Service Now Dashboard

BITS ZC229T: Design Project

By
Himanshu
202217b3231

B.Sc. Design and Computing

Design Project work carried out at

HCL Tech, Noida
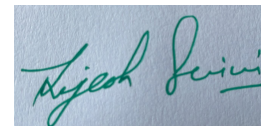

WORK INTEGRATED LEARNING PROGRAMMES DIVISION (WILPD),
BIRLA INSTITUTE OF TECHNOLOGY & SCIENCE
PILANI (RAJASTHAN)

March 2025

Certificate

This is to certify that the Design Project entitled **Service Now Dashboard** and submitted by **Himanshu** having BITS ID No. **202217B3231** for the fulfilment of the requirements of the B.Sc. (Design and Computing) degree program of BITS, embodies the bona fide work done by him under my supervision.

Signature of the Mentor
Rajesh Kumar Saini
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Noida | +91-8675433333

ACKNOWLEDGMENT

I am deeply grateful to everyone who contributed to the successful completion of the project **'ServiceNow Dashboard'**. First and foremost, I extend my heartfelt thanks to my supervisor, **Rajesh Kumar Saini**, whose guidance and expertise were invaluable throughout the project. Their insights and constructive feedback significantly enhanced the quality of the work.

I also wish to acknowledge the support of my additional examiner, **Dhruv Bhatnagar**, whose collaboration and dedication were crucial in achieving the project's goals. Furthermore, I extend my sincere thanks to **HCL Technologies** for providing the necessary resources and a conducive environment for the project's execution.

Special appreciation goes to the faculty and my classmates in the **COHORT at BITS Pilani**. Your unwavering support and understanding during the project's demanding phases were greatly appreciated.

This project would not have been possible without the collective effort and support of all those mentioned above. Thank you for being an integral part of this endeavor.

ABSTRACT

Project Title: ServiceNow Dashboard Chrome Extension
Broad Academic Area of Work: Browser Extension Development & data fetching Integration
Technologies Used: React.js, Vite, JavaScript, ServiceNow, Tailwind CSS, Chrome Extension APIs
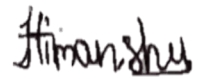
The project focuses on building a ServiceNow dashboard Chrome extension that enhances the user experience by providing a seamless way to fetch and manage ServiceNow data. It

addresses UI/UX challenges and technical issues like CORS restrictions while ensuring optimal performance and usability.

Through this project, I have gained hands-on experience in front-end development, API integration, and handling data efficiently in a real-world application. The implementation has helped improve ServiceNow data accessibility and usability, benefiting users in managing their workflows effectively.
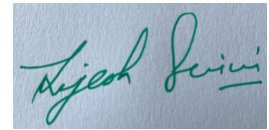
I extend my sincere appreciation to everyone who contributed to the successful completion of this project. Thank you for your guidance, support, and encouragement throughout this endeavor.

Name of **Student:** Himanshu

Signature of the Student

Name of **Mentor:** Rajesh Kumar Saini

Signature of the Mentor

Date: 2025-03-08

Place: Noida

TABLE OF CONTENTS

1. INTRODUCTION

1.1 About the Project

The mid-semester project focuses on developing a ServiceNow dashboard Chrome extension to enhance data visualization and streamline user interactions. The extension provides a user-friendly interface for fetching and displaying ServiceNow data efficiently. The project aims to improve workflow management and data accessibility for users interacting with ServiceNow.

1.2 OBJECTIVE

The primary objective of this project is to develop a robust and intuitive ServiceNow dashboard Chrome extension. The key goals include:

