

Date:	2 November 2025
Project Title:	Calculating Family Expenses using ServiceNow
Team ID:	NM2025TMID08734
NMID:	9B5B88F11C4E8D6B5CC49E939637B00D

Technology Stack

Phase: Requirement Analysis

1. Platform

- ServiceNow Platform – Main environment for application development and automation.
- ServiceNow App Engine – Used for building custom workflows and apps.

2. Front-End Technologies

- ServiceNow UI Builder – For interactive and responsive UI design.
- HTML5 & CSS3 – Layout and styling enhancements.
- JavaScript (Client Scripts, UI Policies) – For form logic and validations.

3. Back-End Technologies

- ServiceNow Flow Designer – Automates expense and budget workflows.
- Business Rules (Server Scripts) – Handles backend logic and data validation.
- Script Includes – Reusable backend logic.
- GlideRecord API – Access and manipulate database records.

4. Database Layer

- ServiceNow CMDB / Tables – Stores users, expenses, and budgets.
- Data Schema:
 - User Table – User details and authentication.
 - Expense Table – Expense ID, category, amount, date.
 - Budget Table – Budget limits and monitoring.

5. Integration Tools

- ServiceNow IntegrationHub – For connecting external systems.
- REST APIs / JSON – Data import/export.
- Google Sheets or Excel Integration – Optional for reporting.

6. Analytics and Reporting

- ServiceNow Performance Analytics – Visual dashboards and KPIs.
- Reporting Module – For detailed and summary expense reports.

7. Security and Authentication

- Access Control Lists (ACLs) – Manage permissions and roles.
- SSO / OAuth2 – Secure login.
- Data Encryption – Protect sensitive financial data.

8. Deployment and Maintenance

- ServiceNow Cloud Instance – Hosted on secure ServiceNow cloud.
- Update Sets – For migrating configurations.
- Version Control – Managed through ServiceNow update management.