

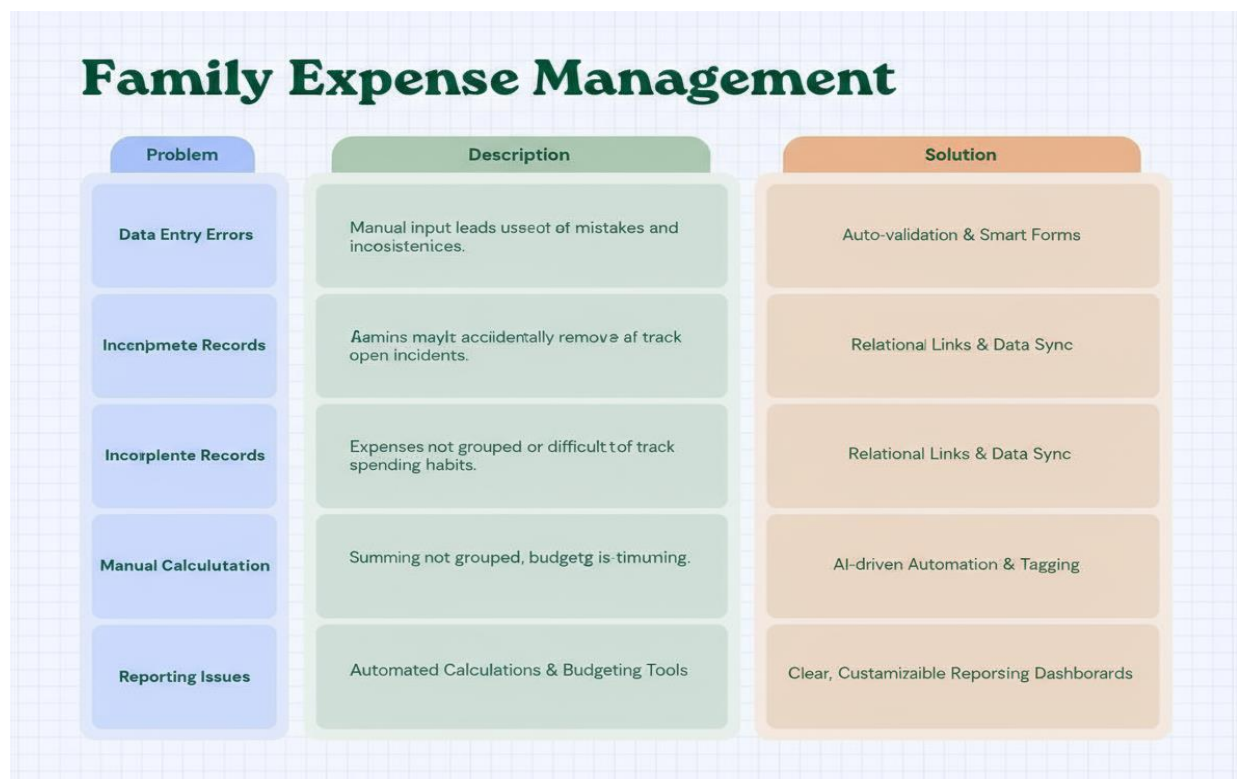
Ideation Phase

Define the Problem Statements

Date	02 Nov 2025
Team ID	NM2025TMID04665
Project Name	Calculating Family Expenses Using ServiceNow
Maximum Marks	4 Marks

Customer Problem Statement Template

Families face difficulties in tracking, categorizing, and analyzing daily and total expenses due to manual processes or fragmented records. This leads to errors, overlooked entries, and a lack of financial awareness. Without automated tools, families may exceed budgets, miss important expense patterns, or struggle to generate timely financial reports. A system is needed to automate expense calculations, categorize entries, and offer user-friendly reporting that improves decision-making and household financial health. Diagrams and clear workflows will simplify the tracking and management of both individual and total expenses.



PS	I am	I'm trying to	But	Because	Which makes me feel
PS-1	a Family Member	Record daily expenses	the process is manual and error-prone	expenses are easily missed or miscalculated	worried and confused
PS-2	a Parent	Track total family spending	records are scattered and not linked	daily entries don't roll up clearly to totals	frustrated and uncertain
PS-3	a Student	Review expense trends	reports require lots of manual effort	there's no automatic categorization or summaries	overwhelmed and lost

Example Problem Statements

PS-1:

As a family member, I am trying to record daily expenses but struggle with keeping track and calculating total expenses manually. This process is time-consuming and prone to mistakes, causing frustration and confusion in managing our budget.

PS-2:

As a parent, I want to ensure that all expenses are recorded and categorized, but without automation, data entry is repetitive, and generating accurate reports is difficult. This impacts our ability to identify saving opportunities and avoid unnecessary spending.

PS-3:

As a student managing personal expenses within my family, I often need to review spending trends over weeks or months. Using manual or unlinked methods makes it difficult to categorize and analyze where money is going, causing me to miss important insights and feel overwhelmed by the sheer volume of data to process.