Ideation Phase
Define the Problem Statements

Date	19-02-2026
Team ID	LTVIP2026TMIDS66350
Project Name	Calculating family expenses
Maximum Marks	2 Marks

Customer Problem Statement :

The primary customer problem addressed by the "Calculating Family Expenses using ServiceNow" project is the difficulty families face in tracking, managing, and analyzing their daily and monthly expenses efficiently. Many families rely on handwritten notes, memory, or scattered records, which often leads to incomplete or inaccurate tracking of spending. Because expenses are recorded separately by different family members or not recorded at all, there is no centralized view of total expenditure, making budgeting and financial planning difficult. Additionally, manual calculations are time-consuming and prone to errors, and the lack of categorized data prevents families from understanding where most of their money is being spent. This situation creates stress, confusion, and uncertainty about financial stability. As a result, families feel disorganized and worried about overspending, highlighting the need for a reliable, user-friendly system that can record expenses in real time, consolidate data, generate reports, and support better financial decision-making.

Example:

PS No.	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A family member	Track my daily expenses easily	I often forget or lose handwritten notes of my spending	There is no simple centralized system to record expenses immediately	Disorganized and worried about overspending
PS-2	The head of the family	Monitor the total family spending and stay within budget	Expenses are recorded separately by each member or not recorded at all	There is no consolidated view of all family expenses in one place	Stressed and uncertain about financial control
PS-3	A working parent	Understand where most of our money is going each month	Expenses are not categorized properly	Manual tracking makes analysis difficult and	Confused about how to reduce unnecessary spending

				time-consuming	
PS-4	A family member managing household accounts	Generate reports of daily and monthly expenses	I must calculate totals manually using notebooks or spreadsheets	There is no automated reporting system	Overloaded and prone to calculation errors
PS-5	A parent teaching children financial discipline	Track each member's spending habits	Individual expenses are not recorded with names or details	There is no system that links expenses to specific family members	Unable to guide or control spending behavior effectively