

# **Project Report: Calculating Family Expenses Using ServiceNow**

## **Introduction**

Managing and tracking family expenses is essential for maintaining financial stability and planning for future needs. In this project, we leverage ServiceNow, a powerful cloud-based platform, to create a custom application for tracking, categorizing, and analyzing family expenses. The goal is to provide a centralized, automated solution that simplifies financial record-keeping for a household.

## **Objectives**

- Develop a user-friendly ServiceNow application for managing family expenses.
- Enable users to input daily/weekly/monthly expense data.
- Categorize expenses (e.g., groceries, utilities, education, health, entertainment).
- Generate automated reports and dashboards for financial insights.
- Implement notifications and approval flows for budget breaches.

## **Tools and Technologies**

- ServiceNow Platform
- ServiceNow Studio
- Form Designer
- Flow Designer
- Report Builder
- Script Includes (JavaScript)
- Tables & Relationships

## **System Design**

Tables Created:

1. Expense Tracker [u\_expense\_tracker] - Fields: Date, Amount, Category, Description, Payment Mode, Receipt (attachment)
2. Expense Category [u\_expense\_category] - Fields: Name, Description, Monthly Limit
3. User Profile [u\_user\_profile] - Fields: Name, Email, Role (Parent, Child), Budget Owner (Yes/No)

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## **Relationships:**

- One-to-many between User Profile and Expense Tracker
- One-to-many between Expense Category and Expense Tracker

## **Functionalities Implemented**

- Expense Entry Form: Dynamic form for user input.
- Approval Workflow: Triggered if expense exceeds limit.
- Reporting: Visual and exportable summaries.
- Scheduled Jobs: Weekly summaries, monthly resets.

## **Sample Reports**

### **Monthly Expense Summary:**

Groceries: \$350 (Limit: \$400)

Utilities: \$220 (Limit: \$200)

Education: \$300 (Limit: \$300)

### **Expense Distribution:**

- Groceries: 30%
- Utilities: 20%
- Education: 25%
- Entertainment: 15%
- Health: 10%

## **Benefits of the Application**

- Transparency
- Automation
- Alerts
- Accessibility

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## **Challenges Faced**

- Learning curve with Flow Designer
- Role-based access setup
- Complex reporting logic

## **Future Enhancements**

- Mobile app support
- AI-based predictions
- Bank API integration

## **Conclusion**

The project demonstrates how ServiceNow can be used for personal finance management. With automation, structured data, and reporting, families can better understand and manage expenses.