Ideation Phase
Empathize & Discover

Date	2 November 2025
Team ID	NM2025TMID07923
Project Name	Calculating Family Expenses using ServiceNow
Maximum Marks	4 Marks

About the Project

Project Title: Calculating Family Expenses using Service Now

Category: ServiceNow System Administrator

Description:

This project aims to develop a **Service Now-based application** to manage and calculate daily and monthly family expenses efficiently.
It allows users to record daily spending, categorize expenses, and automatically calculate total amounts using business rules.
The solution leverages **Service Now's automation and relationship features** to reduce manual work, prevent calculation errors, and provide real-time expense summaries for better financial management.

Objectives:

· Enable users to record expenses quickly (amount, category, date, payer, description).

· Automate calculation of daily totals and monthly aggregates.

· Reduce manual errors through validation and automation.

· Provide structured views: list views, reports, and a dashboard for insights.

EMPATHY MAP:

Think & Feel

- Hard to track all expense.
- Wants organized, automatic system.
- Feels anxious about overspend.
- Desires accuracy and simplicity.

Hear

- Family asks about total spending.
- Friends suggest apps or Excel.
- Hears advice on saving and budgeting.

USER

Homemaker or parent managing family expenses.

See

- Unorganized bills and notes.
- Confusion with manual tracking.
- Daily expenses increasing.

Say & Do

- Says "I'll note it later" but forgets.
- Uses calculator or Excel monthly.
- Keeps partial records.
- Discusses savings with family.

⚠️

- Manual tracking is slow and confusing.
- Missed entries cause wrong totals.
- No automatic calculation or summary.

🎯 Gain

- Auto expense tracking in ServiceNow.
- Clear daily & monthly summaries.
- Saves time and improves accuracy.