

# PROJECT DESIGN

TEAM ID	LTVIP2025TMID30577
PROJECT NAME	Asset Management Portal

**Proposed Solution:**

Project team shall fill the following information in the proposed solution template

S.no	Parameter	Description
1	Problem statement (problem to be solved)	1 Problem statement (problem to be solved) While ServiceNow is a powerful platform primarily used for enterprise workflows and IT service management, it's not typically designed for calculating personal family expenses., you could potentially adapt some ServiceNow features or build a custom application within the platform to track and manage household finances. This

		would involve creating custom tables, workflows, and potentially using scripting to handle calculations.
2	Idea / Solution description	The core concept involves using ServiceNow's financial management features like Cost Management, which includes expense lines and allocation rules, to categorize and track spending. This can be achieved by setting up a "family budget" project within ServiceNow and using expense lines to represent different spending categories
3	Novelty/Uniqueness	the platform's flexibility allows for customization to build such a system. Users could leverage ServiceNow's

		workflows, reporting, and potentially its app development capabilities to create a personalized family expense management system.
4	Social Impact/Customer satisfaction	ServiceNow can significantly improve customer satisfaction and potentially impact family expenses by streamlining customer service processes and enhancing efficiency. ServiceNow can reduce wait times, improve issue resolution, and offer personalized support, leading to increased customer loyalty and potentially lower costs associated with acquiring new customers.
5	Business model (Revenue Model)	This involves creating a system

		<p>to track income and expenses, categorize spending, set budgets, and analyze financial data, all within the ServiceNow platform. This leverages ServiceNow's features for workflow automation, data management, and reporting.</p>
6	<p><b>Scalability of the Solution</b></p>	<p>ServiceNow can be scaled for managing family expenses, but it requires careful planning and configuration. While designed for enterprise-level workflows, its flexibility allows for adaptation to individual or family needs.</p>

## **Family expenses**

### **What is family?**

**“Family matters” broadly refers to anything that concerns a family unit and its members. This includes relationships, conflicts, decisions, and events that impact the family as a whole or individual members. It can encompass a wide range of situations, from everyday occurrences like childcare or attending family events to more serious issues like disputes, legal proceedings related to family law, or even personal matters that affect the family dynamic.**

### **Types:**

**Family matters encompass a wide range of legal and personal issues concerning family relationships, including marriage, divorce, child custody, support, and adoption. These matters are often addressed in family court and can involve disputes related to domestic violence, property division, and other family-related legal issues.**

### **Milestone 1: setting up service now instance**

### **Prose:**

**ServiceNow’s capabilities can be leveraged to track and manage family expenses, although it’s not a typical use case. While ServiceNow is primarily used for enterprise-level IT and business management, its core functionality of tracking costs and creating expense lines can be adapted to manage household finances. This involves creating expense categories, recording individual transactions as expense lines, and potentially using the platform’s reporting features to analyze spending patterns.**

### **Uses:**

**ServiceNow can be used to manage and calculate family expenses, primarily through its Expense Management and Finance Management modules. These tools allow for tracking, categorization, and reporting of expenses, providing insights into spending patterns and helping with budgeting. While not specifically designed for personal finance, ServiceNow's functionalities can be adapted to track and analyze household expenses.**

### **Activity 1: setting up service now instances**

#### **Steps:**

- 1. Sign up for a developer account on the ServiceNow Developer site “<https://developer.servicenow.com>”.**
- 2. Once logged in, navigate to the "Personal Developer Instance" section.**
- 3. Click on "Request Instance" to create a new ServiceNow instance.**
- 4. Fill out the required information and submit the request.**
- 5. You'll receive an email with the instance details once it's ready.**
- 6. Log in to your ServiceNow instance using the provided**

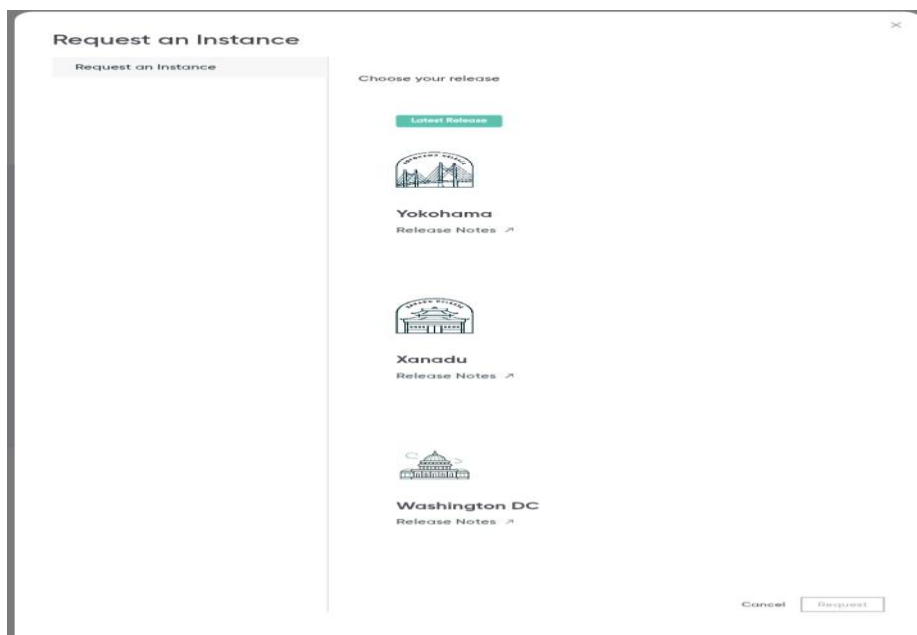
### **Milestone 2: creation of new update set**

