Calculating Family Expenses using ServiceNow

Team ID: LTVIP2026TMIDS35551
Team Size: 4
Team Leader: Devagupthapu Srinu
Team Member: Nakka Mahalakshmi Surya Nandini
Team Member: Ramya Peluri
Team Member: Sabbavarapu Bhimesh Prasad

Problem Statement:

The Asset Management Portal will streamline the tracking, management, and allocation of both physical and digital assets across an organization. Employees will be able to request and receive assets through an intuitive portal, while administrators can manage the entire asset lifecycle, from procurement to disposal. The portal will also automate asset assignment, ensure accurate record-keeping, and generate real-time reports on asset utilization and condition. Alerts will be triggered for maintenance or replacement needs, ensuring optimal asset performance and reducing downtime. By centralizing asset management, the platform will improve operational efficiency, reduce asset loss, and support informed decision-making.

Objective:

The main objective of this project is to design and develop an Asset Management Portal using ServiceNow that will:

1. Provide a centralized platform to manage all organizational assets.
2. Allow employees to request assets easily through a portal.
3. Enable administrators to track asset allocation and availability.
4. Automate asset assignment, maintenance alerts, and lifecycle tracking.
5. Generate reports and dashboards for asset utilization and performance.
6. Improve asset visibility, reduce asset loss, and increase operational efficiency.

Skills:

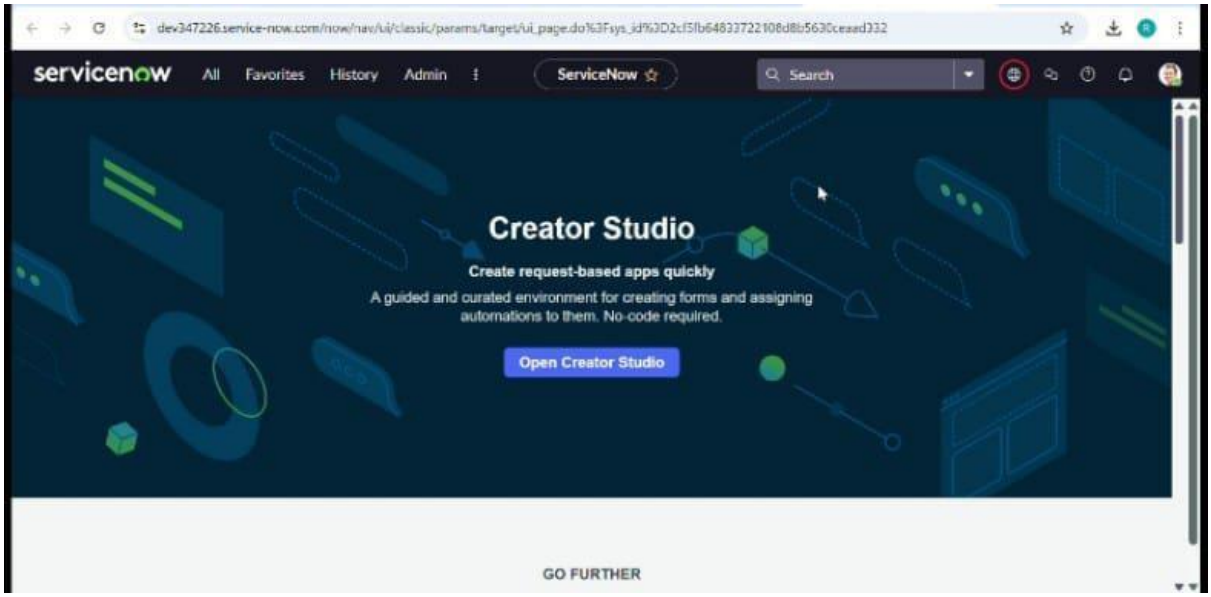
- ServiceNow App Engine Studio
- Table Creation & Data Modeling
- Form Design & UI Customization
- Flow Designer (Automation)
- Business Rules & Scripting
- Reporting & Dashboards
- Access Control Lists (ACLs)
- Service Portal Development

TASK INITIATION

Milestone 1 : Instance

Activity 1: Setting up ServiceNow instance

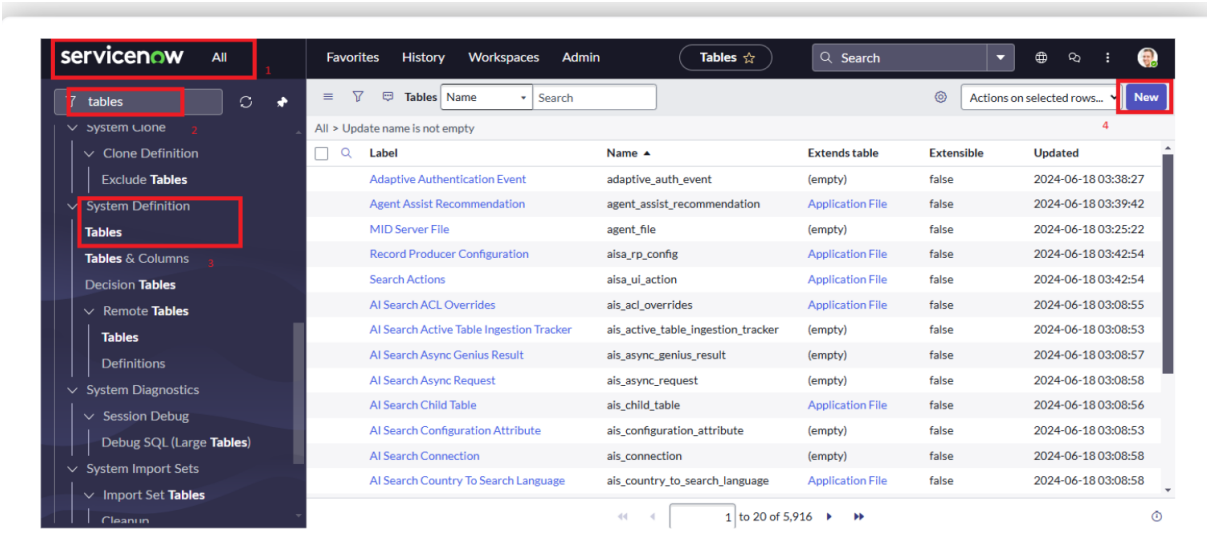
1. Sign up for a developer account on the ServiceNow Developer site "https://developer.servicenow.com".
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.
7. Now you will navigate to the ServiceNow.

