

PROJECT DESIGNING PHASE

Date : 23.10.2025
Team ID : NM2025TMID02450
Project Name : Calculating the family expenses using service
Max Marks : 4 marks

Family Expense Calculation using ServiceNow

1. Problem Identification

- Families often lack a centralized way to track and approve shared expenses.
- Manual tracking in spreadsheets causes data inconsistency and delayed approvals.
- Need: an automated workflow to record, process, and report expenses efficiently.

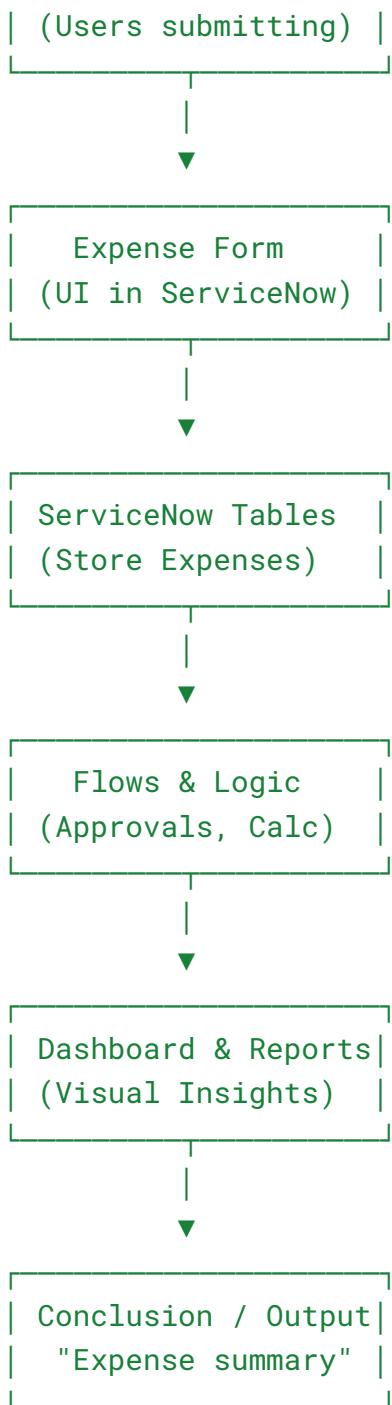
2. Objectives

- Create an **Expense Form** in ServiceNow for family members to submit expenses.
- Store all data in **ServiceNow Tables** (e.g., `Family_Expense`, `Expense_Category`).
- Build **Flows / Flow Designer** for approval and notifications.
- Provide **Dashboards & Reports** for insights (monthly spend, category breakdown).

3. System Design Overview

Here's a simple textual version of the **diagram** I'll generate for you once you're logged in:

| Family Members |



4. Expected Outcomes

- Centralized and automated family expense management.
- Transparent reports with real-time updates.

- Reduced manual work and improved budgeting awareness.

1. PROBLEM DESIGN PHASE: FAMILY EXPENSE CALCULATION ON SERVICENOW

1. IDENTIFY USER NEEDS & PAIN POINTS

Manual Entry & Tracking: Tedious, error-prone spreadsheets.

Receipt Management: Hard to store, lose physical copies.

Lack of Visibility: No real-time budget vs. actual.

Approval & Sharing: Difficult with multiple family members

2. CORE DESIGN CHALLENGES

Data Integration: Various sources (bank, credit card, manual).

Customization: Flexible expense categories, recurring expenses.

User Experience: Mobile-friendly, simple for all ages.

Mobile Considerations

- Camera for Receipts
- Push Notifications

3. PROPOSED SOLUTIONS (ServiceNow Capabilities)

Custom App/Table: "Family Expenses" table, fields.

Flow Designer
Workflow. Automate approvals, notifications

Mobile Studio
Expense Expense submission, receipt upload

POTENTIAL RISKS & MITIGATIONS

User Adoption:
Training, simple UI

Data Security:
ACLS, encryption