**Project Design Phase**

**Problem – Solution Fit Template**

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| Date | 28 June 2025 |
| 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:**

