

## Ideation Phase

### Define the Problem Statements

Date	30 October 2025
Team ID	NM2025TMID01257
Project Name	Calculating Family Expenses using ServiceNow
Maximum Marks	4 Marks

#### Customer Problem Statement Template:

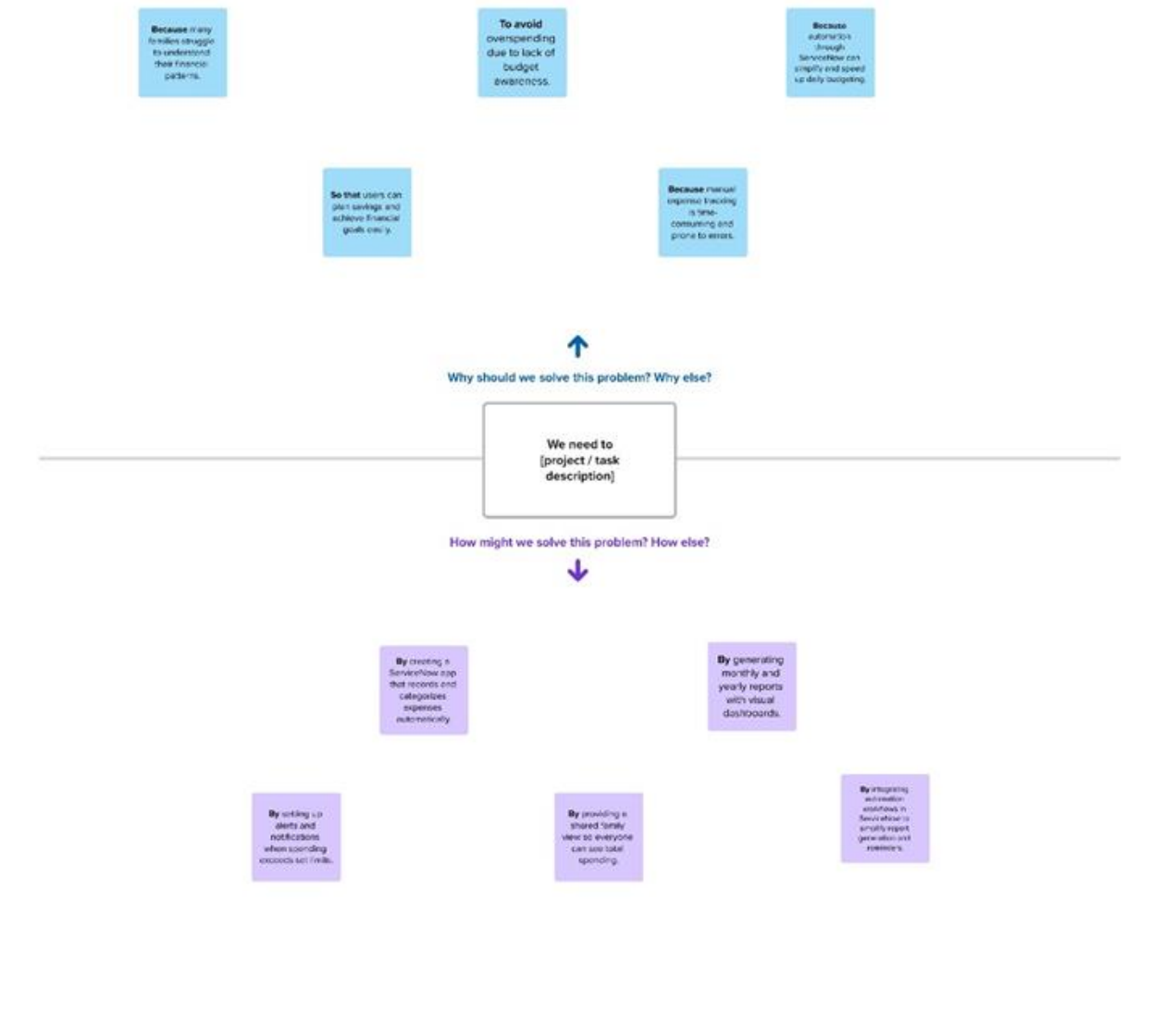
Creating a clear problem statement helps us understand the challenges faced by users when managing their family expenses.

By viewing the issue from the user's perspective, we can design a ServiceNow-based solution that is both efficient and user-friendly.

This approach ensures that the developed system directly addresses real-life financial management problems such as manual tracking, budgeting difficulties, and lack of transparency among family members.



## Example:



<b>Problem Statement (PS)</b>	<b>I am (Customer)</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
PS-1	a working parent who manages all family expenses manually.	track and organize monthly spending to stay within budget.	keeping records manually in books or spreadsheets takes too much time and often leads to calculation errors.	I don't have an automated system to categorize and visualize expenses.	stressed and unorganized about my family's financial planning.
PS-2	a college student living in a shared household.	manage shared expenses and split costs fairly with my roommates.	it's hard to track who paid what and how much everyone owes.	there's no centralized platform for expense sharing and tracking.	frustrated and unsure about my financial contribution and savings.