

## Ideation Phase

### Define the Problem Statements

Date	01 NOV 2025
Team ID	NM2025TMID01129
Project Name	Calculating Family Expenses using Service Now
Maximum Marks	2 Marks

#### **Customer Problem Statement Template:**

Managing family expenses manually is time-consuming and often inaccurate. Families face difficulties in tracking daily spending, calculating total expenses, and maintaining a clear budget. To solve this, a **Calculating Family Expenses System using ServiceNow** is proposed. The system automates expense tracking, calculates total income and balance, and provides clear reports for better financial planning. This helps users manage their finances efficiently and make informed decisions.

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

#### **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 Family Member	Record and calculate my monthly expenses	it becomes confusing and time-consuming	I have to enter data manually and calculate totals myself	Tired and frustrated
PS-2	A Family Head	Monitor total family spending.	I can't see real-time updates or summaries.	the system lacks automated calculation and reports	Worried and uncertain about our budget.

#### **Problem Statement PS 1:**

As a family member, I'm trying to record and calculate my monthly income and expenses, but the process is slow and prone to errors because I have to enter and total everything manually. This makes me feel tired and frustrated, especially when I need accurate results quickly. Without an automated

system, it becomes difficult to track where the money is going each month. I need a digital solution that automatically calculates total income, expenses, and remaining balance, helping me save time and avoid mistakes.

**Problem Statement PS 2:**

As a family head, I want to monitor overall family spending and balance, but I can't easily see real-time updates or generate financial summaries because the current process is manual and unorganized. This makes me feel worried and uncertain about how much we are spending or saving.

A ServiceNow-based automated expense tracking system would allow me to view categorized reports, analyze spending trends, and make informed financial decisions to improve family budgeting and savings.