

Project Design Phase
Problem – Solution Fit

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| Date | 20 Feb 2026 |
| Team ID | LTVIP2026TMIDS24859 |
| Project Name | Calculate Family Expenses Using Service Now |
| Mentor Name | Dr Shaik Salma Begum |
| Maximum Marks | 2 Marks |

Problem–Solution Fit: Calculate Family Expenses using ServiceNow

The Problem–Solution Fit for the Family Expense Management System highlights how the application addresses common challenges families face in tracking and managing their daily expenses. By using ServiceNow's automation and database capabilities, the system improves financial tracking, accuracy, and transparency, helping users manage expenses efficiently.

Purpose

- Solve the problem of manual expense tracking using an automated digital platform.
- Provide centralized storage for family expense records.
- Improve visibility into daily and total expenses.
- Reduce human errors through automated calculations.
- Enable better financial planning using organized expense data.
- Automate expense updates using business rules and relationships.

Problem–Solution Summary

| Identified Problem | Proposed Solution |
|---|---|
| Manual expense tracking using notebooks or spreadsheets | Automated expense management system using ServiceNow |
| Difficulty calculating total family expenses | Business rule automatically calculates total expenses |
| Lack of centralized expense storage | Custom tables store all expense records |
| Errors in manual calculation | Automated system ensures accurate calculations |
| No clear visibility of expense details | Related lists show detailed expense records |

Identified Problem

Time-consuming manual tracking

Difficulty analyzing spending patterns

Proposed Solution

Automated form entry and record management

Organized data helps monitor and analyze expenses

Outcome

By achieving a strong problem–solution fit, this project ensures that:

- Families can easily record and manage daily expenses.
- Total expenses are calculated automatically and accurately.
- Users have centralized and organized expense records.
- Manual calculation errors are eliminated.
- The system improves financial planning and expense tracking.
- ServiceNow automation improves efficiency and usability.

Template:



