

## Project Design Phase

### Problem – Solution Fit Template

<b>Project Name</b>	An Employee Requests Installation of Licensed Software through the Service Catalog
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#### **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:**

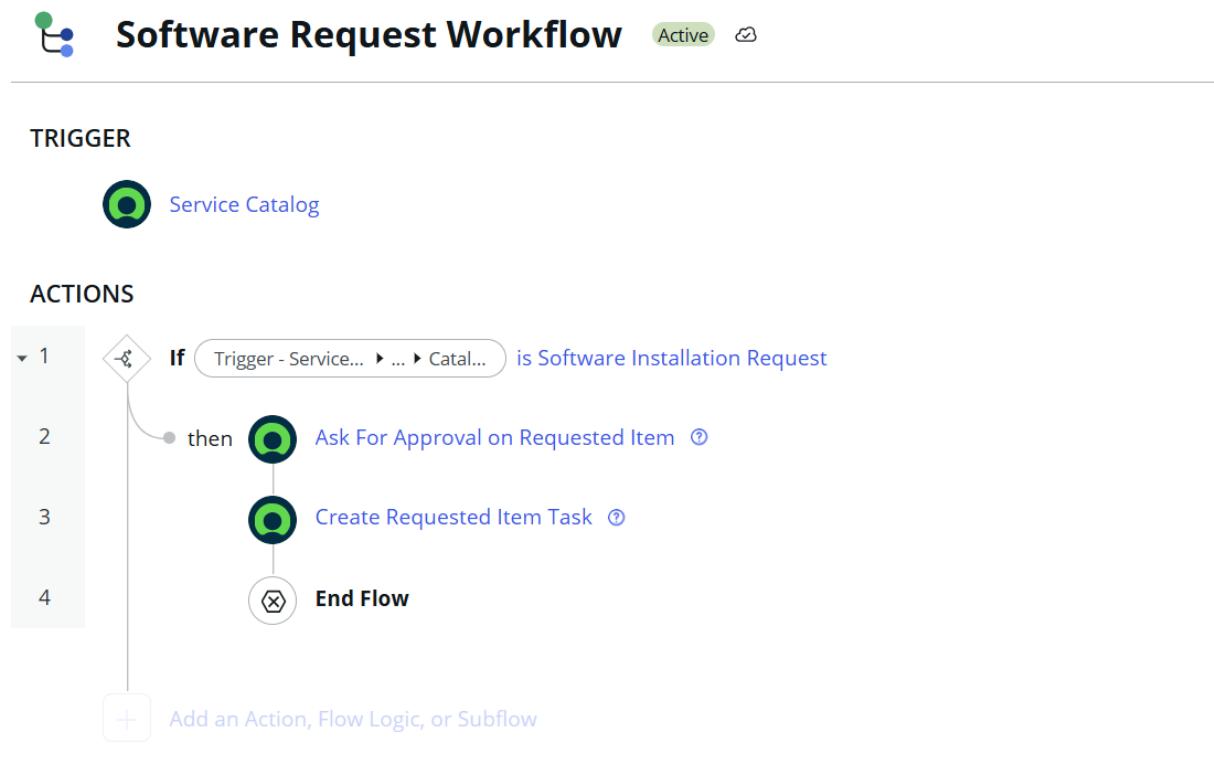
The screenshot shows a 'Service Catalog' interface with a search bar at the top right. The main area is divided into several sections:

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

## Submission Confirmation & Status:

The screenshot shows a ServiceNow interface for a 'Software Installation Request'. At the top, there's a navigation bar with links to Knowledge, Catalog, Requests, System Status, Cart, Tours, and a System Administrator profile. Below the navigation is a search bar labeled 'Search Catalog' with a magnifying glass icon. The main content area has a title 'Software Installation Request' and a subtitle 'Request to install company-approved softwares'. There are several input fields: 'What software do you need?' (with a text input box), 'Why do you need this software?' (with a text input box), 'Select urgency level.' (with radio buttons for Normal, High, and Critical, where 'Normal' is selected), and 'Question: Specify version (if required)' (with a text input box). To the right, there's a sidebar with 'Quantity: 1' and a dropdown, 'Delivery Time: 0 Days', and three buttons: 'Add to Cart', 'Save as Draft', and a prominent blue 'Order Now' button.

## Navigation Flow Examples:



## References:

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