Ideation Phase
Define the Problem Statements

Date	31 October 2025
Team ID	NM2025TMID08347
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Problem Statement Template

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

I'm	I'm Trying to	But
An employee who needs a laptop to perform work tasks efficiently and securely.	Request a laptop that meets my technical and workflow needs.	The request process feels slow, unclear, or overly restrictive.

Because	Which Makes me Feel
The catalog options are limited, approvals take time, and requirements aren't well-communicated.	Frustrated, undervalued, and anxious about delays impacting productivity.

PROBLEM STATEMENTS:

PROBLEM STATEMENT

	I'm	I'm Trying to	But	Because	Which Makes me Feel
PS-1	an employee starting a new role	request a laptop before my joining date	the process is slow and unclear	there's no visibility into approval timelines or inventory availability	anxious and unprepared
PS-2	a developer working on high-performance tasks	upgrade to a laptop with more RAM and storage	my request keeps getting rejected	the catalog doesn't offer models that meet my technical requirements	frustrated and blocked in my work