- Fetching real-time data from ServiceNow.
- Addressing UI/UX issues to improve usability.
- Enhancing user interaction with a dynamic form and table component.
- Resolving CORS issues while fetching data.
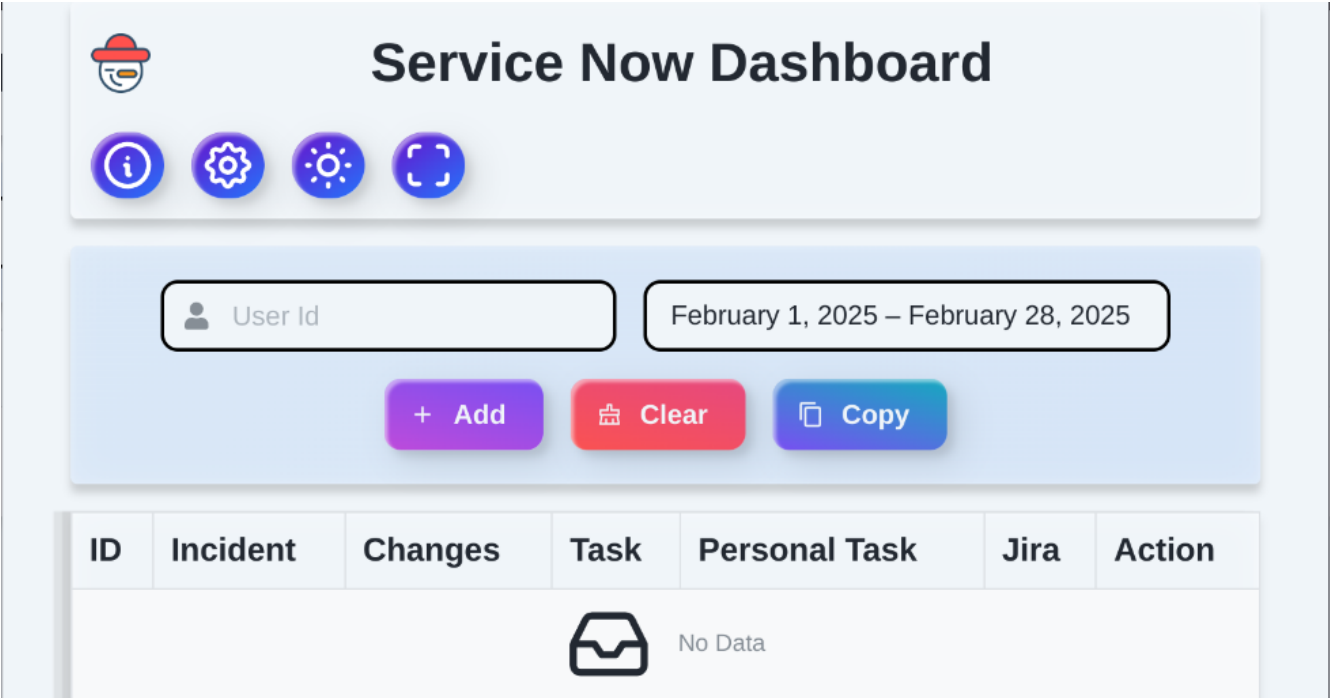- Ensuring efficient data handling and display.

2. TECHNOLOGIES INVOLVED

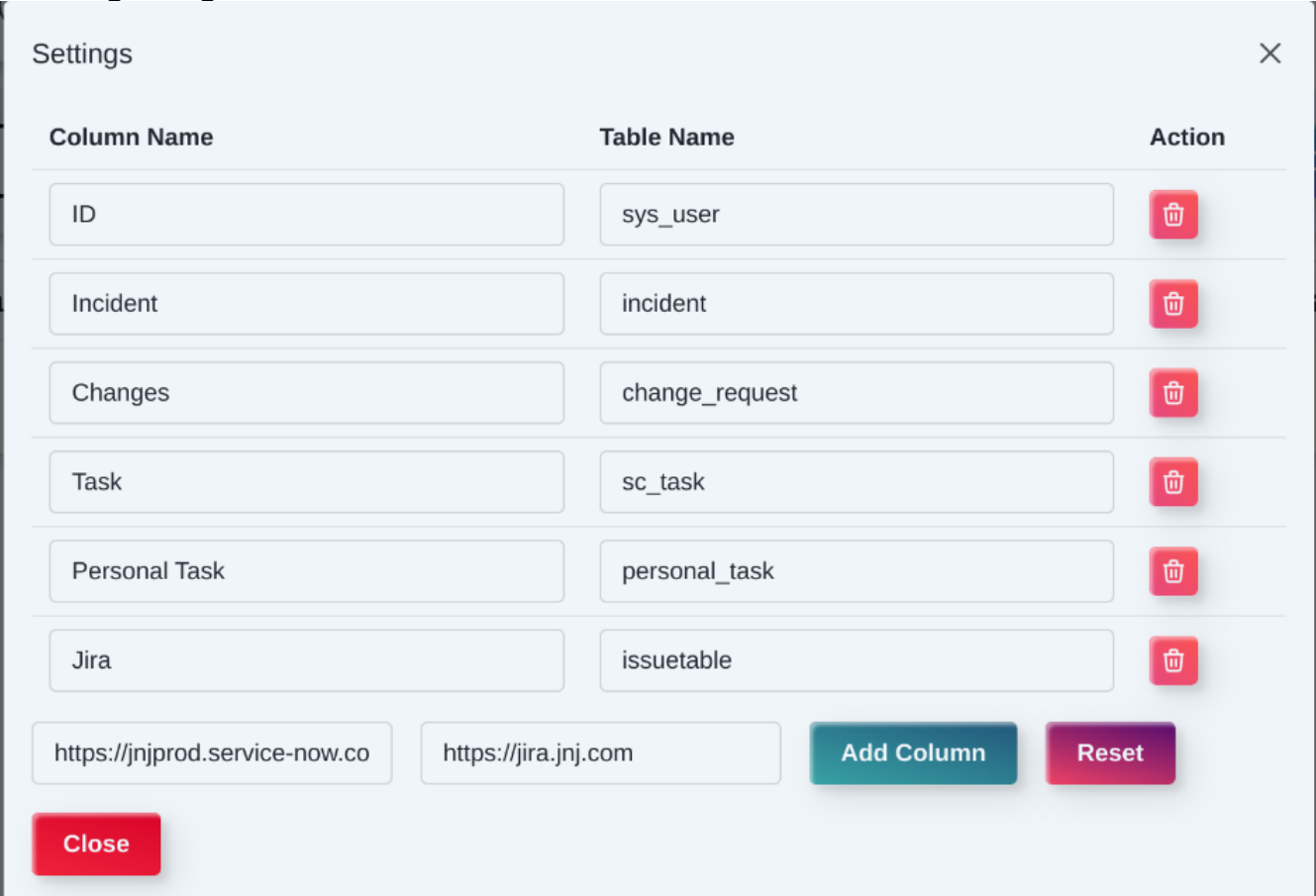The project is developed using the following technologies:

