

Ideation Phase

Define the problem statement

Date	02 NOVEMBER 2025
Team ID	NM2025TMID07861
Project Name	Laptop Request Catalog Item
Maximum Mark	2 Marks

Customer Problem Statement

Employees often face challenges when requesting laptops due to manual and time-consuming processes. These delays result in inefficiencies, miscommunication, and poor tracking of requests. Additionally, the absence of dynamic form behavior leads to incomplete or incorrect data submissions. Implementing an automated **Laptop Request Catalog Item** with smart form features and built-in approval tracking can streamline the process, reduce errors, and significantly enhance the overall user experience.

Problem Statements for Laptop Request System

Problem Statement		I'm trying to	But	Which makes me feel
 P-1 (An Employee)	Request a new laptop	The process is slow and confusing	It's managed manually without clear guidance	Frustrated and uncertain
 P-2 (IT Support Admin Admin)	Track and approve laptop requests efficiently	Data is incomplete or inaccurate	Data is incomplete or outdated	Users miss required details due to static forms

Problem Statement PS-1

As an employee, I need to request a laptop for my work, but the current process is manual and time-consuming. Without an automated form or clear guidance, I often make mistakes or miss required details. This causes frustration and uncertainty about whether my request will be approved on time. I need a **dynamic service catalog form** that guides me through the process and ensures all necessary information is completed accurately.

Problem Statement PS-2

As an IT Support Admin, I want to process laptop requests efficiently, but delays occur due to incomplete or incorrect user data. Since the existing form lacks validation and dynamic behavior, I spend extra time clarifying missing information. This increases workload and reduces overall service efficiency. I need an **automated system with UI policies and validation rules** to ensure data accuracy, streamline approvals, and maintain reliable service records.