

Ideation Phase

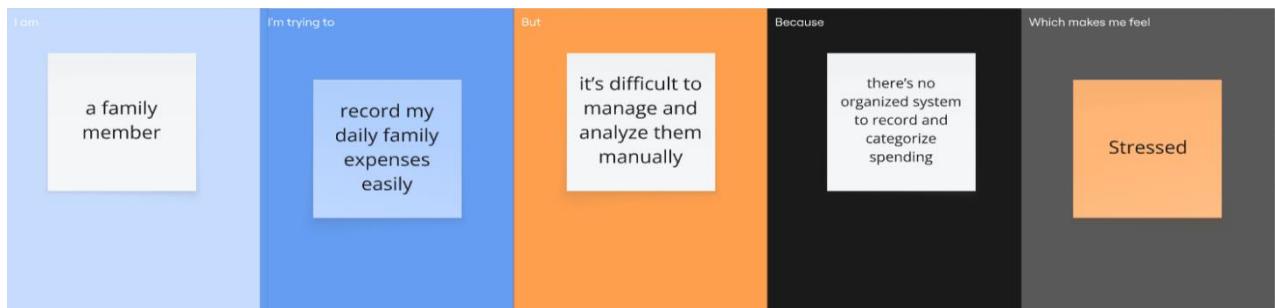
Define the Problem Statements

Date	2 November 2025
Team ID	NM2025TMID00386
Project Name	Calculating Family Expenses using Service Now
Maximum Marks	2 Marks

Customer Problem Statement Template:

Families often struggle to manage and calculate their daily and monthly expenses efficiently. Manual tracking methods using notebooks or spreadsheets are time-consuming, error-prone, and lack real-time insights. Users find it difficult to categorize spending, monitor budgets, and make informed financial decisions. There is a need for an automated and user-friendly solution that simplifies expense entry, categorization, and calculation. By developing a **Family Expense Management System using ServiceNow**, we aim to help users gain better financial control, reduce errors, and make smarter budgeting decisions with ease.

Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a family member	record my daily family expenses easily	it's difficult to manage and analyze them manually	there's no organized system to record and categorize spending	Stressed
PS-2	a working parent	monitor recurring payments and identify unnecessary costs	I don't get alerts or visual insights about my expenses	there's no smart system to automatically analyze and report my spending	anxious

