

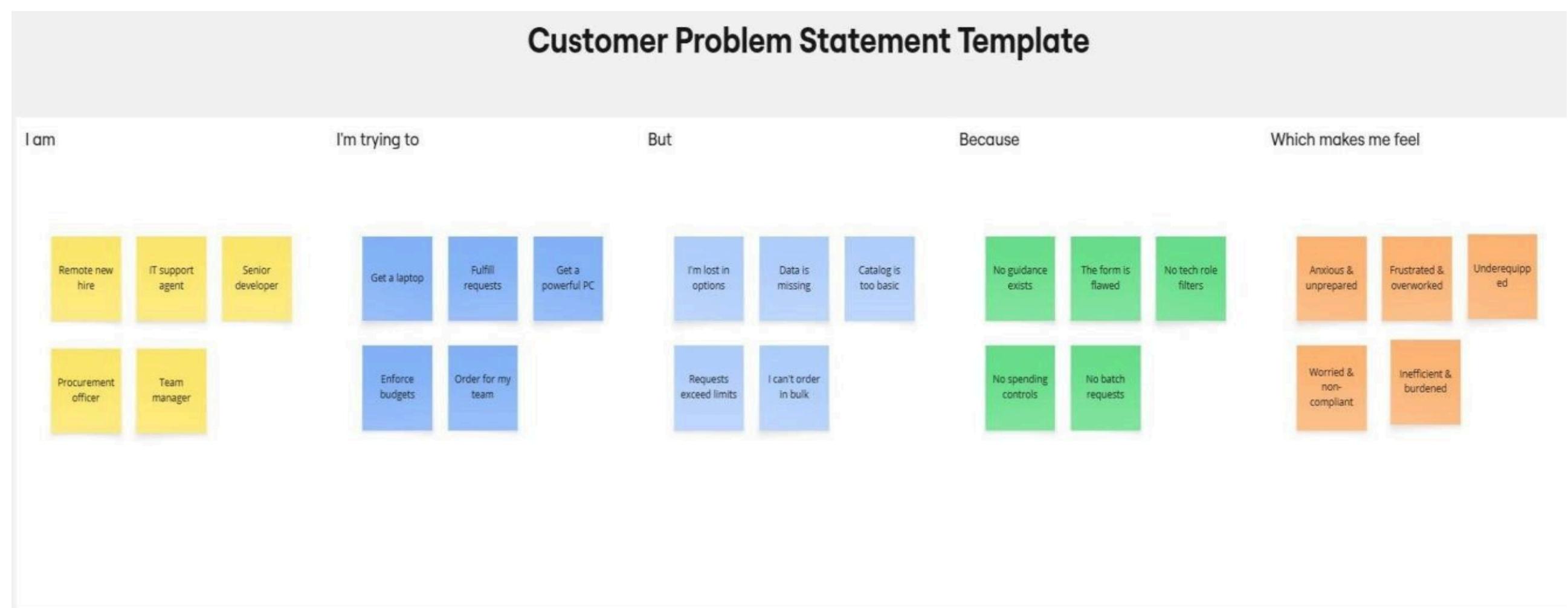
IdeationPhase

DefinetheProblemStatements

Date	02 November 2025
TeamID	NM2025TMID01453
ProjectName	LAPTOPREQUESTCATALOGITEM
MaximumMarks	2Marks

CustomerProblemStatement:

Employees and IT teams face challenges when requesting laptops through the catalog system due to unclear specifications, lack of role-based recommendations, and inefficient approval processes. This results in delayed onboarding, mismatched devices, and increased administrative burden, ultimately hindering productivity and user satisfaction.



ProblemStatement(PS)	I am(Customer)	I'm trying to	But	Because	Whichmakesmefeel
PS-1	Remote employee	Get a laptop	I'm lost in options	No guidance exists	Anxious & unprepared
PS-2	IT support agent	Fulfill requests	Data is missing	The form is flawed	Frustrated & overworked
PS-3	Senior developer	Get a powerful PC	Catalog is too basic	No tech role filters	Underequipped
PS-4	Procurement officer	Enforce budgets	Requests exceed limits	No spending controls	Worried & non-compliant
PS-5	Team manager	Order for my team	I can't order in bulk	No batch requests	Inefficient & burdened