

Ideation Phase

Define the Problem Statements

Date	02 November 2025
Team Id	NM2025TMID08531
Project Name	Calculating Family Expenses Using Service now
Maximum Marks	2 marks

Customer Problem Statement Template

Families often struggle to manage and track their day-to-day expenses manually. Maintaining records using notebooks or spreadsheets can be confusing, time-consuming, and prone to errors. Without a proper system, they lack visibility into total monthly spending, budget utilization, or category-wise expense breakdowns.

They need a **digital expense management system** that automatically tracks, categorizes, and summarizes daily expenditures. A solution that uses **ServiceNow's automation and reporting capabilities** can simplify financial monitoring, provide real-time insights, and encourage better financial decisions. This will improve overall **financial transparency and budgeting efficiency** within the family.

Problem & Solution Table

Problem	Description	Solution
Manual Tracking	Tracking expenses using notebooks or spreadsheets is time-consuming and error-prone.	Automate expense tracking through a digital system.
Budget Visibility	Users find it difficult to view total monthly expenses and budget utilization.	Implement a real-time dashboard and budget tracking feature.
Lack of Categorization	Expenses are not automatically broken down by categories like groceries, utilities, and leisure.	Enable expense categorization and reporting for better financial analysis.
Report Generation	Without a system, users struggle to generate summary reports showing expenditure patterns.	Provide real-time reporting and analytical tools for data-driven decision making.

Example :

Problem Statement (PS)	I am(Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Family Member	Track and record my daily expenses	It's hard to organize and calculate totals	Manual tracking is time-consuming and error-prone	Frustrated and unorganized
PS-2	A Family Manager (Parent)	Monitor the family's monthly budget	The data isn't automatically summarized	There's no automated system for tracking and reporting	Worried about overspending and lack of control

Problem Statement PS 1:

As a family member, I am trying to record my daily expenses efficiently, but maintaining them manually in notebooks or spreadsheets is difficult and often inaccurate.

This makes me feel frustrated and unorganized, as I cannot view my total monthly spending or identify where most of my money goes.

I need an automated system that captures and categorizes expenses accurately, updates totals in real time, and provides a clear summary for easy review.

Problem Statement PS 2:

As a family manager, I want to monitor and control my family's overall spending effectively. However, manual tracking lacks automation and data analysis features, making it hard to plan or set realistic budgets. This causes uncertainty and worry about overspending or missing important financial goals.

A ServiceNow-based expense management solution would allow automatic total calculation, report generation, and category-wise analysis, helping maintain financial stability and informed decision-making.