

Date	25 June 2025
Team ID	LTVIP2025TMID29498
Project Name	Asset Management Portal using Service Now
Mentor Name	Dr Shaik Salma Begum
Maximum Marks	10 Marks

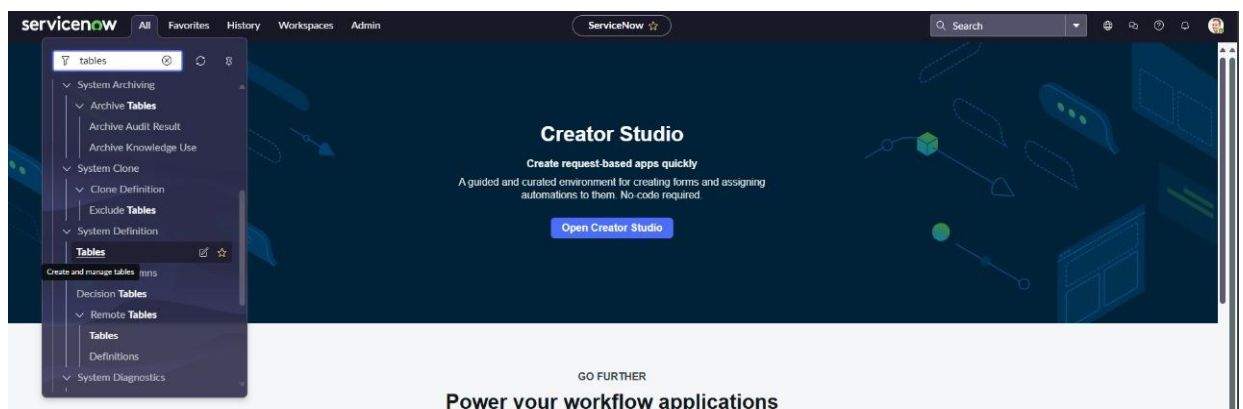
## Asset Management Portal

### Milestone 1: Setting Up ServiceNow Instance:

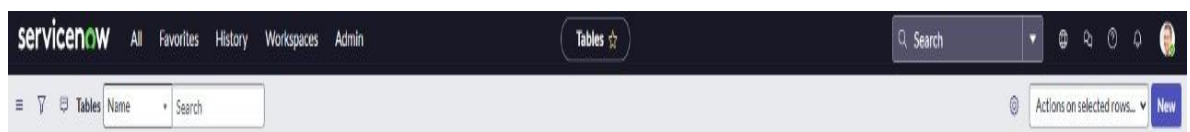
- Sign up on [developer.servicenow.com](https://developer.servicenow.com) and create a developer account.
- Navigate to the Personal Developer Instance section and request a new instance.
- Fill out the required information and submit the request.
- Instance details (URL, username, password) will be sent via email.
- Log in to the instance using the provided credentials.
- The instance is ready for development and customization.

### Milestone 2: Creation of Table (Asset Inventory):

- Navigate to All in the application navigator.
- In the filter search bar, type Tables and select it from the results.



- Click on the New button to create a new table.



- In the form, provide the following details:
  - Label: Asset Inventory
  - Name: Auto-Populated (automatically generated based on the label)

- New menu name: Asset Management Portal

servicenow All Favorites History Workspaces Admin Table - New Record

Table

- Save
- Track in Update Sets
- Configure
- Export
- Create Favorite
- Copy URL
- Copy sys\_id
- Reload form

low recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

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 on that 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

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

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

Submit Cancel

Related Links

[Track in Update Sets](#)

- Navigate to the header section of the form, right-click on the header, and select Save from the context menu.

