Ideation Phase

Define the Problem Statements

Date	01 November 2025
Team ID	NM2025TMID05341
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Customer Problem Statement

Employees currently encounter difficulties when requesting laptops through traditional manual or email-based processes. This approach often leads to approval delays, limited visibility into request status, and frequent follow-ups with the IT support team. Additionally, tracking and managing requests becomes cumbersome for both requesters and approvers, resulting in inefficiency and poor record management.

There is a clear need for an automated, centralized laptop request system that allows employees to submit requests seamlessly, view real-time status updates, and trigger automatic approval workflows. Implementing such a solution would minimize manual intervention, enhance process transparency, and ensure faster allocation of laptops—ultimately improving productivity, accuracy, and overall employee satisfaction.

Problem & Solution Table

Problem	Description	Solution
Approval Delays	Employees experience long waiting times because laptop requests go through manual approval emails	Automate the approval process by triggering instant notifications to app-
Lack of Transparency	Employees often don't know the current status of their request or who is responsible for approval	Introduce real-time status tracking and notification updates for every stage
Manual Errors	Approvers or IT staff may miss or lose requests due to human oversight	Implement automated tracking and centralized request management
Workflow Inefficiency	Manual communication causes confusion and repetitive follow-ups between employees and IT teams	Design an online self-service laptop request catalog with dynamic forms
Audit & Record Issues	No proper logs or records of who approved or rejected the laptop request	Maintain an audit-ready log that stores every approval action, ensuring

Problem Statement

S.No.	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Employee	Submit a laptop request online quickly	The process is slow and inconsistent	Approvals are handled manually through emails	Frustrated and unproductive
PS-2	Approver / IT Administrator	Handle and monitor multiple laptop requests efficiently	There are no automated notifications or approval routing	The system lacks an integrated workflow	Overwhelmed and disorganized

Problem Statement PS-1

As an employee, I want to request a laptop for my work, but the existing process is time-consuming and depends on manual email approvals.

These delays impact my ability to begin tasks promptly and create uncertainty about the request status.

I need an automated, user-friendly laptop request form that enables quick submission, triggers automatic approval workflows, and provides real-time notifications.

Problem Statement PS-2

As an approver or IT administrator, I aim to efficiently review and manage laptop requests. However, due to the absence of a centralized system and automated approval flow, I often overlook notifications or spend additional time validating pending requests.

An automated ServiceNow-based solution with dynamic forms, approval tracking, and built-in audit records would streamline the process, ensuring quicker approvals and improved transparency.