- **React.js**: For building the front-end UI components.
- **Vite**: For a fast and optimized development environment.
- **JavaScript (ES6+)**: For handling logic and API requests.
- **CSS & Tailwind CSS**: For styling and enhancing UI design.
- **Browser Storage & State Management**: For handling user preferences and session data.
- **Chrome Extension APIs**: For enabling integration with the browser and ServiceNow.
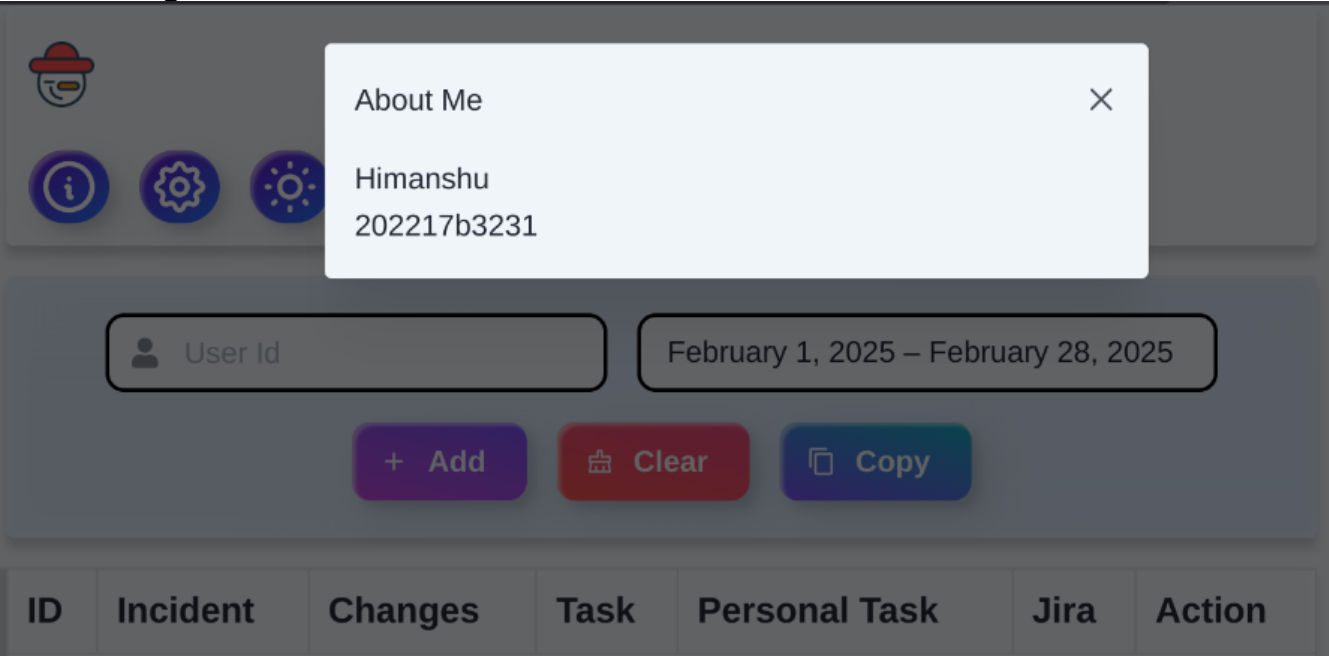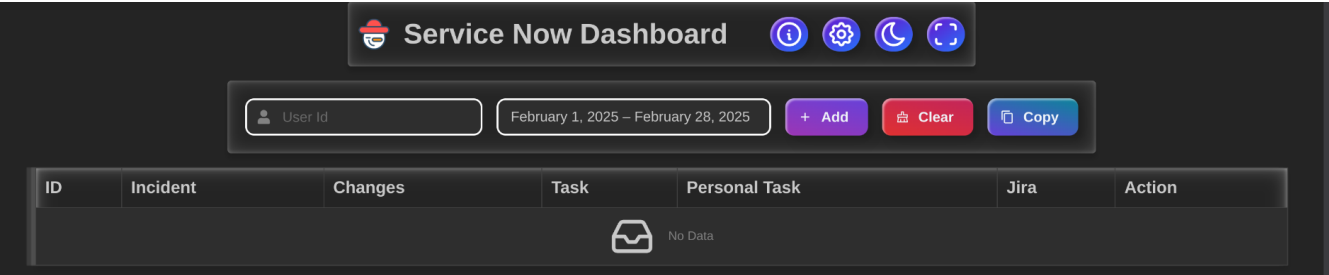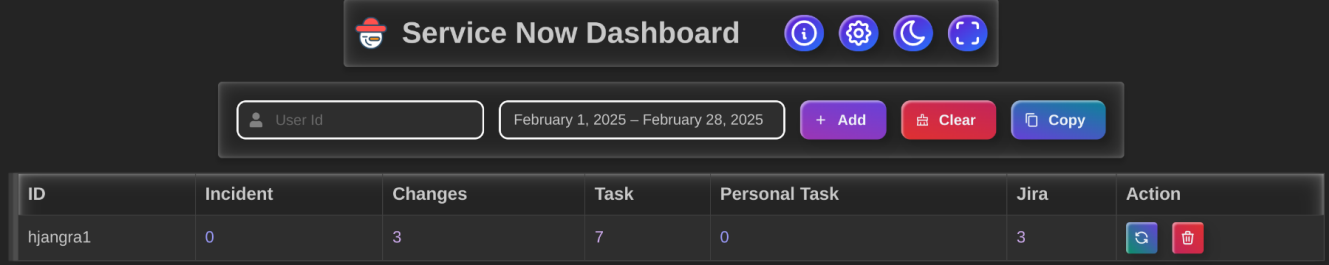
3. SCREENSHOTS OF VARIOUS STEPS
Dashboard page

