# Project design Phase
# Problem Solution

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| Date: | 4 November 2025 |
| Team ID: | NM2025TMID01472 |
| Project: | Educational Organization Automation |
| Maximum Marks | 4 Marks |

# 1. Problem Identification

In the current organization setup, the **laptop request process** is highly manual, time-consuming, and lacks transparency. Employees often face delays in getting approvals due to multiple communication loops via emails or physical forms. This inefficiency causes reduced productivity, miscommunication between departments, and difficulties in tracking requests.

Additionally, there is no standardized process or centralized platform to manage the laptop requests and inventory, leading to overlapping orders and poor accountability.
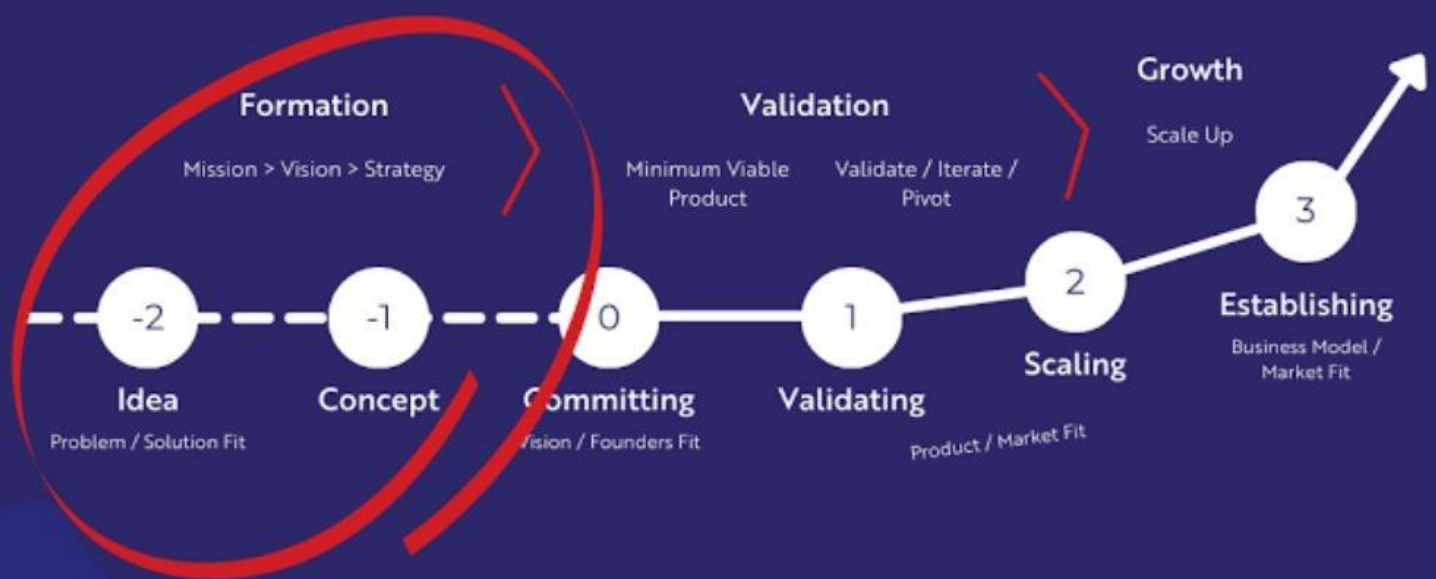
## 2. Target Users

- Employees requesting laptops for new roles or replacements.

- IT Department managing hardware distribution and tracking.

- HR and Administration teams involved in onboarding and provisioning.

## 3. Root Causes of the Problem

- Manual request handling via emails or physical forms.

- Lack of visibility into approval status.

- Inefficient communication between requesters, approvers, and IT.

- No centralized tracking system for laptop allocation and return.

# Problem-Solution Fit (PSF)



Formation

Mission > Vision > Strategy

Validation

Minimum Viable Product

Validate / Iterate / Pivot

Growth

Scale Up

-2 Idea
Problem / Solution Fit

-1 Concept

0 Committing
Vision / Founders Fit

1 Validating

2 Scaling

3 Establishing
Business Model / Market Fit

Product / Market Fit

# 4. Proposed Solution

Implement a **Laptop Request Catalog Item** within the organization's IT Service Management (ITSM) portal.
This catalog item would automate the request, approval, and fulfillment process for laptop requests.

Key solution features:

- **Self-service portal**: Employees can easily submit laptop requests.

- **Automated workflow**: Requests automatically route for approval based on predefined rules.

- **Tracking system**: Real-time visibility of request status for both users and IT staff.

- **Integration**: Connects with the asset management system for inventory updates.

## 5. Benefits and Value Proposition

- Reduces manual effort and approval delays.

- Improves transparency and accountability.

- Enhances user experience through faster fulfillment.

- Ensures better asset tracking and governance.

# 6. Implementation Plan

### Step 1: Team Gathering and Problem Definition
Form a cross-functional team including IT, HR, and Admin to finalize the problem statement and define key objectives.

### Step 2: Brainstorming and Idea Grouping
List all possible solutions, discuss their feasibility, and categorize them into short-term and long-term improvements.

### Step 3: Idea Prioritization
Evaluate ideas based on impact, cost, feasibility, and time required. Select the most viable one for prototype development.

### Step 4: Solution Development and Testing
Develop a prototype of the catalog item, test it with selected users, and refine based on feedback.

## 7. Conclusion

The **Laptop Request Catalog Item** provides an efficient, transparent, and automated approach to laptop request management. By replacing manual methods with a centralized digital process, the organization can save time, improve coordination, and ensure smooth laptop provisioning for all employees.