

Project Design Phase

Problem – Solution Fit Template

Date: 02 November 2025

Team ID: NM2025TMID04060

Project Name: Laptop Request Catalog Item

Problem – Solution Fit Template:

The *Problem–Solution Fit* refers to identifying a real challenge faced by customers or employees and designing a solution that effectively addresses it. In this context, the **Laptop Request Catalog Item** project focuses on resolving inefficiencies in how employees request, approve, and receive laptops within the organization.

Currently, the laptop request process is largely manual, handled through emails or informal communication, which leads to delays, missed approvals, and poor tracking. Employees often feel uncertain about request status, while IT managers struggle with inventory mismatches and lack of standardized workflows. These pain points highlight the need for a structured, automated solution that improves transparency, accountability, and user satisfaction.

Purpose:

- Simplify and automate the laptop request and approval process for employees and managers.
 - Reduce manual communication by introducing a centralized, self-service catalog in ServiceNow.
 - Improve tracking, visibility, and reporting of laptop requests from initiation to fulfillment.
 - Ensure accuracy and data integrity through automatic asset updates in the IT Asset Management (ITAM) system.
 - Enhance user experience and operational efficiency by minimizing approval delays and manual errors.
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Template:

The *Laptop Request Catalog Item* provides a user-friendly interface where employees can select the required laptop model, specify the purpose, and submit the request directly through the portal. Once submitted, the request follows a defined workflow — routing automatically to the reporting manager for approval, then to IT for allocation.

Upon approval, the system generates notifications to both employee and approver, ensuring complete visibility. Integration with the asset management module ensures that every fulfilled request updates the inventory records automatically. This prevents duplication, enhances accountability, and supports effective resource utilization.

The implementation of this solution streamlines communication between departments, reduces turnaround time, and promotes transparency in the procurement process. It ensures that laptops are requested, approved, and allocated efficiently, aligning with the organization's service delivery standards and compliance requirements.

The project “Laptop Request Catalog Item” effectively bridges the gap between employees’ IT needs and administrative workflows. By automating the request process and integrating asset tracking, it enhances efficiency, transparency, and accountability — ultimately improving both user satisfaction and IT service quality.