

✔ Advantages

Advantage	Description
Centralized Expense Management	All family expense records are stored in one place for easy access and tracking.
Automation with Workflows	Alerts and reminders are automated using ServiceNow Flow Designer.
Real-Time Dashboards	Visual charts allow users to track spending habits and budget usage in real-time.
Role-Based Access Control	Secure separation between Admin and Family Member functionalities.
Scalable Platform	ServiceNow allows future integration (e.g., bank APIs, Excel exports).
Mobile Accessibility	Portal is responsive and usable on mobile devices.
Report Generation	Automated monthly or category-based spending reports help in budgeting decisions.

✖ Disadvantages

Disadvantage	Description
Platform Licensing Cost	ServiceNow may require a paid license, which may not be ideal for all families.
Overhead for Simple Use Cases	May be more complex than needed for families with basic expense tracking needs.
Learning Curve	Non-technical users might take time to get comfortable with the portal.
Customization Effort	Initial setup of tables, forms, and workflows takes time and expertise.
Limited Offline Access	Requires internet access; not suitable for offline logging.

