

Project Design Phase

Problem – Solution Fit Template

Date	02 November 2025
Team ID	NM2025TMID08531
Project Name	Calculating Family Expenses Using ServiceNow
Maximum Marks	2 Marks

Problem – Solution Fit

The **Problem–Solution Fit** represents how effectively the *Calculating Family Expenses using ServiceNow* project addresses the challenges faced by families in managing and tracking their day-to-day financial activities.

Traditionally, most families record expenses manually using notebooks or spreadsheets, which often results in **calculation errors, missing data, and poor visibility** into spending patterns. Without an automated system, it becomes difficult to categorize expenses, set budgets, and generate monthly financial summaries.

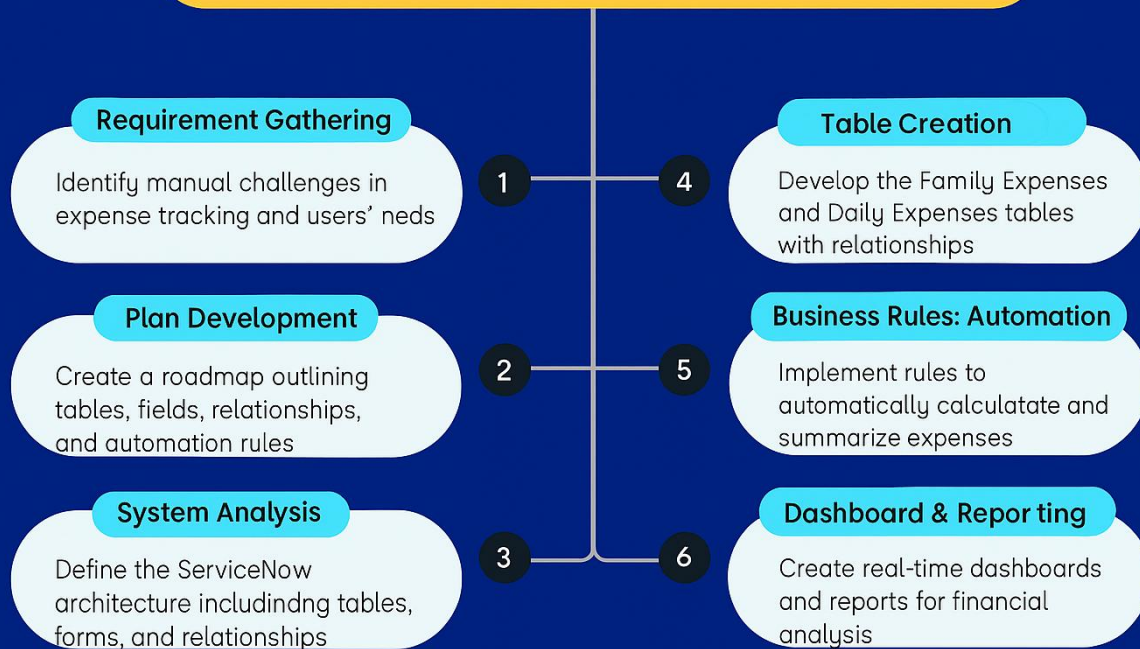
The implemented **ServiceNow-based Family Expense Management System** resolves these issues through automation and structured data management. The project uses **custom tables, relationships, and business rules** to automatically calculate total expenses, maintain daily records, and generate categorized summaries — ensuring **accuracy, transparency, and real-time updates**.

This solution not only simplifies expense tracking but also encourages **financial awareness and better budgeting** within households.

Purpose :

- **Automate** manual family expense tracking through a dynamic, user-friendly ServiceNow platform.
- **Enhance accuracy** in financial data by auto-calculating totals using Business Rules.
- **Provide visibility** into daily and monthly spending through categorized reports and dashboards.
- **Improve user experience** by offering a simple, interactive form for recording and reviewing expenses.
- **Promote financial control** through real-time monitoring and budget management.
- **Ensure scalability and maintainability** by following ServiceNow's governance standards, including Update Sets and proper configuration management.

Family Expenses Application



Explanation :

The project *Calculating Family Expenses using ServiceNow* addresses a key real-world challenge — the lack of efficient tools for managing personal and family finances.

By automating data entry and expense calculation, the system eliminates the need for manual computations and provides instant summaries of daily and monthly spending.

Users can easily record expenses in the **Daily Expenses Table**, while the system automatically updates totals in the **Family Expenses Table** through a **Business Rule**.

Furthermore, categorized expense data and visual reports empower users to analyze spending trends and plan budgets effectively.

With this implementation, the system delivers **accuracy, automation, and accessibility**, creating a digital financial assistant within ServiceNow that can grow with the user's needs.

Outcome

The successful implementation of the *Family Expense Management System* demonstrates the power of the ServiceNow platform beyond IT workflows. It transforms everyday financial management into an **automated, insightful, and efficient digital experience**, ensuring that families can make **data-driven financial decisions** with ease and confidence.