

# Internship Project Report

## Project Title

Calculating Family Expenses Using ServiceNow

## Introduction

Family expense management is an essential part of financial planning. Tracking, analyzing, and managing these expenses can help families make informed financial decisions and ensure stability. This project aims to automate the process of calculating and tracking family expenses using the ServiceNow platform.

## Objectives

- Create a family expense tracking application on ServiceNow.
- Automate calculation and categorization of expenses.
- Provide monthly and yearly summaries.
- Enable easy data entry and visualization.

## Tools and Technologies Used

- ServiceNow
- ServiceNow Catalog Items
- ServiceNow Reports and Dashboards
- ServiceNow Scripting

## Methodology

Step 1: Requirement Gathering

- Identify key expense categories.
- Define user roles.

Step 2: ServiceNow Configuration

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- Create Family Expense Tracker application.
- Create tables for expenses and categories.

## Step 3: Expense Entry Form Design

- Fields: Date, Category, Description, Amount, Payment Method.

## Step 4: Automation and Calculation

- Server-side scripting for total calculations.

## Step 5: Report and Dashboard Setup

- Create dashboards and schedule summary emails.

## Features Implemented

- Expense Entry via Catalog Item
- Automated Calculations
- Monthly Reports
- Dashboard Visualization
- Data Security

## Results

- Functional family expense tracking system.
- Automated expense calculations.
- Improved visibility into family spending.

## Challenges Faced

- Scripting complex calculations.
- Designing user-friendly forms.
- Managing data privacy and access.

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## Conclusion

The project successfully demonstrated the use of ServiceNow in solving real-life problems like family expense management. It simplifies expense tracking and provides insightful reports to help manage finances effectively.

## Future Enhancements

- Mobile app integration.
- SMS/Email budget alerts.
- AI-based expense prediction.