# User Solution Request Template

# [Name of Idea]

## Idea

Describe **the problem** you are trying to solve and how the **proposed idea** solves the problem:  
(Keep this description concise—just a few sentences focusing on the pain point(s) and the proposed solution you do not have to focus on what technology to use.)

[Idea]

## Affected People

List the **personas**, **roles**, or **groups** that participate in the current process or would benefit from the solution:  
*(Be sure to include all key stakeholders – end users, approvers, managers, and any external parties)*

[Affected People]

## User Story

A short statement from the user’s perspective describing what they need and why:  
(Typically written in this format “As a [role], I want to [feature] so that [benefit]”)

[User Story]

## Existing Tools

List the **tools** and **methods** currently used in the process:   
(Identify all software applications (e.g. Excel, Outlook, SharePoint) and non-software tools or manual steps (e.g. hand calculations, whiteboard, meetings) that are part of the current workflow.)

[Existing Tools]

## Measure ROI

List key metrics or indicators that demonstrate the potential Return on Investment:  
*(provide the* ***current baseline*** *(how it is today) and the* ***expected improvement*** *if the idea is implemented.)*

[Measure ROI]

## Workflow

Outline the steps of the existing process to illustrate how things are done today and proposed workflow (if avaliable):  
*(This can be a simple bullet list of steps or a short paragraph. If available, you might refer to or attach a process diagram (such as a flowchart) for clarity)*

[Workflow]

Insert Workflow Diagram Here (if applicable)