Problem Design Phase
Problem – Solution Phase

Date	2-11-2025
Team ID	NM2025TMID03501
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

Problem – solution Phase

The Problem-Design-Problem Solution Fit template is a structured approach used in the innovation phase to ensure that proposed solutions are not just technically feasible, but also directly address validated user problems and align with strategic goals. When applied within a ServiceNow context for an educational organization, it ensures that your application development efforts are high-value and user-centric. This template provides a rigorous framework for an idea's lifecycle before it is formally converted into a Demand or Project in ServiceNow's Strategic Portfolio Management (SPM) module.
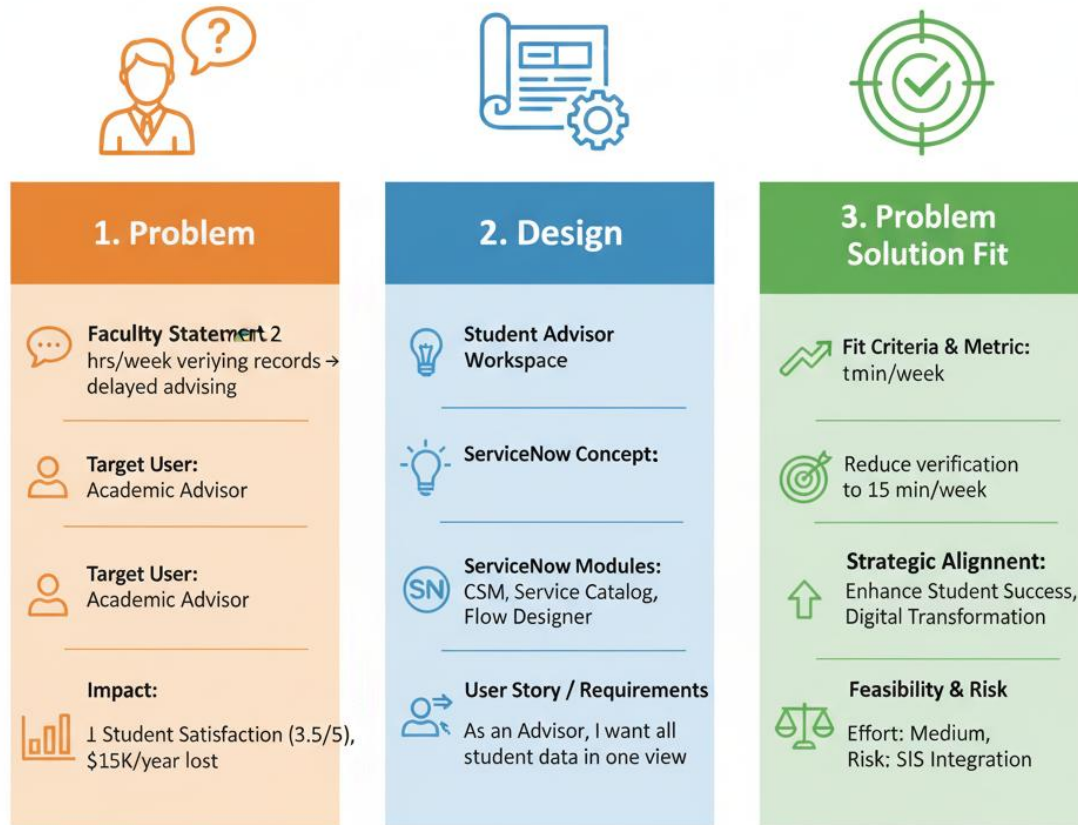
The "Problem" Component (User-Centric Validation)

This initial section grounds the idea in verifiable user pain points, often derived from Empathy Maps, Incident data, or surveys. It uses data to define the scope and impact of the challenge.

- Problem Statement: A concise, measurable, and user-centric articulation of the issue. (e.g., "Faculty members spend over 2 hours per week manually verifying student academic records for advising, leading to delayed student guidance and administrative errors.")

- Target User/Persona: Clearly identify the stakeholder experiencing the pain (e.g., Academic Advisor, First-Year Student, Adjunct Faculty).

- Impact: Quantify the negative consequences in terms of time, cost, compliance, or user frustration (e.g., "Estimated $15,000 lost annually due to manual labor," "Student satisfaction score for advising is 3.5/5 due to delays"). This data is critical for eventual

Problem-Design-Problem Solution Fit Template

Educational Organization Using SencTwice

1. Problem	2. Design	3. Problem Solution Fit
Faculty Statement 2 hrs/week veriying records → delayed advising	**Student Advisor Workspace**	**Fit Criteria & Metric:** tmin/week
Target User: Academic Advisor	**ServiceNow Concept:**	**Reduce verification** to 15 min/week
Target User: Academic Advisor	**ServiceNow Modules:** CSM, Service Catalog, Flow Designer	**Strategic Alignment:** Enhance Student Success, Digital Transformation
Impact: ⊥ Student Satisfaction (3.5/5), $15K/year lost	**User Story / Requirements** As an Advisor, I want all student data in one view	**Feasibility & Risk** Effort: Medium, Risk: SIS Integration

Ideation Phase → Validation → Sercovoive Demand/Project

The "Design" Component (Proposed Platform Solution)

This step outlines the conceptual solution by leveraging specific ServiceNow features and modules, defining the high-level architecture needed to solve the problem.

- Proposed Solution Concept: A high-level description of the envisioned application or process change (e.g., "Create a single Student Advisor Workspace to automate data retrieval and manage advising appointments.")

- Key ServiceNow Modules: Identify the core platform components required (e.g., Customer Service Management (CSM) for the workspace, Service Catalog for appointment requests, Flow Designer for record retrieval automation).

- User Story / High-Level Requirements: Define the core function from the user's perspective (e.g., "As an Advisor, I want a dashboard that displays a student's entire academic history and case notes in one view, so I can provide immediate, accurate advice.")