#### **Prose**

**To create a new update set in ServiceNow, navigate to System Update Sets > Local Update Sets, then click New. Give the update set a descriptive name (often incorporating a user story number), select the appropriate application scope (e.g., Global), and save the record**

## Uses:

ServiceNow, an update set is used to capture and move customizations from one instance to another. It acts as a container for changes like form modifications, business rules, and workflows. This allows developers to bundle these changes and deploy them to other environments, such as testing or production.



## Milestone 2: creation of new update set

### Prose

To create a new update set in ServiceNow, navigate to System Update Sets > Local Update Sets, then click New. Give the update set a descriptive name (often incorporating a user story number), select the appropriate application scope (e.g., Global), and save the record

## Uses:

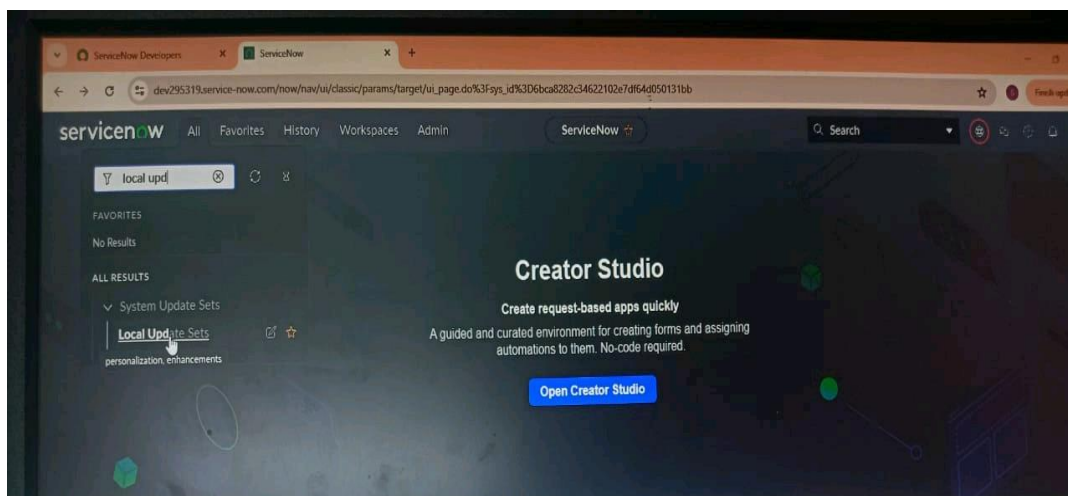
ServiceNow, an update set is used to capture and move customizations from one instance to another. It acts as a container for changes like form modifications, business rules, and workflows.

This allows developers to bundle these changes and deploy them to other environments, such as testing or production.

## Activity 1: creation of new update set

### Steps:

- Go to All >> In the filter search for Local Update set > click on New.



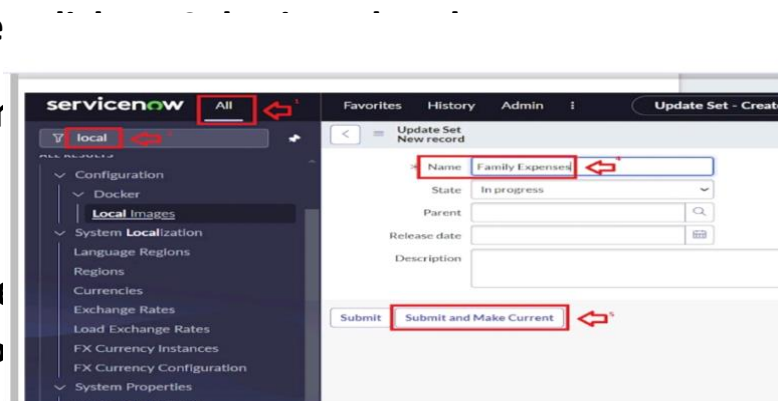
- Enter the Details as:  
Name : Family Expenses

- The

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Prose:

Keep the  
paper: P



able in your  
in bold text  
and flush with the left margin. Place the title of the table (in  
title case and italics), double-spaced, under the table  
number, flush left. Double-space before and after the table

Uses:



Tables are used to organize and display data in a structured format, using rows and columns. In various contexts, tables are created for different purposes, including data management in databases, content presentation in documents, and data analysis.

### Activity 1: creation of family expenses table

#### Steps:

1. Go to All > In the filter search for Tables > click on New.

2. Enter the Details:

Label : Family Expenses

Name : Auto-Populated

New menu name : Family Expenditure

The screenshot shows the ServiceNow 'New record' form for creating a table. The form is titled 'Table New record View: Tables'. It includes a search bar and a list of tables. The form fields are as follows:

- Label: Family expenses
- Name: u\_family\_expenses
- Application: Global
- Remote Table: ☐
- Create module: ☒
- Create mobile module: ☒
- Add module to menu: -- Create new --
- New menu name: Family Expenditure

There are two red error messages: 'Table name u\_family\_expenses is already in use' and 'Table name u\_family\_expenses is already in use'.

