

PROJECT DESIGN

TEAM ID	LTVIP2025TMID30624
PROJECT NAME	Asset Management Portal

Proposed Solution:

Project team shall fill the following information in the proposed solution template

S. No	Parameter	Description
1	Problem statement (problem to be solved)	Organizations often face challenges in tracking, managing, and maintaining their physical and digital assets, leading to asset loss, inefficiency, and inaccurate records. The lack of a centralized system results in poor visibility, delayed maintenance, and difficulty in asset allocation.
2	Idea / Solution description	The proposed solution is an Asset Management Portal, a centralized and automated web-based platform that streamlines the tracking
3	Novelty/Uniqueness	The Asset Management Portal stands out with its automation of the entire asset lifecycle, including real-time tracking, self-service asset requests, and intelligent maintenance alerts.
4	Social Impact/Customer satisfaction	The Asset Management Portal improves organizational transparency and accountability, reducing asset misuse and promoting responsible resource utilization
5	Business model (Revenue Model)	The Asset Management Portal follows a Software-as-a-Service (SaaS) business model
6	Scalability of the Solution	The Asset Management Portal is highly scalable, capable of handling increasing numbers of users, assets, and organizational data without compromising performance.

Asset Management Portal

What is ASSET?

An asset in the Asset Management Portal refers to any valuable item or resource owned and used by an organization that needs to be tracked, maintained, and managed throughout its lifecycle.

TYPES:

- Physical Assets – Laptops, desktops, printers, furniture, tools, etc.
- Digital Assets – Software licenses, cloud services, digital certificates, etc.
- IT Assets – Network devices, servers, storage units, etc.
- Consumables – Toners, batteries, cables (tracked as expendable items).

MILESTONE 1: TABLE

PURPOSE:

- To define a structured storage space for asset-related data.
- To organize and manage information like asset name, type, status, owner, etc.
- To serve as the foundation for forms, lists, workflows, and reports in the portal.

USE:

- Stores details of each asset in rows (records) and columns (fields).
- Enables easy tracking and retrieval of asset information.
- Supports workflows like asset assignment, return, maintenance, etc.
- Acts as the data source for dashboards, reports, and UI views.
- Helps maintain data consistency, accuracy, and accountability.

Activity 1: create table

STEPS:

1. Open service now.

2. Click on All >> search for tables
3. Open System definition >> tables
4. Click on new
5. Fill in the details as
 - a. Name: asset inventory
6. Save the table

ServiceNow Table - New Record

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click here.

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column in a table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: asset inventory

* Name: u_asset_inventory

Extends table:

Application: Global

Create module: ☒

Create mobile module: ☒

Add module to menu: -- Create new --

New menu name: asset inventory

Remote Table: ☐

Columns

Table Columns for text

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

Submit Cancel

Related Links

[Track in Update Sets](#)

MILESTONE 1: TABLE

PURPOSE:

- To define specific data attributes for each asset (e.g., name, type, status).
- To ensure organized and structured data entry in the table.
- To support form creation, filtering, and reporting within the portal.

USE:

- Captures key details like Asset ID, Category, Owner, Purchase Date, Location, etc
- Enables searching, sorting, and filtering of asset records.
- Supports automated workflows (e.g., assign based on status or location).

- Helps generate accurate reports and dashboards.
- Ensures data consistency and validation across records.

Activity 2: create fields

STEPS:

1)After saving the table scroll down

2)Create fields

- Assigned to: string
- Status: choice
- Purchase date: date
- Warranty Expire: date
- Asset name: string
- Type: choice

MILESTONE 2: UI ACTION

PURPOSE:

- To add a custom button or link on a form or list.
- To allow users to perform specific actions quickly (e.g., assign, return, approve).

The screenshot shows the ServiceNow interface for the 'Table - asset inventory'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar is present on the right. Below the navigation bar, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a list of columns with their labels, types, and references. A context menu is open over the 'Assigned to' column, displaying options like 'Save', 'Analyze Access', 'Show File Properties', 'Move to Application...', 'Show Latest Update', 'Show Dictionary Record', 'Configure', 'Export', 'View', 'Create Favorite', 'Copy URL', 'Copy sys_id', 'Show XML', 'History', and 'Reload form'. The bottom of the interface has buttons for 'Delete', 'Update', and 'Delete All Records'.

