

Ideation Phase

Define the Problem Statements

Date: 02 November 2025
Team ID:NM2025TMID04060
Project Name: Laptop Request Catalog Item

Customer Problem Statement Template:

Employees often face challenges while requesting new laptops or IT equipment within the organization. The current process is either manual or lacks a structured catalog system, leading to confusion, delays, and miscommunication between employees, managers, and the IT asset management team. Requests may be sent through emails or chat messages without proper tracking, which causes approvals to be missed or lost.

Additionally, there is no standardized approval workflow to verify eligibility or budget availability before the laptop request is processed. This leads to duplicate requests, unclear responsibilities, and inventory mismatches. Employees may wait for long periods to receive updates, while the IT team struggles to maintain accurate asset records.

The organization needs a **Laptop Request Catalog Item** within its service portal to centralize and automate the laptop request process. The catalog should include fields like laptop model, specifications, justification, and manager approval. Automated routing and notification should ensure transparency and accountability at every step. Integration with the asset management module would automatically update stock once the request is fulfilled.

This solution will **reduce manual errors, improve request visibility, and ensure faster approvals**, resulting in better employee satisfaction and optimized asset utilization.

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An Employee	Request a new laptop	The process is manual	There is no catalog item or automated workflow	Frustrated and uncertain
PS-2	An IT Manager	Approve and track laptop requests	The requests come via email or chat	There's no centralized record or approval tracking	Overwhelmed and disorganized

Problem Statement PS-1:

As an employee, I am trying to request a new laptop through the organization's system, but the process is manual and lacks transparency. Because there is no dedicated catalog item, I must rely on emails or messages, which often get delayed or lost. This makes me feel frustrated and unsure when or whether my request will be approved. I need a streamlined and automated way to request laptops with clear status updates and faster turnaround times.

Problem Statement PS-2:

As an IT manager, I want to track, approve, and allocate laptops efficiently, but the current system does not have a centralized catalog or workflow. Approvals are scattered, and asset records are not automatically updated after issuance. This causes confusion, double allocation, and inaccurate asset tracking. Implementing a Laptop Request Catalog Item would simplify approvals, enhance visibility, and ensure that all laptops are tracked and managed effectively.