

Project Design Phase

Problem – Solution Fit Template

Problem – Solution Fit Template:

Date	28 \10\2025
Team ID	NM2025TMID07769
Project Name	Laptop Request Catalog item
Maximum Marks	2 mark

Problem – Solution Fit Template:

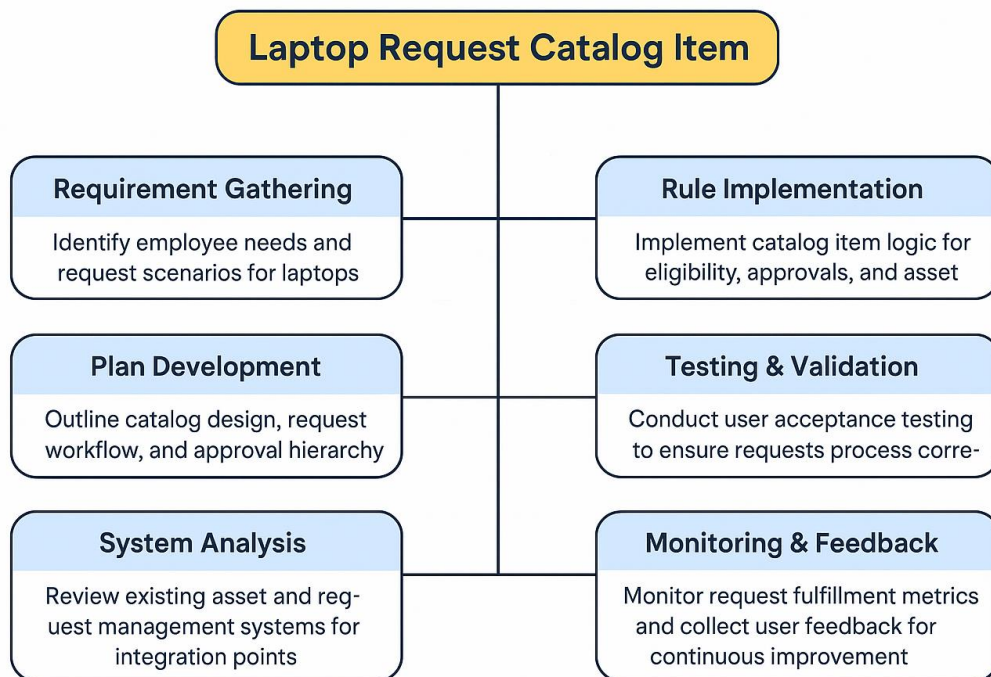
Employees and new hires require laptops that meet their work requirements. The current manual or email-based process for requesting laptops leads to:

- Delays in approval and fulfillment
- Lack of visibility into request status
- Inconsistent laptop configurations
- Difficulty tracking hardware assets

Purpose:

- Allowing users to easily select from approved laptop models that meet organizational standards.
- Automating the approval and fulfillment workflow to reduce processing time and manual effort.
- Ensuring accurate tracking of all laptop assets for inventory and compliance purposes.
- Supporting new hires, replacements, and hardware upgrades in a consistent and transparent manner.

Template:



Project summary:

The **Laptop Request Catalog Item** enables employees to request a new laptop, replacement, or upgrade through the IT Service Management portal. It simplifies the hardware request process by offering a list of approved laptop models tailored to different job roles and business needs.

This catalog item automates approval workflows, ensures proper asset tracking, and provides real-time status updates to the requester. It helps maintain standardization across devices, reduces fulfillment time, and improves overall efficiency in laptop provisioning and management.