins may accidentally remove laptop items without realizing they are assigned to open requests.	Show clear warnings and display a list of linked requests before confirming deletion.
Compliance Issues	Requirements mandate preserving laptop records and responsible item assignments.	Automatically archive user-related data or reassign requests to other users or a central repository.
Audit Challenges	Without safeguards, audit trails are incomplete, making it difficult to trace actions and responsibilities.	Maintain detailed logs and enforce deletion policies to ensure audit records remain intact and accessible.

Example:

Problem Statement(PS)	I'm (Customer)	I'm trying to	But	Because	Which makes me feel
PS1	An Employee	Request a new laptop For work	The process is manual and takes too long	Because I have to email multiple departments and wait for approvals without updates	Frustrated and less productive
PS2	A New Joiner	Get a laptop before my first working day	The request was not raised on time	Because there's no clear, automated request process	Anxious and unprepared to start work effectively

✓ Problem Statement PS 1:

In this scenario, the customer (an employee) needs a laptop to perform daily work tasks. However, the current process for requesting a laptop is manual and inefficient. Employees have to send emails to various departments — such as IT, HR, and their manager — and then wait for responses and

approvals without any clear tracking or status updates. Because of this lack of automation and visibility, employees face delays in receiving laptops, especially during onboarding or when replacing old devices. This delay directly impacts their productivity and creates a sense of frustration and helplessness, as they cannot begin or continue their work effectively until the request is fulfilled. The problem highlights the need for an automated, transparent laptop request system that allows users to easily raise requests, track progress, and receive timely updates — ultimately improving user experience and operational efficiency.

✓ Problem Statement PS 2:

In this case, the customer is a new employee (new joiner) who needs a laptop ready on or before their first working day to begin their assigned duties. However, the issue arises because the laptop request is often raised late or missed entirely, as there is no standardized or automated request process tied to onboarding activities. Without a clear workflow or reminders, hiring managers or HR teams may forget to initiate the request early enough. As a result, when the new joiner starts, no laptop is ready, causing unnecessary delays in accessing systems, completing mandatory training, or performing initial job responsibilities. This situation makes the new joiner feel anxious, unprepared, and disengaged on their very first day, creating a poor onboarding experience. The problem underlines the need for an integrated, automated laptop request system that triggers during the onboarding

process—ensuring requests are submitted early, approvals are managed efficiently, and laptops are provisioned before the employee's start date.