Column label	Type	Reference	Max	Default value	Display
Created	Date/Time	(empty)			false
Sys ID	Sys ID (GUID)	(empty)			false
Updated by	String	(empty)			false
Updates	Integer	(empty)			false
Updated	Date/Time	(empty)		40	false
Created by	String	(empty)		40	false
Assigned to	String				false
Status	Choice				false
Purchase date	Date				false
Warranty Expire	Date				false
Asset name	String				false
Type	Choice				false
Number	String				false

- To enhance user interaction and improve workflow execution.

USE:

- Let's users take actions like
 - Assign Asset
 - Return Asset
 - Send for Repair
 - Mark as lost
 - Mark as repaired
 - Mark as damaged
- Speeds up common tasks with one-click execution.
- Improves user experience by reducing navigation steps
- Supports custom logic or conditions using scripts.
- Ensures consistent and efficient asset handling across the system.

Activity 1: create UI action 1 (Mark as lost)

STEPS:

1. Navigate to System Definition >> UI action
2. Click on New
3. Fill in the details;

Name: Mark As Lost

Table: Asset Inventory

Action name: mark_as_lost

Condition: `current.u_status != 'Lost'`

Script:

```
current.u_status = 'Lost';
```

```
current.update();
```

```
action.setRedirectURL(current);
```

4. Check the form button box

5. Click on save

MILESTONE 2: UI ACTION

The screenshot shows the ServiceNow 'UI Action - New Record' form. The 'Name' field is 'Mark As Lost', 'Table' is 'asset inventory [u_asset_inventory]', 'Order' is '100', and 'Action name' is 'mark_as_lost'. The 'Active' checkbox is checked. The 'Show insert' and 'Show update' checkboxes are also checked. The 'Client' checkbox is unchecked. The 'Overrides' field is empty. The 'Messages', 'Comments', and 'Hint' fields are empty. The 'Condition' field contains the script 'current.u_status != 'Lost''. The 'Script' section at the bottom has a toggle for 'Turn on ECMAScript 2021 (ES12) mode'. A 'Save' dropdown menu is open, showing options: 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'. The 'Form style' and 'List style' dropdowns are set to '-- None --'.

Activity 2: create UI action 2 (Mark as repaired)

STEPS:

1. Navigate to System Definition >> UI action
2. Click on New
3. Fill in the details;
 1. Name: Mark As Repaired
 2. Table: Asset Inventory
 3. Action name: mark_as_repaired
 4. Condition: `current.u_status == 'Damaged' || current.u_status == 'Lost'`
 5. Script:

```
current.u_status = 'Available';

current.update();

action.setRedirectURL(current);
```

4. Check the form button box
5. Click on save

The screenshot shows the ServiceNow 'UI Action - New Record' configuration page. The 'Name' field is 'Mark As Repaired', the 'Table' is 'asset inventory [u_asset_inventory]', and the 'Order' is '100'. The 'Action name' is 'mark_as_repaired'. The 'Active' checkbox is checked. The 'Show insert' and 'Show update' checkboxes are also checked. The 'Client' checkbox is unchecked. The 'Overrides' field is empty. The 'Application' is set to 'Global'. The 'Form button' checkbox is checked. The 'Form context menu', 'Form link', and 'Form style' (set to '-- None --') are not configured. The 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (set to '-- None --') are also not configured. The 'Messages', 'Comments', and 'Hint' fields are empty. The 'Condition' field contains the script 'current.u_status == "Damaged" || current.u_status == "Lost"'. The 'Script' field has a toggle for 'Turn on ECMAScript 2021 (ES12) mode' which is currently turned off. A 'Save' dropdown menu is open, showing options: Save, Configure, Export, Create Favorite, Copy URL, Copy sys_id, and Reload form.

