

Project Design Phase

Problem—Solution Fit Template

Date	03 November 2025
Team Id	NM2025TMID02009
Project Name	Streamlining ticket assignment for efficient support operations
Maximum Marks	2 Marks

Problem Solution Fit Template:

The Problem–Solution Fit identifies the alignment between the challenges faced in existing support operations and the benefits of implementing an automated solution using ServiceNow. It focuses on understanding the real-world inefficiencies in manual ticket assignment and designing a workflow that directly addresses those pain points. By mapping the problem to the proposed solution, the project ensures that each enhancement delivers measurable value and supports continuous operational improvement.

Purpose:

- The purpose of establishing the Problem–Solution Fit is to validate that the solution effectively resolves the identified problems while meeting user and organizational needs.
- It ensures that the automation aligns with business goals such as faster issue resolution, improved service quality, and enhanced team productivity.
- This fit confirms that the ServiceNow-based automation not only solves the operational inefficiencies but also contributes to long-term scalability and customer satisfaction in IT support processes.

Template:

