

Asset Management Portal using ServiceNow

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Team Size: 4

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Project Type: ServiceNow Application Development Project

1. Introduction

Asset management is a critical process in organizations to track and control physical and digital resources.

Traditional asset tracking methods involve spreadsheets and manual documentation which are prone to errors and inefficiencies.

This project implements an Asset Management Portal using ServiceNow to provide a centralized platform for managing asset inventory, allocation, and monitoring.

The portal enables administrators and employees to view asset details, update status, and generate reports for better decision-making.

2. Problem Statement

Many organizations face challenges in tracking assets efficiently due to manual processes, lack of automation, and absence of real-time monitoring.

Assets such as laptops, servers, desktops, and other IT equipment are difficult to manage without a centralized system.

This leads to asset loss, misallocation, poor utilization, and increased operational costs.

3. Objectives

The objectives of this project are:

1. To develop an Asset Management Portal using ServiceNow.
2. To store and manage asset inventory details in a structured database.
3. To automate asset assignment and notifications.
4. To generate reports and dashboards for asset tracking.
5. To improve asset lifecycle management and reduce operational inefficiencies.

4. Technologies Used

ServiceNow Platform

App Engine Studio

Custom Tables and Forms

Business Rules and Server-side Scripting

Flow Designer for Automation

Reporting and Dashboards

Email Notifications

Access Control Lists (ACLs)

5. System Architecture

The system architecture consists of a ServiceNow instance acting as the backend platform.

Custom tables store asset information such as Asset ID, Asset Name, Asset Type, Cost, Purchase Date, and Status.

Users interact through ServiceNow forms and portals.

Business rules handle automation, and reports provide visualization of asset data.

6. System Modules

1. Asset Inventory Module: Stores asset records.
2. Asset Assignment Module: Tracks asset allocation.
3. Reporting Module: Generates pie charts and dashboards.
4. Notification Module: Sends emails on asset assignment.
5. Admin Module: Manages users and permissions.

7. Database Design

The Asset Inventory table contains the following fields:

Asset ID (Auto-generated)

Asset Name

Asset Type (Laptop, Server, Desktop)

Cost

Purchase Date

Status (Available, Assigned, In Use)

Additional fields can be added for warranty and maintenance tracking.

8. Implementation Steps

Step 1: Create ServiceNow Developer Instance.

Step 2: Create custom Asset Inventory table.

Step 3: Configure form fields and UI layout.

Step 4: Insert sample asset records.

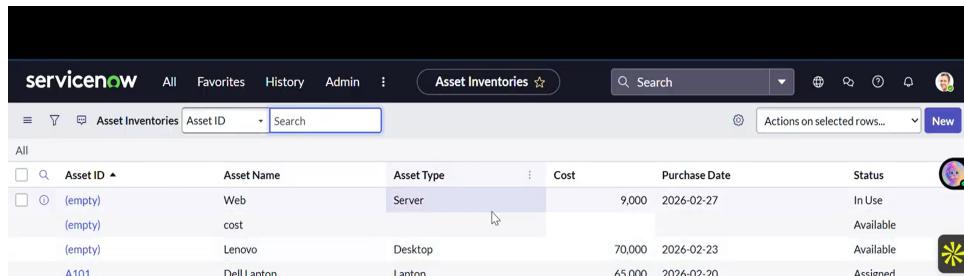
Step 5: Create reports for asset tracking.

Step 6: Implement business rules for automation.

Step 7: Configure email notifications.

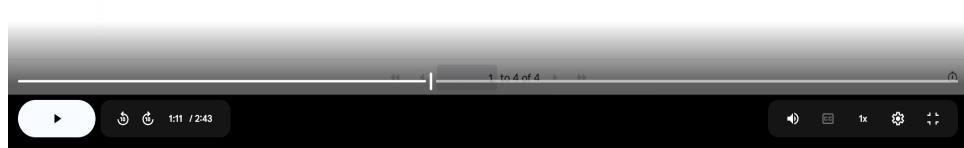
Step 8: Create dashboards for monitoring.