MILESTONE 2: UI ACTION

Activity 3: create UI action 3(Mark as damaged)

STEPS:

1. Navigate to System Definition >> UI action
2. Click on New
3. Fill in the details;

Name: Mark As Damedged

Table: Asset Inventory

Action name: mark_as_damaged

Condition: `current.u_status != 'Damaged'`

Script:

```
current.u_status = 'Damaged';  
  
current.update();  
  
action.setRedirectURL(current);
```

4. Check the form button box

5. Click on save

The screenshot shows the ServiceNow 'UI Action - New Record' configuration page. The left sidebar contains navigation links: 'UI Action' and 'New record'. The main form is divided into two columns. The left column contains fields for 'Name' (Mark As Damaged), 'Table' (asset inventory[u_asset_inventory]), 'Order' (100), 'Action name' (mark_as_damaged), 'Active' (checked), 'Show insert' (checked), 'Show update' (checked), 'Client' (unchecked), and 'Overrides' (empty). The right column contains fields for 'Application' (Global), 'Form button' (checked), 'Form context menu' (unchecked), 'Form link' (unchecked), 'Form style' (None), 'List banner button' (unchecked), 'List bottom button' (unchecked), 'List context menu' (unchecked), 'List choice' (unchecked), 'List link' (unchecked), and 'List style' (None). Below these columns are sections for 'Messages', 'Comments', 'Hint', and 'Condition' (current.u_status != 'Damaged'). At the bottom, there is a 'Script' section with a toggle for 'Turn on ECMAScript 2021 (ES12) mode' and a text area for the script. The bottom of the screen shows a Windows taskbar with the date 22-06-2023 and time 11:43.

MILESTONE 3: SCHEDULED JOB

PURPOSE:

- To automate tasks at specific times or intervals.
- To ensure routine operations run without manual input.
- To improve efficiency and reliability of time-based processes.

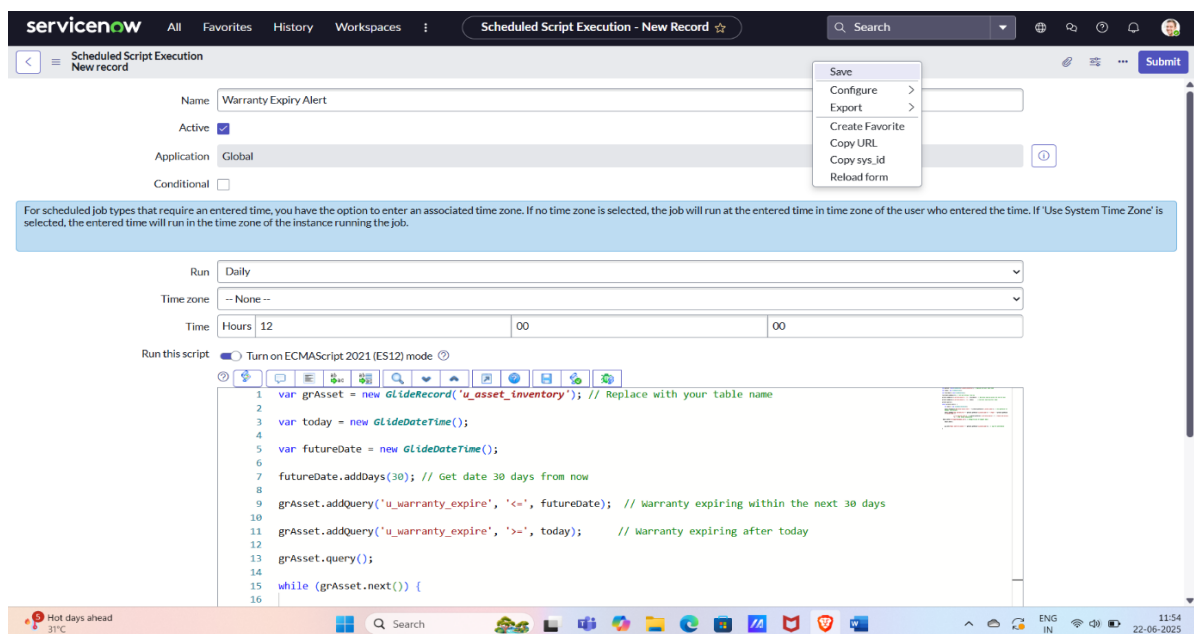
USE:

- Sends automatic maintenance reminders or alerts.
- Generates daily, weekly, or monthly asset reports.
- Updates asset statuses based on conditions (e.g., warranty expiry).
- Reduces manual effort by handling background tasks.
- Ensures timely actions are taken to maintain asset performance.

