

Project Design Phase
Problem – Solution Fit Template

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| Date | 27 June 2025 |
| Team ID | LTVIP2025TMID28869 |
| Project Name | Educational Organization using servicenow |
| Maximum Marks | 2 Marks |

Problem – Solution Fit Template:

The Problem–Solution Fit simply means that you have identified a problem within our educational organization and confirmed that our proposed solution using ServiceNow addresses that problem effectively. This helps administrators, IT teams, and faculty understand and resolve institutional inefficiencies by recognizing patterns and tailoring solutions.

Purpose:

- Solve administrative and academic workflow issues in ways that suit faculty, staff, and student needs.
- Improve service delivery and system adoption using existing channels like the student portal, helpdesk, and mobile access.
- Enhance internal communication and service strategy with the right triggers, automated workflows, and timely notifications.
- Reduce friction and increase satisfaction by targeting high-impact service issues like student support, facility requests, and IT incidents.
- Understand current service and process challenges to better align digital transformation with organizational goals.

Template:

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| <p>1.customer segments</p> <p>C1 Customer Segments (Users) Identify key user groups – students, faculty, administrative staff, IT support, etc.</p> | <p>6.Customer Limitations</p> <p>What limitations do users face? E.g., outdated request systems, lack of visibility into support tickets, long response times.</p> | <p>5.Available Solutions</p> <p>What current tools/processes are in place (if any)? E.g., emails, spreadsheets, manual tracking.</p> |
| <p>2.Problems</p> <p>Core problems users need help solving. E.g. Submitting support tickets, tracking status, scheduling resources</p> | <p>9.Root/Cause of Problem</p> <p>Analyze underlying reasons – e.g., no centralized system, poor automation, lack of training</p> | <p>7.Behavior</p> <p>How do users currently behave to solve problems? E.g., bypassing systems, making phone calls, submitting duplicate requests.</p> |
| <p>3.Triggers to Act</p> <p>Triggers What prompts users to take action? E.g., system outages, upcoming deadlines, unanswered queries</p> <p>4.Emotions</p> <p>Before/After Capture user emotions pre- and post-solution. E.g., Before: Frustrated, confused. After: Empowered, informed, satisfied</p> | <p>10.Your Solution(ServiceNow)</p> <p>Define the ServiceNow implementation – e.g., service catalog for requests, automated workflows, self-service portal.</p> | <p>8.Channels & Behavior</p> <p>How will you reach and train users? E.g., workshops, email onboarding, in-app tutorials</p> |

References:

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