Project Design Phase - Problem Solution Fit

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Project Name: Calculating Family Expenses Using ServiceNow

Target Customer

Families who want to manage and track daily household expenses.

Problem

Families forget daily expenses, cannot calculate monthly totals and cannot analyze spending patterns.

Existing Methods

Manual notebooks, memory based tracking, basic calculator usage.

Why Existing Methods Fail

No automation, no history tracking, errors in calculation and no category analysis.

Proposed Solution

ServiceNow based centralized expense tracking system.

Key Features

Daily expense entry, automatic total calculation, category tracking, reports and history.

Value Provided

Better financial awareness and spending control.

Why Solution Fits

Uses simple forms and automation so users can easily adopt without learning new software.

Success Indicators

Users regularly log expenses and view monthly reports.