

Ideation Phase

Empathize & Discover

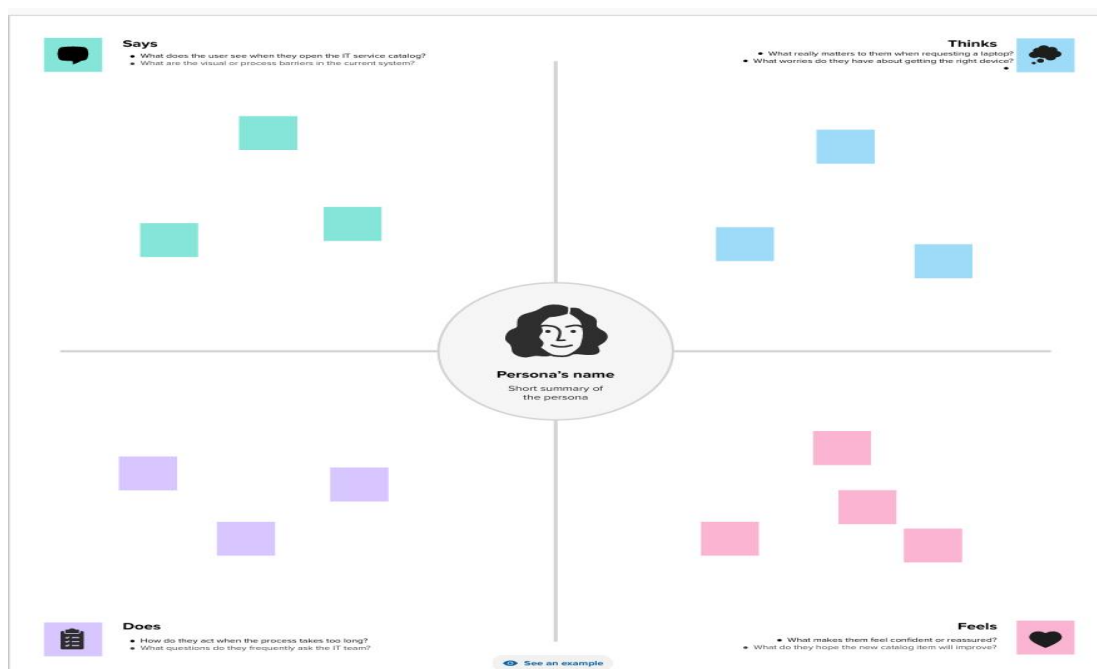
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|---------------|-----------------------------|
| Date | 28 october2025 |
| Team ID | NM2025TMID07769 |
| Project Name | Laptop Request Catalog Item |
| Maximum Marks | 4 Marks |

Empathy Map Canvas:

Acomplete Empathy Map Canvas tailored for an “Employee requesting a laptop (IT request)” scenario. This can be used by IT teams, HR, or service design teams to understand and improve the employee experience during a laptop request process.

- Request a laptop quickly and easily
- Receive a laptop that matches their job requirements
- Get clear communication about the request status and delivery timeline
- Set up the laptop with minimal delays or technical issues

Example:



Example: Food Ordering & Delivery Application

