

# Ideation Phase

## Define the Problem Statements

Date	30 October 2025
Team ID	NM2025TMID08072
Project Name	Calculating Family Expenses Using ServiceNow
Maximum Marks	2 Marks

### Customer Problem Statement Template

I am   a working professional or homemaker	I'm trying to   calculate my family expenses easily	But   it is time-consuming	Because   it requires frequent updates and lacks automation	Which makes me feel   frustrated and stressed
---	--	-------------------------------------	--	--

### Problem Statement Table

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a working professional or homemaker managing my family's monthly budget	track and record daily, weekly, and monthly family expenses easily	manual tracking using notebooks or spreadsheets is time-consuming	it requires frequent updates, calculations, and lacks automation	frustrated and stressed about losing control over my family's spending
PS-2	a user who wants to improve financial planning	analyze spending patterns and generate reports automatically	there is no centralized platform to visualize and analyze expenses	traditional methods do not provide real-time insights or automated reports	uncertain about my financial status and future savings