**🔧 Step-by-Step Guide to Brainstorming Session**

**1. Set a Clear Objective**

*"How can we use ServiceNow to calculate and manage family expenses effectively?"*

**2. Gather Your Team (or Participants)**

Invite stakeholders like:

* ServiceNow developers/administrators
* A family member or hypothetical user
* Finance-savvy individuals
* UX designer (optional)

**3. Choose a Brainstorming Format**

Pick a format that encourages creativity:

* Whiteboarding (Miro, Lucidchart)
* Sticky Notes (physical or virtual)
* ServiceNow Flow Designer sandbox demo
* Mind map

**🧠 Brainstorming Topics & Prompts**

Organize your session into the following areas with prompting questions:

**A. User Roles and Personas**

* Who will use it? (e.g., Parent, Spouse, Teenager)
* What permissions are needed? (view-only vs. editable)
* Should it support mobile?

**B. Expense Categories**

* What are the common expense types? (Groceries, Rent, Utilities, Education)
* Should users be able to define custom categories?

**C. Data Input Methods**

* Manual form entry via ServiceNow portal?
* Automated email intake using Flow Designer?
* Mobile app interface or voice input?

**D. Calculations & Reporting**

* Should there be a monthly budget cap per category?
* How should expenses be totaled (monthly, yearly)?
* Can it trigger alerts for overspending?

**E. Visualization**

* Dashboards with pie charts or bar graphs?
* Notifications on budget thresholds?
* Expense trends over time?

**F. Automation and Workflows**

* Auto-assign expenses to categories based on description?
* Daily/weekly digest email summaries?
* Integration with Google Sheets or banking APIs?

**G. Security and Access**

* How is data privacy handled?
* Should there be a family approval process for high expenses?

**🛠 Tools & Features to Leverage in ServiceNow**

* **Catalog Items**: For submitting new expenses
* **Tables & Records**: To store expense data
* **Flow Designer**: For workflows like approvals, summaries
* **Dashboards**: For expense insights
* **Notifications**: Budget alerts
* **Script Includes/Business Rules**: For calculations
* **Mobile App Configurations**: For family access on the go

**🎯 Wrap-Up: Deliverables from Brainstorm**

* Top 5 features to implement
* Draft mockup or prototype flow
* Identified user roles
* Feasibility checklist
* Next steps (e.g., POC or MVP)