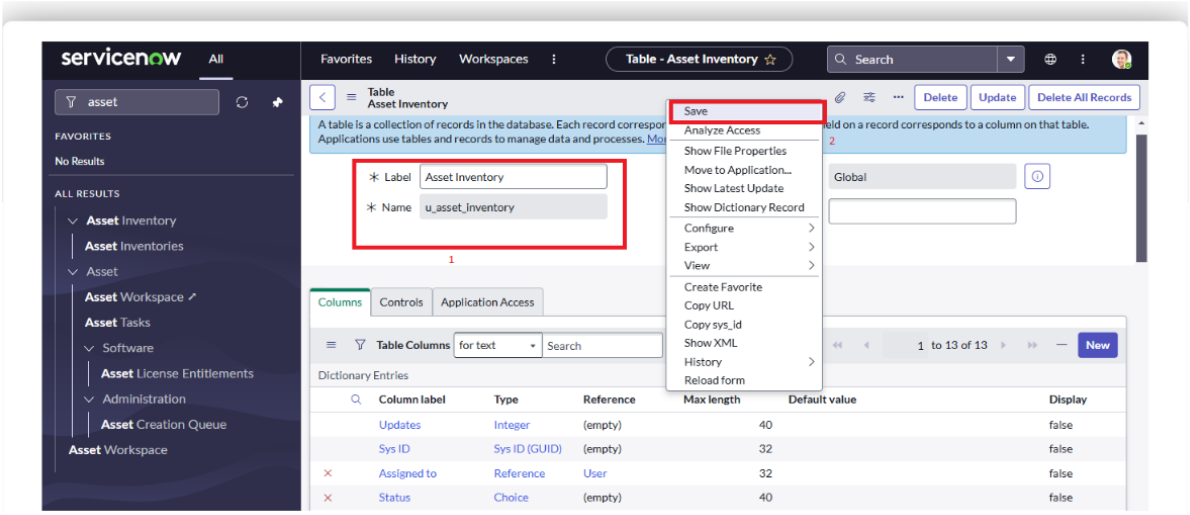


Milestone 2: Creation of Asset Request Table

Activity 1: Create Asset Request Table

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
   Name : asset inventory
6. Save the table



