

Project Design Phase
Problem – Solution Fit Template

Date	30 June 2025
Team ID	LTVIP2025TMID30150
Project Name	Streamlining Ticket Assignment for Efficient Project Management
Maximum Marks	2 Marks

Problem – Solution Fit Template:

Project managers and ServiceNow administrators face inefficiencies in ticket assignment due to static rules, lack of adaptability to workloads, and absence of predictive logic. These issues lead to ticket delays, SLA breaches, and low resource utilization.

Purpose:

Develop an intelligent ticket assignment system within ServiceNow using:

- **Rule-based logic** for fast deployment
 - **Dynamic workload balancing** via dashboards
 - **Optional ML model** for predictive ticket routing
- This improves SLA adherence, reduces reassignment effort, and enhances team productivity.

Template:

Problem Statement:

Project managers and ServiceNow administrators face inefficiencies in ticket assignment due to static rules, lack of adaptability to workloads, and absence of predictive logic. These issues lead to ticket delays, SLA breaches, and low resource utilization.

Proposed Solution:

Develop an intelligent ticket assignment system within ServiceNow using:

- Rule-based logic for fast deployment
 - Dynamic workload balancing via dashboards
 - Optional ML model for predictive ticket routing
- This improves SLA adherence, reduces reassignment effort, and enhances team productivity.