Project Design Phase

Problem – Solution Fit Template

Date	28 June 2025
Team ID	LTVIP2025TMID60720
Project Name	Calculating Family Expenses Using Service now
Maximum Marks	2 Marks

✅ **Problem–Solution Fit**

🔍 **Identified Problem:**

Managing household expenses manually—via spreadsheets, notes, or generic apps—is inefficient and prone to errors. Families often face challenges like:

- Lack of centralized and shared expense tracking.

- Difficulty in monitoring monthly budgets.

- No timely alerts when overspending occurs.

- Limited insights into spending patterns or trends.

💡 **Proposed Solution:**

Build a **custom ServiceNow application** that offers a centralized, automated platform for tracking, managing, and analyzing family expenses. This solution addresses the key pain points through:

✅ **Key Features:**

- **Expense Entry Forms**: Simple forms to log daily expenses with categories and descriptions.

- **Budget Management**: Monthly or category-specific limits with warning thresholds.

- **Automated Notifications**: Real-time alerts when expenses exceed set budgets.

- **Dashboards & Reports**: Visual summaries for analyzing spending over time.

- **Role-Based Access**: Secure login with permissions for family members and admin roles.

- **Mobile Compatibility**: Access via any device using ServiceNow's responsive UI.

🎯 **Why It Fits:**

Problem	Solution
No unified system to log expenses	ServiceNow app with shared entry forms and central database
No spending visibility	Dashboards and downloadable reports provide clarity
Overspending without warning	Automated alerts via Flow Designer workflows
Manual and inconsistent tracking	Structured data storage and automation for accuracy and ease
Family coordination around finances is hard	Role-based access and shared dashboards improve transparency and discussion

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✅ **Fit Confirmation:**

By aligning real user pain points with powerful ServiceNow capabilities (automation, workflows, reporting, and security), this project demonstrates a strong **problem–solution fit**. It empowers families to take control of their finances with a structured, scalable tool built on an enterprise-grade platform.