Project Design Phase

Problem – Solution Fit Template

Problem – Solution Fit Template:

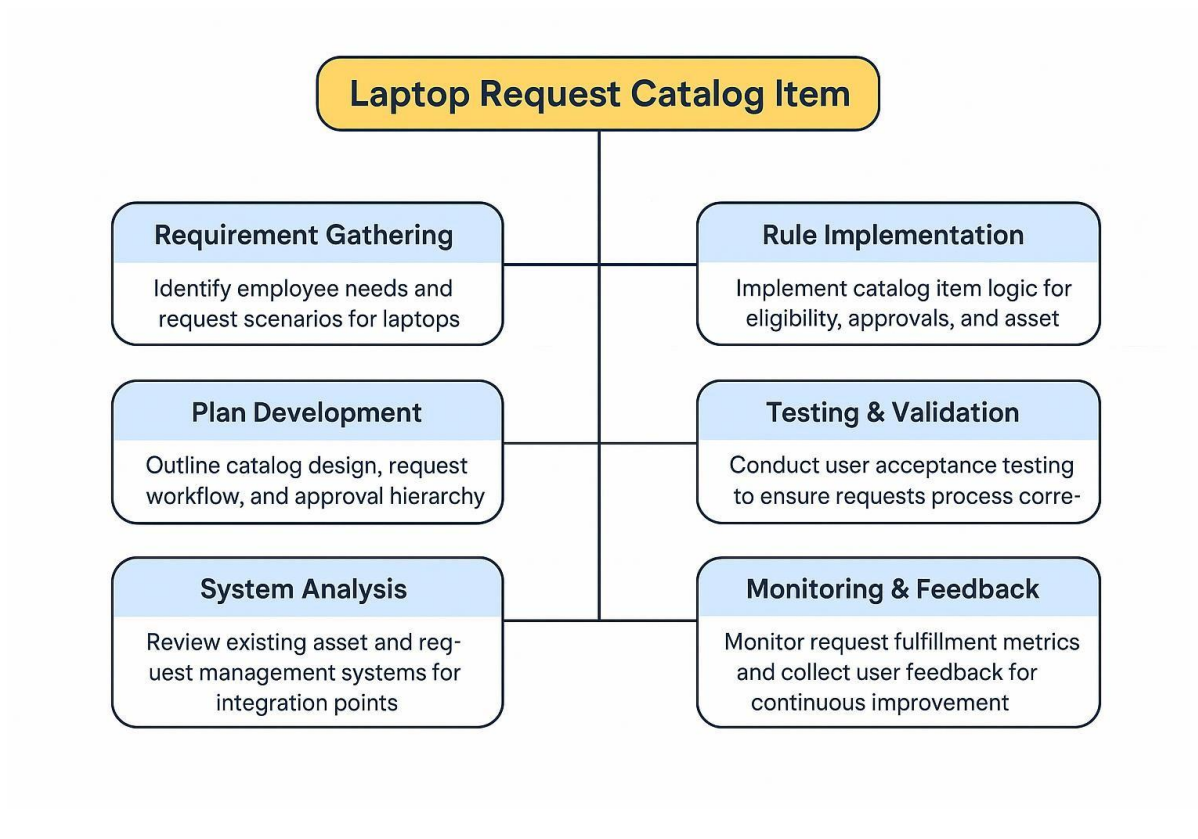| Date	28 \10\2025
Team ID	**NM2025TMID03230**
Project Name	Laptop Request Catalog item
Maximum Marks	2 mark

Problem – Solution Fit Template:

Employees and new hires require laptops that meet their work requirements. The current manual or email-based process for requesting laptops leads to:

- Delays in approval and fulfillment
- Lack of visibility into request status
- Inconsistent laptop configurations
- Difficulty tracking hardware assets

Purpose:

- Allowing users to easily select from approved laptop models that meet organizational standards.

- Automating the approval and fulfillment workflow to reduce processing time and manual effort.

- Ensuring accurate tracking of all laptop assets for inventory and compliance purposes.

- Supporting new hires, replacements, and hardware upgrades in a consistent and transparent manner.

Template:

Laptop Request Catalog Item

Requirement Gathering
Identify employee needs and request scenarios for laptops

Rule Implementation
Implement catalog item logic for eligibility, approvals, and asset

Plan Development
Outline catalog design, request workflow, and approval hierarchy

Testing & Validation
Conduct user acceptance testing to ensure requests process corre-

System Analysis
Review existing asset and request management systems for integration points

Monitoring & Feedback
Monitor request fulfillment metrics and collect user feedback for continuous improvement

Project summary:

The Laptop Request Catalog Item enables employees to request a new laptop, replacement, or upgrade through the IT Service Management portal. It simplifies the hardware request process by offering a list of approved laptop models tailored to different job roles and business needs.

This catalog item automates approval workflows, ensures proper asset tracking, and provides real-time status updates to the requester. It helps maintain standardization across devices, reduces fulfillment time, and improves overall efficiency in laptop provisioning and management.