Ideation Phase

Define the Problem Statements

Date	28/10/2025
Team ID	NM2025TMID03933
Project name	Calculating family expenses using service now
Maximum marks	4 Marks

Customer Problem Statement Template:

 Families often face challenges in tracking and managing their monthly expenses effectively. Using manual methods like spreadsheets or notes can lead to errors, data loss, and a lack of clear insights into spending patterns. To solve this, the goal is to create a centralized solution using Service Now that allows family members to record, monitor, and analyse their expenses in real time. This system will help automate expense tracking, generate reports, and provide dashboards for better financial planning and decision-making.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A parent managing household finances	Record and review all family expenses in one place	I have to check multiple sources like receipts, notes	App There is no centralized tool to capture and	expenses automatically Overwhelmed and unsure about total spending
PS-2	Lack of visibility into spending patterns and budget planning	A working professional sharing expenses with family Compare	Monthly expenses and plan a better budget	The existing methods are manual and time-Frustrated	Unable to make informed financial decisions

Problem Statement PS 1:

Difficulty in tracking day-to-day family expenses accurately   A parent managing household finances   Record and review all family expenses in one place   I have to check multiple sources like receipts, notes, and apps   There is no centralized tool to capture and analyse expenses automatically   Overwhelmed and unsure about total spending

Problem Statement PS 2:

Lack of visibility into spending patterns and budget planning   A working professional sharing expenses with family Compare monthly expenses and plan a better budget   I can't get clear reports or visual summaries The existing methods are manual and time-consuming   Frustrated and unable to make informed financial decisions