

Project Design Phase
Proposed Solution

Date	02 NOV 2025
Team ID	NM2025TMID03531
Project Name	Calculating Family Expenses using Service Now
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In ServiceNow, there is no built-in mechanism to automatically consolidate daily expenses into family-level summaries. This manual process often leads to duplicate entries, inconsistent totals, and lack of real-time financial insights.
2.	Idea / Solution description	A business rule is implemented on the u_daily_expenses table that automatically updates or creates a corresponding record in the u_family_expenses table based on the date. If a daily expense is entered for an existing date, the system adds the amount to the existing family expense record; otherwise, it creates a new one.
3.	Novelty / Uniqueness	The solution uses ServiceNow's native automation capabilities (Business Rules and GlideRecord) to dynamically link daily and family expense data without external tools or plugins. It simplifies financial management through intelligent date-based aggregation.
4.	Social Impact / Customer Satisfaction	Helps families efficiently monitor and manage spending, encouraging better budgeting and financial discipline. Users gain real-time visibility into total expenses and spending categories, leading to improved financial awareness.
5.	Business Model (Revenue Model)	While not directly revenue-generating, the system saves time, reduces manual errors, and can be adapted for small businesses or group expense tracking, making it a cost-effective financial tracking tool.
6.	Scalability of the Solution	The system can be extended to include additional features like budget limits, monthly expense charts, notifications, and AI-based spending recommendations. It can also be integrated with external financial systems for broader applications.

Reference: Infographic created using MidJourney.

Solution Description:

To automate and streamline family expense management in **ServiceNow**, a custom **Business Rule** is implemented. This rule runs when a new **Daily Expense** record is created. It checks whether a **Family Expense** record already exists for the same date.

- If found, the daily expense amount is **added** to the existing total.
- If not found, a **new record** is created in the Family Expense table.

This logic ensures **real-time aggregation** of expenses without duplication. The solution leverages ServiceNow's **GlideRecord API** and **Business Rule** automation to maintain accurate and organized financial data. It offers scalability, transparency, and efficiency in expense tracking—empowering users to make informed financial decisions.

Conclusion :

The project “**Calculating Family Expenses using ServiceNow**” successfully demonstrates how automation within ServiceNow can simplify and enhance financial management at the family level. By implementing intelligent business rules, the system automatically links daily expenses to their corresponding family expense records, ensuring accuracy and eliminating duplication. This solution provides real-time visibility, organized expense tracking, and improved decision-making for users. Leveraging ServiceNow's native capabilities makes the system reliable, scalable, and easy to maintain—laying the foundation for future enhancements like budgeting tools, analytics, and smart financial insights.