Ideation Phase

Family Expense Automation Using ServiceNow

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Team ID: NM2025TMID00838

Project Name: Family Expense Automation Using ServiceNow

Family Expense Automation Using ServiceNow Template:

This project focuses on building a ServiceNow-based solution to automate the management of family expenses. It introduces workflows that record, categorize, and visualize expenses automatically, allowing each family member to contribute and monitor the household budget efficiently. The system enhances transparency and financial control.

Step-1: Team Gathering, Collaboration and Problem Selection:

The team identified the issue of inefficient manual expense tracking and inconsistent budgeting. The goal is to automate the entire expense lifecycle using ServiceNow — from entry to visualization — ensuring simplicity and accuracy.

Fig1: Visual overview of income, expenses, and savings categories.

Step-2: Brainstorm, Idea Listing and Grouping:

In the brainstorming phase, the team proposed ideas like auto-expense categorization, predictive savings, shared dashboards, and expense alerts. Ideas were grouped under three main categories: Automation, Insights, and Collaboration.

Fig2: Brainstorming representation showing different expense categories.

Step-3: Idea Prioritization:

Idea prioritization is based on feasibility, impact, and innovation. The automation of expense categorization and visualization through ServiceNow's Flow Designer is ranked highest. The team creates a workflow diagram to outline automated triggers for recording, approval, and reporting of expenses.

📊 Workflow Overview:
1. Expense Entry → 2. Category Detection → 3. Approval Flow → 4. Dashboard Visualization

Fig3: Workflow automation diagram representation.

Summary:

Family Expense Automation Using ServiceNow demonstrates how enterprise-grade automation can transform everyday financial management. It replaces manual record-keeping with intelligent automation and provides families with real-time financial visibility.