

Project Design Phase

Problem – Solution Fit Template

Date	28 June 2025
Team ID	SBAP0029650
Project Name	Educational Organisation
Maximum Marks	2 Marks

Problem – Solution Fit Template:

The **Problem–Solution Fit** means that you have identified a real problem in schools and provided a digital solution that actually solves it using a simple ServiceNow application.

Purpose:

- ☐ Solve real administrative problems faced by schools.
- ☐ Save time by replacing manual processes with automation. Sharpen your communication and marketing strategy with the right triggers and messaging.
- ☐ Improve data accuracy and allow staff to access everything in one place.
- ☐ **Make the system easy to use** by designing simple forms and workflows.
- ☐ **Reduce errors and improve productivity** using built-in ServiceNow tools.

Benefits:

- Faster and error-free admissions
- Accurate student progress tracking
- Easy access to all data anytime
- Less workload for school staff
- Ready-to-use system with no coding needed

1. CUSTOMER SEGMENT (cs) CS School administrative staff and teachers managing student records, admissions, progress manually	5. AVAILABLE SOLUTIONS CC Limited technical skills, lack of a centralized system, dependence on offline methods, budget constraints in some schools
3. JOBS-TO-BE-DONE / PROBLEMS J&P Manage admissions, store student and parent details, track academic progress, generate reports and reduce manual work	7. BEHAVIOUR BE Staff rely on basic tools like spreadsheets or forms. Data is shared through WhatsApp, emails, or physically across departments
3. TRIGGERS TR Frustration from handling scattered paper records, parent complaints about incorrect info.	9. PROBLEM ROOT CAUSE (RC) CH No centralized digital system in place Existing tools are connected or automated
4. EMOTIONS: BEFORE / AFTER EM Stressed, overloaded, frustrated Before: Relieved, confident, in control After: Relieved, confident in control of data and student processes	10. YOUR SOLUTION (SL) SL A centralized Educational Management System built on ServiceNow, that automates admissions, stores student data, tracks marks, and reduce manual work

References:

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