

Project Design Phase

Problem - Solution Fit Template

Date	1 NOVEMBER 2025
Team ID	NM2025TMID00409
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 <i>who approved what</i> .
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 JSerifclowe.

Prevent Orphaned Access & Roles Post-User Inactivity

