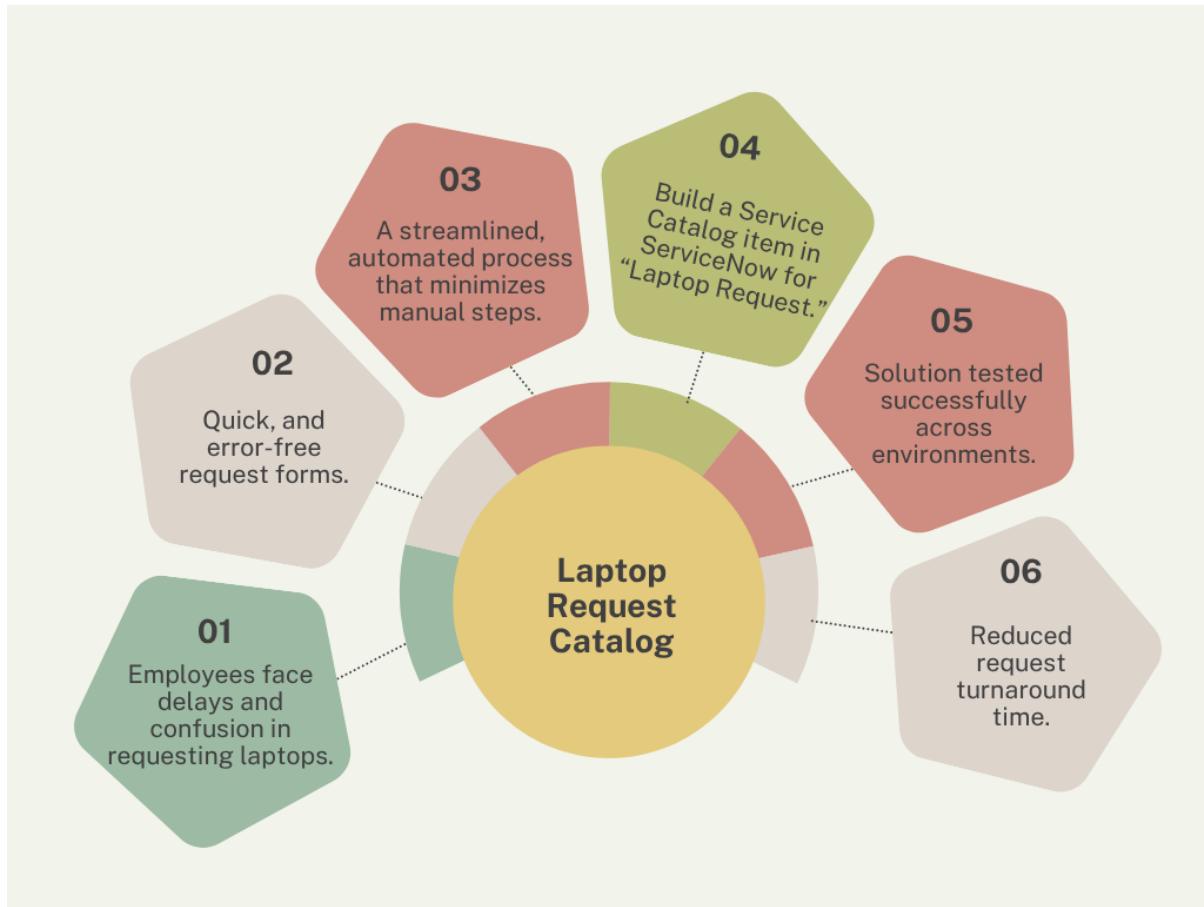


Project Design Phase

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.