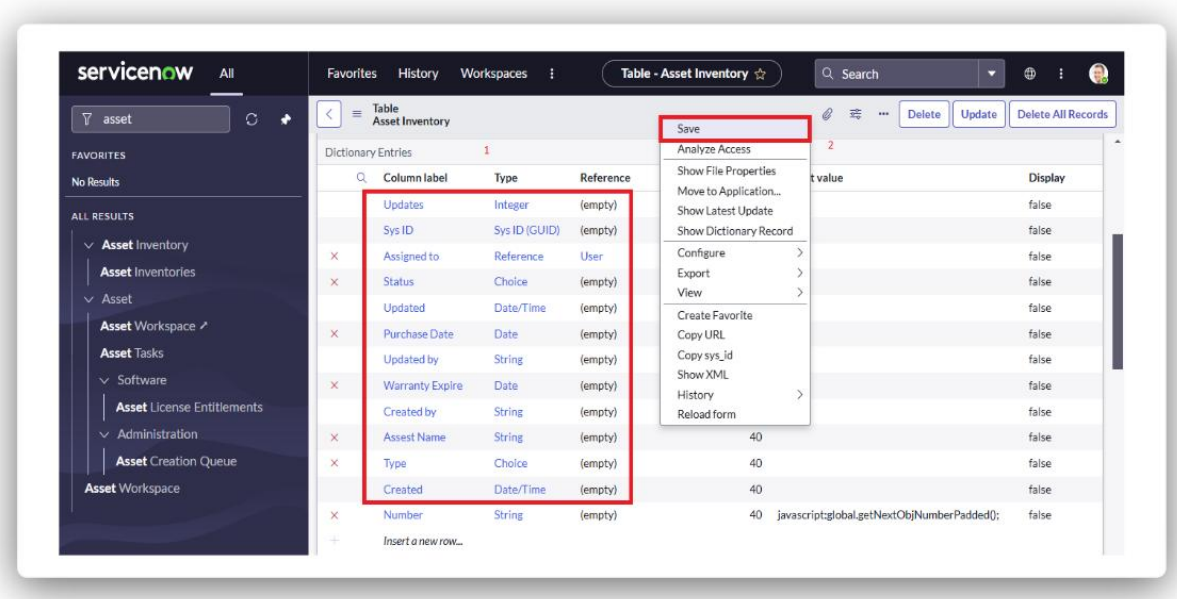


Activity 2: Create Fields for Asset Request Table

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
- Number : String

3) Click on save



Milestone 3: UI Action 1

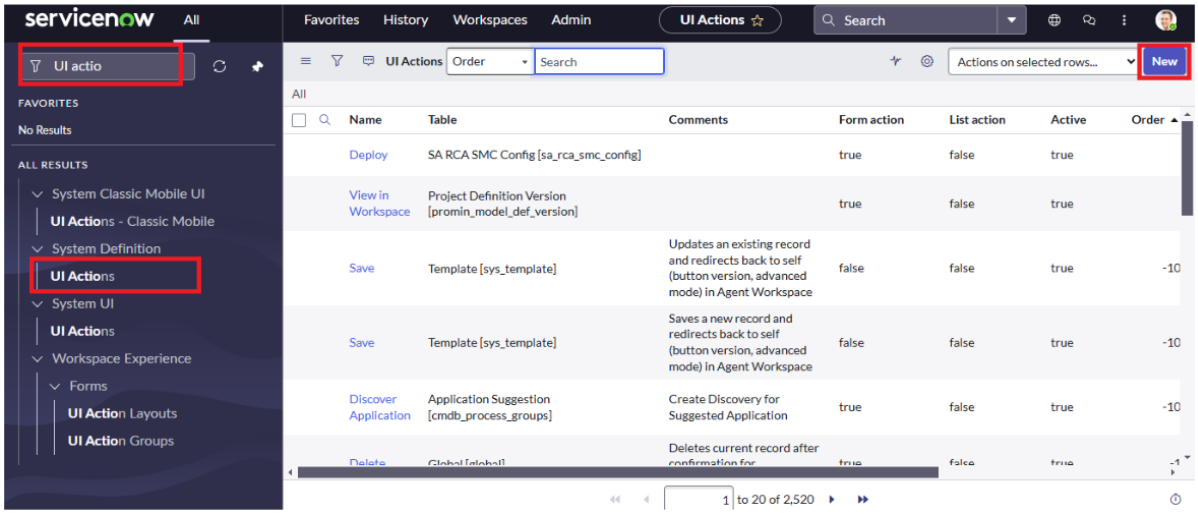
Activity 1: Creating UI Action-1

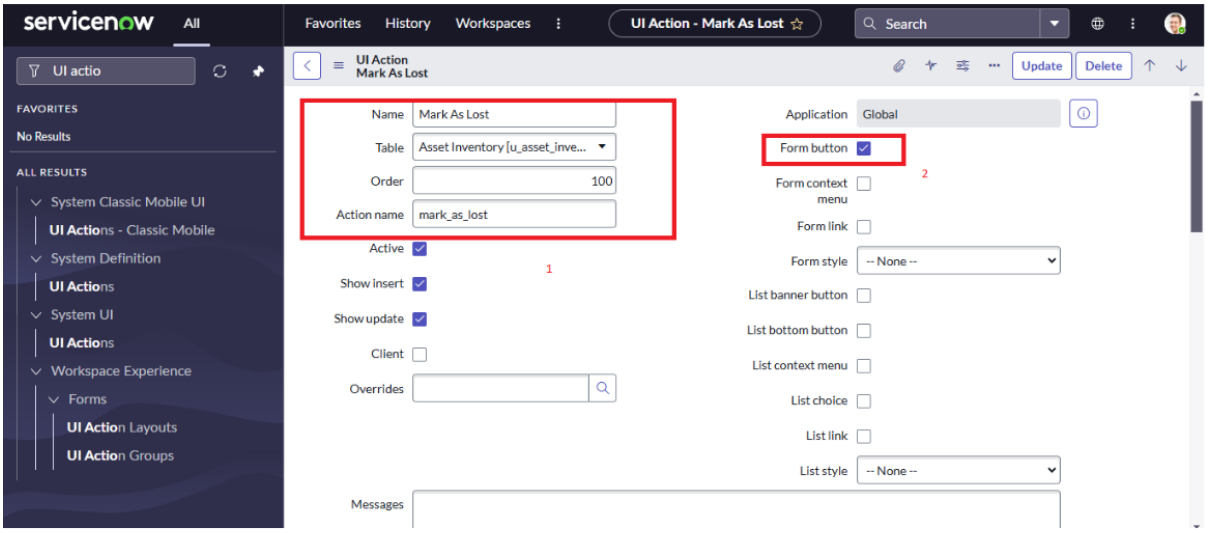
1. Navigate to System Definition >> UI action
2. Click on New
3. Fill in the details ;