### Milestone 3: Creation of Fields:

- 1) After saving the table scroll down
- 2) Create the following fields

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

- 3) Click on save

Columns

Controls

Application Access

Table Columns

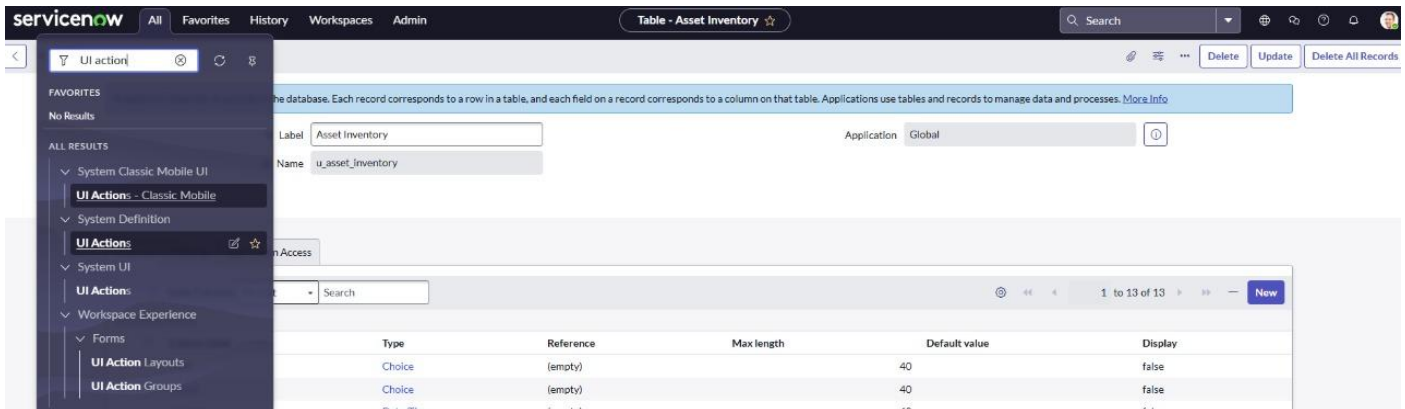
for text

Search

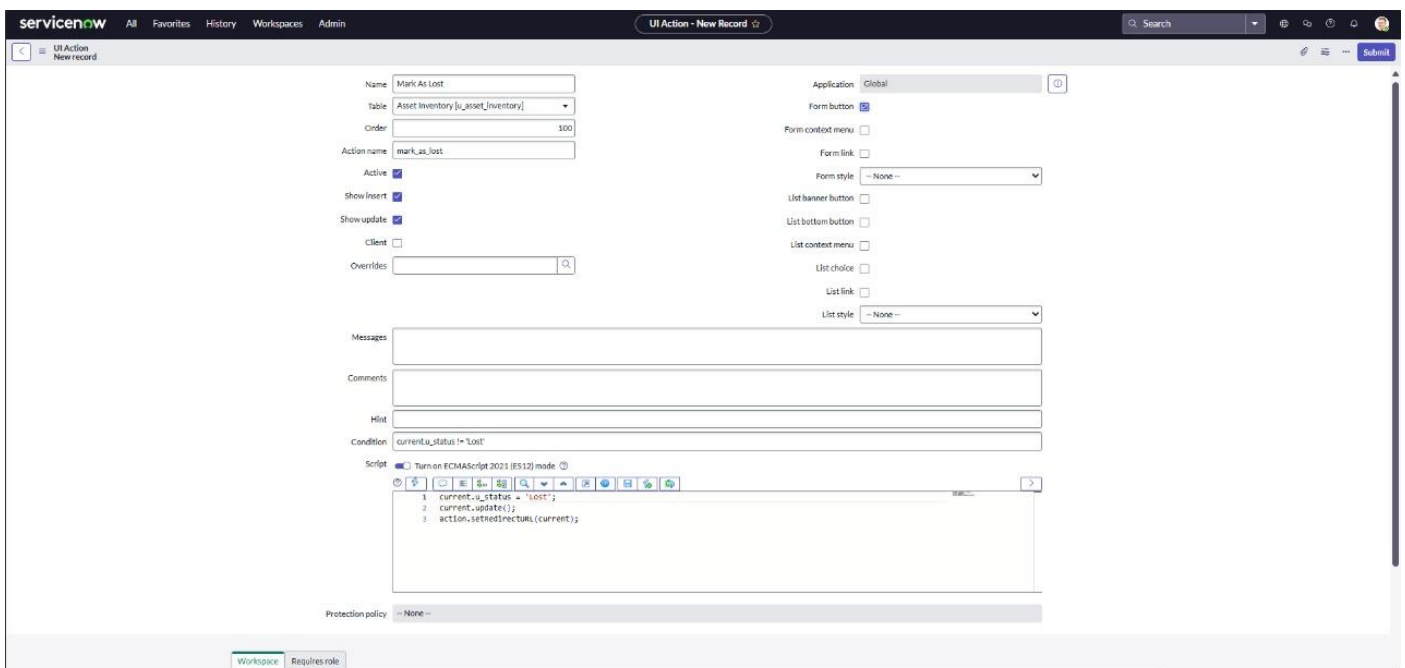
</

## Milestone 4: Creation of UI Actions:

- Navigate to UI Actions under System Definition:



- Click on new to create a new UI Action
- Fill in the UI Action Details ;
- Name: Mark as Lost
- Table: Asset Inventory
- Action name: mark\_as\_lost
- Condition: current.u\_status != 'Lost'
- Update the script as
  - current.u\_status = 'Lost';
  - current.update();
  - action.setRedirectURL(current);
- Check the box Form Button to make it visible on the form layout.
- Click Save to apply the changes.



