

## Ideation Phase

### Define the Problem Statements

Date	01 November 2025
Team ID	NM2025TMID03271
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	2 Marks

#### Problem Statement:

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

Customer Problem Statement Template														
I am			I'm trying to			But			Because			Which makes me feel		
Remote new hire	IT support agent	Senior developer	Get a laptop	Fulfill requests	Get a powerful PC	I'm lost in options	Data is missing	Catalog is too basic	No guidance exists	The form is flawed	No tech role filters	Anxious & unprepared	Frustrated & overworked	Underequipped
Procurement officer	Team manager		Enforce budgets	Order for my team		Requests exceed limits	I can't order in bulk		No spending controls	No batch requests		Worried & non-compliant	Inefficient & burdened	

<b>Problem Statement (PS)</b>	<b>I am (Customer)</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
PS-1	Remote new hire	Get a laptop	I'm lost in options	No guidance exists	Anxious & unprepared
PS-2	IT support agent	Fulfil requests	Data is missing	The form is flawed	Frustrated & overworked
PS-3	Senior developer	Get a powerful PC	Catalog is too basic	No tech role filters	Underequipped
PS-4	Procurement officer	Enforce budgets	Requests exceed limits	No spending controls	Worried & non-compliant
PS-5	Team manager	Order for my team	I can't order in bulk	No batch requests	Inefficient & Burdened