Date	2 November 2025
Project Title	Calculating Family Expenses using ServiceNow
Team ID	NM2025TMID08734
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Project Planning Phase
Calculating Family Expenses using ServiceNow

1. Introduction

The project planning phase is the foundation of successful implementation. It defines the project's direction by setting clear objectives, deliverables, resource allocation, and timelines. This ensures that the 'Calculating Family Expenses using ServiceNow' project achieves its goals efficiently and effectively.

2. Project Objectives

The objectives of this phase are to:

- Establish a comprehensive project roadmap for the ServiceNow-based expense management system.

- Align tasks with measurable goals and responsibilities.

- Optimize the use of ServiceNow capabilities for automation and expense tracking.

- Enhance project collaboration and visibility for stakeholders.

3. Scope of the Project

In Scope: Development of modules for tracking, analyzing, and categorizing expenses within the ServiceNow platform.

Out of Scope: External financial integrations or offline data collection in the initial phase.

4. Project Deliverables

- Requirement and Feasibility Reports

- Design Documents and System Architecture

- Working Prototype and Final Deployment

- Testing Reports and User Guide

5. Timeline & Milestones

Phase	Activity	Timeline
Requirement Analysis	Understanding and documenting user needs	Week 1–2
System Design	Defining architecture and workflow	Week 3–4
Development	Module creation and configuration	Week 5–8
Testing	Verification, validation, and user testing	Week 9–10
Deployment	Final implementation and release	Week 11–12

6. Resource Planning

Resources include the project team, ServiceNow development environment, and testing tools. Key team members include the Project Manager, ServiceNow Developer, Tester, and Analyst.

7. Risk Management

Risk	Impact	Mitigation
Requirement Misunderstanding	High	Conduct review sessions with stakeholders.
Data Accuracy	Medium	Implement automated data validation.
Delay in Development	Medium	Monitor progress weekly and realign tasks.
Integration Failure	High	Perform API testing early.

8. Conclusion

Effective planning ensures that the ServiceNow-based family expense system is executed smoothly, meeting objectives within scope, time, and budget constraints. The planning phase creates a clear path for the successful deployment and adoption of the system.