

Project Design Phase

Problem – Solution Fit Template

Project Name	An Employee Requests Installation of Licensed Software through the Service Catalog
--------------	--

Problem – Solution Fit Template:









The Problem-Solution Fit simply means that you have found a problem with your customer and that the solution you have realized for it actually solves the customer's problem. It helps entrepreneurs, marketers and corporate innovators identify behavioral patterns and recognize what would work and why

Purpose:

- Solve complex problems in a way that fits the state of your customers.
- Succeed faster and increase your solution adoption by tapping into existing mediums and channels of behavior.
- Sharpen your communication and marketing strategy with the right triggers and messaging.
- Increase touch-points with your company by finding the right problem-behavior fit and building trust by solving frequent annoyances, or urgent or costly problems.
- **Understand the existing situation in order to improve it for your target group.**

UI/UX Phase Visuals:

Catalog Form & Variables:

Service Catalog		Search catalog
 Services Document production services. Create and produce high-quality, professional documents.	 Hardware Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.	
 Can We Help You? Your IT gateway. Report issues and submit requests.	 Software A range of software products available for installation on your corporate laptop or desktop computer.	
 Office Office services such as printing, supplies requisition and document shipping and delivery.	 Desktops Desktop computers for your work area.	
 Peripherals End user peripherals such as mobile phone cases, dongles, and cables	 Mobiles Cell phones to meet your business needs.	

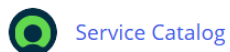
Submission Confirmation & Status:

The screenshot shows the ServiceNow interface for a 'Software Installation Request'. The breadcrumb trail is: Home > Service Catalog > Software > Software Installation Request. A search bar labeled 'Search Catalog' is in the top right. The main form area has the title 'Software Installation Request' and subtitle 'Request to install company-approved softwares'. It contains three text input fields: 'What software do you need?', 'Why do you need this software?', and 'Question: Specify version (if required)'. Below these is a 'Select urgency level.' section with three radio buttons: 'Normal' (selected), 'High', and 'Critical'. To the right of the form is a sidebar with a 'Quantity' dropdown set to '1', a 'Delivery Time: 0 Days' label, and three buttons: 'Add to Cart', 'Save as Draft', and 'Order Now'.

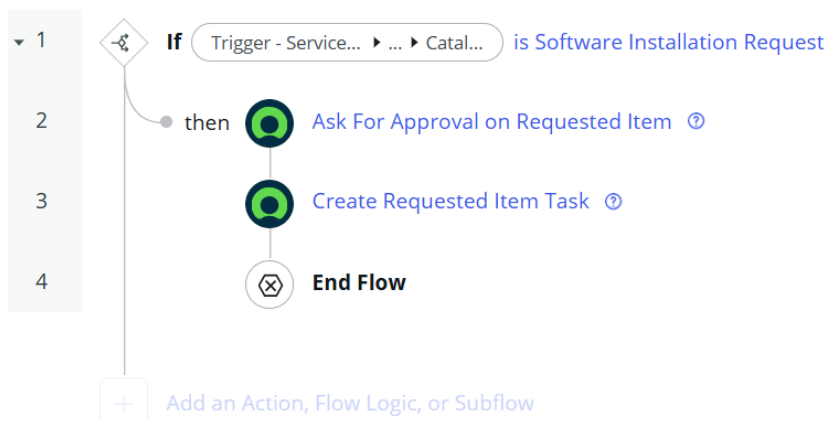
Navigation Flow Examples:

Software Request Workflow Active

TRIGGER



ACTIONS



References:

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