

Ideation Phase

Define the Problem Statements

Date	2 November 2025
Team ID	NM2025TMID06773
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Customer Problem Statement Template:

Modern organizations face difficulties in managing IT asset requests, especially laptops, through manual or non-centralized processes. Employees often raise laptop requests via emails or physical forms, which results in delays, tracking issues, and inconsistent approvals. Data about these requests becomes scattered across spreadsheets or communication threads, making it difficult to maintain transparency or accountability.

This lack of automation leads to confusion among employees waiting for laptop approval and delivery, while IT administrators struggle to monitor and fulfill requests efficiently. The manual approach also increases the risk of miscommunication, duplication, and loss of request records, which impacts productivity and user satisfaction.

Problem & Solution Table

Problem	Description	Solution
Request Tracking Inefficiency	Employees submit laptop requests manually via email or forms, causing delays and lost information.	Implement a centralized ServiceNow catalog item to record, track, and manage all laptop requests.
Approval Delays	Manual approvals cause long waiting times as requests must be sent through multiple people.	Automate approval workflows based on predefined roles and levels using ServiceNow Flow Designer.
Data Inconsistency	Without a central system, data on pending and completed requests is inconsistent across teams.	Store all laptop request data within the ServiceNow database for real-time visibility and accuracy.
Lack of Transparency	Employees are unaware of their request status, leading to repeated follow-ups and frustration.	Enable automatic email and notification updates to keep requesters informed at each stage.
Audit and Compliance Issues	Manual request handling lacks proper audit trails for tracking who approved or fulfilled a request.	Maintain audit logs within ServiceNow to ensure compliance and traceability of actions.

Example:

Problem Statement	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An Employee	Request a new laptop for my work	The current process takes too long and lacks status updates	Requests are handled manually via emails	Frustrated and uncertain
PS-2	An IT Administrator	Manage and approve multiple laptop requests efficiently	There's no centralized system to track or process requests	Data is stored in different emails or spreadsheets	Overwhelmed and prone to errors

Problem Statement PS 1:

As an employee, I am trying to request a new laptop through my organization's IT process. However, the current method requires sending multiple emails and waiting for manual approvals, which delays my onboarding and productivity. This makes me feel frustrated and uncertain because I cannot track the progress or know when my laptop will be delivered. A centralized Laptop Request Catalog Item in ServiceNow would simplify the process, provide status visibility, and speed up request approvals.

Problem Statement PS 2:

As an IT administrator, I want to manage and approve laptop requests efficiently. However, since there is no unified platform, tracking and prioritizing requests becomes difficult, often resulting in missed approvals or duplicate allocations. This makes me feel overloaded and disorganized, as the manual system lacks clarity and reporting features. Implementing an automated catalog workflow in ServiceNow would help centralize data, streamline approvals, and enhance operational control.