

Project Design Phase

Problem – Solution Fit Template

Date	15 February 2025
Team ID	LTVIP2025TMID56024
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

Problem – Solution Fit Template:

The Problem–Solution Fit refers to the process of identifying a critical challenge faced by users within an educational organization and designing a ServiceNow-based solution that effectively addresses that issue. It is essential for educational institutions aiming to streamline operations, enhance user experience, and increase overall efficiency through digital transformation.

Purpose:

- **Address real institutional challenges** by designing solutions that align with the current workflows, resources, and digital maturity of educational environments.
- **Accelerate adoption of ServiceNow solutions** by integrating with platforms, processes, and behaviors already familiar to staff, faculty, and students.
- **Improve internal communication and outreach**, using data-driven insights to tailor messaging and engagement strategies for different user groups.
- **Enhance user engagement** by identifying frequent frustrations or critical pain points—such as delays in IT service, HR requests, or student support—and delivering quick, reliable resolutions via ServiceNow.

Template:

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?