

PROJECT DESIGN PHASE

Problem – Solution Fit Template

Date	08 November 2025
Team ID	NM2025TMID01558
Project Name	Calculating Family Expenses Using ServiceNow.
Maximum Marks	2 Marks

Problem – Solution Fit Template:

Problem–Solution Fit means identifying a real problem faced by customers and ensuring that the proposed solution effectively resolves it. It helps teams validate whether their idea is meaningful, practical, and valuable to the end users before full implementation.

Problem–Solution Fit ensures that:

- there is a real problem faced by the customer, and
- the proposed solution genuinely solves it in a practical and useful way.

It helps validate whether the project is meaningful, adoptable, and solves real pain points.



Purpose:

- Solve unorganized and manual family expense tracking
- Avoid confusion caused by scattered bills, receipts, and notes
- Ensure transparency among family members
- Provide automated calculations instead of manual effort
- Help in budgeting, financial planning, and decision-making
- Improve record keeping and reduce errors

Problem Faced My Users

most families track expenses manually or through scattered methods like:

- WhatsApp notes
- Paper bills
- Phone calculators
- Notebooks
- Multiple expense apps

This causes:

- Missing financial records
- No summary of monthly spending
- Difficulty in comparing expenses month-to-month
- Confusion about who spent how much
- No common platform for all family members

SOLUTION :

- Our solution uses **ServiceNow** to build:
- An expense management table
- Forms to add expenses
- Auto-calculation of total family spending
- Category-wise tracking (food, bills, shopping, medical, etc.
- Reports and dashboards to analyze monthly or yearly expenses
- Simple UI so any member can add or view expenses