**Ideation Phase**

**Define the Problem Statements**

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| --- | --- |
| Date | 27 June 2025 |
| Team ID | LTVIP2025TMID30150 |
| Project Name | Streamlining Ticket Assignment for Efficient Project Management |
| Maximum Marks | 2 Marks |

**Customer Problem Statement Template:**

A problem statement helps clarify the pain points from a user or stakeholder’s perspective. For this project, it helps us understand the friction faced by various roles (e.g., project managers, IT staff) when dealing with inefficient ticket assignment systems in ServiceNowGraphical user interface, text, application, email

Description automatically generated

Reference: <https://miro.com/templates/customer-problem-statement/>

**Example:**

Chart, treemap chart

Description automatically generated

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | |  | | --- | |  |  |  | | --- | |  |   **I am** a project manager overseeing multiple development teams. | Ensure that support tickets are assigned efficiently and equitably across teams. | The current manual or static assignment system leads to delays, overloads, and reassignments. | It lacks real-time analysis of workload, expertise, or ticket urgency. | Frustrated and ineffective in meeting deadlines and SLAs. |
| PS-2 | A ServiceNow administrator. | Configure an automated ticket routing mechanism that reduces human intervention. | The existing rule setup lacks flexibility and adaptability. | It’s rule-based without support for machine learning or dynamic load balancing. | Limited in improving platform efficiency and user satisfaction. |