

**Project Design Phase**  
**Problem – Solution Fit Template**

Date	03 February 2026
Team ID	LTVIP2026TMIDS60803
Project Name	Optimizing User, Group & Role Management with Access Control and Workflows
Maximum Marks	2 Marks

**Problem – Solution Fit:**

## Target Customers

- Small project management teams
- Project Managers
- Team Members
- ServiceNow-based organizations
- IT/Admin teams managing internal workflows

## Customer Problems

- No clear role definitions (who can do what)
- Unauthorized access to task data
- Confusion in task assignment
- No structured workflow for task progress
- Lack of accountability and audit tracking
- Difficulty in tracking project status

These issues cause delays, miscommunication, and reduced productivity.

## Current Situation (Existing Behavior)

- Tasks managed manually or through informal communication
- No centralized system for monitoring progress
- No automated approval process
- No proper access restrictions
- Activities not logged or tracked

This leads to operational inefficiency and lack of transparency.

## Proposed Solution

A structured **ServiceNow-based system** that provides:

- Role-Based Access Control (RBAC)
- User, Group, and Role Management
- Automated Task Workflow (Open → In Progress → Completed → Approved)
- Access Control Lists (ACL)
- Activity Logging and Audit Reports
- Dashboard-based task monitoring

## How the Solution Solves the Problem

Problem	Solution Provided
No role clarity	Defined roles: Admin, Project Manager, Team Member
Unauthorized access	ACL-based restrictions
Task confusion	Structured task creation & assignment
No workflow	Automated workflow with status tracking
No accountability	Audit logs & activity tracking
Poor visibility	Real-time dashboard & reports

## Value Proposition

The system ensures:

- Clear responsibility ownership
- Secure access control
- Transparent workflow management
- Improved productivity
- Increased accountability
- Better decision-making through reports

## Behavioral Fit

The solution fits naturally into:

- Existing ServiceNow environment
- Web-based usage patterns

- Standard project management practices
- Role-based organizational structures

Users continue their normal workflow but with structured automation and security.

Template:

<b>1. CUSTOMER SEGMENT(S)</b> Who is your customer? (e.g. existing persons of 50 y.o. male)	<b>6. CUSTOMER CONSTRAINTS</b> What constraints prevent your customers from taking action to solve their problem of solution? (e.g. spending money, budget, no staff, network connection, available devices)	<b>5. AVAILABLE SOLUTIONS</b> Which solutions are available to the customer when they face the problem so need to get the job done? What have they tried in the past? What have & can do these solutions have? (e.g. pen and paper is an alternative to digital recording)
<b>2. JOBS-TO-BE-DONE / PROBLEMS</b> Which jobs-to-be-done (or problems) do you address for your customer? There could be more than one, requires different roles.	<b>9. PROBLEM ROOT CAUSE</b> What is the real reason that this problem exists? What is the basic story behind the need to do this job? (e.g. customers have to do it because of the change in regulations)	<b>7. BEHAVIOUR</b> What does your customer do to address the problem and get the job done? (e.g. already related, find the right tool/paper, measure, calculate, write and finally, infinitely associated customers spend their time on volunteering work & a. long-term)
<b>3. TRIGGERS</b> What triggers customer to act? (e.g. seeing their neighbours installing solar panels, reading about a more efficient solution in the news)  <b>4. EMOTIONS-BEFORE / AFTER</b> How do customers feel when they face a problem or a job and afterwards? (e.g. feel insecure + confused, frustrated + sad & to your communication strategy & design)	<b>10. YOUR SOLUTION</b> If you are working on an existing business, write down your current solution (e.g. fit to the canvas, add details later based on the reality) If you are working on a new business proposition, then skip it (think until you fit in the canvas and come up with a solution that fits with customer behaviour, solves a problem and matches customer behaviour)	<b>8. CHANNELS of BEHAVIOUR</b> <b>8.1 ONLINE</b> What kind of solution do customers take online? Select online channels from 8.1  <b>8.2 OFFLINE</b> What kind of solution do customers take offline? Select offline channels from 8.2 and use them for customer development.

References:

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