

Project Design Phase

Problem – Solution Fit Template

Date	
Team ID	NM2025TMID05570
Project name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Problem–Solution Fit Template

About Problem–Solution Fit

The Problem–Solution Fit stage helps confirm that the solution we plan to develop truly addresses the users' real problems. It focuses on matching what users need with what our system provides.

Before jumping into full development, this step ensures that the educational organization's challenges are clearly defined, validated, and that the proposed ServiceNow-based solution effectively resolves them.

Purpose:

The purpose of the Problem–Solution Fit Template is to:

Clearly connect identified problems with the corresponding digital solutions.

Ensure alignment between user needs and system functionalities.

Validate that the proposed design is both practical and beneficial to the institution.

Act as a foundation for later phases like project design and implementation.

The project addresses the inefficiencies and challenges faced by educational institutions in handling academic and administrative tasks.

It focuses on;

Manual Processes: Replaces paper-based and time-consuming workflows with automated ServiceNow workflows.

 **Data Management Issues:** Solves problems of scattered and inconsistent student or staff data by centralizing information in one platform.

☒ Delays and Inefficiency: Reduces approval delays and communication gaps between students, teachers, and administrators.

☒ Lack of Performance Tracking: Provides dashboards to monitor student performance and institutional progress in real time.

☒ Limited Transparency and Access: Ensures better visibility and secure, role-based access to academic and administrative data.