9. Project Screenshots

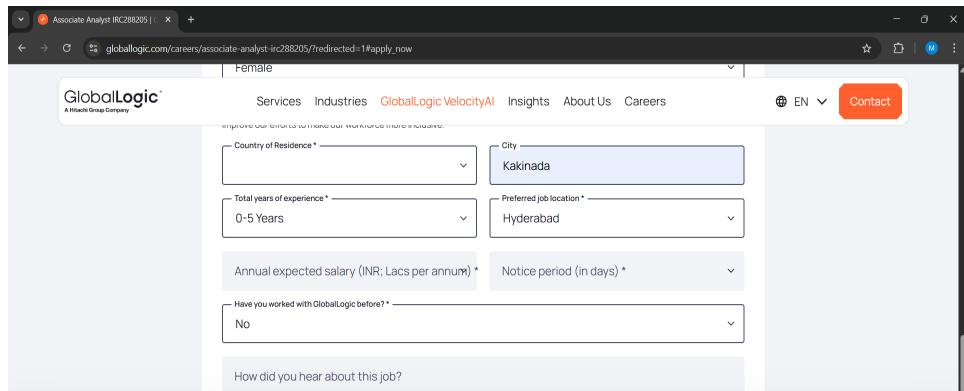


The screenshot shows the ServiceNow Asset Inventories dashboard. The table lists the following assets:

Asset ID	Asset Name	Asset Type	Cost	Purchase Date	Status
(empty)	Web cost	Server	9,000	2026-02-27	In Use
(empty)	Lenovo	Desktop	70,000	2026-02-23	Available
A101	Dell Laptop	Laptop	65,000	2026-02-20	Assigned



The video player displays the title "Associate Analyst" and the duration "2:43".



The job application form for an Associate Analyst position at GlobalLogic includes the following fields:

- Country of Residence: Kakinada
- Total years of experience: 0-5 Years
- Preferred job location: Hyderabad
- Annual expected salary (INR; Lacs per annum): (not specified)
- Notice period (in days): (not specified)
- Have you worked with GlobalLogic before?: No
- How did you hear about this job? (text area)

At the bottom, there is a cookie consent banner with options: Show details >, Allow all cookies, Customize >, and Use necessary cookies only.

servicenow All Favorites History : Available vs assigned assets ★ Search Save Run

Edit report Data > Type > Configure > Style

This report has been migrated to a visualization. Migrated visualization is [here](#)

* Report Title : Available vs assigned assets

Type a question about your data

What do you want to see? Ask How can I improve my results?

To modify the current report, use the left panel or [Edit Condition](#).

Table: Asset Inventory [u_asset_inventory]

All Available vs assigned assets

Available vs assigned assets

Group by Status Additional group by Display data table Configure function field

Aggregation Count

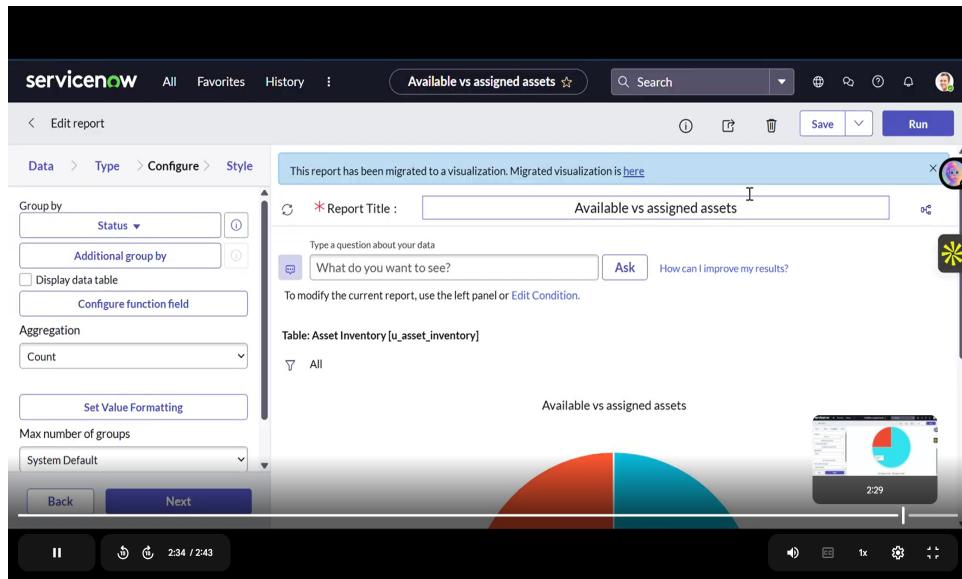
Set Value Formatting

Max number of groups System Default

Back Next

II 2:34 / 2:43

Available vs assigned assets



servicenow All Favorites History Workspaces : Reports ★ Search Actions on selected rows... New

