

<b>Date</b>	<b>31 OCTOBER 2025</b>
<b>Team ID</b>	<b>NM2025TMID00065</b>
<b>Project Name</b>	<b>Laptop Request Catalog Item</b>
<b>Maximum Marks</b>	<b>2 Marks</b>

## Ideation Phase

### Define the Problem Statements

#### Customer Problem Statement Template:

Employees currently lack a simple, standardized way to request new laptops or refreshes. This forces them to use unstructured communication (email, chat) which leads to lost requests, delayed approvals, and inconsistent asset tracking. This manual process causes **confusion for users** and **administrative overhead for IT and Finance**.

The proposed solution must ensure a transparent, automated process that provides clear visibility for the employee, enforces a financial approval step for managers, and automatically tracks the asset for IT. This is crucial for maintaining **data integrity**, ensuring **compliance**, and improving overall **employee satisfaction** with IT services.

### Problem & Solution Table

<b>Problem</b>	<b>Description</b>	<b>Solution</b>
<b>Lack of Standardization</b>	Users submit requests through various channels (email, chat), resulting in missed or inconsistent information.	<b>Implement a Service Catalog Item</b> as a single, mandatory entry point for all laptop requests.
<b>Delayed Approvals</b>	Manager approvals are manual and difficult to track, leading to long procurement lead times.	<b>Automate the approval workflow</b> to send instant notifications and enable single-click approval/rejection.

<b>Poor Asset</b>	Laptops are delivered	<b>Integrate the fulfillment</b>
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<b>Problem</b>	<b>Description</b>	<b>Solution</b>
<b>Tracking</b>	without automatic record creation, causing discrepancies in the <b>Configuration Management Database (CMDB)</b> .	<b>workflow</b> to automatically create or update the asset record in the CMDB upon request completion.
<b>User Confusion</b>	Employees have no visibility into the status of their request after submission.	<b>Configure automated notifications</b> to inform the user when the request is submitted, approved, in fulfillment, and completed.

## Example Problem Statements

<b>Problem Statement (PS)</b>	<b>I am (Customer )</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
<b>PS-1</b>	an Employee	request a new laptop for my job.	my request status is unknown after I send an email.	there is no automated tracking or notification process in place.	<b>frustrated and unable to plan my start date or work schedule.</b>

<b>PS-2</b>	<b>a Manager</b>	approve a laptop purchase for my new hire.	the request comes in via email with	there is no standardized form or defined catalog of	<b>worried</b> about budget compliance and
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<b>Problem Statement (PS)</b>	<b>I am (Customer )</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
			incomplete or incorrect pricing details.	approved models.	wasting time chasing down information .