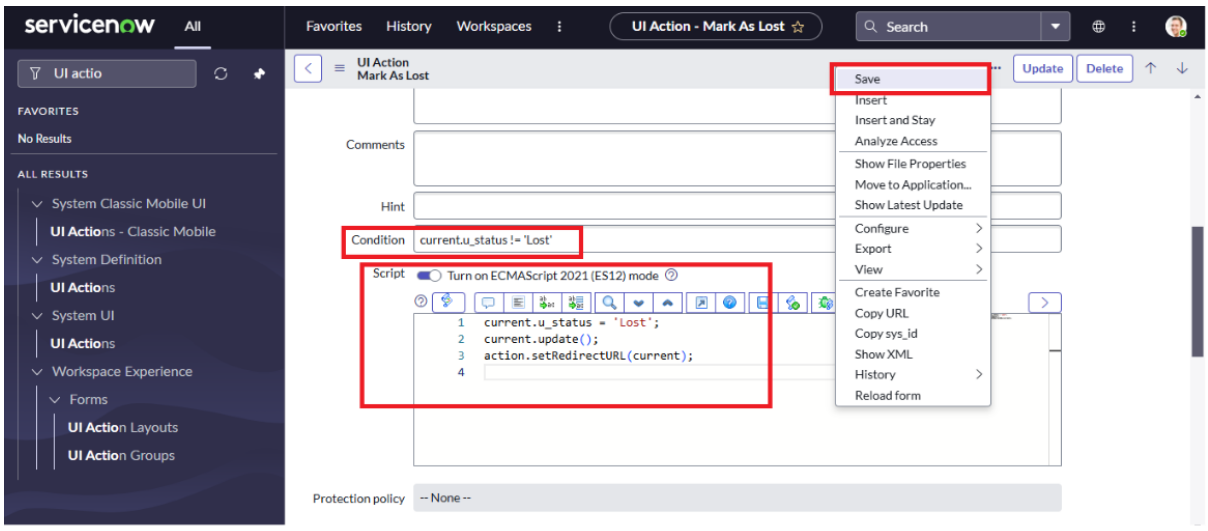
a. Name : Mark As Lost
b. Table : Asset Inventory
c. Action name : mark_as_lost
d. Condition : current.u_status != 'Lost'
e. Script :

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

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




servicenow
All
Favorites
History
Workspaces
UI Action - Mark As Lost
Search
UI actio
FAVORITES
No Results
ALL RESULTS
System Classic Mobile UI
UI Actions - Classic Mobile
System Definition
UI Actions
System UI
UI Actions
Workspace Experience
Forms
UI Action Layouts
UI Action Groups
UI Action
Mark As Lost
Update
Delete
Name
Mark As Lost
Table
Asset Inventory [u_asset_inve...
Order
100
Action name
mark_as_lost
Active
Show insert
Show update
Client
Overrides
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
1
2


servicenow
All
Favorites
History
Workspaces
UI Action - Mark As Lost
Search
UI actio
FAVORITES
No Results
ALL RESULTS
System Classic Mobile UI
UI Actions - Classic Mobile
System Definition
UI Actions
System UI
UI Actions
Workspace Experience
Forms
UI Action Layouts
UI Action Groups
UI Action
Mark As Lost
Update
Delete
Save
Insert
Insert and Stay
Analyze Access
Show File Properties
Move to Application...
Show Latest Update
Configure
Export
View
Create Favorite
Copy URL
Copy sys_id
Show XML
History
Reload form
Comments
Hint
Condition
current.u_status != 'Lost'
Script
Turn on ECMAScript 2021 (ES12) mode
1 current.u_status = 'Lost';
2 current.update();
3 action.setRedirectURL(current);
4
Protection policy
-- None --

