

Ideation Phase

Define the Problem Statements

Date	02 NOV 2025
Team ID	NM2025TMID01562
Project Name	Calculating Family Expenses Using Service Now
Maximum Marks	2 Marks

Customer Problem Statement Template:

Many families face challenges in accurately tracking and managing their expenses. Manual recording often leads to calculation errors, data loss, and confusion among members who share financial responsibilities. Without a centralized system, it becomes difficult to monitor individual or collective expenses, resulting in poor financial visibility. They need an automated solution that can record, categorize, and summarize daily and monthly expenses efficiently. Implementing this solution in ServiceNow will ensure accurate data entry, improved financial analysis, and better decision-making for household budgeting.

Problem & Solution Table

Problem	Description	Solution
Data Inconsistency	Manual tracking leads to errors and missing data in expense record	Implement automation rules for accurate expense calculation
Monitoring Challenges	Hard to monitor family's daily and total expenses separately	Create and link family members & daily expenses
User Difficulty	Family members struggle to maintain shared expense tracking	Use intuitive ServiceNow based lists and forms

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But Because	Which makes me feel
PS-1	A Family Member	Record daily expenses in a shared file	manual methods are error-prone and time-consuming	frustrated and uncertain about accuracy
PS-2	A Family Head	Track and manage total monthly family expenses	there is no automated system to consolidate all records	overwhelmed and unable to make informed decisions

- Problem Statement PS 1:**

As a family member, I am trying to record my daily expenses and share them with others in the family, but the manual tracking process using spreadsheets or notes often leads to calculation mistakes and missing entries. This makes me feel frustrated and uncertain about the accuracy of our total spending. I need an automated solution that can simplify expense entry, maintain a shared record, and automatically calculate totals using ServiceNow.

- Problem Statement PS 2:**

As a family head, I want to monitor and manage the total monthly expenses for the household. However, there is no single system that consolidates all individual records automatically. This lack of automation causes difficulty in understanding spending patterns and making financial decisions. I need a ServiceNow-based solution that can summarize all expenses in real time, providing clear insights for better financial planning.