

Ideation Phase
Define the Problem Statements

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

Problem Statement:

Employees face delays and confusion when requesting laptops due to a manual and inconsistent process. The lack of dynamic fields and form validation leads to incomplete or incorrect submissions, causing repeated follow-ups and approval delays. They need an automated Service Catalog item that simplifies the request process, ensures accurate data entry, and provides clear guidance. This solution will improve efficiency, reduce errors, and enhance the employee experience.

PROBLEM & SOLUTION TABLE

PROBLEM	DESCRIPTION	SOLUTION
Manual laptop request process	Employees currently submit laptop requests through manual methods, leading to inefficiency and delays.	Automate the process using a ServiceNow Service Catalog item for streamlined submissions.
Incomplete or inaccurate data	Users often skip or enter incorrect details, causing repeated clarifications and slower approvals.	Add dynamic form fields with mandatory validations and clear labels to ensure accurate input.
No conditional visibility	All fields are shown regardless of relevance, making the form cluttered and confusing.	Implement UI policies to display the "Additional Details" field only when "Additional Accessories" is checked.
Lack of form reset option	Users cannot easily clear all inputs if they make mistakes, leading to reloading the form.	Add a "Reset Form" UI action that clears all entered data in a single click.

Problem Statement	I am	I'm trying to	But	Because	Which makes me feel
PS1	An employee	Request a new laptop for work	The current process is manual and time-consuming	The form lacks dynamic fields and clear instructions	Frustrated and delayed in getting the laptop I need
PS2	An IT admin	Manage and process laptop requests efficiently	There's no automated way to track or validate user inputs	Requests often contain missing or incorrect details	Overwhelmed and unable to process requests smoothly