

Ideation Phase

Define the Problem Statements

Date:	02 Nov 2025
Team ID	NM2025TMID01191
Project Name	Calculating Family Expenses using ServiceNow
Maximum Marks	2 Marks

Customer Problem Statement Template:

Families often find it difficult to manage their daily and monthly expenses efficiently. Without an organized system, expense details become scattered and unclear. Manual calculations and paper-based records can lead to errors, confusion, and difficulty in identifying spending patterns.

They need a simple, automated, and reliable system built on the ServiceNow platform that records all expenses, updates totals automatically, and provides clear insights through daily and monthly summaries. This will improve accuracy, reduce manual effort, and promote better financial planning.

problems and solutions table

PROBLEM	DESCRIPTION	SOLUTION
Manual Expense Tracking	Families record expenses manually, leading to errors and missing data.	Automate data entry and total calculations using ServiceNow tables and business rules.
Data Disorganization	Expense details are scattered across multiple sources, making analysis difficult.	Store all expense data in centralized ServiceNow tables for better structure and visibility.
Lack of Real-Time Updates	Monthly totals are not updated instantly when new expenses are added.	Implement real-time business rules to auto-update totals whenever new entries are created.
No Expense Categorization	Users can't group expenses by date, type, or family member for easy understanding.	Add categorized fields and filters to view expenses by date or person.
Limited Financial Insights	Families struggle to analyze patterns or control spending.	Create dashboards and reports in ServiceNow to visualize daily and monthly trends.

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Parent	Track and manage all family expenses easily	Manual tracking is time-consuming and unorganized	There's no automated system to handle expenses	Confused and uncertain about financial decisions
PS-2	A Family Member	Record my daily expenses regularly	The process is repetitive and lacks structure	There's no central place to log or view expenses	Frustrated and less motivated to maintain records

Problem Statement PS 1:

As a parent, I want an easy and accurate way to manage all family expenses in one place. Currently, manual tracking causes missed entries and calculation errors, which makes budgeting and planning difficult. I need a ServiceNow-based platform that automatically updates totals and maintains organized records to help me make better financial decisions.

Problem Statement PS 2:

As a family member, I want to record my daily expenses quickly and see how they contribute to the total family spending. At present, tracking expenses manually feels confusing and disconnected. An automated ServiceNow solution that instantly syncs and displays expense updates will help in maintaining transparency, consistency, and accountability.