- Navigate to Application Navigator
  - Click on UI Actions under System Definition.
  - Click on New(top-right corner) to create new UI Action
  - Fill in the following details:
    - Name: Mark as Repaired
    - Table: Asset Inventory
    - Action name: mark\_as\_repaired
    - Condition: current.u\_status=='Damaged'
  - Add the Script as:
    - `current.u_status = 'Available';`  
`current.update( );`  
`action.setRedirectURL(current);`
  - This Script updates the u\_status field to Available saves the record, and then redirects the user back to the current record view.
  - Scroll down to the Form button section.
  - Check the box labeled Form button to ensure this action appears as a button on the form view.
  - Click on Submit to create the UI Action.

The screenshot shows the ServiceNow 'UI Action - New Record' form. The form is titled 'UI Action - New Record'. It contains the following fields and values:

- Name: Mark As Repaired
- Table: Asset Inventory (u\_asset\_inventory)
- Order: 100
- Action name: mark\_as\_repaired
- Active: ☒
- Show insert: ☒
- Show update: ☒
- Client: ☐
- Overrides:
- Messages:
- Comments:
- Hint:
- Condition: current.u\_status == 'Damaged' || current.u\_status == 'Lost'
- Script: Turn on ECMAScript 2021 (ES12) mode
 

```

1 current.u_status = 'Available';
2 current.update();
3 action.setRedirectURL(current);
      
```
- Protection policy: None

The right sidebar shows the following options:

- Application: Global
- Form button: ☒
- Form context menu: ☐
- Form link: ☐
- Form style: None
- List banner button: ☐
- List bottom button: ☐
- List context menu: ☐
- List choice: ☐
- List link: ☐
- List style: None

The bottom of the form has tabs for 'Workspace' and 'Requires role'.

## Milestone 5: Creation of Scheduled Job:

- Navigate to All in the application navigator.
- In the filter search bar, type Scheduled Job and select it from the list.

- Click on the New button to create a new scheduled job.
- Write the following script:
- Enter the following details:
  - Name: Warranty Expiry Alert
  - Run : Daily
  - Time : 12:00

Write the following script:

```
var grAsset = new GlideRecord('u_asset_inventory'); // Replace
with your table name
var today = new GlideDateTime();
var futureDate = new GlideDateTime();
futureDate.addDays(30); // Get date 30 days from now
grAsset.addQuery('u_warranty_expire', '<=', futureDate); //
Warranty expiring within the next 30 days
grAsset.addQuery('u_warranty_expire', '>=', today); //
Warranty expiring after today
grAsset.query();
while (grAsset.next()) {
    var email = new GlideEmailOutbound();
    email.setSubject("Warranty Expiry Alert: " +
grAsset.getValue('u_assest_name')); // Use getValue for dynamic
field access
    email.setBody("The warranty for " +
grAsset.getValue('u_assest_name') + " (Type: " +
grAsset.getValue('u_asset_type') +
        ") is expiring soon on " +
grAsset.getValue('u_warranty_expiry') + ". Please take action.");
    // Get values dynamically
    email.setTo('it-support@company.com'); // Change to your IT
support email
    email.send();
    gs.info("Email sent for assest: " +
grAsset.getValue('u_assest_name')); // Log for confirmation
}
```

- Click Save to store the scheduled job.

**servicenow** All Favorites History Workspaces Admin Scheduled Script Execution - New Record Search

**Scheduled Script Execution - New Record**

Name:

Active: ☒

Application:

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:

Time zone:

Time:

