

PROJECT DESIGNING PHASE

Date : 23.10.2025
Team ID : NM2025TMID04135
Project Name : Calculating the family expenses using service
Max Marks : 4 marks

Family Expense Calculation using ServiceNow

1. Problem Identification

- Families often lack a centralized way to track and approve shared expenses.
- Manual tracking in spreadsheets causes data inconsistency and delayed approvals.
- Need: an automated workflow to record, process, and report expenses efficiently.

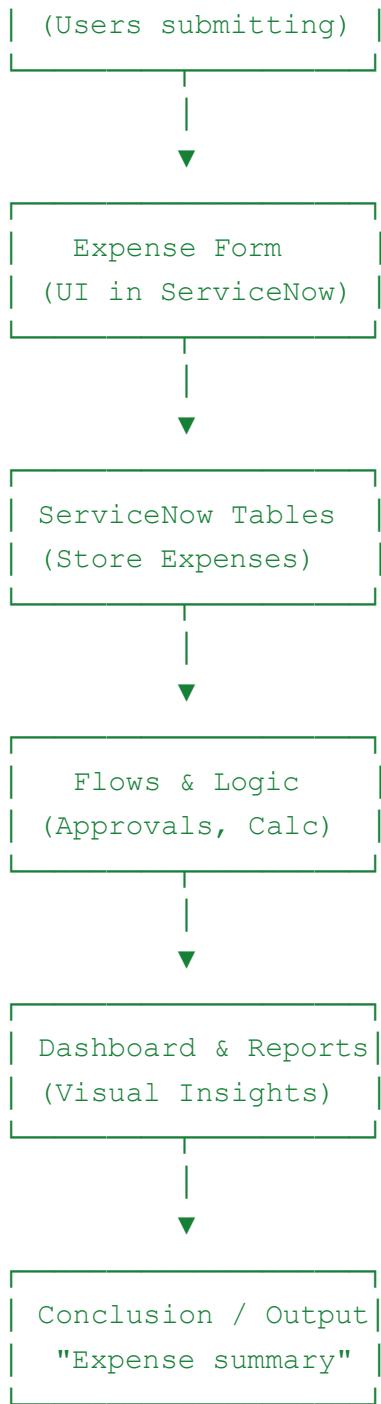
2. Objectives

- Create an **Expense Form** in ServiceNow for family members to submit expenses.
- Store all data in **ServiceNow Tables** (e.g., `Family_Expense`, `Expense_Category`).
- Build **Flows / Flow Designer** for approval and notifications.
- Provide **Dashboards & Reports** for insights (monthly spend, category breakdown).

3. System Design Overview

Here's a simple textual version of the **diagram** I'll generate for you once you're logged in:





4. Expected Outcomes

- Centralized and automated family expense management.
- Transparent reports with real-time updates.

- Reduced manual work and improved budgeting awareness.

1. PROBLEM DESIGN PHASE: FAMILY EXPENSE CALCULATION ON SERVICENOW

1. IDENTIFY USER NEEDS & PAIN POINTS

Manual Entry & Tracking: Tedious, error-prone spreadsheets. X

Receipt Management: Hard to store, lose physical copies. X

Lack of Visibility: No real-time budget vs. actual. X

Approval & Sharing: Difficult with multiple family members. X

2. CORE DESIGN CHALLENGES

Data Integration: Various sources (bank, credit card, manual). ⚙️

Customization: Flexible static categories, recurring expenses. ⚙️

User Experience: Mobile-friendly, simple for all ages. ⚙️

Mobile Considerations

- Camera for Receipts
- Push Notifications

3. PROPOSED SOLUTIONS (ServiceNow Capabilities)

Custom App/Table: "Family Expenses" table, table, fields. ✓

Flow Designer Workflow. Automate approvals, notifications ✓

Mobile Studio Expense Expense submission, receipt upload ✓

POTENTIAL RISKS & MITIGATIONS

! **User Adoption:**
Training, simple UI

! **Data Security:**
ACLS, encryption