

Project Design Phase-II
Solution Requirements (Functional & Non-functional)

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| Date | 2 NOVEMBER 2025 |
| Team ID | NM2025TMID09055 |
| Project Name | Calculating Family Expenses using Service Now |
| Maximum Marks | 4 Marks |

Functional Requirements:

Following are the functional requirements of the proposed solution.

| FR No. | Functional Requirement (Epic) | Sub Requirement (Story / Sub-Task) |
|--------|----------------------------------|---|
| FR-1 | User Management | User registration and login Role-based access control (Admin, Member) Profile management |
| FR-2 | Expense Entry and Categorization | Add, edit, or delete expenses Categorize expenses (e.g., Food, Rent, Utilities) Attach receipts or notes to expenses |
| FR-3 | Budget Management | Set monthly or yearly budgets per category Track actual vs. planned spending Receive alerts when limits are reached |
| FR-4 | Real-Time Tracking and Dashboard | Display total income, expenses, and balance Visualize spending trends with charts and graphs Provide category-wise expense summaries |
| FR-5 | Reporting and Analytics | Generate downloadable monthly/yearly reports Compare expenses over time Suggest saving opportunities based on trends |
| FR-6 | Notifications and Alerts | Automated reminders for bill payments Alerts for budget thresholds Notifications for unusual spending patterns |
| FR-7 | Data Management and Security | Store data securely in ServiceNow tables Ensure data backup and recovery Provide access logs and audit trails |
| FR-8 | Integration and Scalability | Integrate with ServiceNow modules (e.g., Task, Incident) Support API connections for external data Allow expansion for multiple families or users |

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

| FR No. | Non-Functional Requirement | Description |
|--------|----------------------------|---|
| NFR-1 | Performance | The system should run smoothly and respond quickly to user actions. |
| NFR-2 | Security | User data should be protected through encryption and access controls. |
| NFR-3 | Reliability | The system should operate consistently with minimal downtime. |
| NFR-4 | Usability | The interface should be simple, intuitive, and easy to navigate. |
| NFR-5 | Maintainability | It should be easy to update, configure, and troubleshoot. |
| NFR-6 | Availability | The system must be accessible anytime from various devices |

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| NFR-7 | Scalability | It must support growth in users and data without affecting performance. |
| NFR-8 | Compatibility | It should work seamlessly across browsers and operating systems. |
| NFR-9 | Auditability | All activities should be logged for tracking and transparency. |