

Project Design Phase

Problem-SolutionFitTemplate

Date	02 November 2025
TeamID	NM2025TMID01453
ProjectName	LAPTOPREQUESTCATALOGITEM
MaximumMarks	2Marks

Problem-SolutionFitTemplate:

Define CS, fit into CC	<p>Ap Vflyg/2BH yBc2B-g,yt</p> <p>Employees who request laptops (new hires, existing staff), IT support teams, procurement staff, managers approving requests</p>	<p>CS</p> <p>6. CUSTOMER CONSTRAINTS</p> <p>Lack of clarity on suitable laptops, manual approval bottlenecks, limited IT resources, compliance rules on hardware</p>	<p>AS</p> <p>5. AVAILABLE SOLUTIONS</p> <p>Manual request forms, email ticket requests, basic catalog listings without dynamic fields or role filters</p>
Focus on J&P, tap into BE, understand RC	<p>2. JOBS-TO-BE-DONE / PROBLEMS</p> <p>Request laptops quickly and accurately; avoid delays; get the correct device; simplify approval; reduce manual errors</p>	<p>J&P</p> <p>9. PROBLEM ROOT CAUSE</p> <p>Manual, unstructured process; no dynamic form guidance; lack of role-based recommendations; slow approvals</p>	<p>RC</p> <p>7. BEHAVIOUR</p> <p>Employees guess laptop specs or submit incomplete requests; IT spends time clarifying; approvals take multiple steps</p>
Identify strong TR & EM	<p>3. TRIGGERS</p> <p>New hire onboarding, laptop replacement requests, role changes requiring different specs, hardware failure</p>	<p>TR</p> <p>10. YOUR SOLUTION</p> <p>Create a dynamic ServiceNow Laptop Request Catalog Item with role-based recommendations, guided form fields, reset functionality, and tracked approvals</p>	<p>CH</p> <p>8. CHANNELS of BEHAVIOUR</p> <p>8.1 ONLINE ServiceNow Catalog portal, email communications, internal chat tools</p> <p>8.2 OFFLINE Phone calls to IT, face-to-face inquiries</p>
Extract online & offline CH of BE	<p>4. EMOTIONS: BEFORE / AFTER</p> <p>Before: Frustration, confusion, anxiety about delays After: Confidence, satisfaction, clarity, faster access to equipment</p>	<p>EM</p>	