

Project Design

Phase Problem – Solution Fit Template

Date	
Team ID	NM2025TMID05673
Project Name	Calculating Family Expenses using Service Now
Maximum Marks	2 Marks

Problem–Solution Fit Template:

A **Problem–Solution Fit** means identifying the main problems faced by users and designing a solution that effectively addresses those problems.

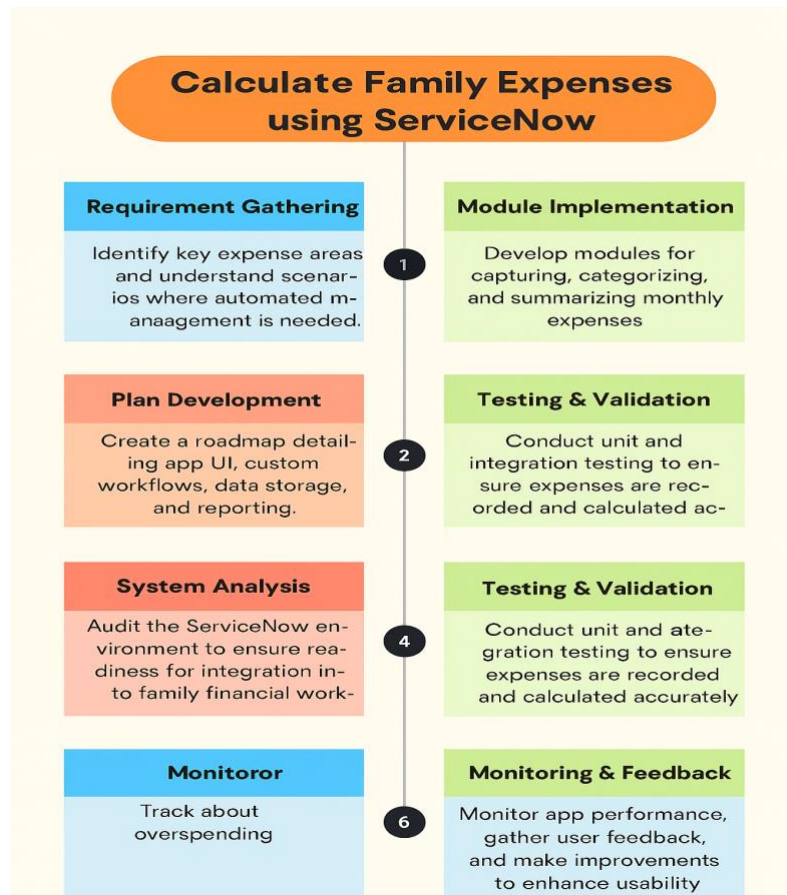
It ensures that the **solution you create truly matches the users’ real needs**, not just what you assume they want.

In your case, it helps make sure that your **ServiceNow-based expense tracking system** actually helps families manage, record, and analyze expenses efficiently.

Purpose:

The purpose of the Problem–Solution Fit Template is to:

- Clearly define the core problems faced by users (family members managing expenses).
- Provide practical solutions through ServiceNow features such as dashboards, automation, and reporting.
- Ensure the solution aligns with user needs, improving usability and satisfaction.
- Serve as a guide for building and validating your project idea before full implementation.



The **Problem–Solution Fit** helps align your **family expense management system** with real-world problems. It ensures that every ServiceNow feature — from forms and workflows to reports and notifications — directly solves a specific user issue, making the solution meaningful, efficient, and user-friendly.