

## Team Information

**Project Title:** Calculating Family Expenses Using ServiceNow

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# Project Design Phase

Project: Calculating Family Expenses Using ServiceNow

This document outlines the design phase of the application that helps families manage and track their expenses using the ServiceNow platform.

## 1) Problem Statement

Managing household expenses can be time-consuming and error-prone when done manually or using basic spreadsheets. Families often lack a centralized, automated, and collaborative system to track expenditures, analyze trends, and make informed budgeting decisions.

## 2) Proposed Solution

Develop a custom application on the ServiceNow platform that allows family members to enter, categorize, and track expenses. The solution includes dashboards, automated reminders, user roles, and analytics to provide real-time insights and simplify financial management.

## 3) Solution Architecture

The architecture of the solution involves the following components:

- **User Interface**: Custom ServiceNow forms and portal views for data entry and report viewing.
- **Database**: ServiceNow tables to store user profiles, expenses, categories, and recurring transactions.
- **Business Logic**: Workflows and business rules to handle approval, notifications, limits, and schedules.
- **Analytics**: ServiceNow Performance Analytics for spending trends, monthly summaries, and category comparisons.
- **Security**: Role-based access control to restrict visibility and actions to relevant users.