

Ideation Phase

Define the Problem Statements

Date	27:01:2026
Team ID	LTVIP2026TMIDS37778
Project Name	Laptop Request Catalog Item using ServiceNow
Maximum Marks	4 Marks

Customer Problem Statement Template:

Employees in many organizations experience difficulties when requesting laptops for official use. The manual process—often involving emails, forms, and verbal approvals—results in lost requests, delays in delivery, and lack of proper tracking. Managers face challenges in monitoring multiple requests, and IT support teams struggle to process them efficiently without a structured workflow.

This lack of automation leads to poor user experience, miscommunication between departments, and longer fulfillment times.

The solution is to design a **ServiceNow Laptop Request Catalog Item** that automates the entire process, from submission to approval and fulfillment. This digital workflow will ensure that requests are properly logged, approved, and tracked in real time, improving transparency, efficiency, and employee satisfaction.

PROBLEM	DESCRIPTION	SOLUTION
MANUAL REQUEST PROCESS	Employees currently submit laptop requests via email or paper forms, which often get delayed or lost.	Create a ServiceNow catalog item for laptop requests to automate the submission and tracking process.
APPROVAL DELAYS	Managers take time to approve due to lack of notifications and unclear request flow.	Implement automated approval workflows and email notifications for faster approvals.
LACK OF TRANSPARENCY	Employees cannot see the current status of their laptop requests.	Enable request tracking through ServiceNow's request status view for transparency.
INEFFICIENT IT FULFILLMENT	IT teams face confusion due to missing request details or duplicate requests.	Use mandatory fields (like model, reason, quantity) and assign requests to the IT Hardware group.
DATA INACCURACY	Manual handling leads to missing or incorrect entries in the IT asset records.	Automatically log approved requests into the asset database for consistency.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An Employee	Request a new laptop for my work	The process is manual and slow	It requires multiple approvals through emails	Frustrated and delayed
PS-2	An IT Manager	Manage and fulfill laptop requests efficiently	There's no centralized automated system	Requests come through different channels	Confused and overworked

Problem Statement PS 1:

As an employee, I am trying to request a new laptop for my work, but the current manual process involves multiple email approvals and long waiting times. This makes me feel frustrated and delayed, as I cannot start my work on time due to pending laptop allocation.

I need a more efficient and transparent system that allows me to submit a request digitally and track its approval and fulfillment stages easily.

Problem Statement PS 2:

As an IT manager, I want to manage all laptop requests in an organized and automated manner. However, because there is no centralized catalog or tracking system, requests are scattered across emails, messages, and verbal approvals.

This leads to confusion, duplication of work, and missed requests. An automated ServiceNow Catalog Item with workflow automation would help streamline approvals, improve communication, and enhance productivity.