• Go to the Header and right click there>> click on Save.

### Milestone 3: creation of table

#### Prose:

**A family expense table, often part of a larger family budget, systematically lists all anticipated costs, categorized by type, to help track and manage spending. It typically includes income sources and a breakdown of expenses into fixed and variable categories, with the goal of achieving financial stability and meeting savings goals.**

**Uses:**

**It involves listing income sources, categorizing expenses (needs vs. wants), and comparing total income with total expenses to determine if adjustments are needed.**

**Activity 2: creation of columns (fields)**

**Steps:**

- **Near Columns Double click near insert a new row**
- **Give the details as**
- **Column label : Number**
- **Type : String**
- **Double click on insert a new row again**
- **Give the details as**
- **Column label : Date**
- **Type : Date**
- **Double click on insert a new row again**
- **Give the details as**

- **Column label : Amount**
- **Type : Integer**
- **Double click on insert a new row again**
- **Give the details as:**
- **Column label : Expense Details**
- **Type : String**

**Max length:800**

**Click header save**



**Milestone 3: creation of table**

**Activity 3: making field and auto-number**

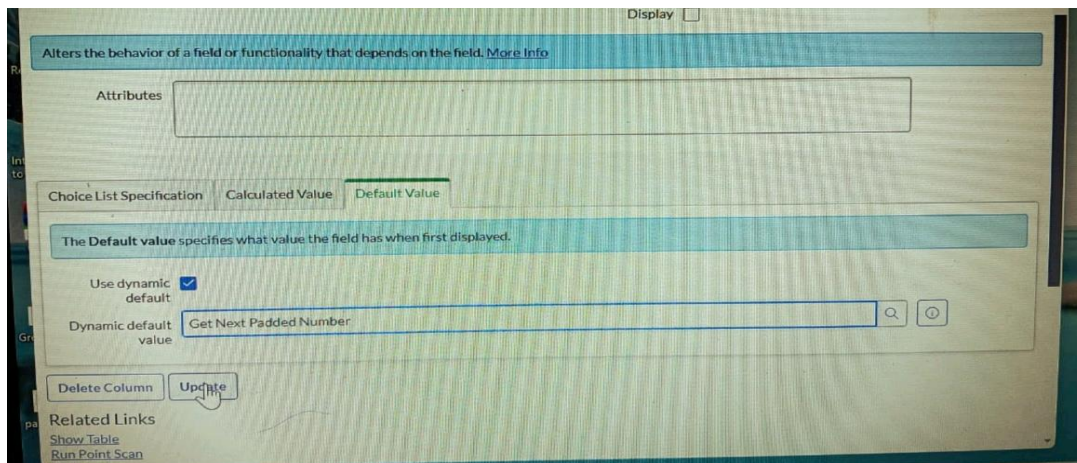
**Steps:**

- **Double click on the Number Field/Column.**
- **Go down and double click on Advanced view**
- **In Default Value:**

**Use dynamic default : check the box**

## Dynamic default value : Get Next Padded Number

- Click on Update.

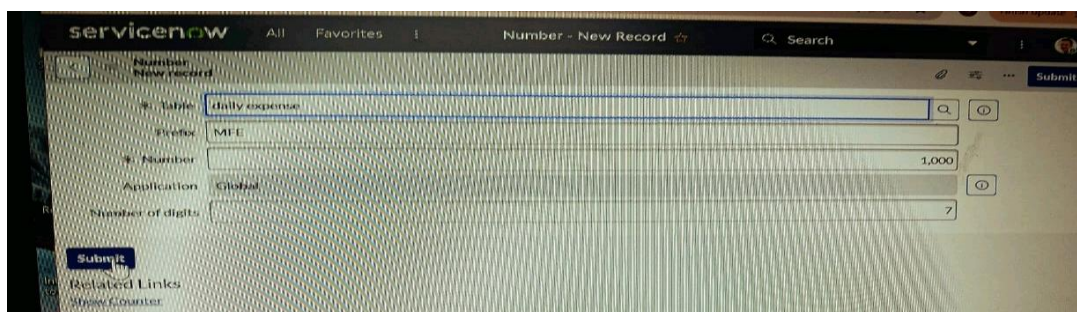


The screenshot shows the 'Default Value' tab in the ServiceNow configuration interface. At the top, there is a blue header bar with the text 'Alters the behavior of a field or functionality that depends on the field. [More Info](#)'. Below this is an 'Attributes' section with a text input field. The 'Default Value' tab is selected, showing a description: 'The Default value specifies what value the field has when first displayed.' Underneath, the 'Use dynamic default' checkbox is checked. The 'Dynamic default value' field contains the text 'Get Next Padded Number'. At the bottom, there are buttons for 'Delete Column' and 'Update', with a mouse cursor clicking on 'Update'. A 'Related Links' section at the bottom left includes links for 'Show Table' and 'Run Point Scan'.

