

# Ideation Phase

## Define the Problem Statements

Date	31 January 2025
Team ID	LTVIP2025TMID30301
Project Name	Laptop request catalog item
Maximum Marks	2 Marks

**Customer Problem Statement Template:**

Our employees need a simple, fast, and clear way to request laptops and related accessories because the current process is manual, confusing, and often causes delays or miscommunication.

They feel frustrated when their requests are lost, incomplete, or take too long to fulfill, which affects their ability to work efficiently—especially during onboarding or urgent replacements.

We believe that by understanding their experience and challenges, we can design a Laptop Request Catalog Item in ServiceNow that makes the process intuitive, transparent, and reliable—so employees feel supported and can stay productive from day one.

Problem & Solution Table		
Problem	Description	Solution
Unclear Request Process	Employees are unsure how to request a laptop or what details are required. Create a user-friendly catalog item with clear	Create a user-friendly catalog item with clear fields and guidance.
Delayed Approvals	Requests take too long due to unclear approval workflows.	Implement automated routing based on roles or departments.
Lack of Status Visibility	Users don't know the status of their laptop request.	Add real-time tracking and notification updates.
Wrong Device Provided	Incomplete or unclear specs lead to incorrect laptop allocation.	Provide dropdowns for pre-approved models with specs listed.
Manual Data Entry Errors	Manual input leads to missing or incorrect information.	Use pre-filled fields based on user profile (e.g., job role).

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a new employee	request a laptop for my first day	I don't know which form to use	the request process is not clear or visible on the portal	confused and anxious
PS-2	a project manager	track the status of my team's laptop requests	there are no updates or tracking details available	the system doesn't notify users during the process	uncertain and left in the dark

