

## Project Design Phase

### Problem – Solution Fit Template

Date	11 February 2026
Team ID	LTVIP2026TMIDS55278
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

#### Problem – Solution Fit Template:

The Problem-Solution Fit simply means that you have found a problem with your customer and that the solution you have realized for it actually solves the customer's problem. It helps entrepreneurs, marketers and corporate innovators identify behavioral patterns and recognize what would work and why.

#### 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 behavior.
- 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:

Problem-Solution fit canvas 2.0			
Purpose / Vision			
<b>1. CUSTOMER SEGMENT(S)</b> Employees (new joiners & existing staff) who need a laptop for daily work; IT Administrators who manage and configure the service catalog; Managers / Approvers who authorize laptop requests	<b>6. CUSTOMER CONSTRAINTS</b> Employees can only access the self-service portal — no admin rights; Budget approval required before any procurement; Must select from an approved hardware list (governance policy); Requires network access to the ServiceNow instance	<b>5. AVAILABLE SOLUTIONS</b> Email to IT — simple but untracked, no visibility; Walk-in / verbal request — fast but no documentation or audit trail; Spreadsheet form — structured but manual, no approvals; Generic ticketing (Jira etc.) — tracked but not tailored for asset procurement	<b>AS</b> <i>Explore AS, differentiate</i>
<b>2. JOBS-TO-BE-DONE / PROBLEMS</b> Employees need a quick, official way to request a laptop without chasing IT through emails or walk-ins; The existing manual process has no dynamic form behaviour — leading to inaccurate data; No structured approval chain — requests approved informally with no audit trail; IT admins need to deploy <del>global</del> configurations across instances reliably; Employees want real-time visibility into their request status after submission	<b>9. PROBLEM ROOT CAUSE</b> No <del>optimized</del> system for hardware requests — historically done via email or verbally; No form intelligence — all fields always visible causing confusion and bad data collection; No built-in approval chain — governance gaps and no audit trail	<b>7. BEHAVIOUR</b> Direct: Opens ServiceNow portal → Service Catalog → Hardware → Laptop Request → fills Laptop Model, Justification, Additional Accessories (checkbox), Approval Details, and clicks Submit (Approval Pending). A Reset Form UI Catalog Action lets users clear fields in one click. On submission, a REQ number and estimated delivery date are generated instantly. All 10 configurations bundled in an Update Set ("Laptop Request Project"), exported as XML, and committed to target instance dev/324774 for governed, repeatable deployment	<b>BE</b> <i>Focus on J&amp;P, tap into BE, understand</i>
<b>3. TRIGGERS</b> New employee onboarding — laptop needed from day one; Existing laptop is damaged, stolen, or too slow; Manager assigns a new project requiring a different machine; Organisation-wide IT hardware refresh cycle announced	<b>10. YOUR SOLUTION</b> A Laptop Request Catalog Item built in ServiceNow under the Hardware category. Dynamic variables: Laptop Model, Justification, Additional Accessories (checkbox), Approval Details, and Approval Status (checkbox, "Pending"). A Reset Form UI Catalog Action lets users clear fields in one click. On submission, a REQ number and estimated delivery date are generated instantly. All 10 configurations bundled in an Update Set ("Laptop Request Project"), exported as XML, and committed to target instance dev/324774 for governed, repeatable deployment	<b>8. CHANNELS of BEHAVIOUR</b> 8.1 ONLINE ServiceNow self-service portal — primary channel for form submission; ServiceNow Order Status page — track REQ number and <del>fulfilled</del> stages; Email inbox — order confirmation and approval notifications; ServiceNow Admin UI — IT admins manage <del>global</del> update sets, and workflows	<b>CH</b> <i>Extract: online &amp; offline CH or</i>
<b>4. EMOTIONS: BEFORE / AFTER</b> Frustrated by slow manual process, uncertain if request was received, anxious about delays After: Confident — <del>REQ</del> number confirms submission, in control — can track status anytime, reassured by estimated delivery date		<b>8.2 OFFLINE</b> IT help desk walk-in or phone call — for employees unfamiliar with the portal; Team meetings / Slack — informal discussion about which laptop model to select; Manager 1:1 — justification discussed verbally before submitting; Physical laptop handover by IT team — final <del>process</del> step outside the system	<b>CH</b>
 Problem-Solution fit canvas is licensed under a Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 license Created by <a href="#">Daria Nersesyan</a> / <a href="#">amaltama.com</a>			
			

#### References:

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