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

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