

Ideation Phase

Define the Problem Statements

Date	19 February 2026
Team ID	LTVIP2026TMIDS37339
Project Name	Asset Management Portal
Maximum Marks	2 Marks

Customer Problem Statement :

Asset Management Portal

Problem Statement:

The Asset Management Portal will streamline the tracking, management, and allocation of both physical and digital assets across an organization. Employees will be able to request and receive assets through an intuitive portal, while administrators can manage the entire asset lifecycle, from procurement to disposal. The portal will also automate asset assignment, ensure accurate record-keeping, and generate real-time reports on asset utilization and condition. Alerts will be triggered for maintenance or replacement needs, ensuring optimal asset performance and reducing downtime. By centralizing asset management, the platform will improve operational efficiency, reduce asset loss, and support informed decision-making.

Component	Customer Perspective
I am	An IT administrator
I'm trying to	Track and manage assets effectively across departments
But	I rely on Excel sheets and emails with no real-time updates or alerts
Because	There's no integrated asset management system with automation and reporting.

Reference:

<https://docs.servicenow.com/bundle/tokyo-it-asset-management/page/product/itam/concept/itam-overview.html>



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Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An IT administrator	manage and track all organization assets	the data is scattered across emails and spreadsheets	we don't have a centralized system with real-time tracking	frustrated, inefficient, and overwhelmed
PS-2	An employee	request an available laptop or device	I don't know what assets are available or whom to ask	there is no portal to view and request assets easily	confused, delayed, and dependent