

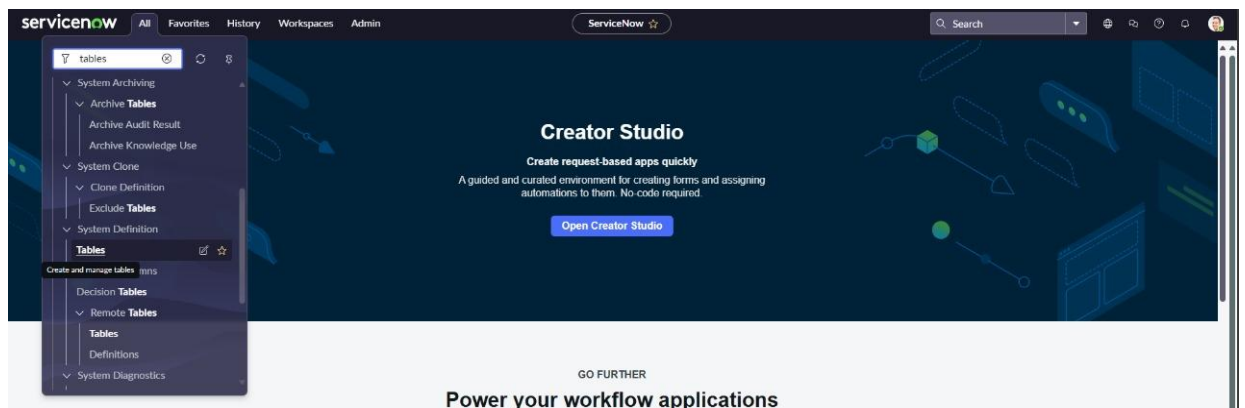
Asset Management Portal

Milestone 1: Setting Up ServiceNow Instance:

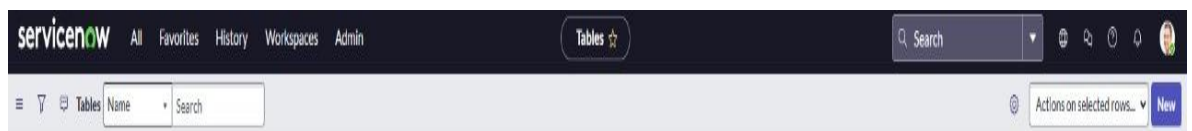
- Sign up on developer.servicenow.com and create a developer account.
- Navigate to the Personal Developer Instance section and request a new instance.
- Fill out the required information and submit the request.
- Instance details (URL, username, password) will be sent via email.
- Log in to the instance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

Milestone 2: Creation of Table (Asset Inventory):

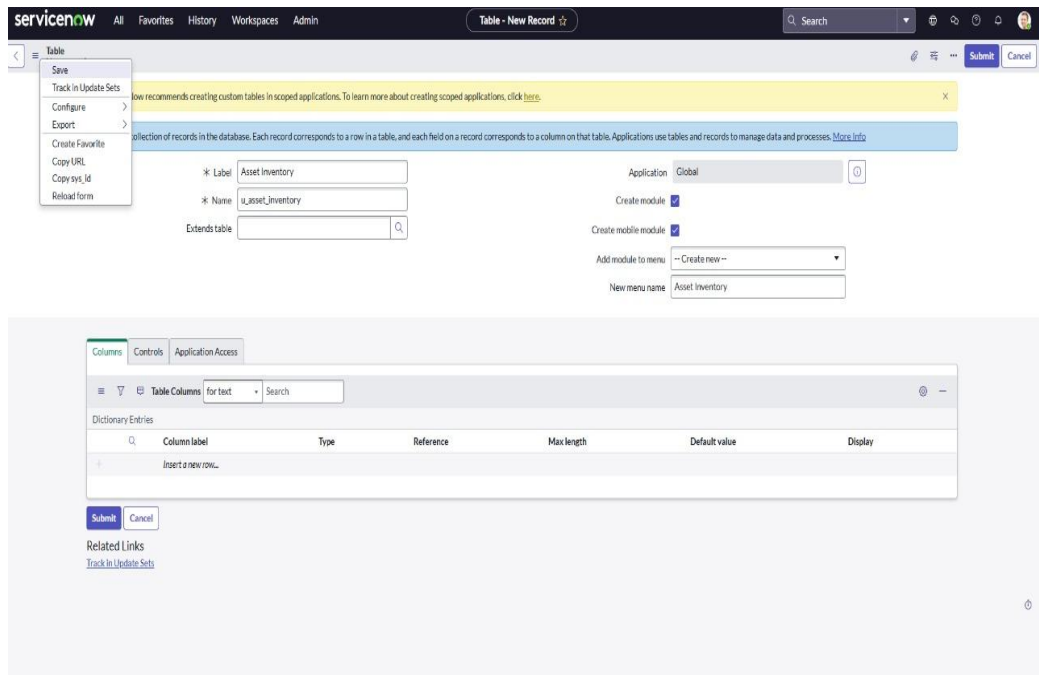
- Navigate to All in the application navigator.
- In the filter search bar, type Tables and select it from the results.



