

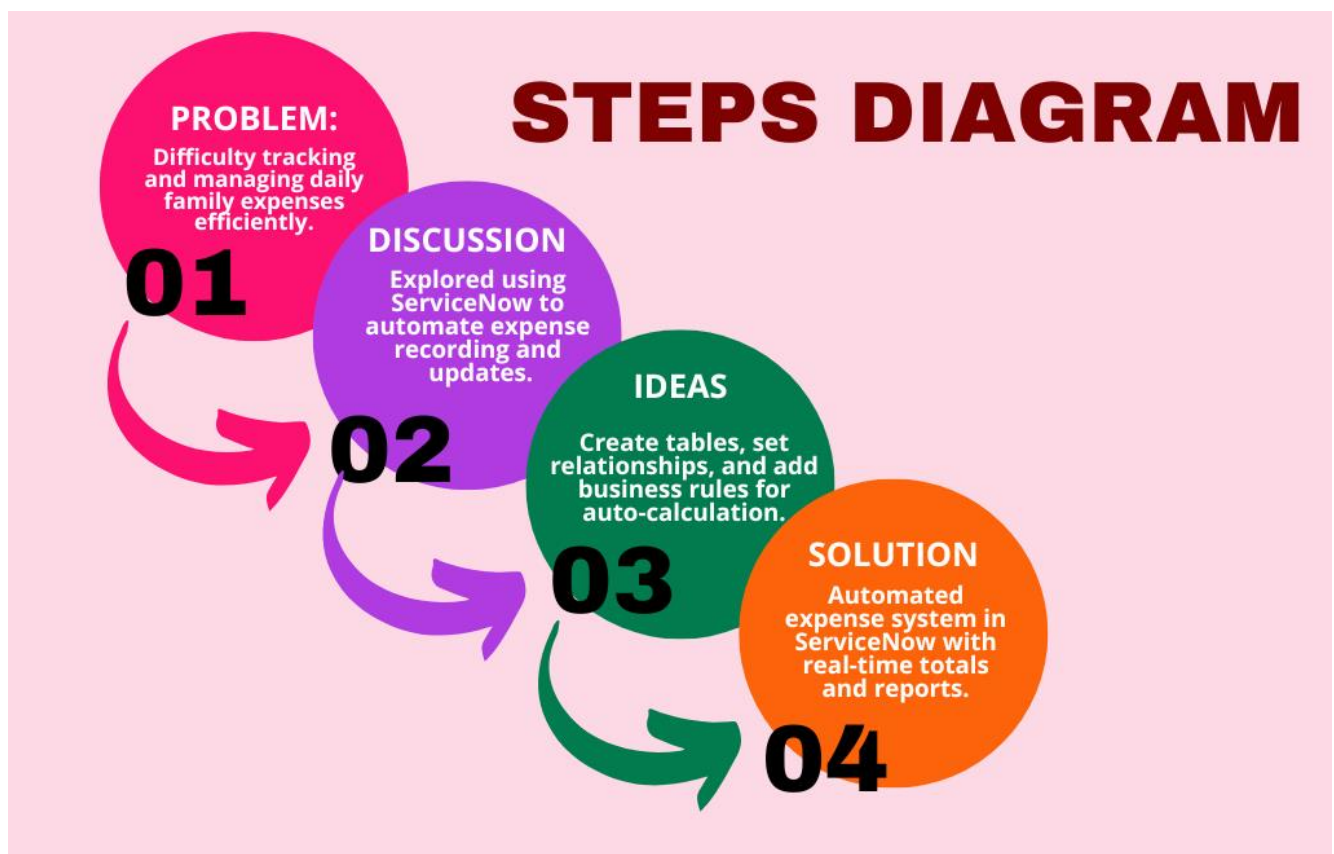
Ideation Phase

Brainstorm & Idea Prioritization Template

Date:	02 Nov 2025
Team ID	NM2025TMID01191
Project Name	Calculating Family Expenses using ServiceNow
Maximum Marks	4 Marks

Calculating Family Expenses using ServiceNow:

This project is designed to build a smart and easy-to-use family expense management system using ServiceNow. The main goal is to help families keep track of their daily and monthly spending automatically. The system lets users record daily expenses, categorize them, and see a clear monthly summary — all within the ServiceNow platform. Using ServiceNow's features like tables, forms, relationships, and business rules, the project ensures every expense entry is updated instantly. It also provides a transparent and organized way to view financial data, helping families understand where their money goes and plan their budgets better. This simple yet powerful approach supports better financial habits and family well-being.



Step-1: Team Gathering, Collaboration, and Problem Selection:

The project started with a brainstorming session where the team discussed different real-life challenges that could be solved using ServiceNow. After several ideas, the team decided to focus on creating a system to calculate and manage family expenses efficiently. The idea stood out because it connects daily life with technology and shows how ServiceNow can be used beyond IT

service management. Through teamwork and collaboration, the problem statement was finalized: “To develop a family expense tracking system using ServiceNow.”

