**Ideation Phase**

**Define the Problem Statement**

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| Date | 31 October 2025 |
| Team ID | NM2025TMID02536 |
| Project Name | Laptop Request Catalog Item in ServiceNow |
| Maximum Marks | 2 Marks |

## Problem Statement Table

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| Problem Statement (PS) | I am (Customer) | I’m trying to | But | Because | Which makes me feel |
| PS-1 | An employee in the organization needing a laptop for work | Request a laptop quickly and efficiently through a digital form | The current manual request process is slow, inconsistent, and lacks automation | There is no dynamic form or guided process to ensure accurate data collection and approval tracking | Frustrated with delays, confusion, and lack of transparency in laptop requests |
| PS-2 | An IT Administrator or Governing body | Ensure all laptop requests are properly documented,standardized, and tracked for governance | The current manual process makes tracking changes and ensuring data accuracy difficult | It does not automatically collect necessary information or enforce a standardized workflow | Concerned and uncertain about compliance and accurate asset management |