- 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



- 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

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Table Columns

for text

Search

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1 to 13 of 13

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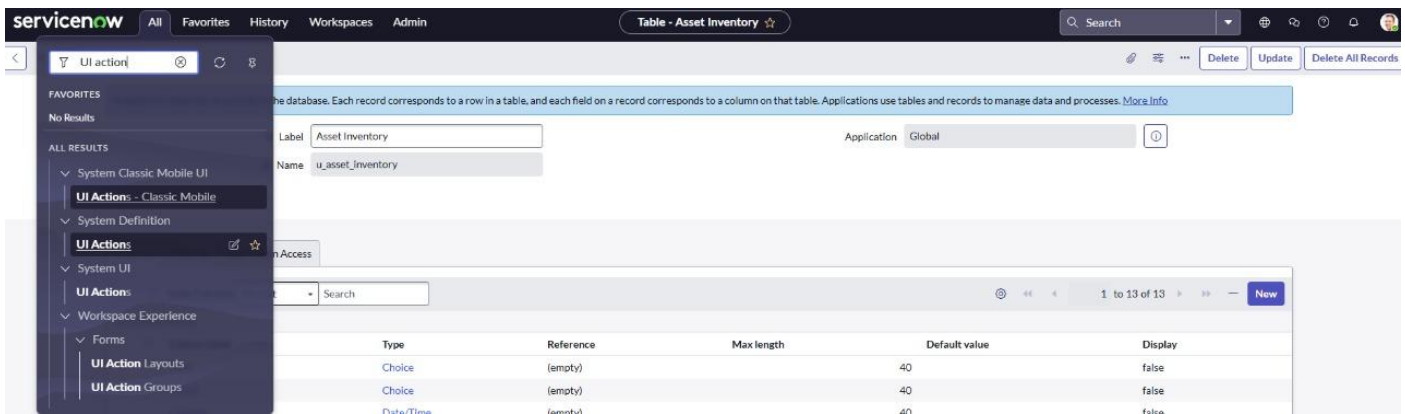
New

Dictionary Entries

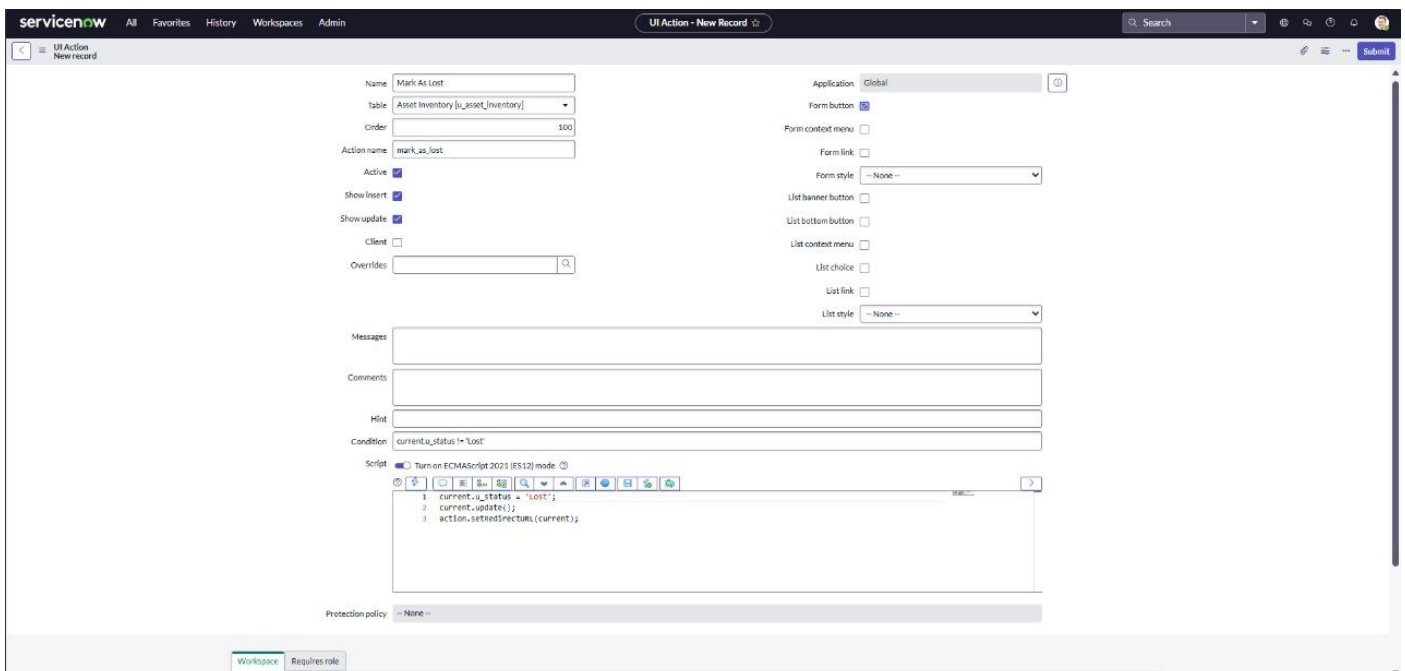
Column label	Type	Reference	Max length	Default value	Display
Type	Choice	(empty)	40	false	
Status	Choice	(empty)	40	false	
Created	Date/Time	(empty)	40	false	
Assigned to	String	User	40	false	
Asset name	String	(empty)	40	false	
Sys ID	Sys ID (GUID)	(empty)	32	false	
Updated by	String	(empty)	40	false	
Updates	Integer	(empty)	40	false	
Updated	Date/Time	(empty)	40	false	
Number	String	(empty)	40	false	
Purchase date	Date	(empty)	40	false	
Created by	String	(empty)	40	false	
Warranty Expire	Date	(empty)	40	false	
Insert a new row...					

