

Project Design Phase

Problem – Solution Fit Template

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|---------------|------------------------|
| Date | 1 NOVEMBER 2025 |
| Team ID | NM2025TMID01585 |
| Project Name | Laptop request catalog |
| Maximum Marks | 4 Marks |

Problem – Solution Fit: ServiceNow Laptop Request Catalog

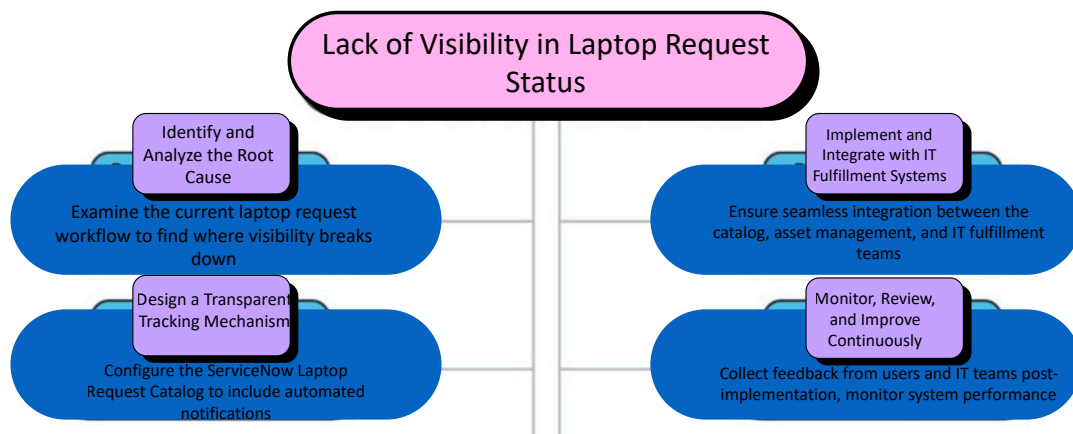
Description:

The Problem–Solution Fit for the ServiceNow Laptop Request Catalog identifies the challenges employees face when requesting new or replacement laptops and demonstrates how the implemented catalog solution effectively resolves these issues. It ensures that the ServiceNow catalog streamlines the laptop request process, reduces manual intervention, improves fulfillment tracking, and enhances the overall employee experience. This alignment confirms that the solution not only addresses existing inefficiencies but also meets user expectations for speed, clarity, and convenience.

purpose

- To simplify and standardize the laptop request and approval process for employees and managers.
- To minimize manual handling and reduce delays in request fulfillment.
- To provide real-time visibility and tracking of laptop requests through the ServiceNow platform.
- To improve overall user satisfaction and operational efficiency within the IT service delivery process.

Template:



References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>

The Problem–Solution Fit for this project addresses the lack of visibility in the laptop request and fulfillment process within enterprise IT systems. The solution introduces a transparent, automated tracking mechanism in ServiceNow that provides real-time updates on request approvals, order progress, and delivery status. By integrating approval workflows, notification triggers, and a centralized tracking dashboard, the system enhances communication between employees, managers, and IT teams. This improvement not only reduces manual follow-ups and delays but also promotes accountability, operational efficiency, and user satisfaction. Ultimately, it establishes a foundation for more transparent and responsive service delivery across the organization.