

Define Problem Statement

Date	2 November 2025
Team ID	NM2025TMID01594
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Customer Problem Statement:

Employees in the organization currently face difficulties when requesting laptops for work. The existing process is manual, time-consuming, and lacks transparency, leading to frequent delays in approvals and miscommunication between departments.

There is no dynamic or guided form to help users provide correct details such as laptop type, purpose, or required accessories. This often results in incomplete requests, forcing IT administrators to manually verify information.

Moreover, tracking and managing these requests is complex since no automated approval, notification, or record-tracking system exists. This creates confusion, missed requests, and poor coordination.

Employees need a simple and automated Service Catalog form where they can easily request laptops, receive timely status updates, and ensure proper governance of hardware allocation.

The solution should improve efficiency, data accuracy, and overall user experience through UI Policies, UI Actions, and automated workflows.

Problem and Solution Table:

Problem	Description	Solution	
Employee Request Issue	Laptop	Employees face delays and confusion while requesting laptops because the process is manual and lacks automation or status tracking.	Develop an automated Service Catalog form in ServiceNow that allows employees to easily request laptops and track their request status.
IT Administrator Management Challenge		IT administrators struggle to verify details, approve requests, and maintain accurate records due to the absence of a centralized and dynamic system.	Implement UI Policies, UI Actions, and automated workflows to validate input, manage approvals, and streamline record tracking.
Lack of Communication and Transparency		There is poor communication between employees and IT teams, leading to mismanagement and frustration.	Configure notifications and real-time updates in ServiceNow to improve transparency and coordination between users and administrators.

Example:

Problem Statement	I am customer	I'm Trying to	But	Because	Which makes me feel
PS-1	An Employee	Request a laptop for official use	The process is slow and manual	There is no online catalog or automated workflow	Frustrated and uncertain about when I'll receive the laptop
PS-2	An IT Administrator	Manage and approve laptop requests	It's hard to track requests and ensure correct information	There's no dynamic form validation or automated tracking	Overloaded and concerned about data accuracy

Problem Statement PS 1:

As an employee, I am trying to request a new laptop through the organization's internal system, but the process is manual and inefficient, involving multiple email approvals and unclear instructions.

This lack of automation makes me feel frustrated and unsure about when my request will be processed or approved.

I need a self-service Service Catalog form where I can easily submit a laptop request with all necessary details and automatically track its progress.

This would reduce communication delays and improve transparency in the request process.

Problem Statement PS 2:

As an IT administrator, I am responsible for reviewing and approving laptop requests. However, since there is no centralized catalog item or dynamic form, it is difficult to verify details, track submissions, and maintain accurate asset records.

This causes confusion, mismanagement of inventory, and extra workload for IT teams.

I need a dynamic and automated catalog item that validates user input using UI Policies, includes functional UI Actions (like reset or submit buttons), and maintains audit logs for every change.

This would help streamline approval workflows, ensure data integrity, and enhance operational efficiency.