**Project Design Phase**

**Problem – Solution Fit**

|  |  |
| --- | --- |
| Date | 28 June 2025 |
| Team ID | LTVIP2025TMID29793 |
| Project Name | Calculating Family Expenses using Service Now |
| Maximum Marks | 2 Marks |

**Problem–Solution Fit:**

The *Problem–Solution Fit* for this project reflects how the *Calculating Family Expenses Using ServiceNow* system addresses key challenges faced by families in managing their household expenses. It ensures that the solution aligns with real user needs, behavioral patterns, and pain points, ultimately improving adoption and effectiveness.

**Purpose**

* **Solve complex problems** in a way that fits the actual needs and state of families managing expenses.
* **Accelerate adoption** by designing the solution around familiar behaviors (e.g., logging expenses, reviewing budgets).
* **Sharpen communication and engagement** by aligning features with what matters most to users, such as budget control and transparency.
* **Build trust** by addressing frequent and significant frustrations like disorganized records, lack of alerts for overspending, and inefficient tracking methods.
* **Understand and improve the existing situation** by creating a structured, automated system that simplifies financial management for families.

**Problem–Solution Summary**

| **Identified Problem** | **Proposed Solution** |
| --- | --- |
| Disorganized manual tracking of daily and household expenses | Centralized system with linked Family and Daily Expenses tables |
| No alerts when household budgets are exceeded | Automated budget monitoring and notification using business rules |
| Difficulty linking daily expenses to family-level budgets | Related lists and relationships between Daily and Family Expenses records |
| Lack of categorized reports to analyze spending patterns | Categorization of expenses and capability for reporting within ServiceNow |
| High effort required for manual data entry and monitoring | Custom forms, auto-numbering, and automation to simplify data entry and review |

**Outcome**

By achieving problem–solution fit, this project ensures:

* Families can efficiently track, manage, and review their expenses.
* The system integrates naturally into users' behavior, reducing friction and increasing adoption.
* The solution directly solves pain points that impact household financial well-being, building trust and long-term engagement.

**Template:**

