Project Design

Phase Problem – Solution Fit Template

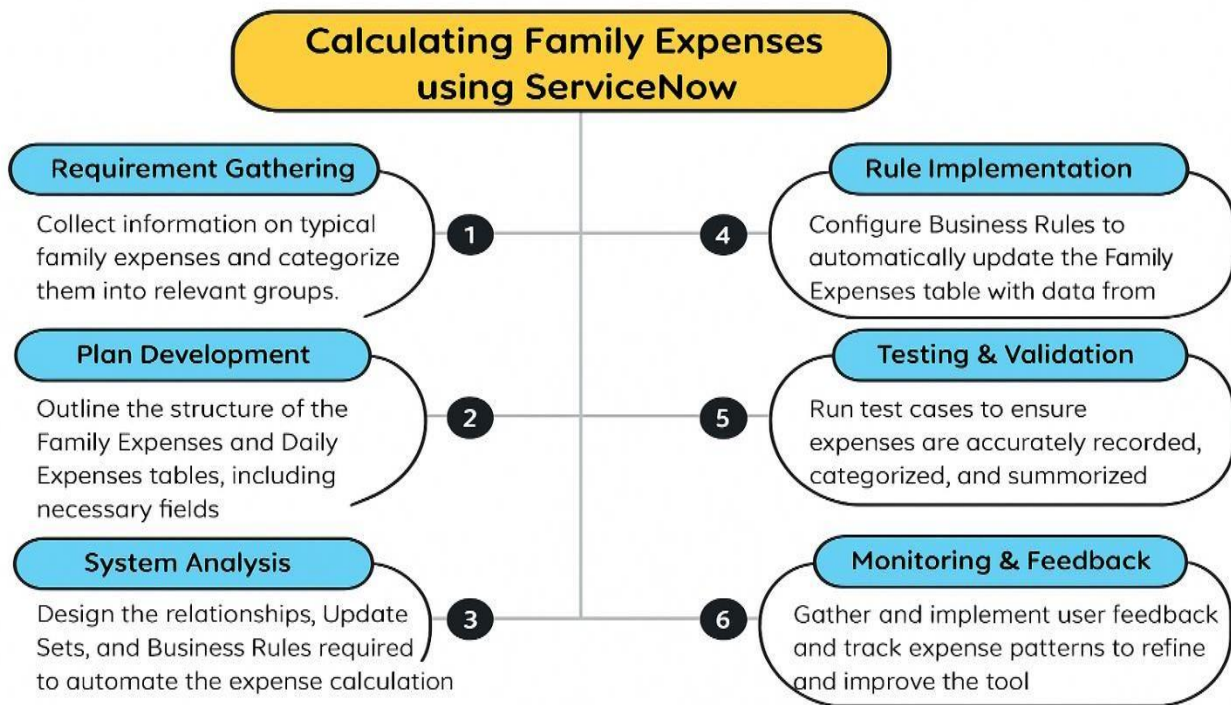| Date	2 November 2025
Team ID	NM2025TMID06655
Project Name	Calculating Family Expenses Using Service Now
Maximum Marks	2 Marks

Problem – Solution Fit Template:

The Problem–Solution Fit means identifying a real user challenge and designing a solution that effectively addresses it. In this project, we focus on simplifying and automating the tracking and management of family expenses using ServiceNow — a robust platform known for workflow automation and data management.

Purpose:

- Enable families to record, categorize, and analyze expenses efficiently in a centralized system.

- Eliminate manual errors by automating calculations and expense updates.

- Promote financial awareness and transparency within families through dashboards and reports.

- Ensure real-time expense tracking and budget management using ServiceNow workflows.

- Leverage ServiceNow's scalability and integration capabilities to handle multiple users and expense categories easily.

Template:

Calculating Family Expenses using ServiceNow

Requirement Gathering
1. Collect information on typical family expenses and categorize them into relevant groups.

Plan Development
2. Outline the structure of the Family Expenses and Daily Expenses tables, including necessary fields

System Analysis
3. Design the relationships, Update Sets, and Business Rules required to automate the expense calculation

Rule Implementation
4. Configure Business Rules to automatically update the Family Expenses table with data from

Testing & Validation
5. Run test cases to ensure expenses are accurately recorded, categorized, and summorized

Monitoring & Feedback
6. Gather and implement user feedback and track expense patterns to refine and improve the tool

The project 'Calculating Family Expenses using ServiceNow' addresses the common difficulty families face in managing and tracking daily expenses across multiple members. Using ServiceNow, this system automates expense recording, categorization, and reporting. By integrating two main modules — Family Expenses and Daily Expenses — along with Business Rules and Relationships, the system ensures that all expenses are consolidated automatically under their respective family records. This not only reduces manual effort but also enhances accuracy and provides insights through summarized reports. The project promotes financial discipline, accountability, and data-driven decision-making within the family unit. Through the implementation of ServiceNow's capabilities — including table creation, relationship configuration, and business logic automation — this solution demonstrates how enterprise platforms can be adapted to everyday use cases like personal finance management.