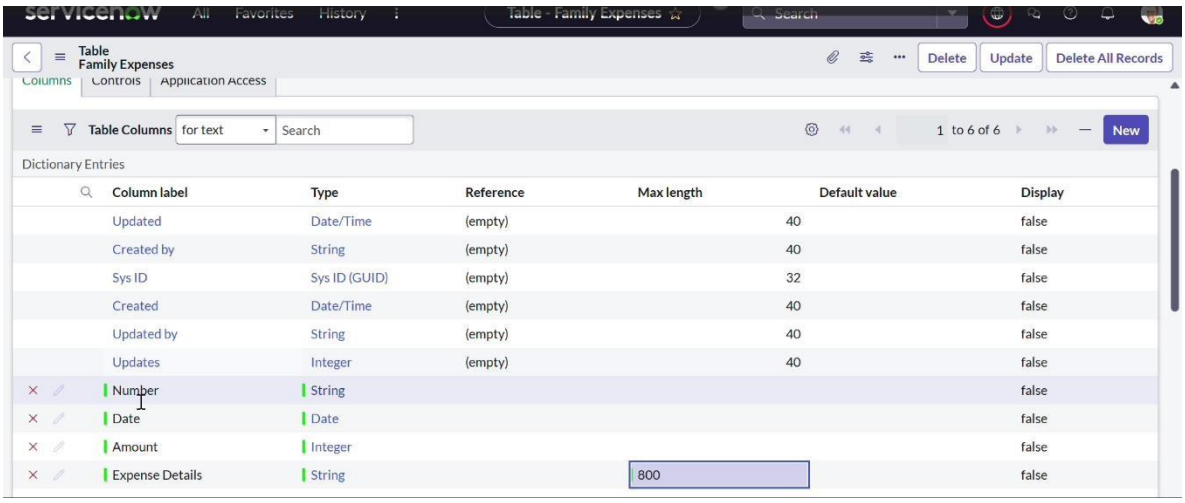


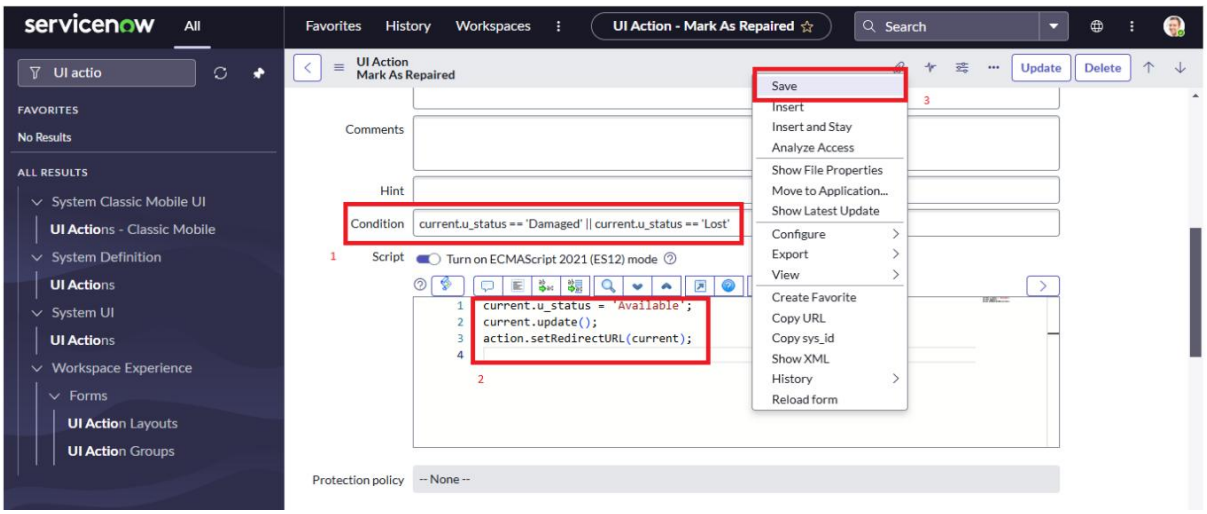
Table
Family Expenses
Delete
Update
Delete All Records
Columns
Controls
Application Access
Table Columns
for text
Search
1 to 6 of 6
New
Dictionary Entries
Column label
Type
Reference
Max length
Default value
Display
Updated
Date/Time
(empty)
40
false
Created by
String
(empty)
40
false
Sys ID
Sys ID (GUID)
(empty)
32
false
Created
Date/Time
(empty)
40
false
Updated by
String
(empty)
40
false
Updates
Integer
(empty)
40
false
Number
String
false
Date
Date
false
Amount
Integer
false
Expense Details
String
800
false

Activity 2: Creating UI Action-2

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



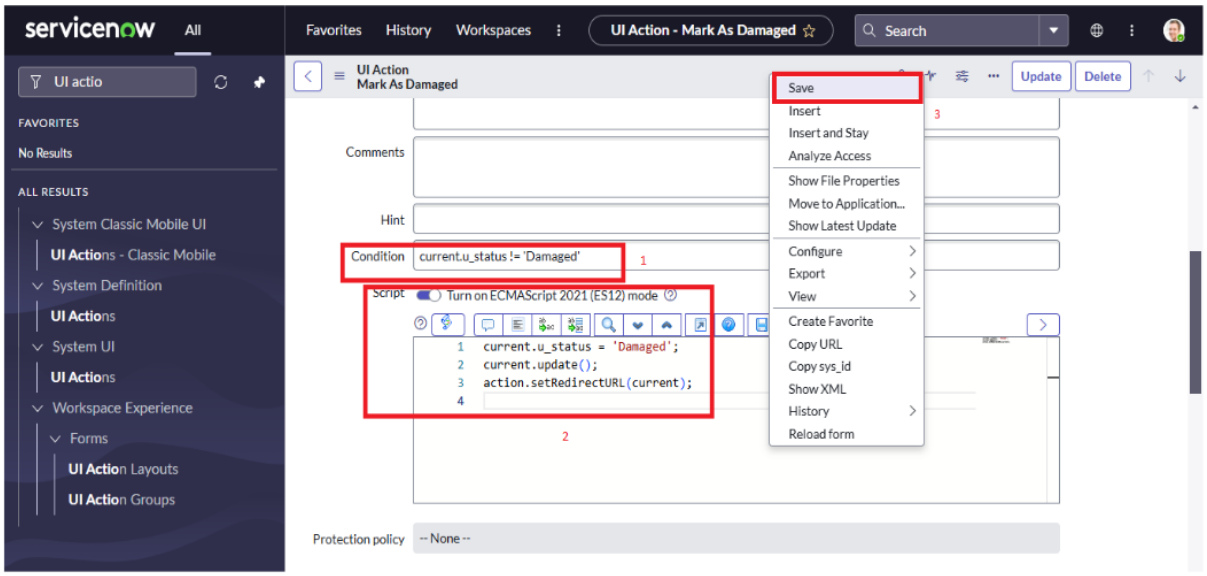
Activity 3: Creating UI Action-3

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

a. Name : Mark As Dameged
b. Table : Asset Inventory
c. Action name : mark_as_damaged
d. Condition : current.u_status != 'Damaged'
e. Script :

