

Project Design Phase: Problem – Solution Fit

Date: 15 February 2025

Team ID: LTVIP2025TMID29711

Project Name: Optimizing User, Group, and Role Management with Access Control and Workflows

Maximum Marks: 2 Marks

Problem – Solution Fit Template

The Problem–Solution Fit signifies that a identified customer problem is effectively addressed by the realized solution. This concept aids entrepreneurs, marketers, and innovators in recognizing behavioral patterns and understanding their underlying causes.

Purpose

- Solve complex problems by aligning with the current state of customers.
- Increase solution adoption by leveraging existing behavioral channels.
- Refine communication and marketing strategies using appropriate triggers and messaging.
- Build trust and increase customer touch-points by solving frequent, urgent, or costly issues.
- Improve the situation for the target group by understanding their existing circumstances.

Filled Template

✓ Customer Problem

Project managers and IT administrators struggle with manually managing a large number of users, groups, and role permissions. This leads to inconsistent access rights, delays in onboarding, and security risks.

□ Proposed Solution

A ServiceNow application that automates user, group, and role management through workflows and access control policies. It allows managers to assign roles efficiently and track access permissions in a centralized and auditable system.

□ Why It Fits

The proposed solution directly addresses the challenges of time-consuming and error-prone manual operations. It aligns with IT administrators' behavior of working within digital systems like ServiceNow and enhances trust by enforcing strict access control.

References

- [Problem-Solution Fit Canvas Explanation](#)
- [Problem-Solution Fit Canvas Insights](#)