

Project Design Phase

Problem – Solution Fit Template

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

Problem – Solution Fit Template

The **Problem–Solution Fit** validates that the proposed solution effectively addresses a specific customer problem while improving their overall experience and workflow. It ensures the feature aligns with real user needs and provides measurable benefits.

Purpose:

- Eliminate workflow inefficiencies in requesting and approving laptops through the Service Catalog.
- Increase productivity and reduce manual errors with automation and validation.
- Improve transparency through real-time request tracking and status updates.
- Minimize waiting time using guided forms and auto-approval rules.
- Enhance employee satisfaction by simplifying the laptop request experience.

Problem:

Employees face difficulties and delays when requesting laptops due to a manual and non-intuitive process. The absence of dynamic forms, auto-validation, and tracking features causes confusion and repeated follow-ups. IT administrators often receive incomplete or incorrect requests, resulting in approval delays and frustration for both users and support staff.

PROBLEM - SOLUTION FIT

PROBLEM

Employees face difficulties and delays requesting manual, non-digital laptop loan processes. Lack of dynamic forms, auto-validation, and tracking causes confusion and delays for both users and support teams.

EXISTING ALTERNATIVES:

Manual processes, static forms, and ad-hoc email requests lacking automation or tracking.

KEY METRICS:

Request processing time, approval rate, and user satisfaction scores.

PROPOSED SOLUTION

CUSTOMER SEGMENT:

Employees requesting laptops via service portal and IT support admins managing requests

PROPOSED SOLUTION

The Laptop Request Catalog item automates requests through the portal with:

- Dynamic, user-friendly forms;
- Real-time validation and tracking
- Automated routing
- Clear communication at every stage

Solution:

The **Laptop Request Catalog Item** introduces a structured, automated workflow within the Service Portal to streamline laptop requests. Key features include:

- **Dynamic and user-friendly forms** that guide users step-by-step.
- **Real-time validation and status tracking** to prevent errors and improve visibility.
- **Automated routing and approvals** for faster processing.
- **Clear communication and progress updates** at each stage.

This solution enhances accuracy, reduces turnaround time, and increases user confidence in IT service management. It ensures a seamless, efficient, and transparent experience for both employees and IT administrators.

References:

1. [Problem-Solution Fit Canvas – IdeaHackers Network](#)
2. [Problem-Solution Fit Canvas – Medium](#)

