Ideation Phase

Define the Problem Statements

Date	01 Nov 2025
Team ID	NM2025TMID04735
Project Name	Laptop Request Catalog Item
Maximum Marks	2 marks

Customer Problem Statement Template:

Employees face difficulties when requesting laptops for work purposes through manual or email-based processes. These traditional methods lead to delays, lack of tracking, and inconsistent approvals. IT teams often receive incomplete information, causing confusion and multiple follow-ups. This results in slower fulfillment times and reduced productivity. They need an automated system within ServiceNow where users can submit standardized laptop requests with clear options for configuration, quantity, and justification. The system should automatically route requests for manager approval and track status updates, ensuring transparency and efficiency in laptop provisioning.

A well-defined Laptop Request Catalog Item will simplify IT asset management, improve user satisfaction, and reduce manual workload. With clear visibility into approvals and deliveries, the organization can ensure proper hardware allocation and maintain accurate inventory records.

Example:

Problem Statement (PS)	I am (customer)	I'm trying to	But	Because Which makes me feel
PS-1	An Employee	Request a laptop	The process is manual and lacks approval tracking	Requests are delayed, and I feel frustrated due to no visibility into request status.
PS-2	An IT Manager	Manage and approve laptop requests	Requests come without proper details or justification	This causes confusion and extra communication, making me feel burdened and inefficient.

Problem Statement PS-1:

As an employee, I want to request a laptop for work but currently rely on emails or informal requests. The process is unclear and time-consuming because there is no centralized form or approval workflow. This makes me feel uncertain about when my request will be approved or delivered. An online catalog item in ServiceNow would help streamline the process, allowing me to choose laptop specifications and submit a request that automatically routes for approval and tracking.

Problem Statement PS-2:

As an IT manager, I am responsible for reviewing and approving laptop requests from employees. However, I often receive incomplete or unclear requests, making it hard to verify justifications or prioritize urgent needs. Without a standardized process, I must manually track approvals and communicate updates, which is inefficient. A ServiceNow catalog item with automated approvals and clear request details would save time, improve accuracy, and enhance the user experience for both employees and IT staff.