

Ideation Phase - Define the Problem Statements

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

Customer Problem Statement :

Employees face issues when trying to request laptops for work through manual email processes or paper forms. This leads to delayed approvals, incomplete information capture, and difficulty tracking accessory requirements. It creates confusion among IT teams who must manually process each request and follow up for missing details. Delays in laptop provisioning can also impact employee productivity and onboarding timelines.

They need a way to submit laptop requests through a standardized, user-friendly form that captures all necessary information including laptop model, justification, and accessory requirements. A dynamic form with conditional fields would help avoid incomplete requests and ensure accurate data collection. This solution will improve operational efficiency and user confidence in the IT service catalog system.

Problem & Solution Table

Laptop Request Catalog Item

Problem	Description	Solution
Manual Request Process	Emails to IT cause delays and lost requests	Self-service catalog item with standardized fields
Incomplete Information	Missing details require multiple follow-ups	Four structured variables capture all info upfront
Accessory Requirements	Forgotten accessories lead to multiple request cycles	UI Policy shows accessories field when needed
Form Entry Errors	No easy way to reset form after mistakes	Reset Form button clears all fields with one click
Deployment Governance	Hard to track and deploy config changes	Update Sets enable XML export/import deployment

Problem Statement Table:

Problem Statement	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An Employee	Request a laptop for work	the process is manual and unclear	there's no standardized form or service catalog item	Confused and frustrated
PS-2	An IT Administrator	Process laptop requests efficiently	requests come through email with incomplete information	there's no dynamic form to capture all details	Overwhelmed and inefficient

Problem Statement PS-1:

As an employee, I am trying to request a laptop that I need urgently for my new role, but the process is completely manual and unclear because there is no standardized service catalog item or self-service portal. This limitation makes me feel confused and frustrated, as I don't know what information to provide or how long the approval will take.

It interrupts my productivity and delays my ability to start working effectively, especially during critical onboarding periods. I need a better way to submit my request with clear guidance on required fields and accessory options.^[2]

Problem Statement PS-2:

As an IT administrator, I want to ensure that laptop requests are properly captured with all necessary details including model, justification, and accessory requirements. However, the current manual email system allows submissions without complete information, requiring constant follow-ups.

This causes delays in procurement, affects team efficiency, and leads to employee dissatisfaction. An automated service catalog item with dynamic fields would reduce errors and maintain accountability in the laptop provisioning process.