

Date	30/10/2025
Time id	NM2025TMID07726
Project name	Education organization using servicenow
Maximum mark	2 marks

Problem solution template

The concept of "problem-solution fit" within ServiceNow is achieved by leveraging the platform's features to ensure the proposed solution directly addresses the documented problem and its root cause:

- **Integration with Knowledge Management:** Resolved problems automatically generate knowledge articles, ensuring lessons learned are shared and fostering continuous improvement.
- **Performance Analytics & Reporting:** Dashboards help IT managers track incident trends and problem resolution metrics, confirming the "fit" of the solutions over time.
- **Workflow Automation:** The platform automates manual tasks, ensuring consistent and traceable processes from problem identification through resolution.

By configuring the platform's built-in Problem Management workflows, an education organization can effectively standardize its approach to identifying, documenting, and resolving systemic IT issues.