# Project Design Phase

## Problem – Solution Fit Template

| Date | 28 June 2025 |
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| Team ID | LTVIP2025TMID59203 |
| Project Name | EDUCATIONAL ORGANISATION USING SERVICENOW |
| Maximum Marks | |

**Problem – Solution Fit Template (Educational Organization Platform):**
The Problem–Solution Fit in an educational context means that the institution has identified a real challenge faced by its students, faculty, or administrative staff, and that the solution implemented—through platforms like ServiceNow or learning management systems—effectively addresses that challenge. This approach helps educators, academic planners, and IT teams recognize behavioral patterns in the educational environment and implement targeted strategies that work for the intended users and explain why.

**Purpose:**
• Address complex academic or operational issues in a way that aligns with the real needs of students, educators, or support staff.
• Improve outcomes and increase adoption of digital tools or learning initiatives by leveraging existing behaviors and digital platforms already in use.
• Enhance institutional communication by using appropriate messaging, timing, and support triggers relevant to learners and staff.
• Analyze current workflows, learning environments, and user behavior to iteratively improve educational experiences for the entire campus community.

**Template:**

| 1. STUDENT SEGMENT(S) (CS)<br>Who are your students?<br>E.g., final-year students, remote learners, part-time learners | 6. STUDENT CONSTRAINTS (CC)<br>What constraints prevent students from taking action or learning effectively?<br>E.g., device access, time, connectivity, learning disabilities | 5. AVAILABLE RESOURCES (AS)<br>What support options are available to students?<br>E.g., online materials, peer mentoring, ServiceNow knowledge base |
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| 2. LEARNING GOALS / PROBLEMS (J&P)<br>What learning goals or challenges do students face?<br>E.g., time management, comprehension issues, lack of feedback | 9. ROOT CAUSE OF ISSUE (RC)<br>Why do these issues exist?<br>E.g., vague instructions, outdated materials, curriculum gaps | 7. BEHAVIOR (BE)<br>How do students react or respond?<br>E.g., skip assignments, over-rely on AI tools, turn to peers |
| 3. TRIGGERS (TR)<br>What triggers students to act?<br>E.g., reminders, upcoming exams, peer motivation | 10. INSTITUTIONAL SOLUTION (SL)<br>How can the institution address these problems?<br>E.g., provide LMS training, streamline submissions, offer digital feedback loops | 8. SUPPORT CHANNELS (CH)<br>Where do students go for help?<br>8.1 ONLINE – LMS chat, email, knowledge articles<br>8.2 OFFLINE – Faculty, peer groups, counseling |
| 4. EMOTIONS: BEFORE / AFTER (EM)<br>How do students feel before/after the problem is resolved?<br>Before: confused, overwhelmed<br>After: relieved, confident | References: | |