

# Project Design Phase

## Problem—Solution Fit Template

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|---------------|---|
| 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:**

