

Project Design Phase

Problem – Solution Fit Template

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

Problem – Solution Fit Template:

The Problem–Solution Fit confirms that the proposed solution effectively resolves a defined customer challenge while delivering measurable improvements in user experience and operational efficiency. It ensures that the developed feature not only addresses the problem but also aligns with user expectations and behavior patterns.

Purpose:

- Streamline and automate the laptop request and approval workflow through the Service Catalog.
- Boost productivity and minimize manual errors by introducing automated request processing.
- Increase transparency with real-time status updates and request tracking.
- Shorten approval times through guided forms and predefined auto-approval rules.
- Improve employee satisfaction by making the laptop request process simple, intuitive, and efficient.

Problem:

Employees experience delays and complications when requesting laptops due to manual, non-intuitive procedures. The absence of dynamic form behavior, automatic validation, and tracking results in confusion and frequent follow-ups. Consequently, IT administrators often receive incomplete or inaccurate submissions, which slow down approvals and create frustration for both employees and support teams.

Problem <p>Employees face difficulties and delays when requesting laptops through manual or non-intuitive processes. The lack of dynamic forms, auto-validation, and tracking leads to confusion and follow-up delays. Admins often receive incomplete or incorrect requests, slowing down approvals and causing frustration for both users and support teams.</p>	Customer Segment <p>Employees requesting laptops through the service portal and IT support administrators managing these requests.</p>
Existing Alternatives <p>Manual processes, static forms, and ad hoc email requests lacking automation or tracking.</p>	Proposed Solution <p>The Laptop Request Catalog item provides a structured and automated way for employees to request laptops through the service portal. It features:</p> <ul style="list-style-type: none"> - Dynamic, user-friendly request forms. - Real-time validation and status tracking. - Automated routing for faster approvals. - Clear communication and updates at each stage.
Key Metrics <p>Request processing time, approval rate, and user satisfaction scores.</p>	

Solution:

The Laptop Request Catalog Item provides a structured and automated way for employees to request laptops through the service portal. It features:

- Dynamic, user-friendly request forms.
- Real-time validation and status tracking.
- Automated routing for faster approvals.
- Clear communication and updates at each stage.

This solution improves accuracy, reduces turnaround time, and boosts user confidence in the IT service management process.

References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4f>