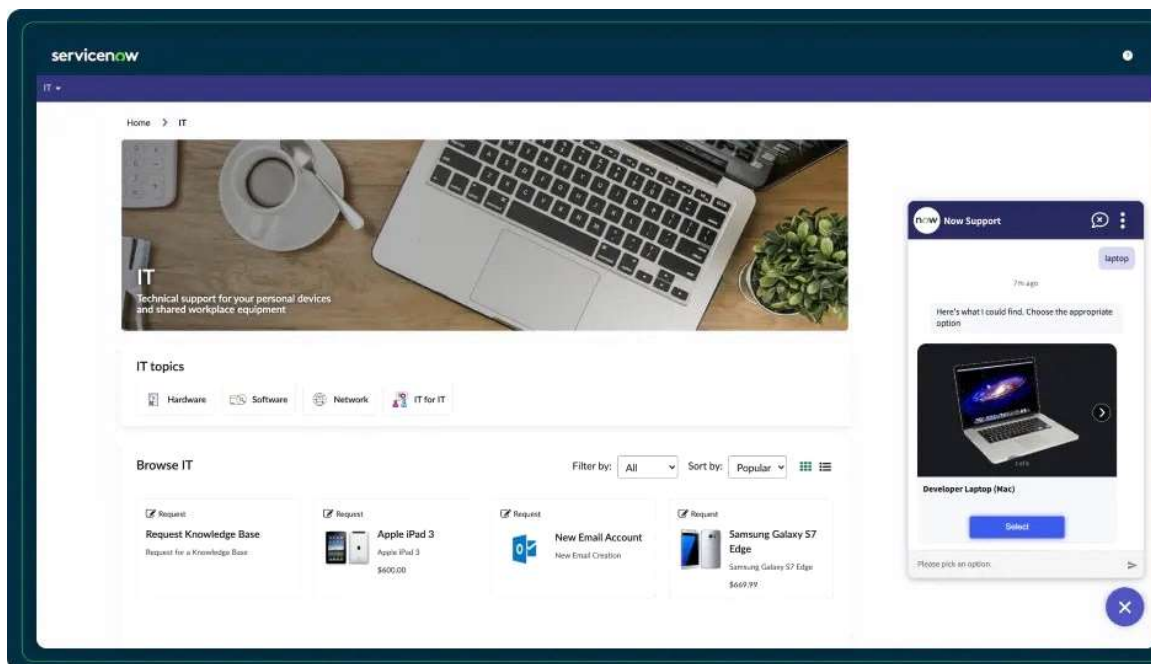| Date	31 OCTOBER 2025
Team ID	NM2025TMID00065
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Project Design Phase

Problem - Solution Fit Template

The **Problem-Solution Fit** template confirms that the automated **Laptop Request Catalog Item** directly solves the key pain points experienced by employees, managers, and IT teams under the existing manual procurement process. It validates that the proposed automated solution is the right one to address the problems of inconsistency, delay, and poor asset tracking.

Template: Problem-Solution Fit

S.No.	Problem Category	Description of Current Pain Points (Problem)	Solution Component (Fit)
1.	**Requester Frustration / Delay**	Employees lack a standardized channel, leading to email and chat requests that get lost or delayed, causing frustration and slow onboarding.	**Service Catalog Form:** Provides a single, clear, and consistent submission point with immediate request tracking (RITM number).
2.	**Manager Inefficiency / Non-Compliance**	Approvals are manual, lack financial context, and are difficult for managers to track, risking budget overruns and procurement delays.	**Automated Approval Workflow:** Enforces a mandatory manager sign-off with clear request details and cost, ensuring financial compliance and auditability.
3.	**IT Data Integrity / Inconsistency**	Asset records are often created manually *after* delivery, leading to errors, discrepancies in the CMDB, and inaccurate inventory tracking.	**CMDB Integration:** The fulfillment task automatically creates or updates the Asset record with the correct details upon completion, ensuring **100% data accuracy**.
4.	**System Scalability / Visibility**	The existing manual process cannot scale with company growth and offers no insight into hardware demand or procurement bottlenecks.	**Reporting & Notifications:** The system provides real-time status notifications to users and generates reports for IT and Finance on demand, improving overall service visibility.

Conclusion

The successful implementation of the **Laptop Request Catalog Item** demonstrates a strong **Problem-Solution Fit**. The solution effectively replaces the chaotic, manual process with a highly structured, automated workflow that is:

- **User-Centric:** Providing transparency and ease of use for the employee.

- **Process-Driven:** Enforcing necessary approvals and financial controls for managers and finance.

- **System-Integrated:** Automatically updating the **CMDB** to maintain a reliable and accurate asset inventory for IT.