Project Design Phase

Project: Calculating Family Expenses Using ServiceNow

This document outlines the design phase of the application that helps families manage and track their expenses using the ServiceNow platform.

1) Problem Statement

Managing household expenses can be time-consuming and error-prone when done manually or using basic spreadsheets. Families often lack a centralized, automated, and collaborative system to track expenditures, analyze trends, and make informed budgeting decisions.

2) Proposed Solution

Develop a custom application on the ServiceNow platform that allows family members to enter, categorize, and track expenses. The solution includes dashboards, automated reminders, user roles, and analytics to provide real-time insights and simplify financial management.

3) Solution Architecture

The architecture of the solution involves the following components:

- **User Interface**: Custom ServiceNow forms and portal views for data entry and report viewing.
- **Database**: ServiceNow tables to store user profiles, expenses, categories, and recurring transactions.
- **Business Logic**: Workflows and business rules to handle approval, notifications, limits, and schedules.
- **Analytics**: ServiceNow Performance Analytics for spending trends, monthly summaries, and category comparisons.
- **Security**: Role-based access control to restrict visibility and actions to relevant users.