

Project Design Phase

Problem – Solution Fit Template

Date	02 NOV 2025
Team ID	NM2025TMID08125
Project Name	Calculating Family Expenses Using ServiceNow
Maximum Marks	2 Marks

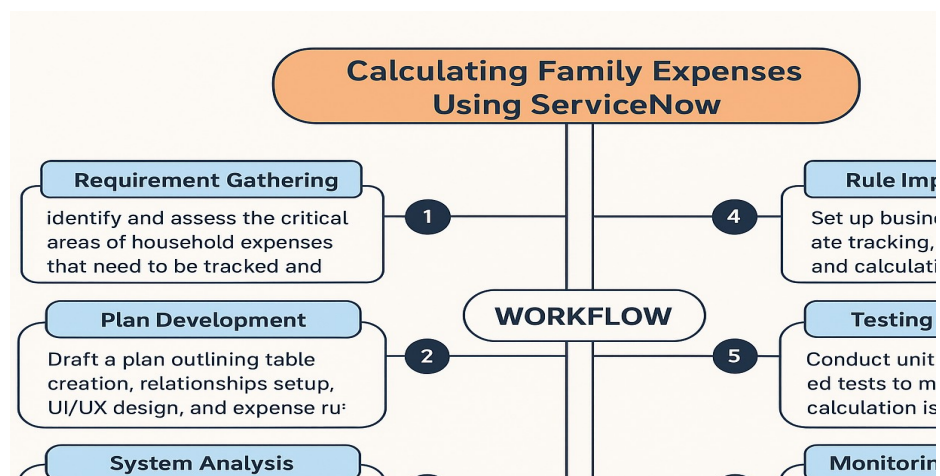
Problem – Solution Fit Template:

The Problem–Solution Fit represents the alignment between a user’s actual needs and the solution developed to address those needs. It ensures that the proposed solution directly resolves a genuine problem faced by users. This framework helps designers and innovators validate that their system is practical, efficient, and desirable to its target audience.

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:



The project 'Calculating Family Expenses Using ServiceNow' identifies a recurring problem in households — the difficulty of tracking, calculating, and analyzing expenses effectively. Most families rely on manual methods like spreadsheets or notebooks, which are prone to human errors, time-consuming updates, and lack of proper data organization.

This project provides a ServiceNow-based automated system that simplifies financial tracking through structured tables, automated calculations, and categorized expense reports. It helps users enter daily expenses, view aggregated monthly totals, and visualize their spending patterns. The system is built to ensure accuracy, transparency, and accessibility among all family members.

By implementing business rules and workflows, the project automates the process of data collection and reporting. This eliminates the manual effort of summing and categorizing expenses. The system improves financial awareness and helps families make informed decisions.

The Problem–Solution Fit here demonstrates how a common manual problem — inconsistent and time-consuming expense management — is effectively addressed through an automated, centralized solution. It fits perfectly with user needs for automation, simplicity, and shared access to financial insights.