

Ideation Phase

Define the Problem Statements

Date: 03 November 2025

Team ID: NM2025TMID07316

Project Name: Calculating Family Expenses Using ServiceNow

Maximum Marks: 2 Marks

Customer Problem Statement

Managing family expenses manually is often time-consuming, error-prone, and lacks organization. Families typically record their daily expenses in notebooks or spreadsheets, which can easily become inconsistent or lost. Calculating total spending across categories such as food, bills, education, and savings becomes difficult without a systematic approach.

Due to the lack of automation, users face challenges such as:

- Missing entries or incorrect totals
- No clear visibility into monthly or yearly spending
- No alerts when budgets are exceeded
- Difficulty analyzing expense trends

There is a need for a structured and automated system that helps families record, track, and analyze expenses easily. A ServiceNow-based expense tracking solution would allow users to automate expense entry, categorize transactions, and generate reports, reducing manual effort and improving financial awareness.

Such a solution would enhance transparency, save time, and promote better financial planning for families.

Problem Statement PS-1

As a Family Member, I want to easily record daily expenses in different categories (food, travel, bills, etc.) so that I can monitor spending habits. However, manual recording methods often result in missing or inaccurate data.

I need an automated expense entry form within ServiceNow that stores and organizes data properly to ensure that no expense goes unrecorded.

Problem Statement PS-2

As a Budget Planner, I want to set monthly or yearly budget limits for each expense category. However, there is no automatic system to alert me when my spending exceeds those limits.

An automated budget alert system within ServiceNow would help control unnecessary expenses and encourage better financial management.

Problem Statement PS-3

As a User, I want to view reports and charts of my expenses to understand my spending trends. However, the current manual process does not provide any summary or visual insights.

A dashboard in ServiceNow displaying total expenses, category-wise charts, and spending patterns would make financial tracking more effective and user-friendly.

Problem Statement PS-4

As an Administrator, I want to manage expense records and ensure that all data entered by users are accurate and categorized correctly. However, without automation, verifying and validating data is tedious.

An automated workflow with validations and approval options in ServiceNow would ensure data accuracy and consistency across all records.