Step-2: Brainstorm, Idea Listing and Grouping:

IDEA LISTING			
NISMA	NANDHINI	NAVEENA	NAGALAKSHMI
Concept: <i>To create a Family Expense Tracker in ServiceNow that allows users to record and monitor daily and monthly family expenses easily.</i>	Contribution: <i>Proposed creating two linked tables – “Family Expenses” (for summary) and “Daily Expenses” (for item-level tracking).</i>	Contribution: <i>Focused on making the system user-friendly and insightful.</i>	Contribution: <i>Suggested using Business Rules (Server-side scripting) in ServiceNow to automate calculations. Enhancement:</i>
Key Focus: <i>Developing a centralized expense tracking system with automatic categorization and summarization of family expenses through ServiceNow tables.</i>	Goal: <i>To ensure automatic data consistency between daily records and overall monthly expense summaries.</i>	Goal: <i>Automate the update process, reducing manual entry and ensuring data accuracy.</i>	Goal: <i>Enhance usability, maintain data integrity, and provide clear financial insights to the user.</i>

Brainstorm: Each team member shared ideas on how to structure the expense tracking system. Ideas included creating two tables for family and daily expenses, setting up automatic numbering, linking data through relationships, and using business rules to calculate totals.

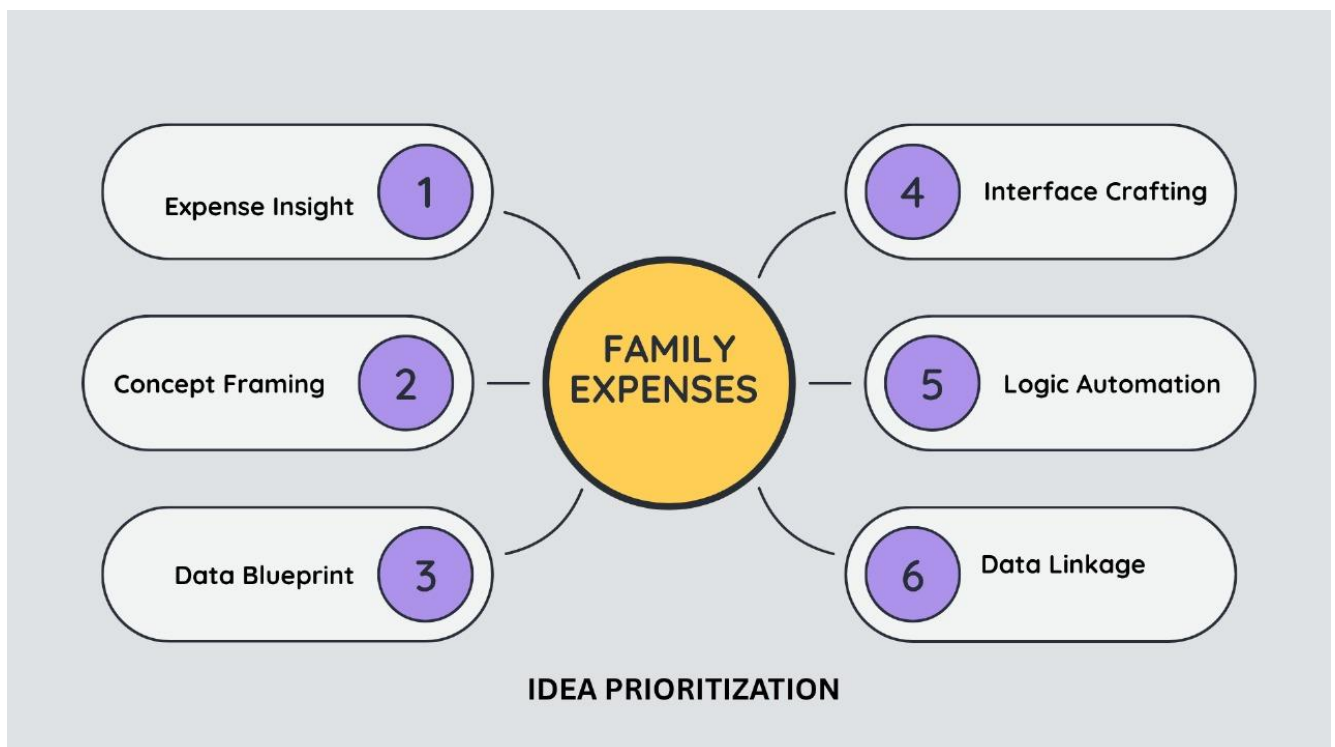
Idea Listing: The team listed features like creating custom tables, adding columns for date, amount, and expense details, using number maintenance for unique IDs, and designing user-friendly forms with read-only and mandatory fields.

Grouping: All ideas were grouped into main areas — Table Design, Form Customization, Relationships, and Automation. This made it easier to see how each idea connects to the overall workflow.

Action Planning: The team then planned the sequence of implementation — first setting up tables, then forms, followed by relationships and business rules. Responsibilities were shared so each member could focus on specific tasks like designing the database, writing the business rule, and testing the results. This approach encouraged teamwork and made development smooth and efficient.

Step-3: Idea Prioritization:

Idea prioritization helped the team focus on what features were most important for smooth expense tracking. The top priority was creating an automated process where daily expenses would instantly update the total amount in the family expense record. To achieve this, a Business Rule was implemented that checks if an expense for a particular date already exists — if it does, the total is updated; if not, a new record is created. This made the system more intelligent and reduced manual work.



Next in priority were features like auto-numbering for clarity, mandatory fields for data consistency, and the relationship setup between the Family Expenses and Daily Expenses tables. These ensured all data stayed connected and easy to manage.

Overall, this prioritization turned a simple idea into a practical, working system. The project shows how automation and thoughtful design in ServiceNow can simplify everyday financial management for families.