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

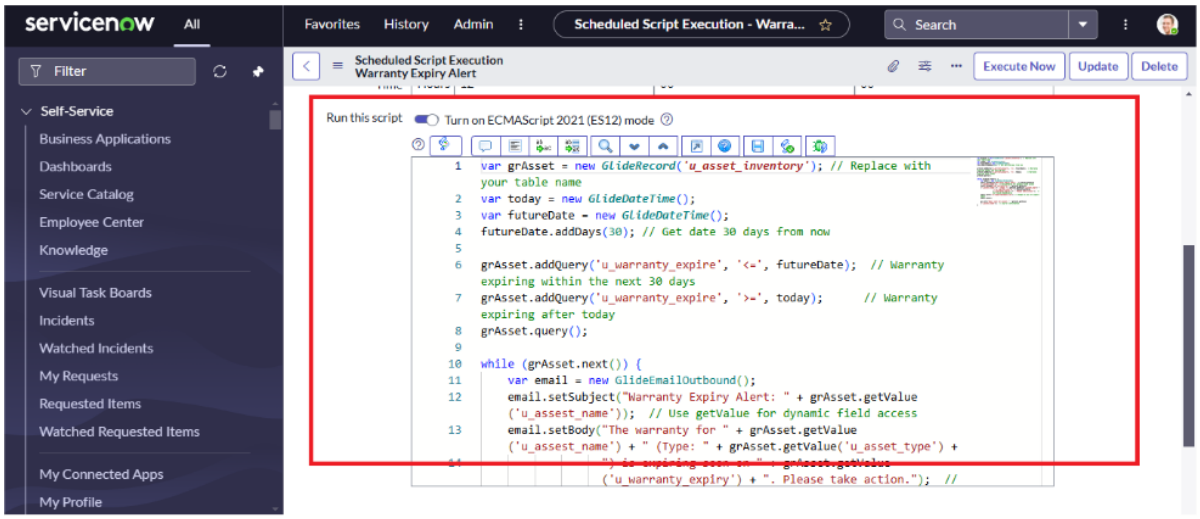
4. Check the form button box
5. Click on save



