

Project Design Phase

Problem – Solution Fit Template

Date	28/10/2025
Team ID	NM2025TMID03933
Project name	Calculating family expenses using service now
Maximum marks	2 marks

Problem – Solution Fit Template:

Families find it difficult to track and manage daily expenses manually, leading to confusion, errors, and poor budgeting. Use Service Now to automate expense tracking, categorize spending, and provide clear reports and dashboards for better financial control.

Purpose:

- Establish how the family expense tracking system will function within Service Now.
- Create simple and user-friendly screens for entering, viewing, and analysing expenses.
- Convert user needs (expense tracking, budget alerts, reports) into system features.
- Design tables for expense categories, users, budgets, and reports.
- Define Service Now workflows for adding, approving, and updating expenses.

Template:

Setting Up ServiceNow Instance

Creation Of New Update Set

Creation Of Table

Creation Of Table(Daily Expenses)

Configuring Relationship On Family Expenses

Creation of Business Rule

While Service Now does not offer a pre-built, consumer-focused application for personal or family expense tracking, users have developed custom applications for this exact purpose leveraging the platform's capabilities.