Project Design Phase Problem – Solution Fit Template

Date	28 June 2025
Team ID	LTVIP2025TMID29650
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	l admin	istrative	prob	lems	faced	by sc	hool	S.

- ☐ 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

1. CUSTOMER SEGMENT (cs) CS 5. AVRLIABLE SOLUTIONS Limited technical skills, lack of a centalizal system, dependence on offiine methods, budget constraints in some schools 3. JOBS-TO-BE-DONE / PROBLEMS J&P 7. BEHAVIOUR BE Manage admissions, store student and parent Staff rely on basic tools like spreadsheers or forms. details, track academic progress, generate reports Data is shared through WhatsApp, emails, or and reduce manual work physically across departments 3. TRIGGERS 9. PROBLEM ROOT CAUSE (RC) CH Frustration from dandling scatterred paper No centralized digital system in place records, parent compilaints about incorrect nfo. Existing tools are connected or automatated 4. EMOTIONS: BEFORE / AFTER SL **EM** 10. YOUR SOLUTION (SL) Stressed, ovloraded, frusttráit A: Relefiel af: A centralized Educational Management System Confident, built on ServiceNow, that automates admis-Relieved, confident, in control After. Relieved, confident in cotr- in control f sions, stores student data, tracks marks, and of data and stuent processes ' data and conol reduce manual work

Ready-to-use system with no coding needed

References:

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