Activity 1: create scheduled job (Warranty expiry alerts)

STEPS:

1. Navigate to System Definition >> Scheduled Job
2. Click on New
3. Name: Warranty Expiry Alert,
4. Run: Daily
5. Time: 12:00
6. Write the script
7. And click on save



ServiceNow All Favorites History Workspaces Scheduled Script Execution - New Record

Scheduled Script Execution
New record

Name: Warranty Expiry Alert

Active ☒

Application: Global

Conditional ☐

For scheduled job types that require an entered time, you have the option to enter an associated time zone. If no time zone is selected, the job will run at the entered time in time zone of the user who entered the time. If 'Use System Time Zone' is selected, the entered time will run in the time zone of the instance running the job.

Run: Daily

Time zone: -- None --

Time: 12:00

Run this script ☒ Turn on ECMAScript 2021 (ES12) mode

```

1 var grAsset = new GlideRecord('u_asset_inventory'); // Replace with your table name
2
3 var today = new GlideDateTime();
4
5 var futureDate = new GlideDateTime();
6
7 futureDate.addDays(30); // Get date 30 days from now
8
9 grAsset.addQuery('u_warranty_expire', '<=', futureDate); // Warranty expiring within the next 30 days
10
11 grAsset.addQuery('u_warranty_expire', '>=', today); // Warranty expiring after today
12
13 grAsset.query();
14
15 while (grAsset.next()) {
16

```

MILESTONE 4: REPORT

PURPOSE:

- To visually present data for better understanding and analysis.
- To help in monitoring asset performance, usage, and status
- To support data-driven decisions with clear insights.

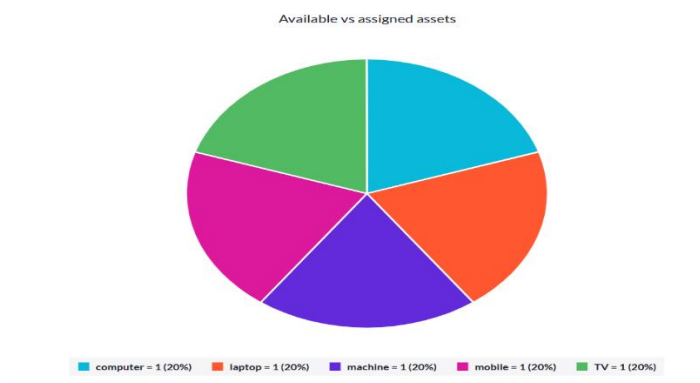
USE:

- Tracks asset availability, assignments, and maintenance history
- Identifies underutilized or idle assets.
- Helps in budget planning and forecasting.
- Supports audit and compliance reporting.
- Improves management decisions through real-time data visibility.

Activity 1: create report

STEPS:

1. Navigate To Reports
2. Click on Create New
3. Report Name: Available vs assigned assets, Source Type: Table, Table: Asset Inventory
4. Type: Pie Chart
5. Group By: Status, Aggregation: Count



6. Click on save And then click on Run

ServiceNow

All Favorites History Workspaces Admin

Search

Create a report

Save Run

Data > Type > Configure > Style

* Report Title : Available vs assigned assets

* Report name
Available vs assigned assets

* Source type
Table

* Table
asset inventory [u_asset_inventory]

Description
There is no description for this table. To add a description, please contact your admin.

Table: asset inventory [u_asset_inventory]

Create your report with Analytics Q&A
Ask for information. You can give simple filtering conditions.
You get the answer with an appropriate visualization.

What do you want to see? Ask

How can I improve my results?

Next

MILESTONE 5: TESTING

PURPOSE:

- To verify that the created UI action (button or link) works as expected.
- To ensure the action triggers the correct function without errors.
- To identify and fix bugs before going live.

USE:

- Confirms that actions like "Assign Asset" or "Return Asset" perform correctly.
- Ensures a smooth user experience by preventing broken or faulty buttons.
- Validates that scripts, conditions, and permissions tied to the UI action function properly.
- Improves system reliability and reduces user confusion or errors.

Activity 1: testing UI action

STEPS:

1. Go to Asset Inventory table

2. Click on New
3. Fill in the details
 - a) Asset name: Laptop
 - b) Type: laptop
 - c) Assigned to: Abel Tutor
 - d) Status: Available
 - e) select some purchase and expiry date
4. Click on submit
5. Open the record again
6. Click on mark as lost button and save
7. Check the status is changed to lost.

