Project Planning Phase

Date: 01 November 2025

Team ID: NM2025TMID01129

Project Title: Calculating Family Expenses using Service Now

Maximum Marks: 5 marks

Project Planning

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1. Objective of the Project Planning Phase

The project aims to design and implement an automated and efficient **Family Expense Calculation System** using **ServiceNow**. The system will enable users to record income and expenses, track spending patterns, and generate real-time financial summaries.
The planning phase focuses on defining clear objectives, deliverables, sprint timelines, and measurable milestones to ensure smooth development and accurate implementation of the system.

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2. Scope of Work

This system will:
• Automate income and expense calculations for families.
• Categorize expenses (e.g., groceries, bills, travel, entertainment).
• Display real-time total income, expenses, and remaining balance.
• Provide monthly reports and visual dashboards for better budgeting.
• Enable dynamic updates and automated workflows using ServiceNow Flow Designer.
• Ensure scalability for multiple users or family members.

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3. Methodology

The project follows the Agile Scrum methodology**, dividing development into multiple sprints. Each sprint focuses on a specific module — from data structure design to workflow automation. After each sprint, deliverables are tested and reviewed, allowing iterative improvements and better flexibility in project execution.4. Sprint Planning and Deliverables**

Sprint No.	Sprint Duration	Deliverables / Tasks	Outcome
Sprint 1	2days	Requirement gathering, system architecture design, and table creation (Income, Expense, Family Member)	Finalized requirements and ER diagram
Sprint 2	3 days	Creation of relationships between tables	Linked data structure for income and expenses
Sprint 3	2 days	Implementation of Business Rules for automatic calculation	Automated total and balance computation
Sprint 4	4 days	Configuration of Flow Designer for real-time updates	Dynamic balance updates and automation workflow
Sprint 5	3 days	Dashboard and Report generation	Visual representation of expenses and monthly summaries
Sprint 6	1 day	Testing, Validation, and Documentation	Tested and validated expense management system

5. Resources Required

Hardware:

- Laptop/PC with minimum 8GB RAM, i5 processor, and stable internet connection.

Software and Tools:

- Platform: ServiceNow (Developer Instance)
- Scripting: ServiceNow Business Rules / Flow Designer
- Database: ServiceNow Tables (Income, Expense, Family Member)
- Visualization: ServiceNow Reports and Dashboards
- Version Control: GitHub
- Project Management: Jira or Trello

6. Risk Analysis and Mitigation

Potential Risk	Impact	Mitigation Strategy
Delay in sprint completion	Medium	Conduct regular sprint reviews and daily progress checks
Integration issues between modules	High	Validate formulas using sample data and testing scenarios
Workflow errors or access violations	High	Thorough testing in Flow Designer before deployment
Change in requirements	Low	Adjust backlog items under Agile flexibility

7. Expected Outcomes

- Automated system for accurate income and expense calculation
- Improved financial awareness through categorized expense tracking.
- Time-saving and error-free reporting with visual dashboards.
- Easy scalability for multiple family members or households.
- User-friendly and reliable ServiceNow solution promoting better financial management.

8. Performance Metrics

Project success will be measured based on:
- Calculation accuracy (≥ 98%)
- Reduction in manual entry time (≥ 60%)
- Data consistency and error-free reports (≥ 95%)
- User satisfaction based on feedback (≥ 4.5/5 average rating)

9. Conclusion

This project planning phase defines a structured roadmap for implementing an automated **Family Expense Calculation System using ServiceNow**. The sprint-based approach ensures modular development, continuous testing, and timely delivery. The final outcome will be a scalable, efficient, and user-friendly system that simplifies financial management and enhances transparency for families.