

Ideation Phase

Define the Problem Statements

Date	2 November 2025
Team ID	NM2025TMID05198
Project Name	Calculating Family Expenses using ServiceNow
Maximum Marks	2 Marks

Customer Problem Statement

A **customer problem statement** helps understand the real challenges faced by the user. In this project, the customer is a homemaker or working parent who manages household expenses manually.

The goal is to simplify, automate, and organize the entire process of recording and calculating family expenses.

Problem Statements (PS)

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A homemaker managing family expenses	Keep track of all daily expenses	It takes too much time and effort manually	There's no simple system to calculate and record automatically	Frustrated and stressed about unorganized finances
PS-2	A working parent managing household income	Analyze monthly spending and savings	The data is scattered across notes and receipts	I have to calculate totals by hand every month	Confused, tired, and unsure about actual expenses