

Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	10 February 2026
Team ID	LTVIP2026TMIDS56419
Project Name	Calculating Family Expenses using Service Now
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Expense Data Entry & Management	Supporting daily expense entry with fields such as date, amount, family member name, and comments
		Implementing automated data validation and error detection during import process
		Supporting bulk entry and consistent expense record creation through auto-numbering
FR-2	Expense Data Processing & Aggregation	Executing automatic aggregation of daily expenses into family-level expense records
		Performing real-time updates to total expense amounts using Business Rules
		Implementing date-wise grouping of expenses for accurate financial tracking
FR-3	Family Expense Form & Related List Configuration	Developing user-friendly forms with customized layouts for Family Expenses and Daily Expenses
		Implementing related lists to display linked daily expenses under family expense records
		Supporting role-based field visibility and access controls
FR-4	Expense Visualization & Analysis	Providing consolidated views of total family expenses and detailed daily expense breakdowns
		Enabling member-wise and date-wise expense analysis for better financial insights
		Supporting comparison of expenses across different time periods
FR-5	Reporting, Governance & Audit	Generating structured expense summaries for review and decision-making
		Providing audit-ready data integrity through system logs and controlled updates
		Supporting administrative oversight with role-based access and data governance

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system must provide an intuitive and user-friendly interface that allows family members to record and review expenses with minimal guidance. Forms and views should follow consistent navigation patterns, clear field labeling, and logical layouts to ensure ease of use across all user roles.
NFR-2	Security	The system must enforce role-based access control to restrict functionalities based on user roles such as System Administrator, Family Head, and Family Member. Expense data must be securely stored within the ServiceNow platform, with user activities logged to ensure accountability and data integrity.
NFR-3	Reliability	The system must operate reliably with consistent performance and accurate expense aggregation. All data transactions must ensure integrity, and the system should gracefully handle errors without data loss during expense entry or updates.
NFR-4	Performance	The system must deliver responsive performance, ensuring that expense forms, related lists, and consolidated views load quickly. Automated calculations through business rules should execute efficiently, even as the volume of daily expense records increases.
NFR-5	Availability	The system must be available for use at all times, allowing users to record and review expenses without interruption. Any required maintenance should not impact data availability or ongoing expense tracking activities.
NFR-6	Scalability	The system architecture must support scalability to accommodate multiple families and increasing volumes of expense data. The platform should allow future enhancements such as advanced reporting, analytics, or integrations without requiring major changes