

Requirement Analysis Phase

Technology Stack

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

Technology Stack

◆ Platform

- **ServiceNow:** Core platform for workflow automation, form creation, data storage, and notifications.

◆ Frontend

- **Service Portal** (in ServiceNow): For building user interfaces (Family Member/Admin dashboards).
- **HTML5 / CSS3 / Bootstrap:** Used within the ServiceNow portal for styling and layout.
- **JavaScript:** For client-side scripting and form logic.

◆ Backend

- **ServiceNow Business Rules:** For backend logic like validations, auto-calculations, and triggering alerts.
- **ServiceNow Script Includes / Flow Designer:** For reusable server-side logic and automation flows.
- **GlideRecord API:** For database interactions within ServiceNow.

◆ Database

- **ServiceNow Tables:**
 - u_expense_records

- u_budget_settings
- u_user_profiles

◆ **Integration (Optional)**

- **REST APIs / IntegrationHub:** To connect with external budgeting tools or bank APIs if needed.

◆ **Security & Access**

- **Role-based Access Control (RBAC):** ServiceNow roles for Admin, Family Member, and Viewer.
- **ServiceNow ACLs (Access Control Lists):** To manage record-level and field-level access.

◆ **Reporting & Alerts**

- **ServiceNow Reports & Dashboards:** For real-time expense tracking.
- **Notifications Module:** For sending email or in-platform alerts.