- Go to All >> In the filter search for Number Maintenance >> select Number Maintenance
- Click on New.
- Enter the below Details:

Table : Family Expenses

Prefix : MFE



The screenshot shows the 'Number - New Record' form in ServiceNow. The form has a dark header bar with the 'servicenow' logo and navigation links like 'All', 'Favorites', and 'Number - New Record'. The form fields include: 'Table' (set to 'daily expense'), 'Prefix' (set to 'MFE'), 'Number' (with a value of '1,000'), 'Application' (set to 'Global'), and 'Number of digits' (set to '7'). There are search and refresh icons next to the 'Table' and 'Application' fields. A 'Submit' button is located at the bottom left of the form.

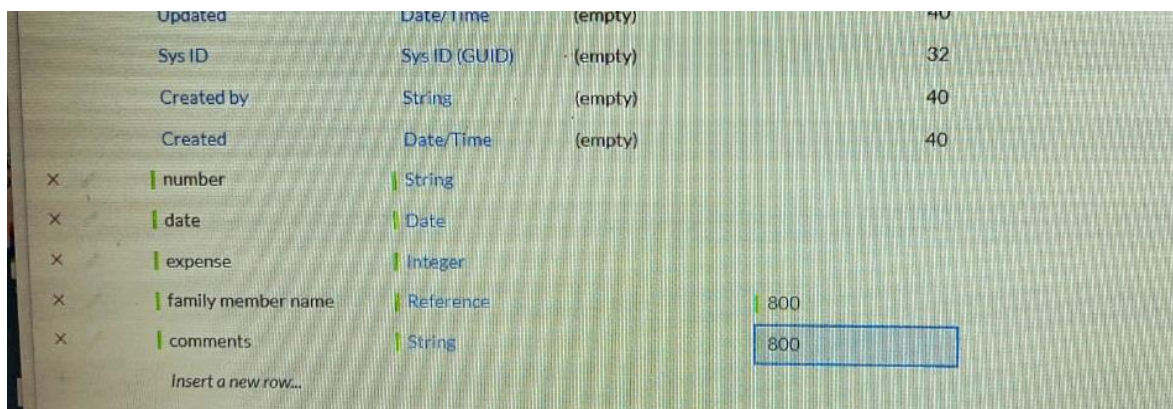
- Click on Submit.

Milestone 3: creation of table

Activity4: configure the form

### Steps:

- 1. Configure the Form**
- 2. Go to All >> In the filter search for Family Expenses >> Open Family Expenses**
- 3. Click on New**
- 4. Go to the Header and right click there>> click on Configure >> Select Form Design**
- 5. Customize or Drag Drop the form as per your requirement**
- 6. Make Number Read-Only Field by clicking on the gear icon and checking Read-Only**
- 7. Make Date, Amount Mandatory Field by clicking on the gear icon and checking Mandatory**
- 8. Click on Save.**



### Milestone 3: creation of table

### Activity 3: making field and auto-number

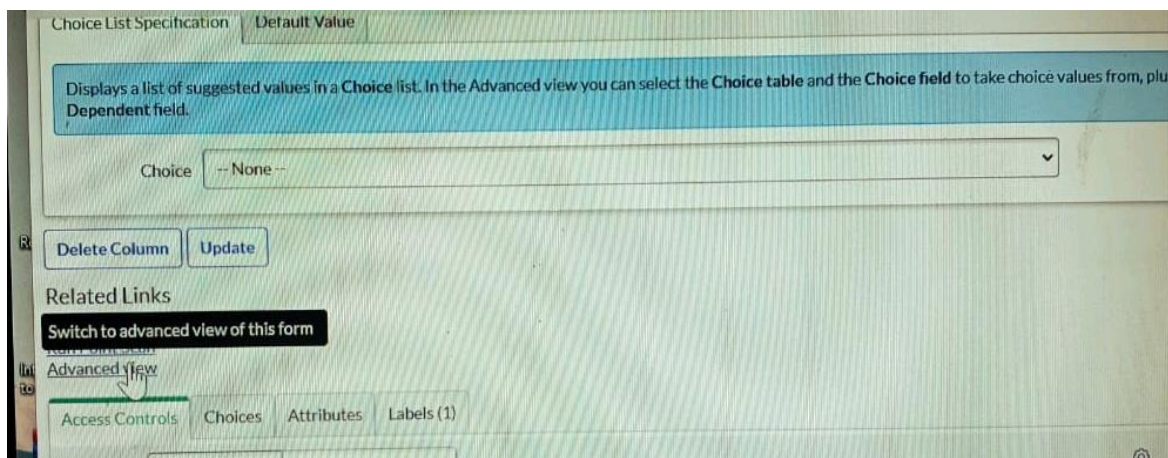
### Steps:

- Double click on the Number Field/Column.
- Go down and double click on Advanced view
- In Default Value:

Use dynamic default : check the box

Dynamic default value : Get Next Padded Number

- Click on Update.



