

Project Design Phase - Problem-Solution Fit

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| Date | 02 November 2025 |
| Team ID | NM2025TMID03898 |
| Project Name | Laptop Request Catalog Item |
| Maximum Marks | 2 Marks |

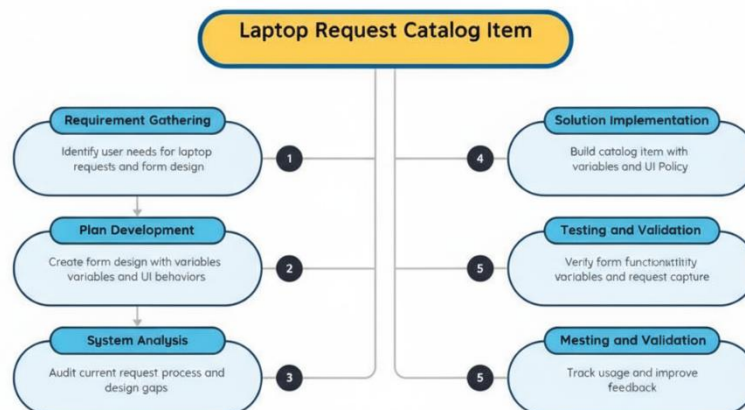
Problem-Solution Fit:

The Problem-Solution Fit simply means that you have found a problem with your customer and that the solution you have realized for it actually solves the customer's problem. It helps entrepreneurs, marketers and corporate innovators identify behavioral patterns and recognize what would work and why.

Purpose:

- Solve complex problems in a way that fits the state of your customers
- Succeed faster and increase your solution adoption by tapping into existing mediums and channels of behavior^[5]
- Sharpen your communication and marketing strategy with the right triggers and messaging
- Increase touch-points with your company by finding the right problem-behavior fit and building trust by solving frequent annoyances, or urgent or costly problems
- Understand the existing situation in order to improve it for your target group

Problem Solution Fit:



Conclusion:

The project "Laptop Request Catalog Item" addresses a crucial gap in IT service management within organizations. By ensuring that employees have a standardized, user-friendly way to request laptops with all necessary information captured through dynamic forms, we significantly improve service delivery efficiency, data accuracy, and user satisfaction.

This solution not only streamlines the laptop provisioning workflow but also supports better governance through update set management and deployment capabilities. With the successful implementation of service catalog items, UI policies, and UI actions in ServiceNow, this project sets a foundation for building smarter and more efficient self-service IT operations in enterprise environments.