Project Design Phase
Problem – Solution Fit

Date	10 February 2026
Team ID	LTVIP2026TMIDS57513
Project Name	**calculating family expenses using service now**
Maximum Marks	2 Marks

Problem – Solution Fit:

The problem–solution fit for this project focuses on addressing the challenges families face in managing their expenses due to scattered records, manual calculations, and lack of financial visibility. By implementing a centralized expense management system using ServiceNow, the solution enables users to record expenses, categorize spending, automate calculations, and generate meaningful reports

Purpose:

- To provide a centralized system for recording and managing family expenses
- To reduce manual effort and errors through automated calculations
- To improve visibility of spending patterns using reports and dashboards
- To help families plan budgets and control unnecessary expenses
- To minimize financial stress by enabling informed decision-making

1. CUSTOMER SEGMENT(S) `CS`

Who is your customer?
i.e. working parents of 0-5 y.o. kids

6. CUSTOMER CONSTRAINTS `CC`

What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices.

5. AVAILABLE SOLUTIONS `AS`

Which solutions are available to the customers when they have the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? i.e. pen and paper to an alternative to digital notetaking

3. JOBS-TO-BE-DONE / PROBLEMS `J&P`

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one, explore different sides.

9. PROBLEM ROOT CAUSE `RC`

What is the real reason that this problem exists?
What is the back story behind the need to do this job?
i.e. customers have to do it because of the change in regulations.

7. BEHAVIOUR `BE`

What does your customer do to address the problem and get the job done?
i.e. directly related: find the right solar panel installer, calculate usage and benefits. Indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)

2. TRIGGERS `TR`

What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.

10. YOUR SOLUTION `SL`

If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality.
If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour.

8. CHANNELS of BEHAVIOUR `CH`

8.1 ONLINE
What kind of actions do customers take online? Extract online channels from #7

4. EMOTIONS: BEFORE / AFTER `EM`

How do customers feel when they face a problem or a job and afterwards?
i.e. lost, insecure → confident, in control – use it in your communication strategy & design.

8.2 OFFLINE
What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.