

Problem-Solution fit canvas 2.0

Purpose / Vision

Define CS, TR & CC

Bodies: Define CS, TR & CC

Identify strong TR & EM

1. CUSTOMER SEGMENT(S) CS Who is your customer? <ul style="list-style-type: none"> ServiceNow administrator's role Manage user records and incidents 	6. CUSTOMER CONSTRAINTS CC What constraints prevent your customer from taking action or limit their choice of solutions under specific circumstances? <ul style="list-style-type: none"> Authorized roles, ServiceNow platform boundaries, Limited database access, etc... 	5. AVAILABLE SOLUTIONS AS Which solutions are available to customers when they face the problem first, you expect ready-to-hand resources. Within their faces the process is completed. Escalating incident to management, of goods of care, negotiations, prior to need, who can support the many forms of available devices. Issues such as, availability of digital and physical interfaces
2. JOBS-TO-BE-DONE / PROBLEMS J&P What jobs-to-be-done or problems do you address for your customer? <ul style="list-style-type: none"> Delegating responsibilities assigned to active incidents Managing the missing assignments in the system 	9. PROBLEM ROOT CAUSE RC What's the root cause of your problem's existence? <ul style="list-style-type: none"> Assigned users cannot be deleted to protect the integrity. 	7. BEHAVIOUR RC What does your customer do to address the problem and get the job done? i.e. doing something to prevent it from happening again. Are there any risks associated with this behavior?
3. TRIGGERS TR What triggers customer to act? i.e. starting recalling deformity task in the table. <ul style="list-style-type: none"> Massaging the system to prevent deletion of users Deleting the user manually 	10. YOUR SOLUTION SL How does your solution solve customer problems and dissatisfaction? <ul style="list-style-type: none"> Prevent deletion of users assigned to active incidents by marking assigned users as inactive, checking against the system records. Limit deletion to unassigned users. 	8. CHANNELS & BEHAVIOUR CH 8.1 ONLINE What services do you offer online? Extract online channels from the system. 8.1.1 OFFLINE <ul style="list-style-type: none"> No identifiable offline channels
4. EMOTIONS: BEFORE / AFTER EM How do customers feel before they have a problem (or job) and afterwards? <ul style="list-style-type: none"> Frustrated, worried, confused trying to delete users. Satisfied after deletion attempt if deleted or notified if denied. 	10. YOUR SOLUTION SL Prevent deletion of users assigned to incidents <ul style="list-style-type: none"> Set user status to inactive. This prevents users from being able to edit incident records, which include links to other records. Limit deletion attempts if users attempt to do so. 	8. CHANNELS & BEHAVIOR CH 8.1 ONLINE <ul style="list-style-type: none"> ServiceNow admin portal UI 8.3 OFFLINE <ul style="list-style-type: none"> No identifiable offline channels
4. EMOTIONS: BEFORE / AFTER EM Frustrated, worried, confused trying to delete users and afterwards? <ul style="list-style-type: none"> Frustrated, worried, confused trying to delete users. Satisfied after deletion attempt if deleted or notified if denied. 		8.2 OFFLINE What is the behavior to get different and negative immediate feedback in the future?



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