Project Design Phase
Problem - Solution Fit Template

Date	2 NOVEMBER 2025
Team ID	NM2025TMID00383
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Problem - Solution Fit Template:

The Problem-Solution Fit template is a core tool in Lean Startup methodology and product development. Its purpose is to ensure that a proposed product or feature (the Solution) genuinely addresses a defined, high-value user problem (the Problem) for a specific customer segment. Achieving "Problem-Solution Fit" is the essential first step before attempting to find "Product-Market Fit."

Purpose:

Existence of the Problem: Confirming that the intended customer or user group (your persona, like the ServiceNow Administrator) genuinely experiences the identified pain point.

Value of the Solution: Ensuring that the proposed solution is not just feasible, but that it actually eliminates the pain or creates enough gain to make users adopt it.

Measurable Impact: Defining clear, quantifiable metrics for both the problem (e.g., time wasted, security incidents) and the solution (e.g., success rate, confidence score).

Template:

Component	Description	Example for Your Project
Customer Segment	Who is the primary persona experiencing the pain?	**IT Administrator/Manager** who handles user onboarding/offboarding and periodic access audits.
Top 3 Problems/Pains	What are the most significant pain points they experience with the current system?	1. **Inefficiency:** Manually tracking approvals and entitlements. 2. **Security Risk:** Over-provisioning access or having "orphaned" accounts. 3. **Compliance Stress:** Difficulty providing a clear, auditable trail of *who approved what*.
Existing Alternatives	How is the problem being solved (or avoided) *today* without your solution?	**Manual spreadsheets,** email approvals outside of ServiceNow, custom scripts, or simply **ignoring best practices** and dealing with audit failures later.

Problem Exploration

Project Focus: Optimizing User, Group, & Role Management with Access Control and Workflows in JSerrfclowe.

Prevent Orphaned Access & Roles Post-User Inactivity

1 — Requirement Gathering:
Identify system sources for user activity, managers, anint and define "inacivity" criteriaz

2 — System Analysis:
Identify data sources to irnain UI/UX changes, and define and CGUK validaded feer true sintus & ciubed jaobs

3 — Impact Assessment:
Quantimd security risks & compliance gaps from front dormant user access.

4 — Workflow Design:
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5 — Rule and Scriplmattation:
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6 — Testing & Deployment:
Track system logs and gather user feeback post deployment to measure effectiveness and refine the solution.