**Project Title Name Calculating Family Expenses using ServiceNow**

**Team Member**

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**1. Project Overview**

This document outlines the project plan for "Calculating Family Expenses using ServiceNow." The goal is to develop a custom application within the ServiceNow platform that allows a family to track, categorize, and analyze their household expenses. This application will provide a centralized and automated way to manage finances, offering insights into spending habits and helping the family to budget more effectively.

**1.1. Executive Summary**

The "Calculating Family Expenses" project aims to leverage the power of the ServiceNow platform to create a user-friendly and efficient tool for managing personal finances. The application will enable users to:

* **Record expenses:** Easily log individual transactions with details such as amount, date, and description.
* **Categorize spending:** Assign expenses to predefined categories (e.g., groceries, utilities, entertainment).
* **Generate reports:** Create visual dashboards and reports to analyze spending trends over time.
* **Set budgets:** Define and track budgets for different categories to monitor progress.

This project will demonstrate the versatility of the ServiceNow platform beyond traditional IT service management, showcasing its capabilities for building custom business applications.

**1.2. Project Scope**

The scope of this project includes the following:

* **Custom Application Development:** Building a new application within a ServiceNow instance.
* **User Interface (UI) Design:** Creating a user-friendly and intuitive interface for data entry and reporting.
* **Data Model:** Designing the tables and fields required to store expense data.
* **Business Logic:** Implementing business rules and workflows to automate calculations and notifications.
* **Reporting and Dashboards:** Creating reports and dashboards to visualize spending data.
* **Role-Based Access Control:** Defining roles for different family members (e.g., administrator, user).

The project will **not** include:

* **Integration with external financial institutions:** The application will not directly connect to bank accounts or credit cards.
* **Automated data import:** All data entry will be manual.
* **Mobile application development:** The focus is on the web-based interface.
* **Financial advice or tax calculation features.**

**2. Project Deliverables**

The key deliverables for this project are:

* **Project Plan:** This document.
* **Application Design Document:** Detailed specifications of the data model, UI, and business logic.
* **Completed ServiceNow Application:** The fully functional application on the designated instance.
* **User Guide:** Documentation for end-users on how to use the application.
* **Project Closure Report:** A summary of the project's performance and lessons learned.

**3. Project Team and Roles**

* **Project Sponsor:** The family member who initiated the project and will be the primary user.
* **Project Manager:** Responsible for overseeing the project, managing the timeline, and ensuring deliverables are met.
* **ServiceNow Developer:** The technical expert responsible for building the application within the ServiceNow platform.
* **End-Users:** All family members who will be using the application to record and view expenses.

**4. Project Timeline and Milestones**

The project will be executed in a phased approach. The following is a high-level timeline (dates are illustrative):

* **Phase 1: Planning and Design (1 week)**
  + Project kick-off and requirements gathering.
  + Finalize project scope and deliverables.
  + Develop the Application Design Document.
  + **Milestone:** Approval of the Application Design Document.
* **Phase 2: Development (2 weeks)**
  + Create custom tables and fields in ServiceNow.
  + Build the user interface (forms, lists).
  + Implement business rules and workflows.
  + Develop reports and dashboards.
  + **Milestone:** Completion of core application functionality.
* **Phase 3: Testing and User Acceptance (1 week)**
  + Internal testing by the developer and project manager.
  + User Acceptance Testing (UAT) by end-users.
  + Bug fixing and enhancements based on feedback.
  + **Milestone:** Sign-off on UAT.
* **Phase 4: Deployment and Training (1 week)**
  + Deploy the application to the production instance (if applicable).
  + Conduct user training sessions.
  + Publish the User Guide.
  + **Milestone:** Go-Live.

**5. Technical Architecture**

* **Platform:** ServiceNow (specific version to be confirmed).
* **Custom Tables:**
  + u\_family\_expense table to store individual expense records.
  + u\_expense\_category table to store a list of expense categories.
* **Fields:**
  + u\_date\_of\_expense (Date)
  + u\_amount (Currency)
  + u\_description (String)
  + u\_category (Reference to u\_expense\_category table)
  + u\_spent\_by (Reference to sys\_user table)
* **Business Rules:**
  + Automate calculations (e.g., total monthly spending).
* **UI Components:**
  + Service Portal pages for a modern and simplified user experience (optional).
  + Standard platform forms and lists.
* **Reporting:**
  + Performance Analytics dashboards (if available).
  + Standard ServiceNow reports.

**6. Risks and Assumptions**

**Risks:**

* **Low user adoption:** Users may not consistently enter their expenses.
* **Technical challenges:** Unexpected complexities in ServiceNow development.
* **Scope creep:** Users may request features outside the defined scope.

**Assumptions:**

* The ServiceNow instance is available and properly configured.
* The project team has the necessary skills and access to the platform.
* Users are willing to manually enter all expenses.
* The project will be completed using a single-family perspective, not designed for multi-family or public use.

**7. Success Criteria**

The project will be considered a success if:

* The application is live and functional.
* The key stakeholders (family members) are using the application regularly to track their expenses.
* The application provides valuable insights into spending habits through reports and dashboards.
* The project is completed within the defined timeline and budget.