

## Project Design Phase Problem – Solution Fit Template

Date	28 June 2025
Team ID	LTVIP2025TMID29809
Project Name	Educational Organisation
Maximum Marks	2 Marks

### Problem – Solution Fit Template:

The **Problem–Solution Fit** means that you have identified a real problem in schools and provided a digital solution that actually solves it using a simple ServiceNow application.

### Purpose:

- ☐ Solve real administrative problems faced by schools.
- ☐ Save time by replacing manual processes with automation. Sharpen your communication and marketing strategy with the right triggers and messaging.
- ☐ Improve data accuracy and allow staff to access everything in one place.
- ☐ **Make the system easy to use** by designing simple forms and workflows.
- ☐ **Reduce errors and improve productivity** using built-in ServiceNow tools.

### Benefits:

- Faster and error-free admissions
- Accurate student progress tracking

<b>1. CUSTOMER SEGMENT (CS)</b> <span style="float: right;"><b>CS</b></span> School administrative staff and teachers managing student records, admissions, progress manually	<b>5. AVAILABLE SOLUTIONS</b> <span style="float: right;"><b>CC</b></span> Limited technical skills, lack of a centralized system, dependence on offline methods, budget constraints in some schools
<b>3. JOBS-TO-BE-DONE / PROBLEMS J&amp;P</b> Manage admissions, store student and parent details, track academic progress, generate reports and reduce manual work	<b>7. BEHAVIOUR</b> <span style="float: right;"><b>BE</b></span> Staff rely on basic tools like spreadsheets or forms. Data is shared through WhatsApp, emails, or physically across departments
<b>3. TRIGGERS</b> <span style="float: right;"><b>TR</b></span> Frustration from handling scattered paper records, parent complaints about incorrect info.	<b>9. PROBLEM ROOT CAUSE (RC)</b> <span style="float: right;"><b>CH</b></span> No centralized digital system in place Existing tools are connected or automated
<b>4. EMOTIONS: BEFORE / AFTER</b> <span style="float: right;"><b>EM</b></span> Stressed, overloaded, frustrated Before: Relieved, confident, in control After: Relieved, confident in control of data and student processes	<b>10. YOUR SOLUTION (SL)</b> <span style="float: right;"><b>SL</b></span> A centralized Educational Management System built on ServiceNow, that automates admissions, stores student data, tracks marks, and reduce manual work

- Easy access to all data anytime
- Less workload for school staff
- Ready-to-use system with no coding needed

References:

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