Requirement Analysis Phase

Solution Requirements (Functional & Non-functional)

Date	28 June 2025
Team ID	LTVIP2025TMID60720
Project Name	Calculating Family Expenses Using ServiceNow
Maximum Marks	4 Marks

✅ **Solution Requirements: Calculating Family Expenses Using ServiceNow**

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1. Functional Requirements

These define what the system should do and the specific features to be implemented.

◆ **Expense Management**

- The system shall allow users to add, edit, and delete expense records.

- The system shall capture key fields: date, amount, category, payment method, description, and attachment (e.g., receipt).

- The system shall support predefined and user-defined expense categories.

◆ **Budgeting**

- Users shall be able to set monthly or category-specific budget limits.

- The system shall notify users when they approach or exceed their set budget.

◆ **User Roles & Access Control**

- The system shall support multiple user roles: Admin (full access) and Member (limited access).

- Admins can view, edit, and delete all entries; Members can add/view only.

◆ **Dashboard & Reports**

- The system shall display summarized expense data via graphs and charts.

- Reports shall be filterable by date range, category, or user.

- Users shall be able to download or export reports (e.g., PDF, Excel).

◆ **Alerts & Notifications**

- The system shall trigger alerts when expenses exceed thresholds.

- Users shall receive periodic reminders (e.g., weekly summaries or unentered expenses).

◆ **Data Storage & Logs**

- The system shall store historical expense data securely and allow search/filtering.

- The system shall maintain logs of user actions for accountability.

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2. Non-Functional Requirements

These define system qualities, constraints, and performance metrics.

◆ **Usability**

- The system should provide a clean, intuitive interface with minimal training required.

- Forms should be mobile-friendly for quick input from any device.

◆ **Performance**

- The system should be capable of handling up to 1,000 expense records per user without performance degradation.

- Dashboard analytics should load in under 3 seconds.

◆ **Security**

- Only authenticated users shall be able to access the system.

- Data must be protected using role-based access and platform-level encryption (ServiceNow standards).

◆ **Availability**

- The system should have 99.5% uptime as it relies on the ServiceNow platform.

- Users should be able to access the application 24/7 across supported devices.

◆ **Scalability**

- The solution should be scalable to support multi-user households with growing data volumes.

- The architecture should allow future integration with external finance APIs or banking feeds.