

Ideation Phase

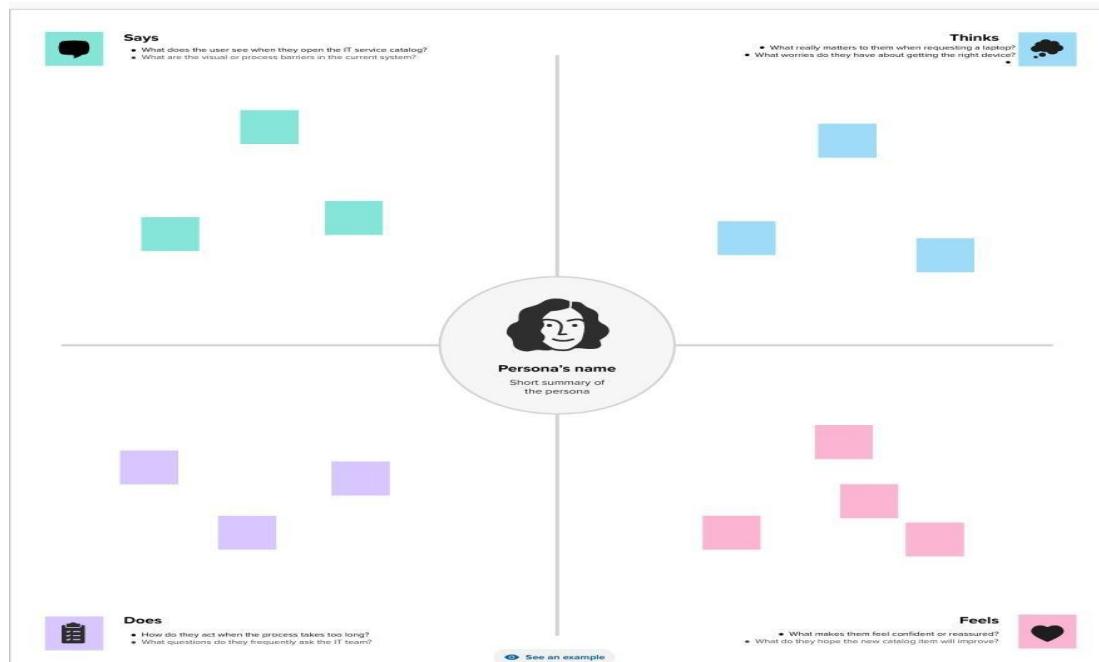
Empathize & Discover

Date	28 october2025
Team ID	NM2025TMID03230
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Empathy Map Canvas:

A complete Empathy Map Canvas tailored for an “Employee requesting a laptop (IT request)” scenario. This can be used by IT teams, HR, or service design teams to understand and improve the employee experience during a laptop request process.

- Request a laptop quickly and easily
- Receive a laptop that matches their job requirements
- Get clear communication about the request status and delivery timeline
- Set up the laptop with minimal delays or technical issues



Example: Food Ordering & Delivery Application

