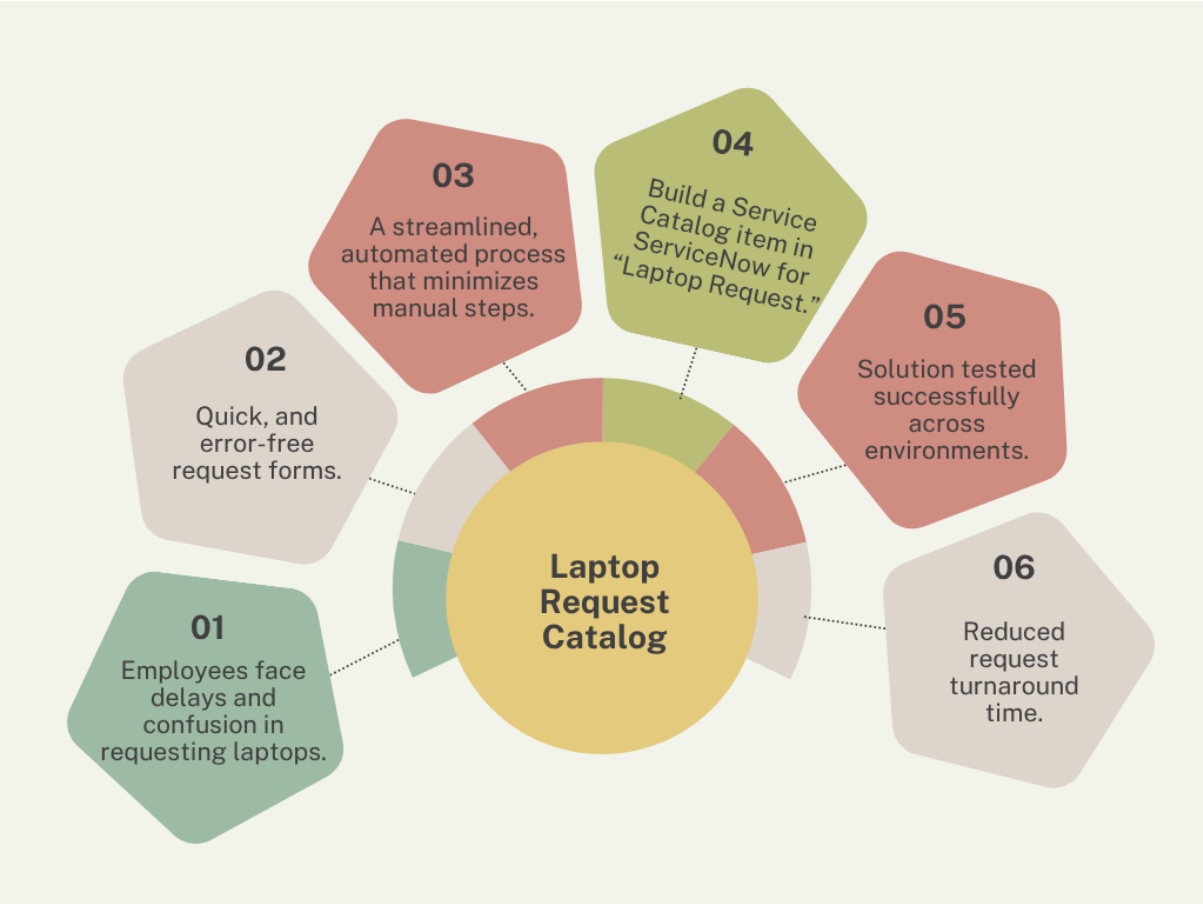


Project Design Phase
Problem – Solution Fit

Date	31 October 2025
Team ID	NM2025TMID03221
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks



The problem–solution fit illustrates how the proposed ServiceNow catalog item directly addresses the challenges faced by employees and administrators. By aligning the solution with real user behaviors and needs, the project ensures faster adoption, improved accuracy, and a more efficient laptop request process. This alignment between problem understanding and solution design forms the foundation for a seamless and user-centric service experience.