

## Ideation Phase

### Empathize & Discover

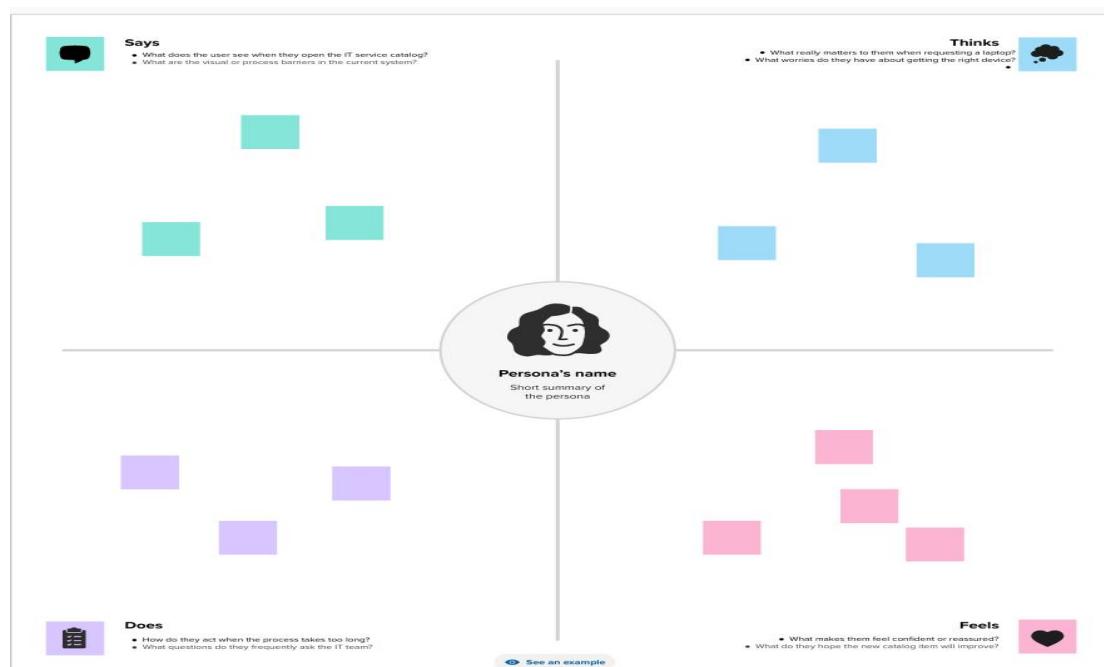
Date	28 october2025
Team ID	<b>NM2025TMID07769</b>
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

### Empathy Map Canvas:

A complete 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