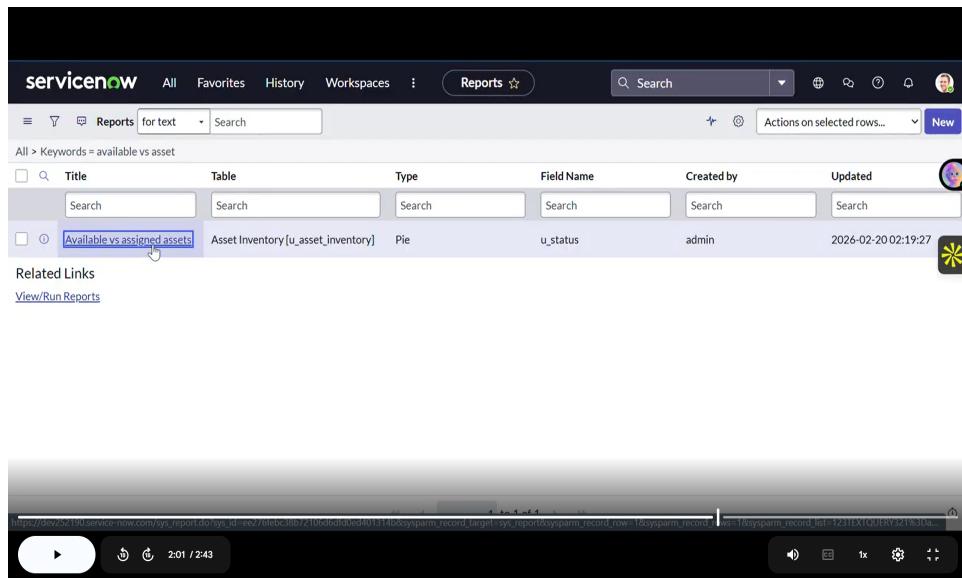
All > Keywords = available vs asset

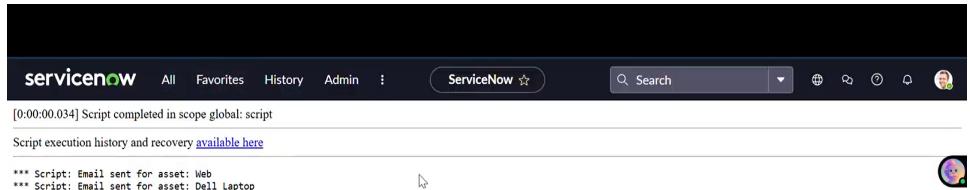
Title	Table	Type	Field Name	Created by	Updated
Search	Search	Search	Search	Search	Search
<input checked="" type="checkbox"/> Available vs assigned assets	Asset Inventory [u_asset_inventory]	Pie	u_status	admin	2026-02-20 02:19:27

Related Links

[View/Run Reports](#)

Available vs assigned assets





10. Results and Discussion

The Asset Management Portal successfully tracks assets and their status.

Reports provide real-time visualization of available and assigned assets.

Email notifications are triggered automatically on asset assignment.

The system improves asset tracking efficiency and reduces manual effort.

11. Advantages

Centralized asset tracking system.

Real-time asset monitoring.

Automated notifications and reporting.

Improved asset utilization.

Reduced manual errors.

12. Future Scope

Integration with procurement systems.
Maintenance and warranty tracking.
Mobile portal for asset requests.
AI-based asset prediction analytics.
Barcode or RFID-based asset scanning.

13. Conclusion

The Asset Management Portal using ServiceNow provides an efficient and automated solution for managing organizational assets.

The system centralizes asset data, automates workflows, and generates insightful reports.

This project demonstrates the effectiveness of ServiceNow as an enterprise-level asset management platform.