Ideation Phase
Define the Problem Statements

Date	29 JUNE 2025
Team ID	Calculating family expenses using service now
Project Name	LTVIP2025TMID28895
Maximum Marks	2 Marks

Customer Problem Statement Template:

Families face issues when trying to track and manage expenses manually, leading to missing records and budgeting confusion. This causes difficulties in understanding where money is being spent and makes it hard to control unnecessary expenses. It also creates challenges for all family members relying on accurate and updated financial data.

They need a way to record, categorize, and review expenses systematically using a digital platform like ServiceNow. This ensures clarity, accuracy, and transparency in financial tracking. A simple form interface with automated summaries and reporting would help avoid errors and reduce manual effort. This solution will improve financial planning, save time, and boost confidence in managing family budgets effectively

Reference: https://miro.com/templates/customer-problem-statement/
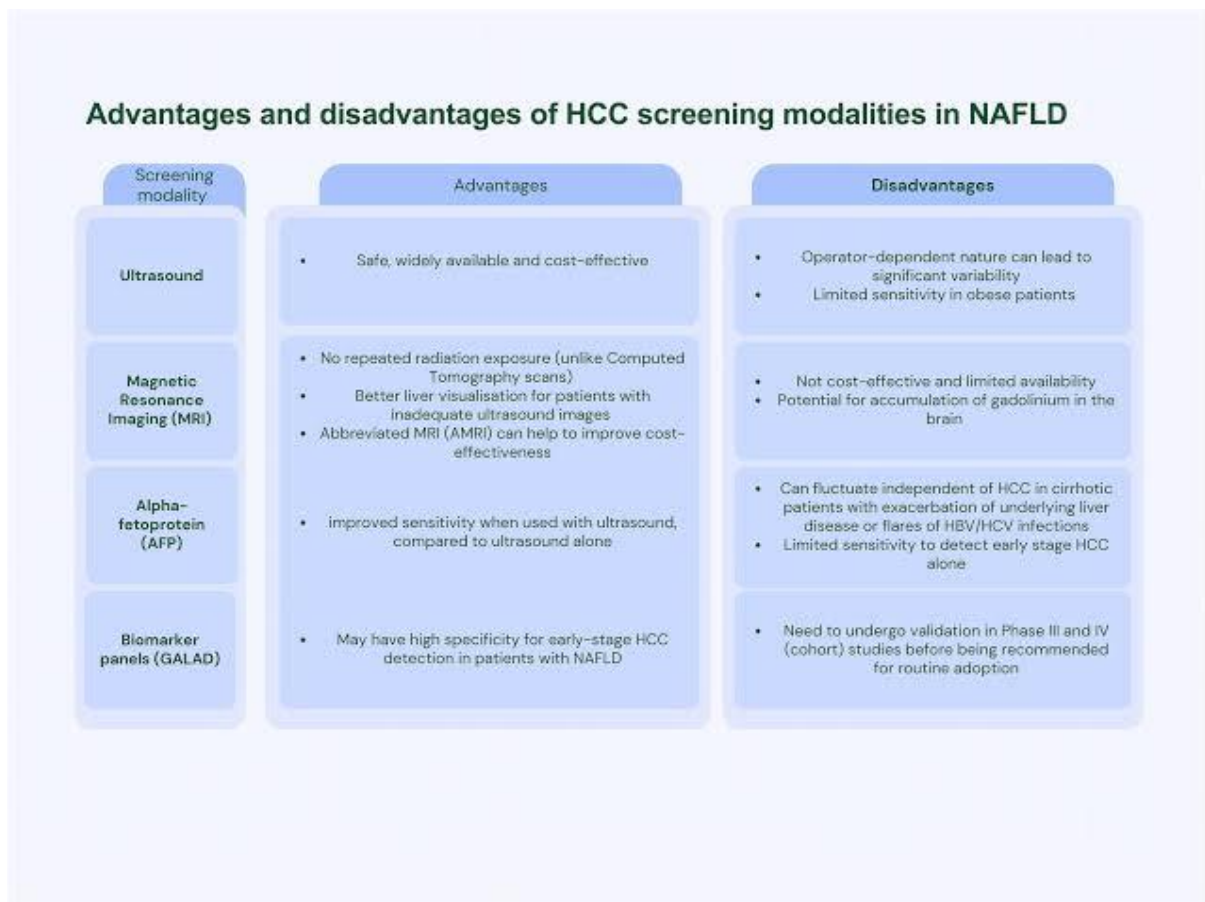
Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An Admin	Delete a user	The system doesn't allow it	The user it still assigned to active incidents	Stuck and confused
PS-2	A Team manager	Manage incident Ownership	Users get deleted without warnings	There s no alert or automatic check for active incident assignment	Frustrate and worried

PROBLEM STATEMENT PS1:

As a family member managing expenses, I am trying to review and update past expense records to keep everything accurate and up to date. But the system makes it difficult because some entries are missing details or are not properly categorized. This limitation makes me feel frustrated and stuck, as I cannot maintain clear records or track spending patterns easily.

It disrupts proper budgeting and delays monthly planning, especially when trying to reduce unnecessary spending. I need a better way to validate entries, categorize expenses, and view summaries before making any updates or changes.

PROBLEM STATEMENT PS2:

As a family member managing household expenses, I want to ensure that all expenses are properly recorded and categorized when entries are updated or deleted. However, the system allows changes or deletions without any warning or summary of existing records.

This causes some expenses to go untracked or misreported, which affects budget accuracy and financial planning. A built-in alert or validation system would help reduce errors and ensure that important expense data is not lost, maintaining clarity and accountability in the family's financial records.