

IDEATION PHASE

DEFINE THE PROBLEM STATEMENTS

Date:	2 NOVEMBER 2025
Team ID:	NM2025TMID00668
Project Name:	Calculating Family Expenses using ServiceNow
Maximum Marks:	4 Marks

Customer Problem Statement Template:

Families often struggle to keep accurate track of their expenses across various categories such as groceries, bills, transportation, and entertainment. Managing these records manually through notebooks or spreadsheets can be time-consuming and prone to human error.

As a result, families face difficulties in identifying overspending patterns, maintaining budgets, and planning for savings. Without a proper tracking system, it becomes challenging to analyze financial habits and make informed decisions.

They need an automated solution that can record daily expenses, calculate totals, compare them against predefined budgets, and generate visual reports. A clear dashboard and timely alerts will help maintain financial discipline and awareness. This solution will improve budget control, accuracy, and family financial planning efficiency.

Reference: <https://miro.com/templates/customer-problem-statement/>

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Family Member	Record my monthly expenses	I forget to note or miscalculate amounts	there's no proper system to track and categorize expenses	confused and unaware of my spending
PS-2	A Parent	Maintain a monthly family budget	it's difficult to monitor everyone's spending	there's no consolidated dashboard to compare actual vs planned expenses	frustrated and unable to control unnecessary costs

Problem Statement PS 1:

As a family member, I am trying to record my daily and monthly expenses, but I often forget or miscalculate the total spending because there is no centralized system to track all categories in one place. This makes me feel confused and unaware of how much I actually spend each month.

Without accurate tracking, I cannot plan savings or detect where overspending happens. I need a simple digital tool in ServiceNow that automatically stores and categorizes my expenses, helping me maintain a clear picture of my financial activities.

Problem Statement PS 2:

As a parent or family budget manager, I want to ensure that the total family expenses remain within the planned monthly budget. However, it becomes difficult to monitor and compare everyone's spending because there is no consolidated dashboard that provides a summary view.

This leads to overspending and lack of control, affecting long-term savings goals. A ServiceNow-based dashboard and alert system that tracks, compares, and visualizes expenses against budget limits would help maintain financial balance and reduce stress.