

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

Proposed Solution

Project Design Phase – Calculating Family Expenses using ServiceNow

1. Overview

The proposed solution aims to develop a centralized digital platform on ServiceNow that automates and simplifies the process of calculating, monitoring, and managing family expenses. This system provides real-time insights, approval workflows, and intelligent reporting to support better financial decision-making for families.

2. Solution Objectives

- To automate expense tracking and calculation.
- To ensure transparency and accessibility for all family members.
- To provide detailed analytics for improved financial planning.
- To create a scalable and user-friendly expense management system within ServiceNow.

3. System Architecture

The proposed architecture leverages ServiceNow's Now Platform capabilities:

1. User Interface Layer – Custom forms for expense entry and reporting.
2. Business Logic Layer – Workflows to automate calculations and approvals.
3. Data Layer – Tables for storing expense details, categories, and user profiles.
4. Integration Layer – Optional API integrations for external financial data or notifications.

4. Key Functional Components

Component — Description

- Expense Entry Module — Allows users to record daily, weekly, or monthly expenses.
Expense Calculation Engine — Automatically sums and categorizes expenses.
Approval Workflow — Enables review and approval of shared or large expenses.
Analytics Dashboard — Provides visual insights on spending trends and budgets.
Notification System — Sends alerts for budget thresholds or report generation.

5. ServiceNow Features Utilized

- Flow Designer – For automating approval and calculation workflows.
- Service Catalog – For managing and submitting expense entries.
- Reporting & Dashboards – For real-time visualization of expenses.
- ACL & Roles – To ensure data security and role-based access control.
- Integration Hub – For future connectivity with banking or financial APIs.

6. Expected Benefits

Benefit — Impact

- Automation — Reduces manual data entry and calculation errors.
- Transparency — All family members can view and verify expenses.
- Efficiency — Speeds up approval and reporting processes.
- Scalability — Can be extended with new financial features.
- Data Insights — Supports smarter budgeting and saving strategies.

7. Conclusion

The proposed Family Expense Management System using ServiceNow offers an intelligent and scalable approach to simplifying household financial management. Through automation, analytics, and collaboration tools, the solution ensures efficiency, accuracy, and informed decision-making within families.