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 'UI Action - New Record' form in ServiceNow. The form is populated with the following information:

- Name:** Mark As Repaired
- Table:** Asset Inventory (u_asset_inventory)
- Order:** 100
- Action name:** mark_as_repaired
- Active:** ☒
- Show insert:** ☒
- Show update:** ☒
- Client:** ☐
- Overrides:** (empty field)
- 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--
- Messages:** (empty text area)
- Comments:** (empty text area)
- Hint:** (empty text area)
- Condition:** current.u_status == 'Damaged' || current.u_status == 'Lost'
- Script:**

```

1 current.u_status = 'Available';
2 current.update();
3 action.setRedirectURL(current);

```
- Protection policy:** --None--

At the bottom of the form, there are two tabs: '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.

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Search

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: Hours: 12 Minutes: 00 Seconds: 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 GlideDate();
4
5 var futureDate = new GlideDate();
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: 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.

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

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

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]

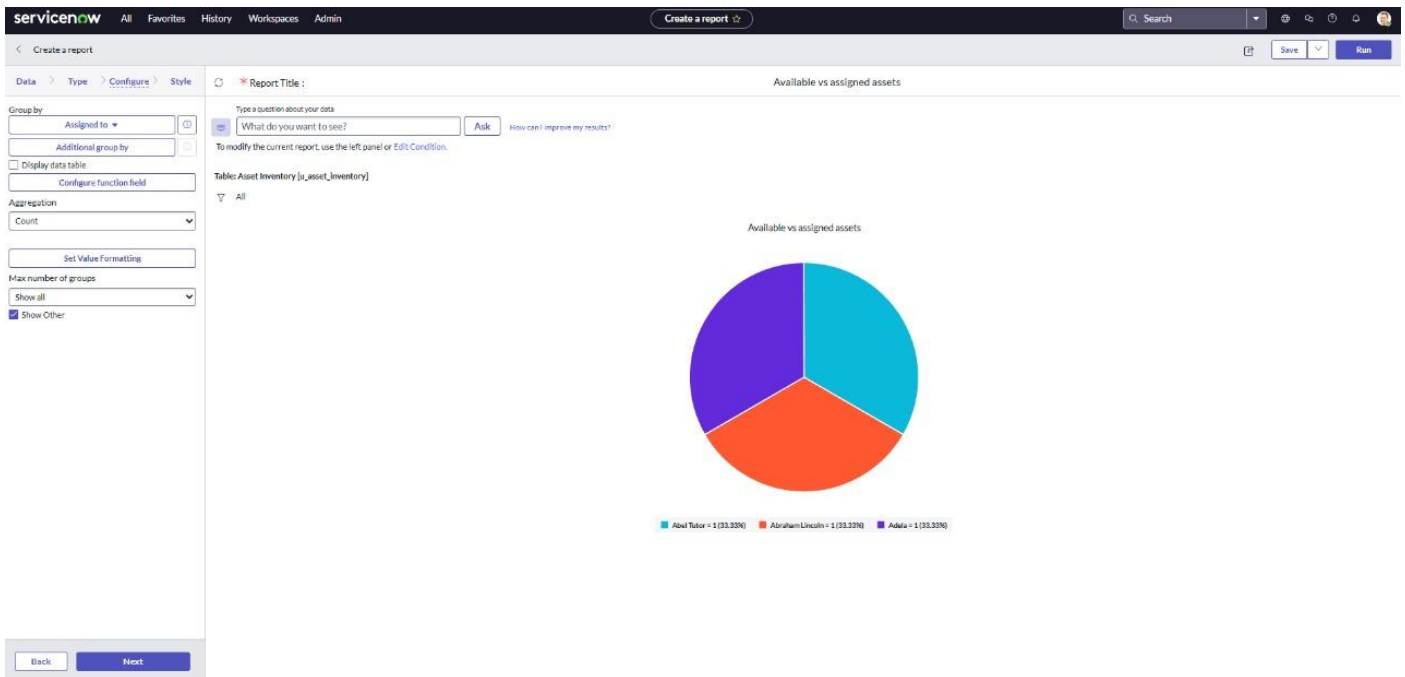
All

Available vs assigned assets

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

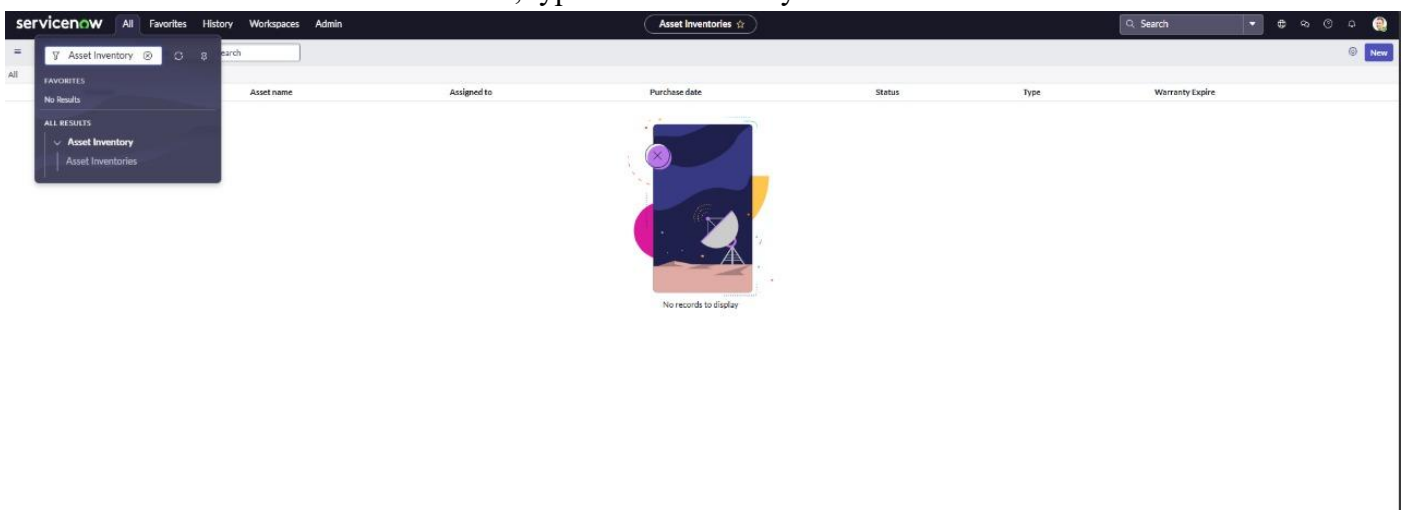
Back Next

- 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

- 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.

- Click on run script button to run the code.

```

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.setTo('warranty_expiry_alert@company.com'); // Use getvalue for dynamic field access
13     email.setSubject('The warranty for ' + grasset.getValue('u_asset_name') + ' (Type: ' + grasset.getValue('u_asset_type') +
14         ' is expiring soon on ' + grasset.getValue('u_warranty_expiry') + ', Please take action.'); // Get values dynamically
15     email.setTo('it-support@company.com'); // Change to your IT support email
16     email.send();
17 }
18
19 gs.info('Email sent for asset: ' + grasset.getValue('u_asset_name')); // Log for confirmation
20
21

```

- 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