Milestone 4: Create Scheduled Job

Activity 1: Creating Scheduled Job

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



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
}
```

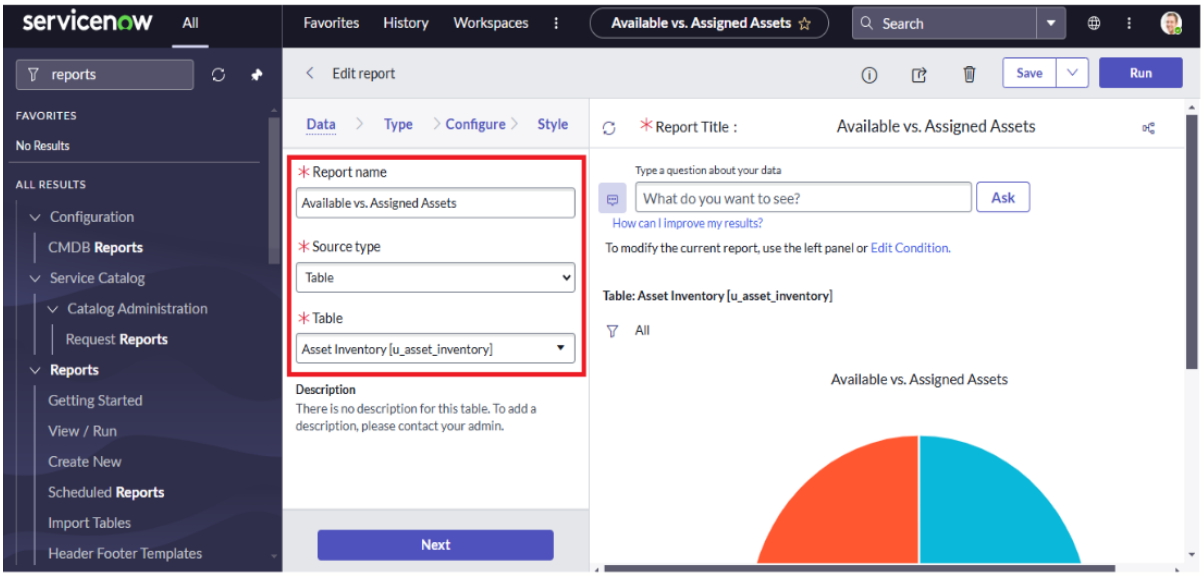
Milestone 5: Create Report

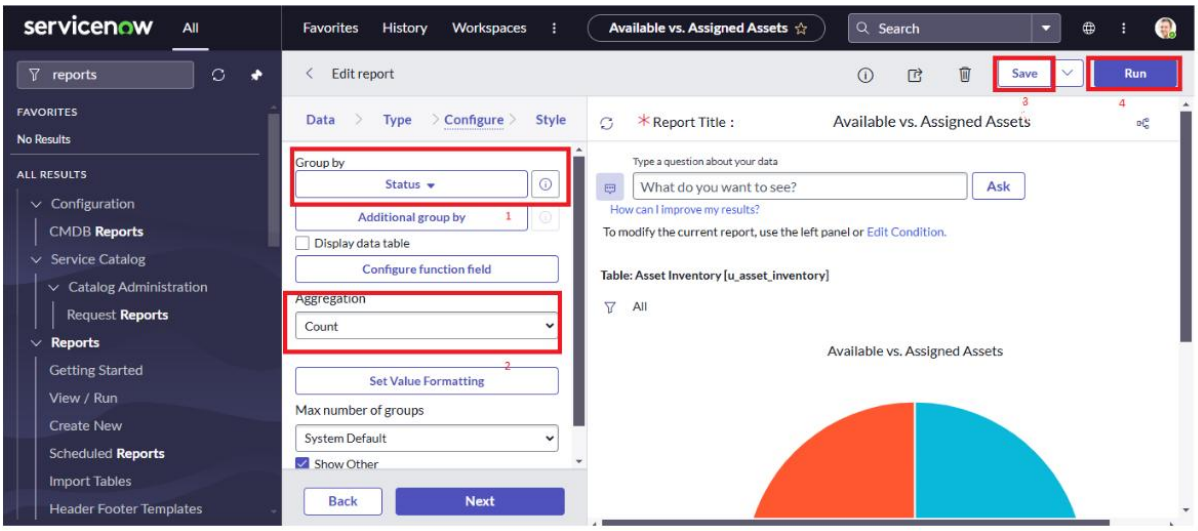
Activity 1: Creation of Report

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
7. And then click on Run

   Column label : Comments
   Type : String
   Max length : 800

11. Go to the Header and right click there>> click on Save.



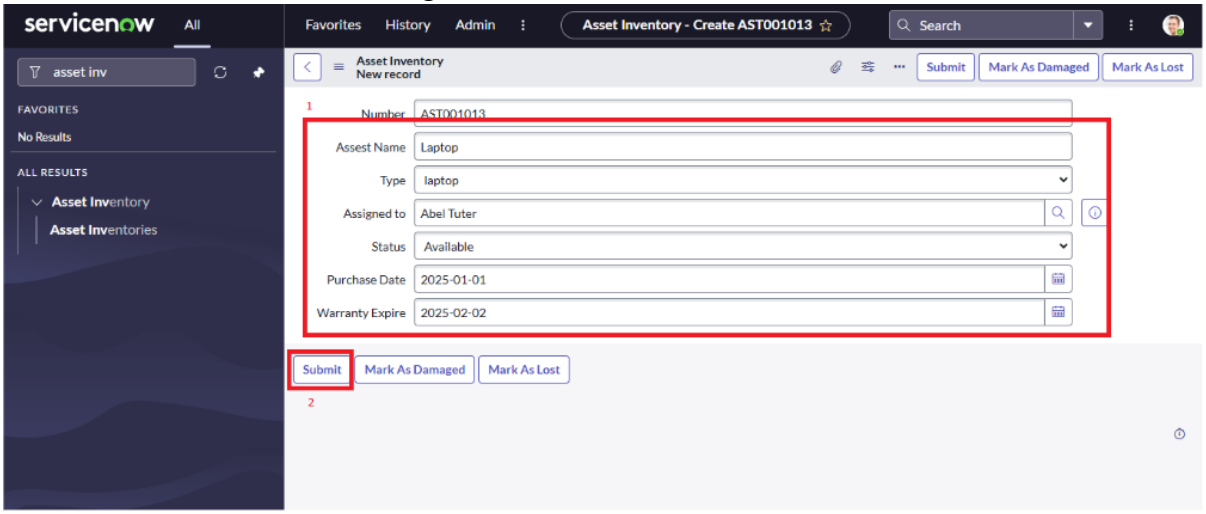


Milestone 6: Testing UI action

Activity 1: Testing UI action

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

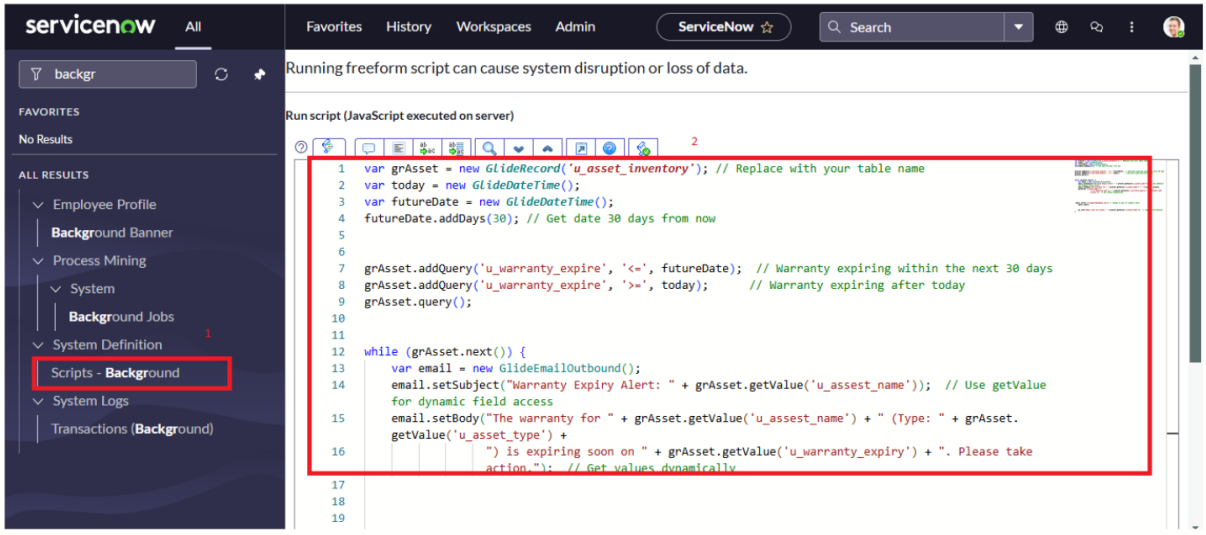
7. Check the status is changed to lost.

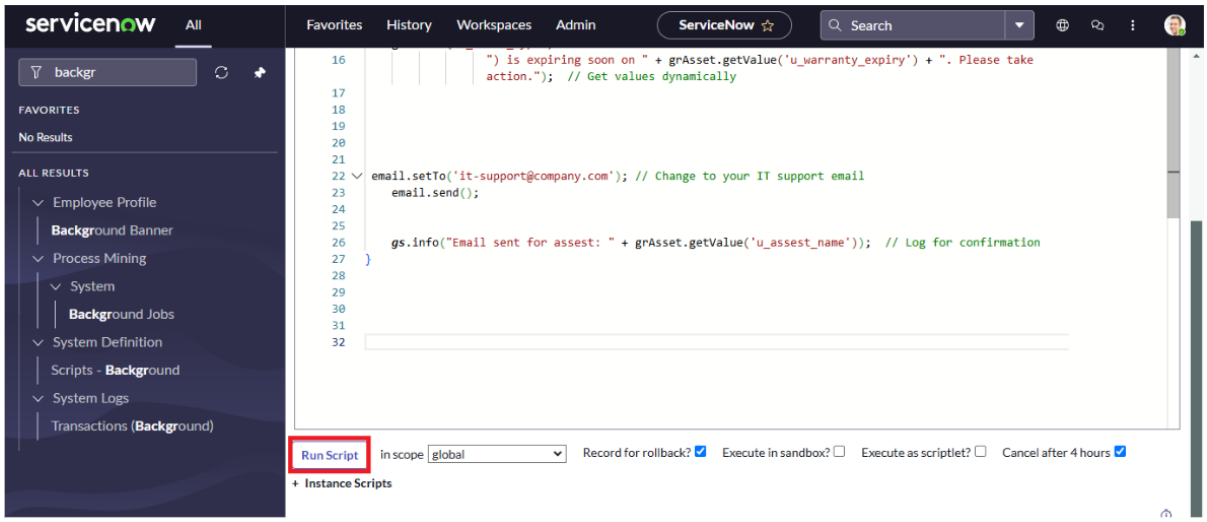


Milestone 7: Testing Scheduled Job

Activity 1: Testing Scheduled Job

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




servicenow
All
Favorites
History
Workspaces
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ServiceNow
