

# **Asset Management Portal using ServiceNow**

**Team ID:** LTVIP2026TMIDS35551

**Team Size:** 4

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**Team Members:**

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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.

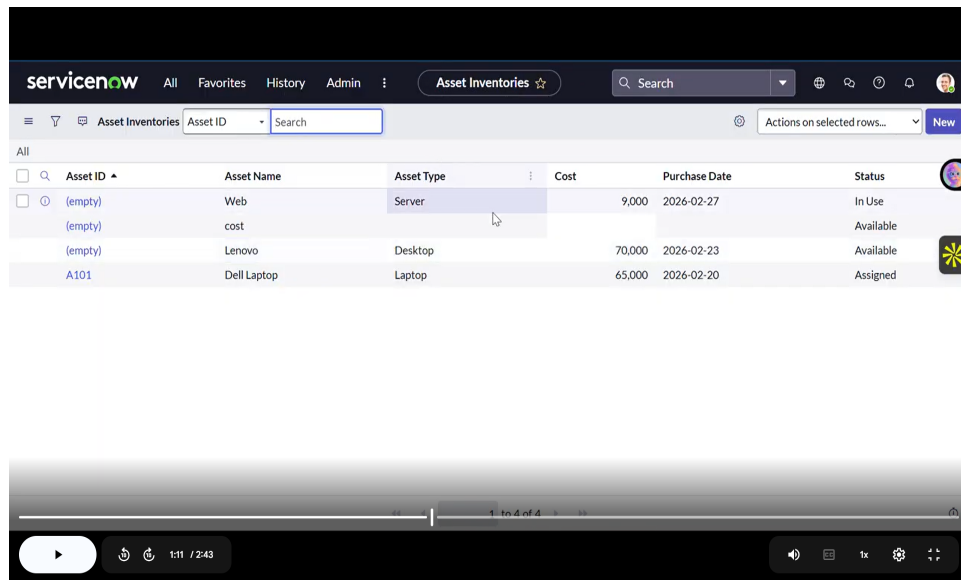
Step 5: Create reports for asset tracking.

Step 6: Implement business rules for automation.

Step 7: Configure email notifications.

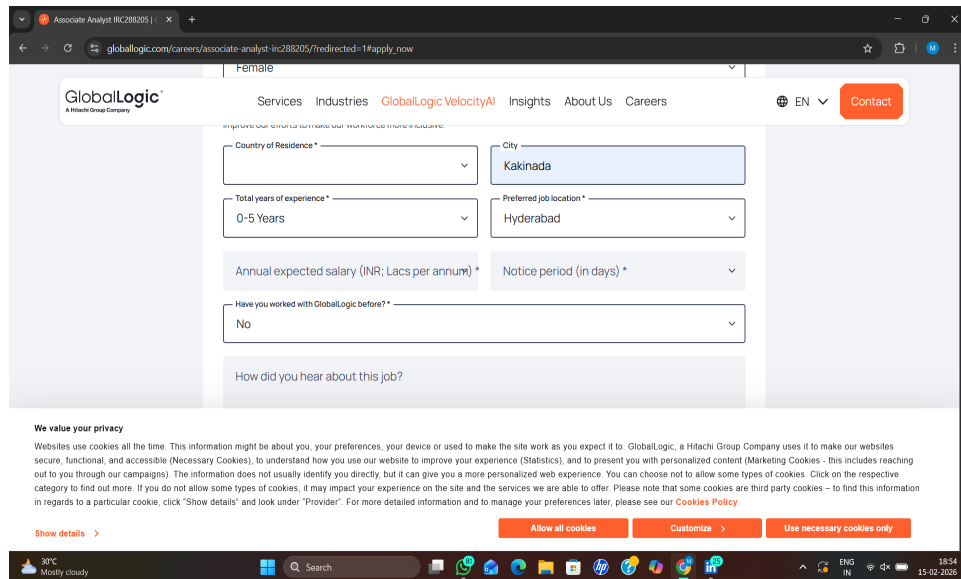
Step 8: Create dashboards for monitoring.

## 9. Project Screenshots



The screenshot shows the 'servicenow' interface with the 'Asset Inventories' section active. A table lists four assets with columns for Asset ID, Asset Name, Asset Type, Cost, Purchase Date, and Status. The first row is highlighted with a mouse cursor over the 'Server' type.

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



The screenshot shows a web browser displaying the GlobalLogic career application page. The form is titled 'Associate Analyst IRC288205' and includes fields for personal and professional information. The 'City' field is set to 'Kakinada' and 'Preferred job location' is set to 'Hyderabad'. A cookie consent banner is visible at the bottom.

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EN [Contact](#)

Country of Residence \*  City

Total years of experience \*  Preferred job location \*

Annual expected salary (INR; Lacs per annum) \*  Notice period (in days) \*

Have you worked with GlobalLogic before? \*

How did you hear about this job?

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30°C Mostly cloudy 18:54 13-02-2026

servicenow

AllFavoritesHistory

Available vs assigned assets

Search

SaveRun

Edit report

DataTypeConfigureStyle

Group by

Status

Additional group by

Display data table

Configure function field

Aggregation

Count

Set Value Formatting

Max number of groups

System Default

BackNext

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?

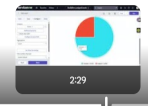
To modify the current report, use the left panel or [Edit Condition](#).

Table: Asset Inventory [u\_asset\_inventory]

All

Available vs assigned assets





2:34 / 2:43

1x

servicenow

AllFavoritesHistoryWorkspaces

Reports

Search

Actions on selected rows...New

All > Keywords = available vs asset

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

Related Links

[View/Run Reports](#)

2:01 / 2:43

1x



## **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.