

ServiceNow Internship Project Report

Project Title:

Calculation of Family Expenses using ServiceNow

Team Details

- **Team ID:** LTVIP2025TMID60582
- **Team Size:** 4 Members

Team Leader:

- **Nanduri Sriram Satya Srivatsa**

Team Members:

- Nasina Harika
 - Nidigunta Uday Kumar Singh
 - Pachipala Sai Sagar
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Project Overview

As part of the ServiceNow Virtual Internship program, our team developed a project titled **“Calculation of Family Expenses using ServiceNow”**. The goal was to create a simple, user-friendly expense tracking system for families using the powerful low-code/no-code features of ServiceNow.

This application enables users to enter and view daily expenses, auto-calculates totals, and categorizes expenses based on members and dates — making financial tracking easy and structured.

Work Distribution and Roles

We collaborated as a team and divided responsibilities effectively:

- **Nanduri Srivatsa:** Designed the overall structure, handled form customization, auto-numbering logic, and Business Rule scripting using GlideRecord.
- **Nasina Harika:** Created and configured custom tables and columns; worked on layout customization and setting up relationships between tables.
- **Nidigunta Uday Kumar Singh:** Implemented form validation rules (mandatory, read-only), tested form behavior, and handled reference field configuration.
- **Pachipala Sai Sagar:** Focused on List Views, Navigation module setup, and related list integration between Family and Daily Expenses.

Features We Implemented

- Created **custom tables:** Family Expenses and Daily Expenses
 - Configured **auto-numbering** using **Number Maintenance**
 - Designed **custom forms** with mandatory and read-only fields
 - Used **reference fields** to link family member data
 - Created a **Business Rule** with GlideRecord to:
 - Automatically calculate daily totals
 - Append expense comments into Family Expense table
 - Set up **related lists** to view daily expenses inside family records
 - Implemented **relationships** to filter daily records by date
 - Customized navigation menu for better accessibility
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Skills & Tools We Used

- **ServiceNow Studio**
 - **Form Design and Table Configuration**
 - **Business Rules with GlideRecord**
 - **Client Scripts and UI Policies**
 - **Number Maintenance**
 - **Reference Field Management**
 - **Related Lists & Relationships**
 - **Form Validations**
 - **Dynamic Default Values**
 - **Navigation Module Setup**
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Learning Outcome

Through this project, we learned how to:

- Design and build applications on the ServiceNow platform
 - Use relationships and automation for workflow management
 - Write Business Rules using JavaScript logic
 - Work collaboratively on a platform-oriented project
 - Troubleshoot data design issues and improve UX
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Conclusion

This project gave us real-world exposure to how enterprise platforms like **ServiceNow** can be used beyond ITSM — even for personal finance tracking. Working as a team helped us learn division of responsibility, collaboration, and practical problem-solving using low-code/no-code tools.

We are proud to have successfully developed and tested this application as a complete working product.

Acknowledgements

We thank **SmartInternz** and the ServiceNow Virtual Internship team for giving us this opportunity to learn and build something valuable.