

# ServiceNow Internship Project Report

## Project Title:

Calculation of Family Expenses using ServiceNow

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## 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.

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## 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.

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## 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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## VIDEO DEMO LINK:

[https://drive.google.com/file/d/13VRxULqYdnp0b9oiNqaTiAVmJ4BfJKn-/view?usp=drive\\_link](https://drive.google.com/file/d/13VRxULqYdnp0b9oiNqaTiAVmJ4BfJKn-/view?usp=drive_link)

## 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.

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## Acknowledgements

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