

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:

1. CUSTOMER SEGMENT(S) Who is your customer? i.e. working parents of 0-12 y.o. kids.	6. CUSTOMER CONSTRAINTS What constraints prevent your customers from taking action or limit their choices of solutions? i.e. - competing offers, budget restraints, network connections, available devices.	5. AVAILABLE SOLUTIONS What solutions are available to the customer when they have the problem? What price & cost do I need to get the job done for what they want in the end? What are & can do these solutions itself? i.e. print and paper is an alternative to digital marketing.
2. JOBS-TO-BE-DONE / PROBLEMS Which jobs-to-be-done (or problems) do my customers for your business? There could be more than one, explore different sides.	9. PROBLEM ROOT CAUSE What is the real reason that this problem exists? What is the basic, likely hidden, the need to do this job? i.e. customer have to do it because of the change in regulations.	7. BEHAVIOR What does your customer do to address the problem and get the job done? i.e. directly related: find the right solar panel installers, calculate usage and benefits, indirectly connected: customers spent free time on volunteering work. E.g. entrepreneurial
3. TRIGGERS What triggers customers to act? i.e. seeing their neighbors installing solar panels, hearing about a more efficient solution to the issue.	10. YOUR SOLUTION How can you solve the problem? i.e. write down your customer solutions here, add to the canvas, and check how much it fits the needs. If you are working on a new business proposition, draw away from what you did in the canvas and come up with a solution that fits with customer triggers, solves a problem and matches customer behaviors.	8. CHANNELS of BEHAVIOR What kind of actions do customers take without direct interaction from a brand? i.e. online: blog, what kind of actions do customers take without direct interaction from a brand? i.e. offline: word of mouth, social media, events, etc.
4. EMOTIONS: BEFORE / AFTER How do customers feel when they have a problem or a job and afterwards? i.e. Sad, dissatisfied = frustration, In control = ease & peace, conversational strategy & design.		

References:

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