

Project Design Phase

Problem – Solution Fit Template

DATE	27 JUNE 2025
TEAM ID	E605C7252BF47B7AAFF475068FD57085
PROJECT NAME	Optimizing User, Group, and Role Management with Access Control and Workflows
MAXIMUM MARK	4 Marks

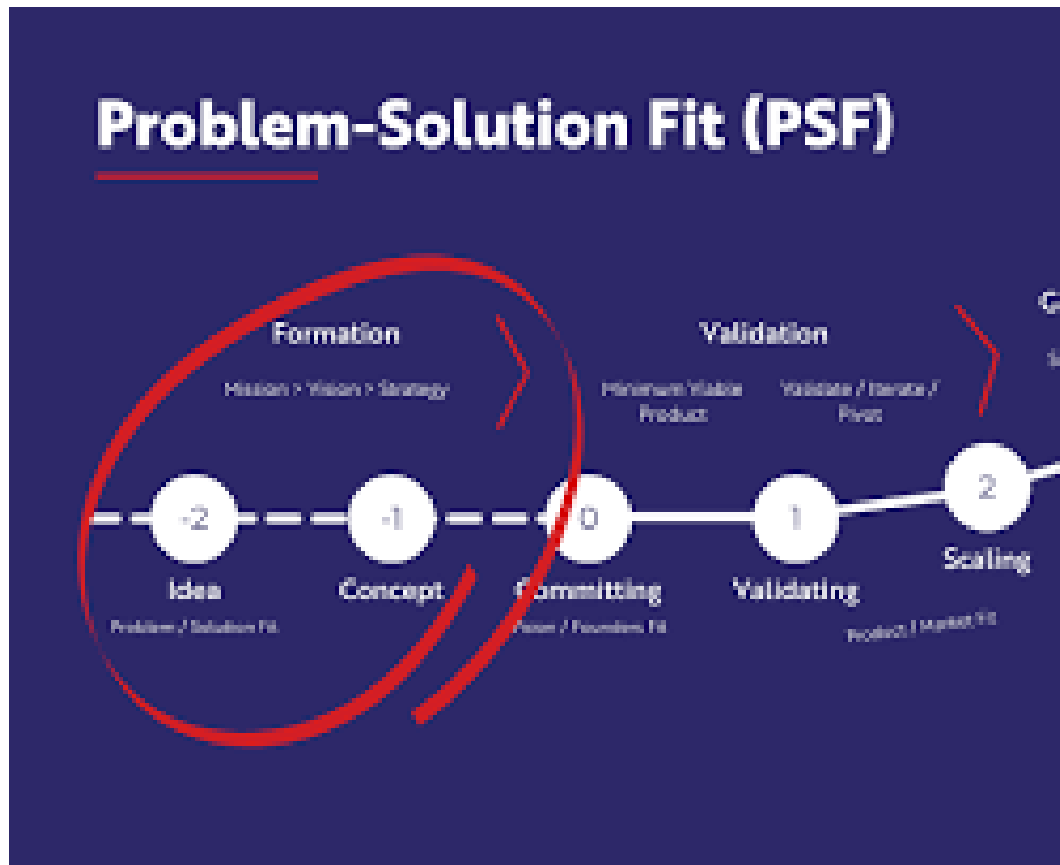
Problem – Solution Fit Template:

Problem – Solution Fit Template designed to help validate whether your proposed solution effectively addresses a specific, high-priority customer or market problem. This structured approach is crucial in the early stages of product development or process optimization.

Purpose:

- ❖ Ensure Relevance (Problem Validation): It forces stakeholders to articulate the problem clearly, understand its severity (cost/frequency), and identify who specifically experiences the pain. If the problem isn't severe or frequent, the solution isn't worth building.
- ❖ Define Value (Solution Validation): It mandates a clear Unique Value Proposition (UVP) for the solution, defining exactly how it will be better than the current way of doing things, and setting measurable Success Metrics that directly address the problem's severity (e.g., reducing a metric that was causing high cost).
- ❖ Assess Risk (Fit Assessment): It acts as an early-stage risk assessment by formally evaluating the solution's Desirability (does the customer want it?), Viability

Template:



References:

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

The project "Prevent User Deletion if Assigned to an Incident" addresses a crucial gap in user and data management within incident tracking systems. By ensuring that no active user involved in an incident can be accidentally or unknowingly deleted, we significantly improve accountability, data integrity, and operational transparency. This solution not only safeguards incident resolution workflows but also supports better auditing and compliance. With the successful implementation of rule-based checks and continuous monitoring in platforms like ServiceNow, this project sets a foundation for building smarter and safer administrative systems in enterprise environments.