MILESTONE 5: TESTING

PURPOSE:

- To ensure the scheduled job runs automatically at the defined time.
- To verify the job performs the intended task correctly (e.g., send alert, update record).
- To detect and fix errors in automation before production use.

USE:

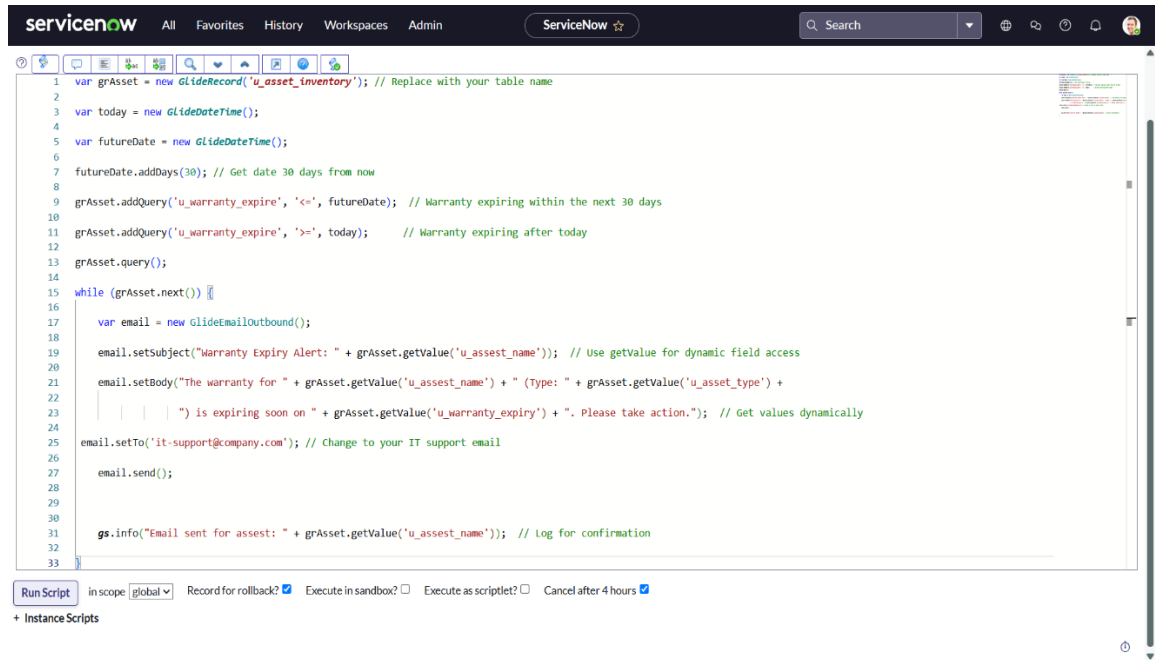
- Confirms that alerts or reports are generated on time.
- Ensures asset maintenance reminders are sent without failure.
- Validates data updates or status changes happen as scheduled.
- Improves automation reliability and reduces manual oversight.
- Helps maintain consistent and accurate system performance.

Activity 2: testing scheduled job

STEPS:

