Project Design Phase

Problem – Solution Fit Template

Date	03-10-2025
Team ID	NM2025TMID00843
Project Name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Problem Solution Fit Template

About Problem Solution Fit

The Problem Solution Fit stage ensures that the proposed system effectively addresses the actual challenges faced by users. It focuses on establishing a clear alignment between user needs and the system's capabilities. Before proceeding to full-scale development, this stage validates that the educational institution's key issues are well-defined and that the proposed ServiceNow-based solution provides meaningful, efficient, and sustainable improvements.

Purpose

The Problem Solution Fit Template aims to:

- Establish a clear connection between identified institutional challenges and their corresponding digital solutions.

- Ensure alignment between user requirements and system functionalities.

- Validate that the proposed solution is both practical and beneficial for the organization.

- Serve as a foundation for subsequent phases such as Project Design and Implementation.

Problem Areas and Proposed Solutions

The project addresses the inefficiencies and challenges faced by educational institutions in handling academic and administrative tasks. It focuses on:

Manual Processes: Replaces paper-based and time-consuming workflows with automated ServiceNow workflows.

Data Management Issues: Solves problems of scattered and inconsistent student or staff data by centralizing information in one platform.

Delays and Inefficiency: Reduces approval delays and communication gaps between students, teachers, and administrators.

Lack of Performance Tracking: Provides dashboards to monitor student performance and institutional progress in real time.

Limited Transparency and Access: Ensures better visibility and secure, role-based access to academic and administrative data.

Through this Problem Solution Fit stage, the project validates that the ServiceNow platform is an appropriate solution to the operational inefficiencies faced by educational institutions. By automating processes, improving data accuracy, and enhancing communication and visibility, the system supports better decision-making and contributes to overall institutional effectiveness.