- Go to All >> In the filter search for Number Maintenance >> select Number Maintenance
- Click on New.
- Enter the below Details:

Table : Family Expenses

Prefix : MFE



The screenshot shows the ServiceNow 'Number - New Record' form. The form has the following fields and values:

Field	Value
Table	daily expense
Prefix	MFE
Number	1,000
Application	Global
Number of digits	7

Below the form, there is a 'Submit' button and a 'Show Counter' link. The top navigation bar includes the ServiceNow logo, 'All', 'Favorites', and a search bar.

- Click on Submit.

### **Milestone 3: creation of table**

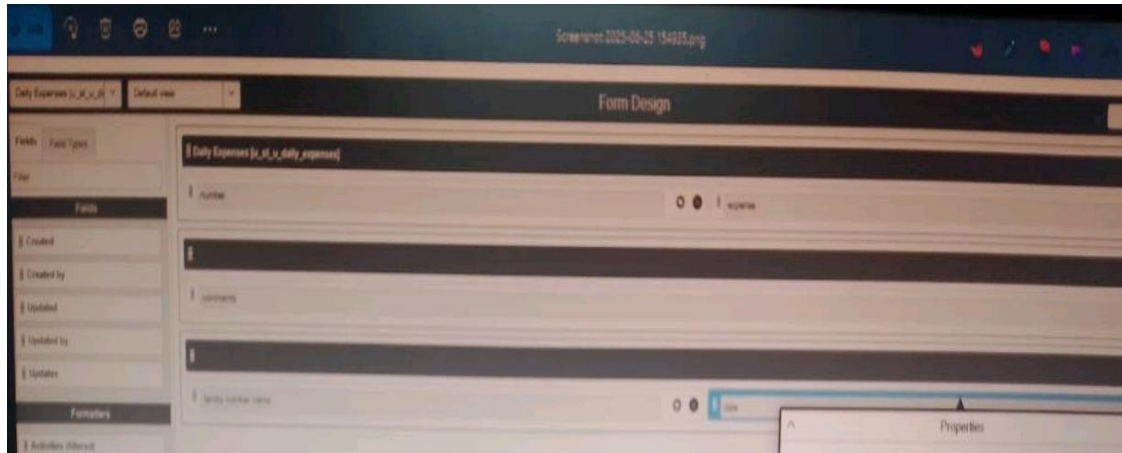
### **Activity4: configure the form**

#### **Steps:**

1. Configure the Form
2. Go to All >> In the filter search for Family Expenses >> Open Family Expenses
3. Click on New
4. Go to the Header and right click there>> click on Configure >> Select Form Design
5. Customize or Drag Drop the form as per your requirement
6. Make Number Read-Only Field by clicking on the gear icon and checking Read-Only

**7. Make Date, Amount Mandatory Field by clicking on the gear icon and checking Mandatory**

**8. Click on Save.**



#### **Milestone 4: creation of table (daily expenses)**

##### **Prose:**

**Daily expenses are the everyday costs associated with maintaining a household or personal life. These include costs for necessities like housing, food, transportation, utilities, and healthcare, as well as discretionary spending on things like entertainment or personal care. Tracking and managing daily expenses is important for budgeting and financial planning.**

##### **Uses:**

**Daily expenses encompass the everyday costs of living and include necessities like food, transportation, utilities, and housing, as well as discretionary spending on entertainment and personal care. Tracking these expenses, whether**



through budgeting apps or simple spreadsheets, is crucial for financial management, enabling individuals to identify areas where they can cut costs, save more, and achieve financial goals.

### **Activity1: creation of daily expenses table**

**Steps:**

1. Go to All > In the filter search for Tables > click on New.

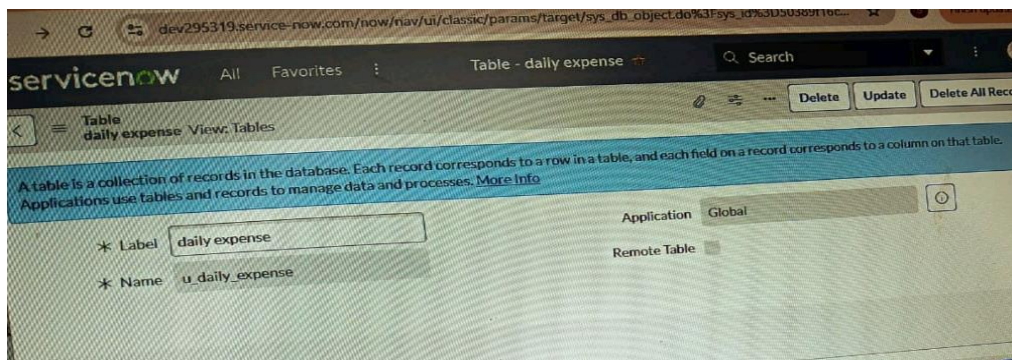
2. Enter the Detail

**Label : Daily Expenses**

**Name : Auto-Populated**

**Add Module to menu : Family Expenditure**

3. Go to the Header and right click there>> click on Save.



### **Milestone 4: creation of table (daily expenses)**

#### **Activity 2: creation of columns (fields)**

**Steps:**

1. Near Columns Double click near insert a new row.

2. Give the details as

**3. Column label : Number**

**Type : String**

**4. Double click on insert a new row again**

**5. Give the details as**

**Column label : Date**

**Type : Date**

**Double click on insert a new row again**

**1. Give the details as:**

**Column label : Expense**

**Type : Integer**

**2. Double click on insert a new row again**

**3. Give the details as:**

**Column label : Family Member Nam**

**Type : Reference**

**Max length : 800**

**Milestone 4: creation of table (daily expenses)**

**Activity 3: making number field an auto-number**

**Steps:**

- **Double click on the Number Field/Column.**
- **Go down and double click on Advanced view**
- **In Default Value:**

