Ideation Phase

Define the problem statement

Date	02 NOVEMBER 2025
Team ID	NM2025TMID05464
Project Name	Laptop Request Catalog Item
Maximum Mark	2 Marks

Customer Problem Statement:

Employees encounter difficulties when requesting laptops because the current process is manual and time-consuming. This results in delays, inefficiencies, miscommunication, and poor tracking of submitted requests. Additionally, the existing form lacks dynamic features to guide users, often leading to incomplete or inaccurate information. Implementing an automated Service Catalog Item with intelligent form behavior and built-in approval tracking would streamline the process, reduce errors, and significantly enhance the overall user experience.

Problem Statement	I am (Customer)		I'm trying to	But	Which makes me feel
⚑ P-1 An an Employee		Request a new laptop	The process is slow and confusing	It's handled manually with no guidance	Frustrated and uncertain
⚑ P-2 An an IT Support Admin		Track and approve laptop requests quickly	Data is incomplete or inaccurate	Users skip required details due to static forms	Delayed and overloaded

Problem Statement PS-1:

As an employee, I need to request a laptop for work purposes, but the existing process is manual and slow. Without an automated form or clear guidance, I often miss important details or make errors while submitting my request.

This causes frustration and concern about whether my request will be approved promptly. I require a simple, interactive Service Catalog form that guides me through each step and ensures all necessary information is entered correctly.

Problem Statement PS-2:

As an IT Support Administrator, I aim to handle laptop requests efficiently, but incomplete or incorrect information from users often delays approvals. Since the current form lacks validation and dynamic functionality, I have to spend additional time verifying and correcting data.

This situation feels overwhelming and negatively impacts overall service efficiency. I need an automated system that uses UI Policies and UI Actions to validate inputs, streamline processing, and maintain accurate and reliable records.