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); // Set 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
20     // dynamic field access
21     email.setBody('The warranty for ' + grAsset.getValue('u_asset_name') + ' (Type: ' + grAsset.getValue('u_asset_type') +
  
```

[Submit](#)

[Related Links](#)

[View Dashboard](#)

## Milestone 6: Creation of Report :

- Navigate to All in the main menu.
- In the filter/search bar, type Reports, then select and open the Reports.
- Click on the New button to create a new Report.
- Enter the following details:
  - Report Name: Available vs assigned assets
  - Source Type: Table
  - Table: Asset Inventory
  - Type: Pie chart
  - Group By: Status
  - Aggregation: Count.

**servicenow** All Favorites History Workspaces Admin Create a report Search

**Create a report**

**Data** > **Type** > **Configure** > **Style** Report Title: Available vs assigned assets

\* Report name:

\* Source type:

\* Table:

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

[Next](#)

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?](#)

servicenow All Favorites History Workspaces Admin Create a report

Create a report

Data Type Configure Style

Filter the visualizations

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

Number	Asset name	Assigned to	Purchase date	Status	Type	Warranty Expires
1	Laptop	Abel Tutor	2025-06-01	Damaged		2025-07-01
2	Mobile	Abraham Lincoln	2025-06-03			2025-08-03
3	Camera	Adela	2025-07-03			2025-12-26

Back Next

servicenow All Favorites History Workspaces Admin Create a report

Create a report

Data Type Configure Style

Group by: Status Additional group by: Display data table: Configure function field: Aggregation: Count Set Value Formatting: Max number of groups: Show all Show Other: Show Other

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]

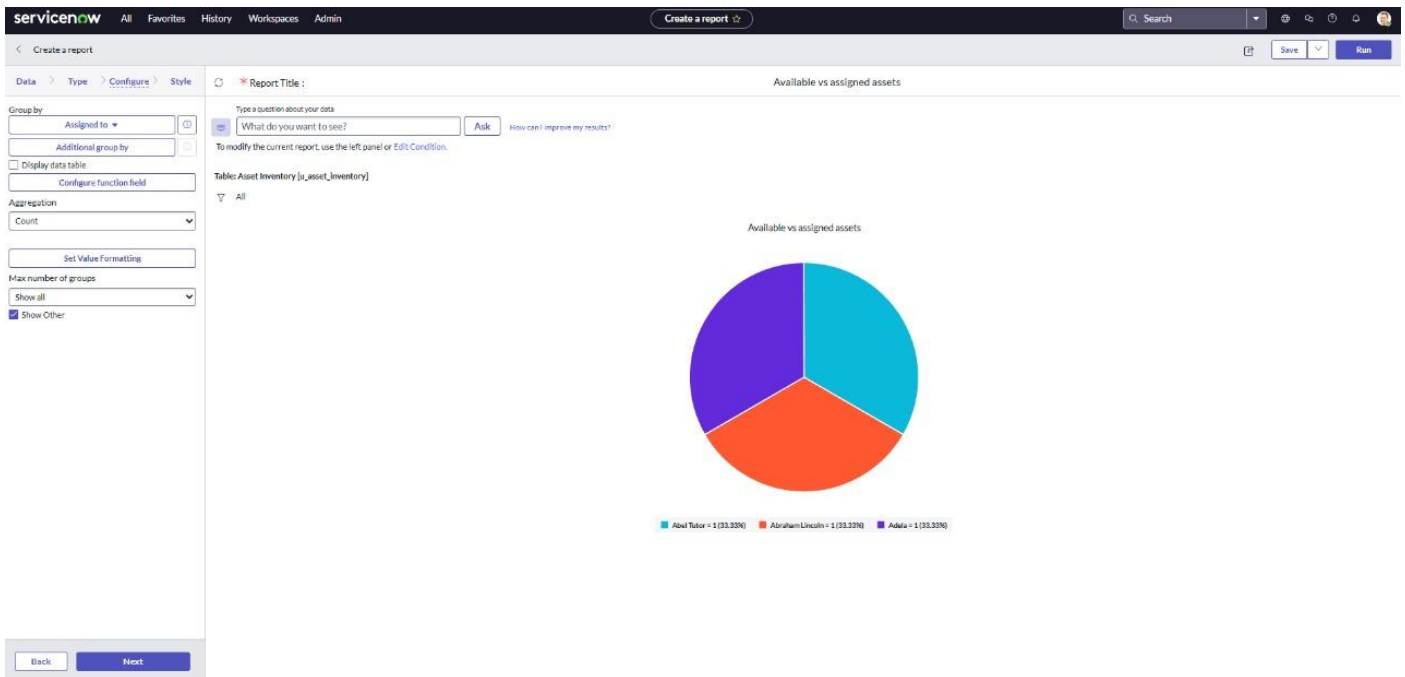
All

Available vs assigned assets

Legend: Damaged = 1 (33.33%) Available = 2 (66.67%)

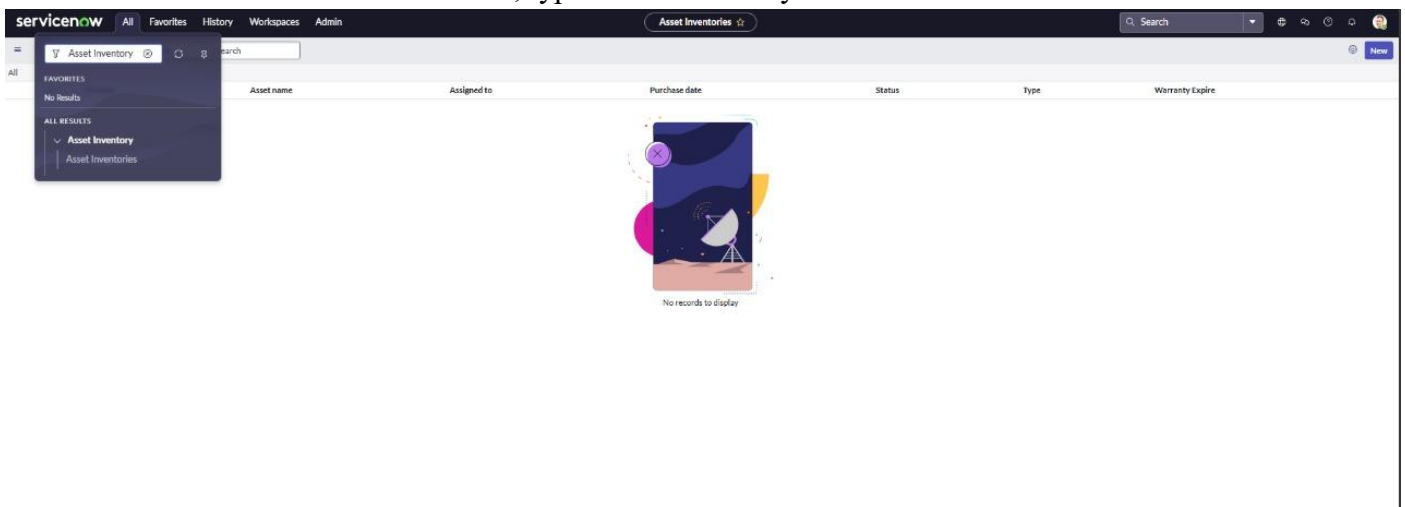
Back Next