**Use dynamic default : check the box**

**Dynamic default value : Get Next Padded Number**

- **Click on Update.**

The screenshot shows a software configuration window. At the top, a header bar reads "Alters the behavior of a field or functionality that depends on the field. [More Info](#)". Below this is an "Attributes" section with an empty text box. A tabbed interface follows, with three tabs: "Choice List Specification", "Calculated Value", and "Default Value". The "Default Value" tab is active, showing a description: "The Default value specifies what value the field has when first displayed." Below this, there is a checkbox labeled "Use dynamic default:" which is checked. Underneath the checkbox is a text input field labeled "Dynamic default value" containing the text "Get Next Padded Number". To the right of this field are search and help icons. At the bottom left, there are two buttons: "Delete Column" and "Update". Below the buttons, a "Related Links" section contains links for "Show Table" and "Run Point Scan".

- **Go to All >> In the filter search for Number Maintenance >> select Number Maintenance**
- **Click on New.**
- **Enter the below Details**
- **Table : Family Expenses**
- **Prefix : MFE**
- **Click on Submit**

Table:  [Search] [Info]

Prefix:

Number:

Application:  [Info]

Number of digits:

[Submit](#)

[Related Links](#)

[Show Counter](#)

## Milestone 4: creation of table daily (expenses)

### Activity 4: configure of form

#### Steps:

- Go to All >> In the filter search for Daily Expenses >> Open Daily Expenses
- Click on New
- Go to the Header and right click there>> click on Configure >> Select Form Design
- Customize or Drag Drop the form as per your requirement.

ServiceNow Developer - Form Design - ServiceNow - dev309792.service-now.com/\$mg\_fld.do?sysparm\_attributes=startTable%3D%22u\_st\_u\_family\_expenses\_2025%22&startView%3DDefault%26view%3DDefault

Family Expenses [u\_st\_u\_family\_expenses\_2025] Default view

Form Design

Fields: Field Types

Filter

Formatters

Activities (filtered)

Contextual Search Results

Ratings

Family Expenses [u\_st\_u\_family\_expenses\_2025] 2 Columns

number amount

date

expenses details 1 Column

- **Make Number Read-Only Field by clicking on the gear icon and checking Read-Only**
- **Make Date, Family Member Name Mandatory Field by clicking on the gear icon and checking Mandatory**
- **Click on Save.**

## **Milestone 5: creation of relationship**

### **Prose:**

**The prose of creating a relationship in writing involves crafting a believable and engaging connection between characters, whether romantic or platonic. This is achieved by developing their backstory, exploring their interactions, showcasing their communication styles, and highlighting the dynamics of their bond.**

### **Uses:**

**Creating relationships is essential for both personal well-being and professional success, offering benefits like improved communication, increased trust, and emotional support. In personal life, strong relationships contribute to happiness, a sense of purpose, and potentially longer lives. In the professional sphere, relationship building facilitates teamwork, career advancement, and stronger client connections.**

## **Milestone 5: creation of relationship**

## **Activity 1: creation of relationship between family expenses and daily expenses table**

### **Steps:**

- 1. Go to All >> In the filter search for Relationships >> Open Relationships**
- 2. Click on New.**
- 3. Enter the details:**

**Name : Daily Expenses**

**Applies to table : Select Family Expenses**

**Daily Expenses : Select Daily Expenses**

- 4. Click Save**

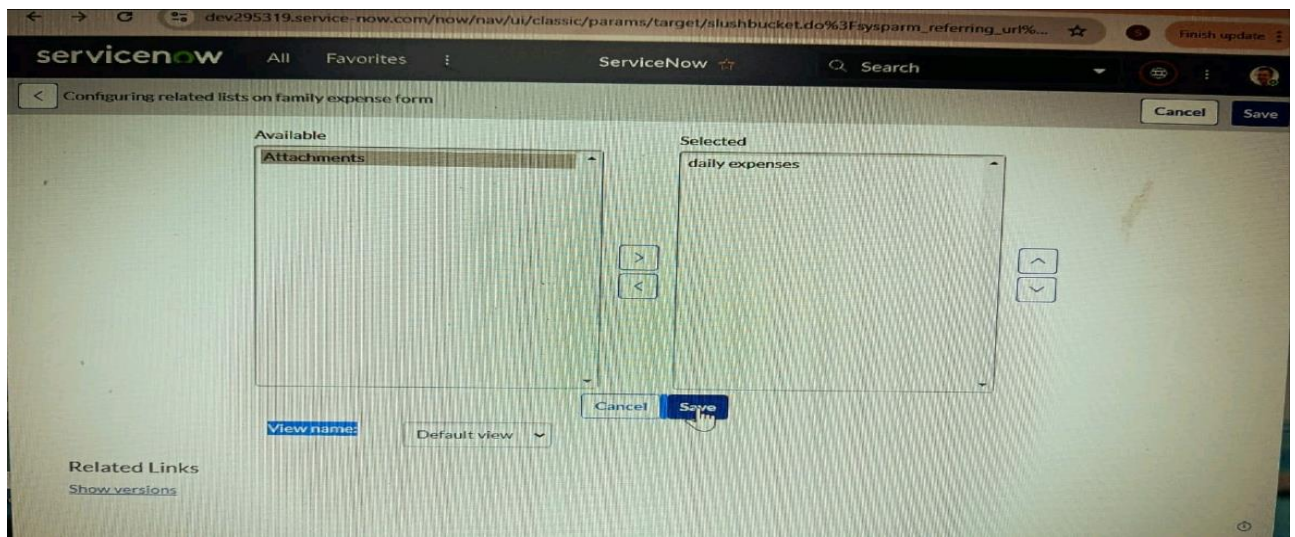
## **Milestone6: configuring related list on family expenses**

