IDEATION PHASE

Project Title:

Calculating Family Expenses using ServiceNow Administrator

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1. Idea Generation

The main idea is to create a **ServiceNow-based application** that helps a family manage, track, and analyze their monthly expenses in a structured and automated way.
Instead of manually calculating expenses in spreadsheets, ServiceNow's automation, workflow, and reporting features can be used to simplify and visualize expense tracking.

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2. Problem Identification

Managing family expenses manually can be:

- Time-consuming
- Error-prone
- Difficult to analyze spending patterns

There is **no centralized system** for storing all expense data and **no automated insights** to help families plan budgets better.

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3. Proposed Solution

Use **ServiceNow** to design a custom application that:

- Allows users (family members) to **add daily or monthly expenses**
- Automatically **categorizes and totals** expenses
- Provides the administrator (Anjali) with **dashboards and reports**
- Displays **charts** (pie or bar graphs) to visualize spending patterns

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4. Objectives

- To develop a **simple, automated expense tracking system** using ServiceNow.
- To **store and manage** all expense records in a single database table.
- To **generate reports** of expenses category-wise and month-wise.
- To **visualize** expenses using pie charts and graphs.

5. Key Features (Ideas to Implement)

1. **Expense Form:** For adding daily family expenses (Date, Category, Amount, Description).
2. **Expense Categories:** Groceries, Rent, Utilities, Education, Entertainment, etc.
3. **Administrator Dashboard:** Displays total expenses, top spending categories, and charts.
4. **Monthly Reports:** Automatically generated summary reports.
5. **Alerts:** Notifications if monthly expenses exceed the budget limit.

6. Tools and Technologies

- **Platform:** ServiceNow
- **Modules Used:** Service Catalog, Flow Designer, Reports, and Dashboards
- **Role:** ServiceNow Administrator
- **Languages/Functions:** JavaScript (for client scripts), Business Rules, Table Creation

7. Expected Outcomes

- A fully functional expense management app within ServiceNow.
- Simplified family expense tracking and reporting.
- Improved decision-making through visual expense insights.

8. Example Concept

Category	Amount (₹)	Description
Groceries	5000	Monthly shopping
Rent	8000	House rent
Utilities	1500	Electricity and water bills

System Output:
A **pie chart** showing percentage share of each expense type and total monthly expenditure.

9. Benefits

- ✅ Automated expense management
- ✅ Accurate financial tracking
- ✅ Easy visualization of spending habits
- ✅ Time-saving for families