

Ideation Phase

Define the Problem Statements

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Project Name: Laptop Request Catalog Item

Customer Problem Statement Template:

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. This leads to delays in provisioning and confusion among team members who rely on quick device access for their daily work. It also impacts IT governance and record tracking.

They need a Service Catalog item that enables easy laptop requests with dynamic fields, clear instructions, and additional functionality like form reset if needed. The solution should ensure all changes are logged for governance and deployment. This will improve workflow efficiency, reduce manual errors, and ensure transparency.

Reference:

<https://miro.com/templates/customer-problem-statement/>

Example:

| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|------------------------|-----------------|----------------------------------|--------------------------------|--|-----------------------------|
| PS-1 | Employee | Request a laptop | the process is slow and manual | approvals are unclear and time-consuming | frustrated and delayed |
| PS-2 | IT Admin | Manage and track laptop requests | data is often incomplete | users miss mandatory details and validations | inefficient and overwhelmed |

Problem Statement PS 1:

As an employee, I am trying to request a new laptop for my work, but the process is manual and slow. This makes me feel frustrated and delayed, as I cannot continue my work without proper equipment. I need a digital form that automates the approval and fulfillment process, reducing manual dependency.

Problem Statement PS 2:

As an IT admin, I want to efficiently manage and track all laptop requests. However, users often submit incomplete forms, causing delays and confusion. This makes me feel overwhelmed and inefficient. A dynamic, validated catalog form would help maintain accuracy and improve workflow tracking.