### **Activity 1:Configuring Related list on family expenses**

#### **Steps:**

- Go to All >> In the filter search for Family Expenses >> Open Family Expenses**
- Click on New**
- Go to the Header and right click there>> click on Configure >> Select Related Lists**
- Add Daily Expenses to the Selected Area**
- Click on Save**





## **Milestone7: creation of business rules**

### **Prose:**

**Serves as the primary method for expressing the logic and constraints that govern an organization's operations. It involves clearly and concisely articulating the conditions under which specific actions should be taken, using natural language to define the rules' triggers, conditions, and actions. This approach ensures that all stakeholders, regardless of technical expertise, can understand and adhere to the established guidelines.**

### **Uses:**

**Business rules are used to define and enforce specific instructions and constraints within a business process. They help ensure consistency, accuracy, and efficiency by guiding decision-making and actions. These rules can be applied across various aspects of a business, impacting individuals, teams, or the entire organization.**

## Milestone7: creation of business rules

### Activity 1: creation of business rules

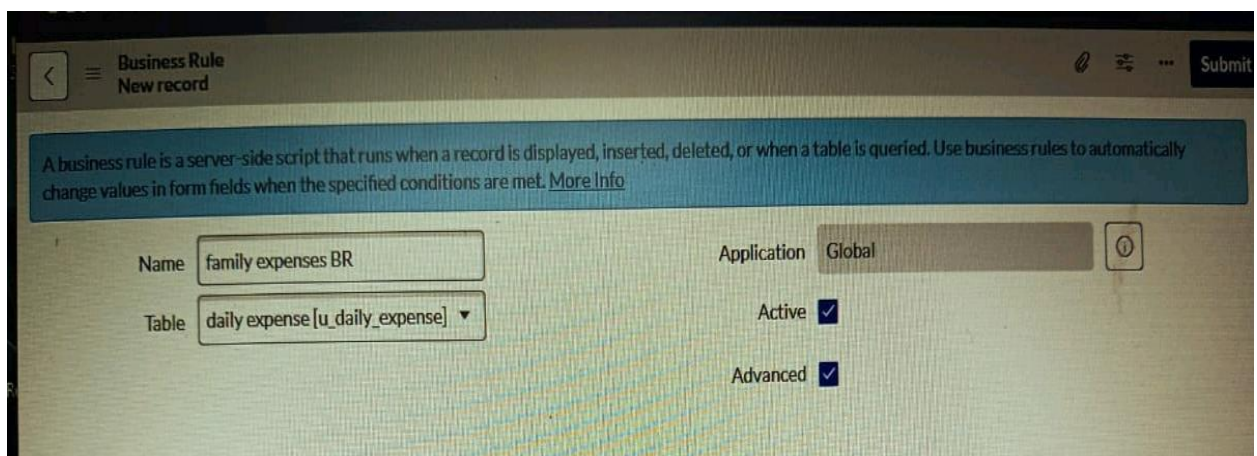
#### Steps:

- Go to All >> In the filter search for Business Rules.
- Under System Definition Select Business Rules then click on New. Enter the Details:

