

**Ideation Phase**  
**Define the Problem Statements**

|               |                             |
|---------------|-----------------------------|
| Date          | 01 November 2025            |
| Team ID       | NM2025TMID01018             |
| Project Name  | LAPTOP REQUEST CATALOG ITEM |
| Maximum Marks | 2 Marks                     |

**Problem Statement:**

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

Customer Problem Statement Template

I am

I'm trying to

But

Because

Which makes me feel

Remote new hire

IT support agent

Senior developer

Get a laptop

Fulfill requests

Get a powerful PC

I'm lost in options

Data is missing

Catalog is too basic

No guidance exists

The form is flawed

No tech role filters

Anxious & unprepared

Frustrated & overworked

Underequipped

Procurement officer

Team manager

Enforce budgets

Order for my team

Requests exceed limits

I can't order in bulk

No spending controls

No batch requests

Worried & non-compliant

Inefficient & burdened

| <b>Problem Statement (PS)</b> | <b>I am (Customer)</b> | <b>I'm trying to</b> | <b>But</b>             | <b>Because</b>       | <b>Which makes me feel</b> |
|-------------------------------|------------------------|----------------------|------------------------|----------------------|----------------------------|
| PS-1                          | Remote new hire        | Get a laptop         | I'm lost in options    | No guidance exists   | Anxious & unprepared       |
| PS-2                          | IT support agent       | Fulfil requests      | Data is missing        | The form is flawed   | Frustrated & overworked    |
| PS-3                          | Senior developer       | Get a powerful PC    | Catalog is too basic   | No tech role filters | Underequipped              |
| PS-4                          | Procurement officer    | Enforce budgets      | Requests exceed limits | No spending controls | Worried & non-compliant    |
| PS-5                          | Team manager           | Order for my team    | I can't order in bulk  | No batch requests    | Inefficient & Burdened     |