

Project Design Phase

Problem – Solution Fit Template

Team ID	LTVIP2025TMID28803
Project Name	Calculating Family Expenses Using ServiceNow
Faculty Mentor Name	Dr.T.Tirupal
College Name	G Pullaiah College of Engineering and Technology

Problem – Solution Fit Template:

The Problem–Solution Fit means identifying a real problem that families face in managing their daily/monthly expenses, and then designing a Service Now-based solution that genuinely solves that problem. This approach helps developers and service designers understand spending behaviour and offer a tool fits into their lifestyle and needs.

Purpose:

- ☐ Solve complex problems in a way that fits the state of your customers.
- ☐ Succeed faster and increase your solution adoption by tapping into existing mediums and channels of behaviour.
- ☐ Sharpen your communication and marketing strategy with the right triggers and messaging.
- ☐ Increase touch-points with your company by finding the right problem-behavior fit and building trust by solving frequent annoyances, or urgent or costly problems.
- ☐ Understand the existing situation in order to improve it for your target group.

Template:

<div style="background-color: #f0f0f0; padding: 2px; font-size: 0.8em; font-weight: bold;">Define CS, fit into CC</div> <div style="background-color: #f0f0f0; padding: 2px; text-align: right; font-size: 0.7em; font-weight: bold;">CS</div> <div style="padding: 5px;"> 1. CUSTOMER SEGMENT(S) <small>Who is your customer? I.e. working parents of 0-5 y.o. kids</small> </div>	<div style="background-color: #f0f0f0; padding: 2px; font-size: 0.8em; font-weight: bold;">CC</div> <div style="padding: 5px;"> 6. CUSTOMER CONSTRAINTS <small>What constraints prevent your customers from taking action or limit their choices of solutions? I.e. spending power, budget, no cash, network connection, available devices.</small> </div>	<div style="background-color: #f0f0f0; padding: 2px; font-size: 0.8em; font-weight: bold;">AS</div> <div style="padding: 5px;"> 5. AVAILABLE SOLUTIONS <small>Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? I.e. pen and paper is an alternative to digital notetaking</small> </div> <div style="background-color: #f0f0f0; padding: 2px; font-size: 0.8em; font-weight: bold; text-align: right;">Explore AS, differentiate</div>
<div style="background-color: #fff2cc; padding: 2px; font-size: 0.8em; font-weight: bold;">J&P</div> <div style="padding: 5px;"> 2. JOBS-TO-BE-DONE / PROBLEMS <small>Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.</small> </div> <div style="background-color: #fff2cc; padding: 2px; font-size: 0.8em; font-weight: bold; text-align: right;">Focus on J&P, tap into BE, understand RC</div>	<div style="background-color: #fff2cc; padding: 2px; font-size: 0.8em; font-weight: bold;">RC</div> <div style="padding: 5px;"> 9. PROBLEM ROOT CAUSE <small>What is the real reason that this problem exists? What is the back story behind the need to do this job? I.e. customers have to do it because of the change in regulations.</small> </div>	<div style="background-color: #fff2cc; padding: 2px; font-size: 0.8em; font-weight: bold;">BE</div> <div style="padding: 5px;"> 7. BEHAVIOUR <small>What does your customer do to address the problem and get the job done? I.e. directly related: find the right solar panel installer, calculate usage and benefits; Indirectly associated: customers spend free time on volunteering work (I.e. Greenpeace)</small> </div> <div style="background-color: #fff2cc; padding: 2px; font-size: 0.8em; font-weight: bold; text-align: right;">Focus on J&P, tap into BE, understand RC</div>
<div style="background-color: #c6e0b4; padding: 2px; font-size: 0.8em; font-weight: bold;">TR</div> <div style="padding: 5px;"> 3. TRIGGERS <small>What triggers customers to act? I.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.</small> </div> <div style="background-color: #c6e0b4; padding: 2px; font-size: 0.8em; font-weight: bold; text-align: right;">Identify strong TR & EM</div>	<div style="background-color: #c6e0b4; padding: 2px; font-size: 0.8em; font-weight: bold;">SL</div> <div style="padding: 5px;"> 10. YOUR SOLUTION <small>If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality. If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour.</small> </div>	<div style="background-color: #c6e0b4; padding: 2px; font-size: 0.8em; font-weight: bold;">CH</div> <div style="padding: 5px;"> 8. CHANNELS of BEHAVIOUR 8.1 ONLINE <small>What kind of actions do customers take online? Extract online channels from #7</small> 8.2 OFFLINE <small>What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.</small> </div> <div style="background-color: #c6e0b4; padding: 2px; font-size: 0.8em; font-weight: bold; text-align: right;">Extract online & offline CH of BE</div>
<div style="background-color: #c6e0b4; padding: 2px; font-size: 0.8em; font-weight: bold;">EM</div> <div style="padding: 5px;"> 4. EMOTIONS: BEFORE / AFTER <small>How do customers feel when they face a problem or a job and afterwards? I.e. lost, insecure -> confident, in control - use it in your communication strategy & design.</small> </div>		

References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>