**Name : Family Expenses BR**

- **Table : Select Daily Expenses**

#### Check Advanced

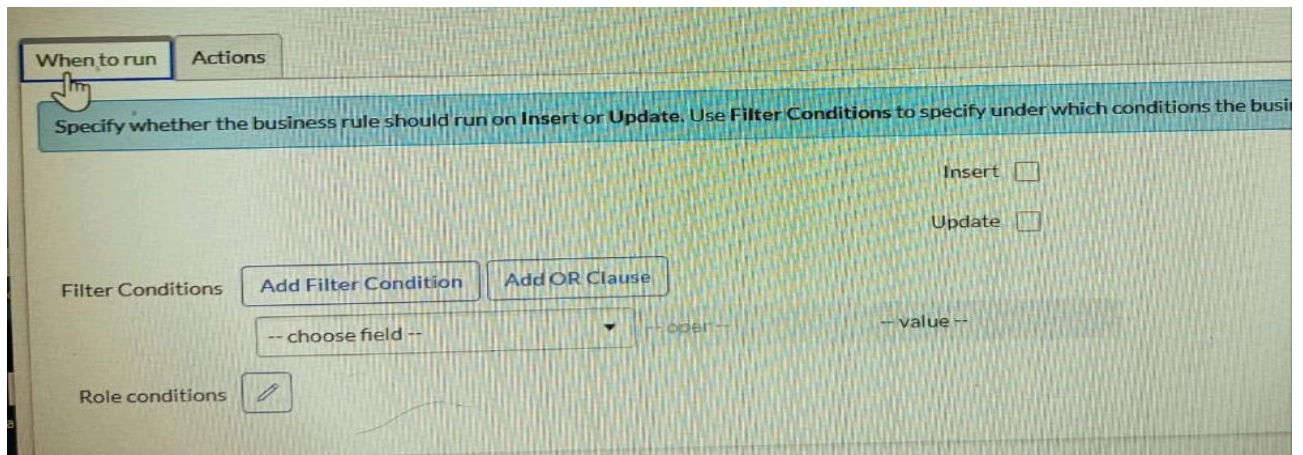


The screenshot shows a web application interface for creating a new business rule. At the top, there is a navigation bar with a back arrow, a hamburger menu, the text "Business Rule New record", and a "Submit" button. Below the navigation bar is a blue informational banner that reads: "A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. [More Info](#)".

The main form area contains the following fields and options:

- Name:** A text input field containing "family expenses BR".
- Table:** A dropdown menu showing "daily expense [u\_daily\_expense]" with a downward arrow.
- Application:** A dropdown menu showing "Global" with an information icon.
- Active:** A checkbox that is checked.
- Advanced:** A checkbox that is checked.





- **When to run Check Insert and Update**

5. In Advance(we write the code): Write the below code >

```
(function execute Rule(current, previous /*null when
sync*/) {
```

```
var Family Expenses = new Glide
Record('u_family_expenses');
```

```
FamilyExpenses.addQuery('u_date',current.u_date);
```

```
FamilyExpenses.query();
```

```
if(FamilyExpenses.next())
```

```
{
```

```
FamilyExpenses.u_amount += current.u_expense;
```

```
FamilyExpenses.u_expense_details +=
```

```
">" + current.u_comments + ":" + "Rs. " + current.u_expense + "/-
";
```

```
FamilyExpenses.update();
```

```
}
```

```
else
{
var NewFamilyExpenses.insert = new Glide
Record('u_family_expenses');
NewFamilyExpenses.u_date = current.u_date;
NewFamilyExpenses.u_amount = current.u_expense;
NewFamilyExpenses.u_expense_details +=
">" + current.u_comments + ":" + "Rs. " + current.u_expense + "/-
";
NewFamilyExpenses.insert();
}
})(current, previous);
```

## **Milestone 8: configure of relationship**

### **Prose:**

**Prose in literature is the ordinary form of written or spoken language, characterized by its grammatical structure and lack of metrical or rhyming patterns found in poetry. It's the common way we communicate ideas, stories, and information in a straightforward and logical manner.**

### **Uses:**

**When configuring relationships in a system, various aspects need to be considered, including the tables or entities involved, the type of relationship, and the specific settings**

that govern how the relationship behaves. This often involves defining attributes, start and end objects, and reciprocal relationships, as well as configuring display settings.

## **Milestone 8: configure the relationship**

### **Activity 1: configure the relationship**

#### **Steps:**

- **Go to All >> In the filter search for Relationships >> Open Relationships**
- **In that, open Daily Expenses Relationship.**
- **For Applies to table : Select Family Expenses**
- **In Query with : write the below Query**
- **(function refine Query(current, parent) {**
- **// Add your code here, such as Current.addQuery(field, value);**
- **Current.addQuery('u\_date',parent.u\_date);**
- **Current. Query();**
- **})(current, parent);**
- **Click on Update.**

ServiceNow x New Record x view-source x Product De x Form Desig x daily expe x +

dev295319.service-now.com/now/nav/ui/classic/params/target/sys\_script.do%3Fsys\_id%3D-1%26sys\_js\_fis... ☆ Finish update

servicenow All Favorites Business Rule - New Record Search

Business Rule

- Save
- Copy Save record and remain here Script 2021 (ES12) mode
- Export
- Create Favorite
- Copy URL
- Copy sys\_id
- Reload form

```
FamilyExpenses.addQuery('u_date',current.u_date);
FamilyExpenses.query();
if(FamilyExpenses.next())
{
    FamilyExpenses.u_amount +=current.u_expense;
    FamilyExpenses.u_expense_datails += ">" +current.u_comments+ ":"
    + "Rs." +current.u_expense+ "/-";
    FamilyExpenses.update();
}
else
{
    var NewFamilyExpenses = new GlideRecord('u_family_expenses');
    NewFamilyExpenses.u_date = current.u_date;
    NewFamilyExpenses.u_amount =current.u_expense;
    NewFamilyExpenses.u_expense_datails += ">" +current.u_comments+ ":"
    + "Rs." +current.u_expense+ "/-";
    NewFamilyExpenses.insert();
}
}(current, previous);
```