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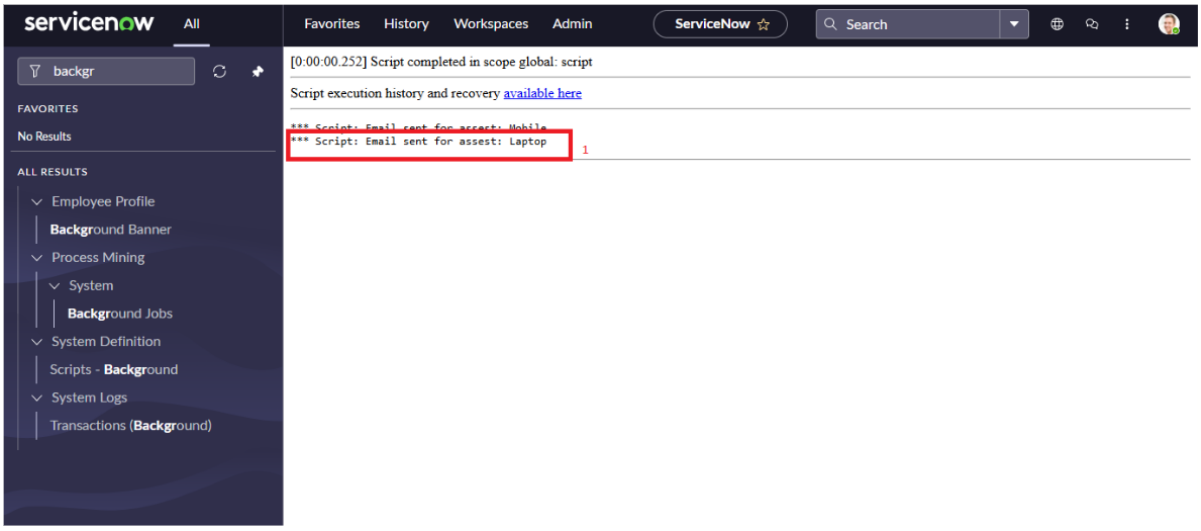
FAVORITES
No Results
ALL RESULTS
Employee Profile
Background Banner
Process Mining
System
Background Jobs
System Definition
Scripts - Background
System Logs
Transactions (Background)
") is expiring soon on " + grAsset.getValue('u_warranty_expiry') + ". Please take action."); // Get values dynamically
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
}
Run Script
in scope global
Record for rollback?
Execute in sandbox?
Execute as scriptlet?
Cancel after 4 hours
+ Instance Scripts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Workspaces
Admin
ServiceNow
Search
backgr
FAVORITES
No Results
ALL RESULTS
Employee Profile
Background Banner
Process Mining
System
Background Jobs
System Definition
Scripts - Background
System Logs
Transactions (Background)
[0:00:00.252] Script completed in scope global: script
Script execution history and recovery available here
*** Script: Email sent for assest: Mobile
*** Script: Email sent for assest: Laptop
1