1. Navigate to background scripts

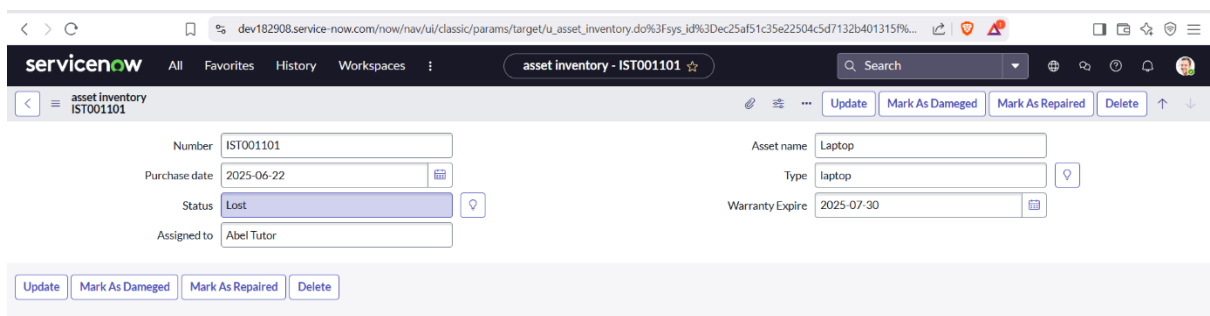
2. Write the Scheduled job script in the background scripts
3. Click on Run Script
4. Check the result



```
1 var grAsset = new GlideRecord('u_asset_inventory'); // Replace with your table name
2
3 var today = new GlideDateTime();
4
5 var futureDate = new GlideDateTime();
6
7 futureDate.addDays(30); // Get date 30 days from now
8
9 grAsset.addQuery('u_warranty_expire', '<=', futureDate); // Warranty expiring within the next 30 days
10
11 grAsset.addQuery('u_warranty_expire', '>=', today); // Warranty expiring after today
12
13 grAsset.query();
14
15 while (grAsset.next()) {
16
17     var email = new GlideEmailOutbound();
18
19     email.setSubject("Warranty Expiry Alert: " + grAsset.getValue('u_asset_name')); // Use getValue for dynamic field access
20
21     email.setBody("The warranty for " + grAsset.getValue('u_asset_name') + " (Type: " + grAsset.getValue('u_asset_type') +
22         " | | | ") is expiring soon on " + grAsset.getValue('u_warranty_expire') + ". Please take action."); // Get values dynamically
23
24     email.setTo('it-support@company.com'); // Change to your IT support email
25
26     email.send();
27
28
29
30
31     gs.info("Email sent for asset: " + grAsset.getValue('u_asset_name')); // Log for confirmation
32
33 }
```

Run Script In scope: [global] Record for rollback? ☒ Execute in sandbox? ☐ Execute as scriptlet? ☐ Cancel after 4 hours ☒

+ Instance Scripts



asset inventory - IST001101

Number: IST001101

Purchase date: 2025-06-22

Status: Lost

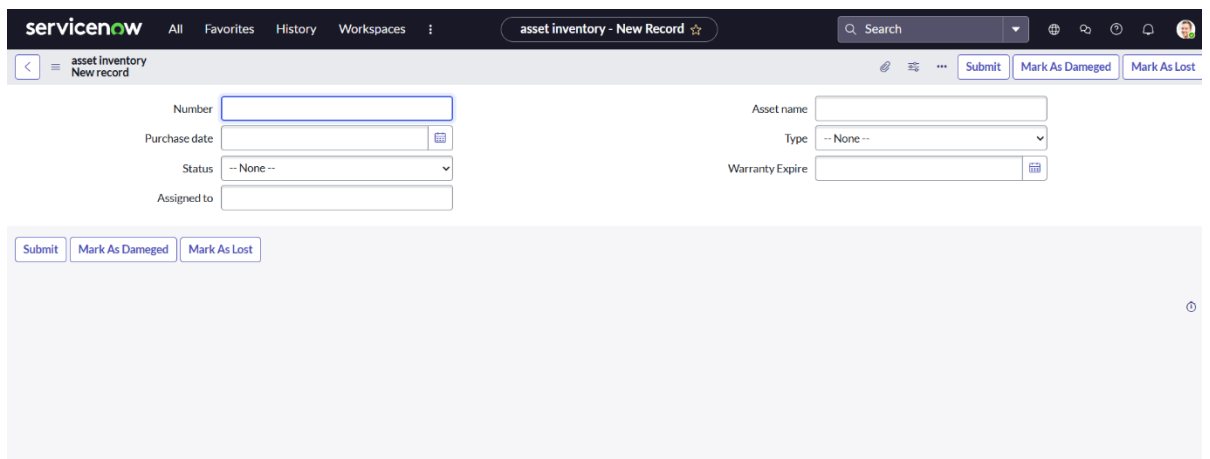
Assigned to: Abel Tutor

Asset name: Laptop

Type: laptop

Warranty Expire: 2025-07-30

Update Mark As Damaged Mark As Repaired Delete



asset inventory - New Record

Number:

Purchase date:

Status: -- None --

Assigned to:

Asset name:

Type: -- None --

Warranty Expire:

Submit Mark As Damaged Mark As Lost

