

Ideation Phase

Brainstorming & Idea Prioritization

Date: 03 November 2025

Team ID:NM2025TMID07316

Project Name: Calculating Family Expenses Using ServiceNow

Maximum Marks: 4 Marks

Project Overview

This project focuses on creating an automated system in ServiceNow to manage and calculate family expenses efficiently. The goal is to develop a simple, user-friendly application that records daily, weekly, and monthly expenses, categorizes spending, and generates summary reports.

By using ServiceNow workflows, the system automates data entry, budget tracking, and notifications when spending exceeds set limits. It helps families make better financial decisions and maintain proper records of their expenses.

The project aims to reduce manual calculations, prevent errors, and improve financial awareness through data visualization and automated reports.

Step 1: Team Gathering, Collaboration, and Selection of the Problem Statement

Problem Statement Selected: Calculating and Managing Family Expenses Using ServiceNow

Activity Description:

The team discussed common problems faced in tracking daily household expenses. It was observed that manual recording (in notebooks or spreadsheets) often leads to missing data, miscalculations, and difficulty in analyzing where money is spent.

To address this issue, the team decided to create an automated expense management system using ServiceNow, enabling easy expense entry, categorization, and total calculation through workflows.

Outcome:

The finalized problem statement aims to develop a ServiceNow-based expense calculator that automates data storage, categorization, and reporting to help users monitor and manage family budgets efficiently.

Step 2: Brainstorming, Idea Listing, and Grouping

Brainstorming:

The team shared ideas on features that could make expense management easier for users.

Key points included automation, categorization, and visual reporting.

Idea Listing:

- Automate expense entry and calculation workflows.
- Categorize expenses (e.g., food, bills, education, travel, savings).
- Generate monthly and yearly reports.
- Send alerts when expenses exceed the budget.
- Provide a dashboard for visual summaries.

Grouping:

Ideas were grouped into three main categories:

1. Automation Features: Workflow-driven calculations and notifications.
2. Data Management: Categorized and structured expense records.
3. Visualization & Reporting: Dashboards and reports for insights.

Action Planning:

Each team member was assigned a module—data input, workflow automation, and report generation. Implementation will be carried out using ServiceNow modules such as Tables, Forms, Flows, and Dashboards.

Step 3: Idea Prioritization

Idea Prioritization Process:

All ideas were evaluated based on impact, feasibility, and relevance to the project goal. Top priority was given to:

- Automated expense tracking workflow
- Budget alert mechanism
- Summary dashboard

These features directly support the project's objective of helping families easily monitor and control their daily and monthly spending.