

# Ideation Phase

## Define the Problem Statements

Date	02 November 2025
Team ID	NM2025TMID03531
Project Name	Calculating Family Expenses using ServiceNow
Maximum Marks	2 Marks

### Customer Problem Statement Template

<p>I am</p> <div style="border: 1px solid black; padding: 10px; margin: 10px;"> <p>A family member who manages monthly household expenses who manages monthly household expenses</p> </div>	<p>I'm trying to</p> <div style="border: 1px solid black; padding: 10px; margin: 10px;"> <p>Record, calculate, and track all family expenses easily in one system</p> </div>	<p>But</p> <div style="border: 1px solid black; padding: 10px; margin: 10px;"> <p>It's difficult to manage everything manually using notebooks or spreadsheets</p> </div>	<p>Because</p> <div style="border: 1px solid black; padding: 10px; margin: 10px;"> <p>There is no automated tool that can calculate totals and show spending reports</p> </div>	<p>Which makes me feel</p> <div style="border: 1px solid black; padding: 10px; margin: 10px;"> <p>Frustrated and confused about where the money is going and how to control expenses</p> </div>
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### Problem Statement Table

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a family member who manages monthly household expenses	track and calculate total expenses efficiently	manual tracking through notebooks or spreadsheets is time consuming and prone to errors	there is no automated system to record and calculate family expenses	frustrated and disorganized about financial management
PS-2	a parent who wants to maintain a family budget	set spending limits and monitor expense categories (food, rent, bills, etc.)	current methods don't provide real-time alerts when budget limits are exceeded	there's no digital tool to notify or summarize spending patterns	anxious about overspending and lack of financial control