

Project Design Phase

Problem – Solution Fit Template

Date	02-11-2025
Team ID	NM2025TMID02428
Project Name	Educational Organization
Maximum Marks	4 Marks

Problem–Solution Fit Template

About Problem–Solution Fit

The **Problem–Solution Fit** stage ensures that the solution we plan to develop genuinely addresses the users' core challenges. It emphasizes aligning user needs with the capabilities of our system. Before proceeding to full-scale development, this stage confirms that the educational organization's issues are clearly defined, validated, and that the proposed **ServiceNow-based solution** effectively resolves them.

Purpose:

The **Problem–Solution Fit Template** serves the following purposes:

- Establish a clear link between the identified problems and their corresponding digital solutions.
- Ensure strong alignment between user needs and system capabilities.
- Validate that the proposed design is both practical and valuable for the institution.
- Provide a solid foundation for subsequent stages, such as project design and implementation.

The project aims to tackle the inefficiencies and challenges educational institutions face in managing academic and administrative operations. It focuses on:

 **Manual Processes:** Transforms paper-based, time-consuming workflows into efficient, automated processes powered by ServiceNow.

 **Data Management Issues:** Addresses the challenge of scattered and inconsistent student or staff data by consolidating all information into a unified, centralized platform.

 **Delays and Inefficiency:** Minimizes approval bottlenecks and bridges communication gaps among students, teachers, and administrators.

 **Lack of Performance Tracking:** Delivers real-time dashboards to monitor student outcomes and institutional performance.

 **Limited Transparency and Access:** Enhances visibility and ensures secure, role-based access to both academic and administrative information

