

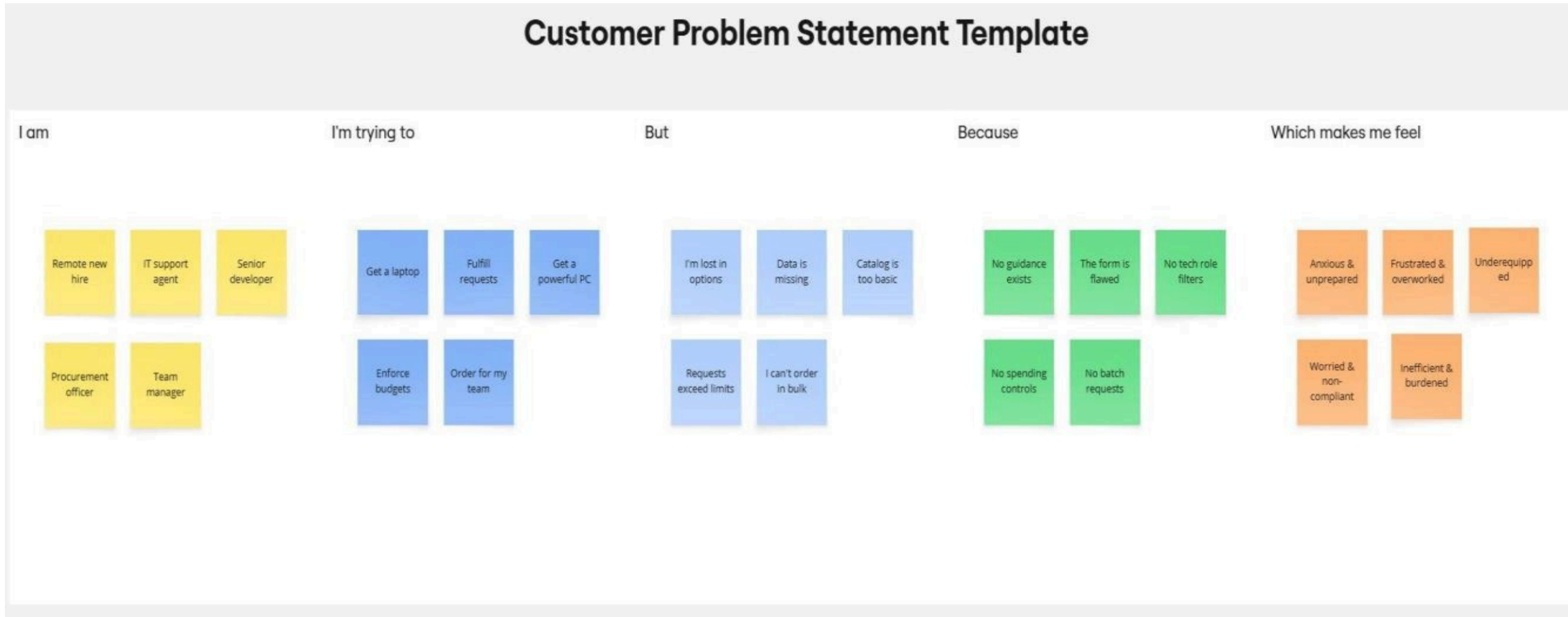
IdeationPhase

DefinetheProblemStatements

Date	02 November 2025
TeamID	NM2025TMID01453
ProjectName	LAPTOPREQUESTCATALOGITEM
MaximumMarks	2Marks

CustomerProblemStatement:

EmployeesandITteamsfacechallengeswhenrequestinglaptopsthroughthecatalogsystem due to unclear specifications, lack of role-based recommendations, and inefficient approval processes. This results in delayed onboarding, mismatched devices, and increased administrativeburden,ultimatelyhinderingproductivityandusersatisfaction.



ProblemState ment(PS)	I am(Custo mer)	I'mtryingto	But	Because	Whichmakesmefeel
PS-1	Remotene whire	Get alaptop	I'mlostino ptions	Noguidanc eexists	Anxious&unprepared
PS-2	ITsupport agent	Fulfill request s	Data ismissi ng	Theformisfla wed	Frustrated &overwork ed
PS-3	Senior develope r	Get a powerfulP C	Catalogi s too basic	Notechrolefilt ers	Underequipped
PS-4	Procuremen t officer	Enforc e budget s	Request s exceed limits	Nospendin gcontrols	Worried&non-complian t
PS-5	Teamm anager	Orderformyt eam	I can't orderin bulk	Nobatc hreques ts	Inefficient&Burdened