- Click Save or Done (depending on the interface) to apply the changes.
- Next click on run.



## Milestone 7: Testing of UI Action:

- From the main navigation, go to All.
- In the search or filter bar, type Asset Inventory table.



- Click on the New button to test UI Action.
- Fill in the Asset inventory table record Details:
  - Asset Name: Laptop
  - Type: laptop
  - Assigned to: Abel Tutor
  - Status: Available
  - Purchase date: 2025-06-01
  - Expiry date: 2025-07-01



Number: 1  
Assigned to: Abel Tutor  
Status: -- None --  
Purchase date: 2025-06-01  
Warranty Expire: 2025-07-01  
Asset name: Laptop  
Type: -- None --

Update Mark As Lost Mark As Required Delete

- Click on Submit.
- Open the record once again and click on the mark as lost button .
- Save the record.
- Check the status is changed to lost.

Number	Asset name	Assigned to	Purchase date	Status	Type	Warranty Expire
1	Laptop	Abel Tutor	2025-06-01	Damaged		2025-07-01
2	Mobile	Abraham Lincoln	2025-06-03			2025-08-03
3	Camera	Adela	2025-07-03			2025-12-26

## Milestone 8: Testing of Scheduled Job:

- From the main navigation, go to All.
- In the search bar, type background scripts, then open the Scheduled Job script in the background scripts.

Search results for 'Background Scripts'.

Number	Asset name	Assigned to	Purchase date	Status	Type	Warranty Expire
1	Laptop	Abel Tutor	2025-06-01	Damaged		2025-07-01
2	Mobile	Abraham Lincoln	2025-06-03			2025-08-03
3	Camera	Adela	2025-07-03			2025-12-26

- Click on run script button to run the code.

Running freeform script can cause system disruption or loss of data.

Run script (JavaScript executed on server)

```

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

```

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

- After running the script, check the result.

servicenow

AllFavoritesHistoryWorkspacesAdmin

ServiceNow

Search

[0:00:00.368] Script completed in scope global: script

Script execution history and recovery [available here](#)

\*\*\* Script: Email sent for Asset: null