PROJECT PLANNING PHASE

Date   :   23.10.2025
Team ID   :   B7DB253E31303C393D5405F322D74E3
Project Name   :   Calculating the family expenses using service
Max Marks   :   4 marks

Project Overview

Goal:

To create a centralized platform for family members to record, track, and analyze household expenses, automate calculations, and generate financial summaries.

Key Deliverable:

A ServiceNow app with expense entry, dashboards, category budgets, and automation alert

2. Project Objectives

- Automate family expense tracking.

- Provide real-time visibility into spending patterns.

- Simplify budgeting with configurable limits.

- Enable notifications for budget thresholds.

3. Scope Definition

In Scope	Out of Scope
Expense entry forms	Integration with banking APIs
Category & Budget setup	Advanced AI financial forecasting

Notifications via Flow Designer	Payment processing
Reports & Dashboards	Currency exchange handling

4. Project Deliverables

Deliverable	Description	Tool/Module
Requirements Document	Functional & Non-Functional requirements	ServiceNow Doc/Word
Data Model	Expense, Category, Family Member tables	ServiceNow Studio
Workflow Design	Expense approval, summary calculations	Flow Designer
Reports & Dashboards	Visual summaries	Performance Analytics
UAT Plan	Testing and validation	Test Management

5. Project Timeline

Break down the project into phases with estimated duration:

Phase	Duration	Key Activities
Initiation	Week 1	Requirement gathering, role definition
Design	Week 2–3	Create data model, workflow diagram
Development	Week 4–6	Build tables, forms, flows, reports
Testing	Week 7	Functional + UAT
Deployment	Week 8	Go-live and training

6. Roles & Responsibilities

Role	Responsibility	Owner
Project Manager	Timeline, coordination	[Your Name]

ServiceNow Developer	Configure tables, flows, UI	[Name]
Tester	Test forms and reports	[Name]
Stakeholders (Family Members)	Provide requirements and feedback	Family

7. Risk Management

Risk	Likelihood	Impact	Mitigation
Data entry errors	Medium	Medium	Validation rules in ServiceNow
Budget miscalculations	Low	High	Automated Flow Designer checks
Scope creep	Medium	High	Clear requirement sign-off
Delays	Medium	Medium	Agile tracking in ServiceNow

8. Resource Planning

Tools & Software:

- ServiceNow Studio

- Flow Designer

- Reporting & Dashboards

- Figma / Lucidchart for diagrams

Human Resources:

- 1 Developer

- 1 Tester

- 1 Project Manager

9. Communication Plan

Audience	Frequency	Channel
Family Members	Weekly	WhatsApp / Email
Developer Team	Daily	ServiceNow Agile Board
Stakeholders	Biweekly	Progress Report

10. Success Metrics

- 100% expense data entered digitally.

- Automated budget alerts functioning correctly.

- Dashboards displaying real-time data.

- User satisfaction rating ≥ 90%.

11. Next Steps

1. Approve project plan.

2. Begin app configuration in ServiceNow Studio.

3. Design UI & workflows.

Conclude image

FAMILY EXPENSE CALCULATION WORKFLOW - SERVICNOW PLATFORM