Project Design Phase
Problem – Solution Fit Template

Date	30 June 2025
Team ID	LTVIP2025TMID30156
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	2 Marks

Problem – Solution Fit Template:

Educational institutions often struggle with delays, inefficiencies, and miscommunication due to outdated or manual service management processes. Students and staff lack a centralized platform to raise and track service requests, leading to frustration and reduced productivity. Current alternatives like emails and spreadsheets are not scalable or transparent. Implementing ServiceNow provides an automated, unified system to handle IT and administrative services efficiently. This solution ensures faster issue resolution, better communication, and an improved overall experience for users.

Purpose:

➡ Helps ensure the solution addresses a real and relevant user problem.
➡ Validates that the proposed idea matches the needs of the target audience.
➡ Prevents building solutions for non-existent or low-priority problems.
➡ Aligns the team's efforts with actual customer pain points.
➡ Builds a strong foundation before moving into development.

Template Structure:

1. **Problem:**
   Clearly describe the core issue your target users are facing.

2. **Customer Segment:**
   Identify who is experiencing this problem (your target audience).

3. **Existing Alternatives:**
   Mention how the problem is currently being solved (if at all).

4. **Solution:**
   Explain how your solution (ServiceNow) addresses the problem.

5. **Unique Value:**
   State what makes your solution better or different than the current alternatives.

Problem—Solution Fit Template

TARGET AUDIENCE

Who are the primary users?
(e.g., students, faculty, IT staff, HR team)

KEY PROBLEM(S)

What are the major pain points?
(e.g. slow ticket resolution, siloed systems)

PROPOSED SOLUTION

How does ServiceNow address this problem?

CHANNELS OF USE

Where will the users interact with the solution?
(e.g. web portal, mobile app)

SOLUTION BENEFITS

What value does it bring?
(e.g. faster service, centralized data, automation)

NEXT STEPS

What's needed to refine or expand the solution?