

Ideation Phase

Define the Problem Statements

Date	02 November 2025
Team ID	NM2025TMID00163
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Customer Problem Statement Template:

Employees currently face delays and confusion when requesting laptops through manual or unstructured processes. The lack of an automated system leads to data errors, inconsistent approvals, and poor tracking of requests.

To resolve this, a ServiceNow-based Laptop Request Catalog Item is needed to streamline the process, apply dynamic form behaviors, and ensure accurate data capture. This will improve efficiency, transparency, and governance in handling laptop requests across the organization.

Problem & Solution Table

Problem	Description	Solution
Manual Process	Submitting requests involves paperwork and an unstructured workflow, causing delays	Implement a validation check to block deletion if active incident assignments exist
User Confusion	Admins may accidentally remove users without realizing they are assigned to	Show clear warnings and display a list of linked incidents before confirming deletion
Approval Disarray	Requirements mandate preserving incident records and responsible user assignments.	Automatically archive user-related data or reassign incidents before allowing deletion
Governance Challenges	Removing assigned users disrupts workflows and delays incident resolution.	Create a reallocation workflow that reassigns pending submissions to IT for approval and tracks status
Governance Challenges	Use an up-to-date set of workflows that cause migration inconsistencies.	Use an update set to package changes and ensure consistent deployment across instances

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An Employee	Request a laptop for work	The form process is manual and confusing	It lacks a clear structure and guidance for required details	Frustrated and unsure if my request is complete
PS-2	An IT Administrator	Approve and track laptop requests	Requests come through different channels	There's no centralized catalog item or automated record	Overwhelmed and unable to manage requests efficiently

■ Problem Statement PS 1:

As an employee, I am trying to request a laptop for my work, but the process is manual and unclear. There is no dynamic guidance on what details to fill, such as justification or accessories required. This makes me feel frustrated and uncertain if my request will be approved on time.

I need a simpler and guided digital form within ServiceNow that captures all details accurately and helps streamline the approval process.

■ Problem Statement PS 2:

As an IT administrator, I am trying to review and approve laptop requests, but they are scattered across multiple sources. Since there is no centralized catalog item or automated process, tracking requests becomes difficult and time-consuming. This makes me feel overwhelmed and reduces efficiency.

A unified ServiceNow catalog item would help centralize requests, ensure data accuracy, and simplify the approval and fulfillment workflow.