Project Design Phase
Problem- solution Fit Template

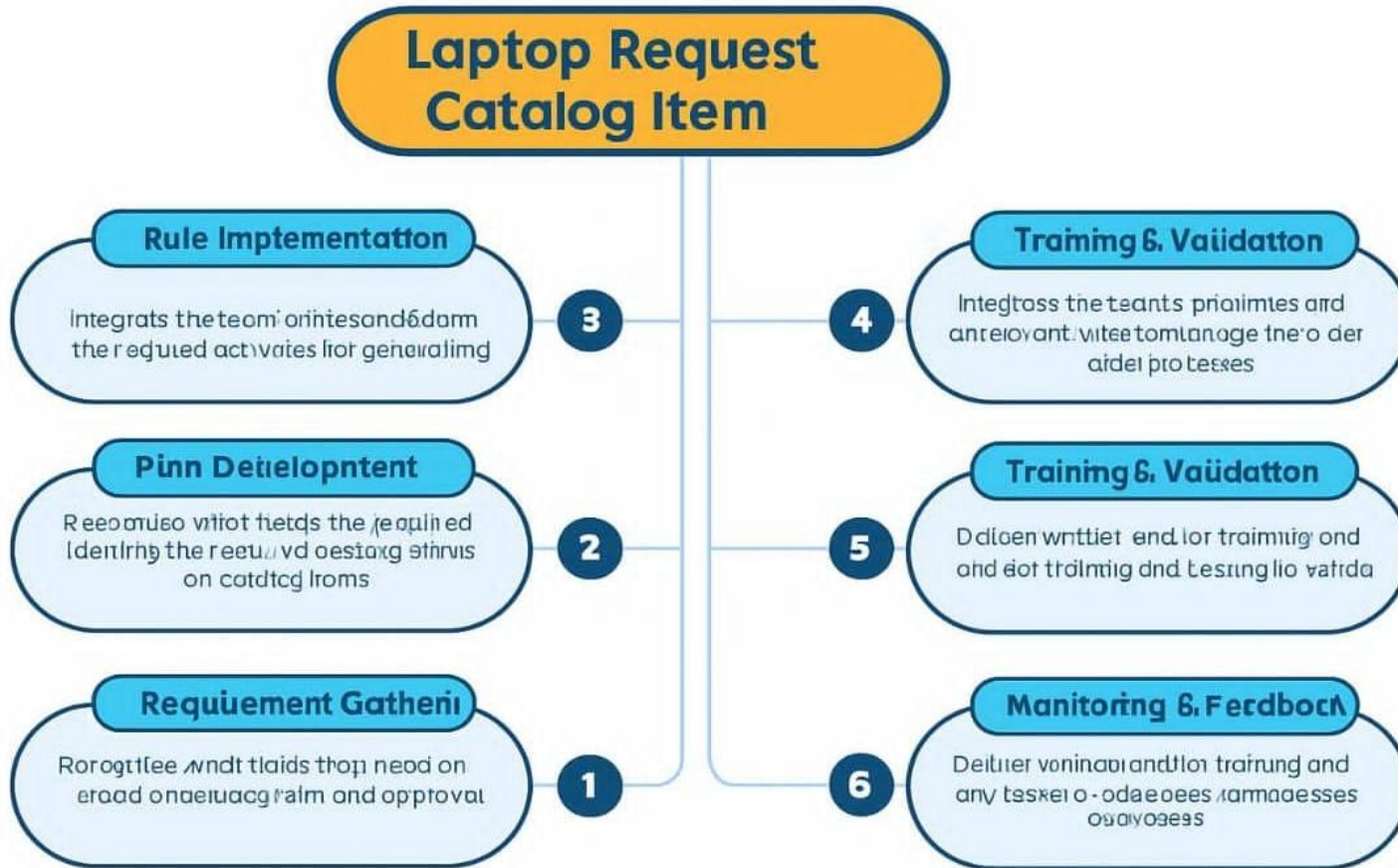|	
Date	2 November 2025
Team ID	NM2025TMID01266
Project	Laptop Request Catalog Item
Maximum Marks	2 Mark

Problem- solution Fit Template:

The Problem–Solution Fit for the Laptop Request Catalog Item focuses on aligning employee needs with an efficient IT service delivery process. Currently, employees often face delays, confusion, and lack of transparency when requesting laptops through manual or email-based methods. This not only affects productivity but also places extra workload on IT and administrative teams. To address this, the proposed solution introduces a structured Laptop Request Catalog Item within the ServiceNow portal, offering standardized laptop options, automated approval workflows, and real-time request tracking. By implementing this solution, organizations can ensure faster fulfillment, better asset visibility, and consistent compliance with IT policies. The result is a smoother, more transparent, and user-friendly experience for employees while improving operational efficiency and control for IT departments.

Purpose:

- To provide a standardized process for employees to request laptops.
- To automate approvals and fulfillment through a digital workflow.
- To ensure employees receive appropriate laptop models based on their role or need.
- To reduce request processing time and eliminate manual communication.
- To offer real-time tracking and status visibility for users and IT teams.
- To maintain accurate asset records in the IT asset management system.
- To improve communication and transparency between users, managers, and IT staff.
- To enhance efficiency and productivity in IT service delivery.
- To ensure policy compliance and accountability in laptop allocation.
- To support informed decision-making through data and reporting on requests and assets.

Template:

This image illustrates the implementation process of a Laptop Request Catalog Item, outlining the key stages involved in developing and managing an efficient and automated laptop request system within an organization. The process begins with Requirement Gathering, where user and departmental needs are identified, including laptop types, approval workflows, and necessary form fields. Next, during Plan Development, the catalog structure and workflow are designed to ensure they meet both user expectations and organizational policies. In the Rule Implementation phase, business rules, automation, and system integrations are configured to streamline the request and approval process. The Training and Validation stage ensures that all users and IT staff understand how to use the catalog item effectively, followed by Testing and Validation to verify that workflows function correctly and requests are processed smoothly. Finally, the Monitoring and Feedback phase focuses on collecting user input and performance data to continually improve the catalog item. Overall, this process provides a structured approach to creating a transparent, user-friendly, and automated laptop request system that enhances efficiency, reduces delays, and ensures effective asset management.