

Project Design Phase

Proposed Solution

Date	01 November 2025
Team ID	NM2025TMID03653
Project Name	Calculating Family Expenses Using ServiceNow
Maximum Marks	2 Marks

Proposed Solution Template:

S.No	Parameter	Description
1.	Problem Statement (Problem to be solved)	Managing family expenses manually can lead to calculation mistakes, lack of visibility, and difficulty in tracking monthly spending. There is no centralized system to store expense data, categorize expenses, and analyze spending patterns, leading to poor financial planning.
2.	Idea / Solution Description	Build a Family Expense Management System on ServiceNow. Create tables for family members and daily expenses, establish relationships, configure UI, and apply business rules for expense validation. Users can enter expenses, view totals, and manage categories in a structured digital platform.
3.	Novelty / Uniqueness	This solution uses the power of ServiceNow platform (typically used for IT workflows) for personal financial tracking, showing versatility. No external tools required — only platform configuration, tables, forms, relations, and reports. It also provides a real-world demonstration of ServiceNow CRUD, relationships, UI policies, and business rules.

4.	Social Impact / Customer Satisfaction	Helps families maintain clear financial records, monitor spending habits, and plan budgets efficiently. Prevents overspending, increases financial discipline, and improves transparency in household expense management.
5.	Business Model (Revenue Model)	While primarily for learning purposes, this system can be adapted as a subscription-based personal finance tool for households or small businesses. Can reduce dependency on spreadsheets and avoid manual errors, saving time and supporting better financial decisions.
6.	Scalability of the Solution	<ul style="list-style-type: none"> • Monthly/Yearly financial dashboards • Expense category insights & analytics • Income vs expense comparison • Mobile UI • Role-based access for different family members <p>This can also evolve into a full Personal Finance Monitoring App on ServiceNow.</p>

Conclusion

The project "Family Expense Management System in ServiceNow" provides an efficient and structured solution for managing daily household expenses. By leveraging ServiceNow's powerful platform capabilities, this project offers a centralized system to record, track, and analyze family spending patterns. This ensures better financial visibility, eliminates manual calculation errors, and supports budget planning with accuracy and transparency.

Through the creation of custom tables, relationships, business rules, and reports, the solution demonstrates how the ServiceNow platform can be used beyond traditional IT workflows. It simplifies expense management by enabling easy data entry, categorization of expenses, and automated calculation of total spend. This system enhances accountability within a household while promoting smarter financial decisions.

With successful implementation, this project highlights the flexibility of ServiceNow as a low-code platform for real-life applications and establishes a foundation for future enhancements such as dashboards, income-vs-expense analysis, and automated financial alerts, making personal expense tracking smarter and more reliable.

Solution Description:

To streamline and automate household expense tracking, a custom Family Expense Management solution is built in ServiceNow. This system consists of dedicated tables to store family member details and daily expenses, along with relationships that link each expense record to a specific family member. Using ServiceNow's platform capabilities, users can easily add, update, and view expense entries through a simple and intuitive interface.

Business rules and form configurations are implemented to ensure data accuracy, such as enforcing mandatory fields and automatically calculating total expenses. A related list is configured to display all expenses for each family member, enabling clear expense visibility and simplified record navigation. This structured approach eliminates manual tracking challenges, reduces errors, and enhances transparency in household finance management.

By leveraging ServiceNow's native features—such as tables, forms, relationships, and automation rules—this solution provides a scalable, user-friendly, and efficient personal finance tracker. It supports better budget planning, promotes financial discipline, and demonstrates how ServiceNow can be adapted for real-world, non-IT applications beyond traditional ITSM use cases.