Service Now Dashboard

	User Id		February 1, 2025 – February 28, 2025

+ Add   Clear   Copy

ID	Incident	Changes	Task	Personal Task	Jira	Action
				No Data		

Settings Page

Settings   ✕

Column Name	Table Name	Action
ID	sys_user	🗑
Incident	incident	🗑
Changes	change_request	🗑
Task	sc_task	🗑
Personal Task	personal_task	🗑
Jira	issuetable	🗑

https://jnjprod.service-now.co	https://jira.jnj.com	Add Column	Reset

Close

About Page

Full screen & Dark Mode

Fetched data

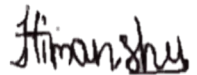Code repository: https://github.com/202217b3231/mantine-board.git

4. CONCLUSION

The ServiceNow dashboard Chrome extension successfully integrates with the ServiceNow, providing a seamless user experience for managing and visualizing data. The project has significantly improved UI/UX, enhanced data accessibility, and resolved technical challenges like CORS issues. The implementation ensures that users can efficiently fetch and analyze ServiceNow data.

5. FUTURE PLAN

- **Enhancing the filtering mechanism** for more advanced data querying.
- **Implementing role-based access control** to secure data visibility.
- **Adding export functionality** for data extraction in multiple formats.
- **Integrating additional Service Now modules** for expanded functionality.

6. Declaration

I, Himanshu, hereby declare that this project report is a result of my work and the information provided is accurate to the best of my knowledge. No part of this work has been copied or reproduced from unauthorized sources.

Student Name: Himanshu
BITS ID: 202217b3231
Date: 8 March 2025