Asset Management Portal

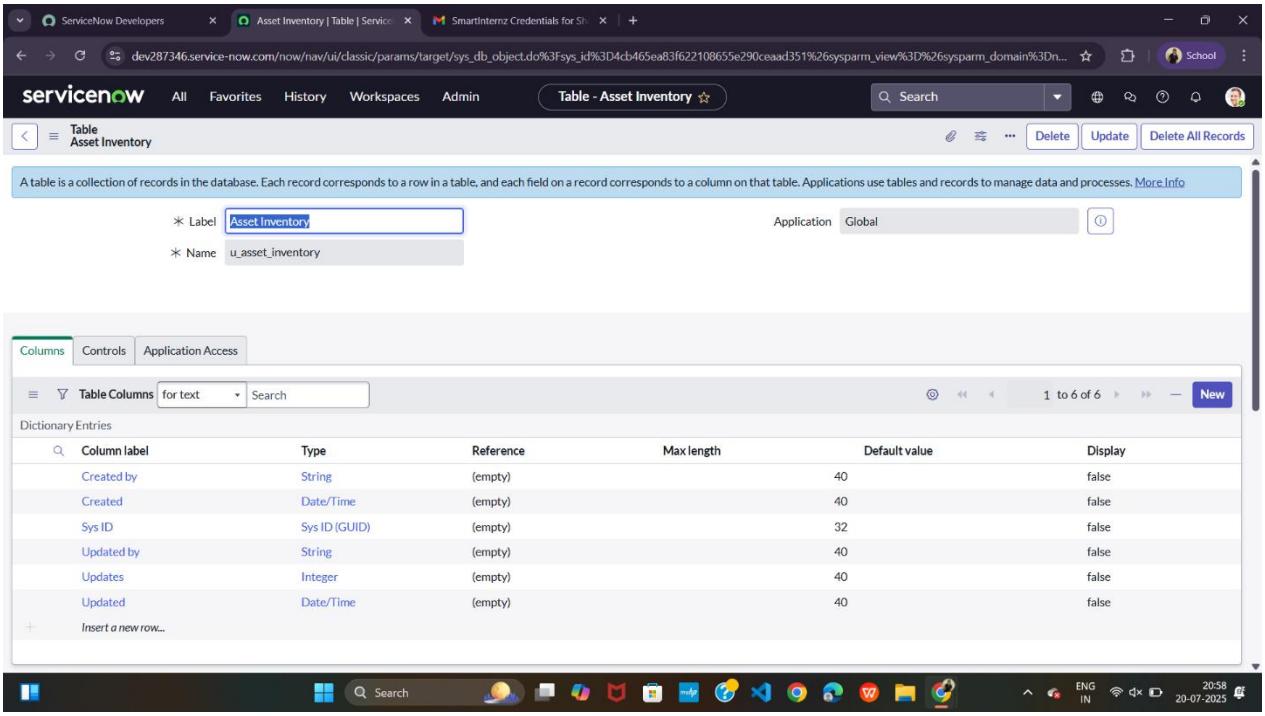
Problem Statement:

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 recordkeeping, 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.

Table

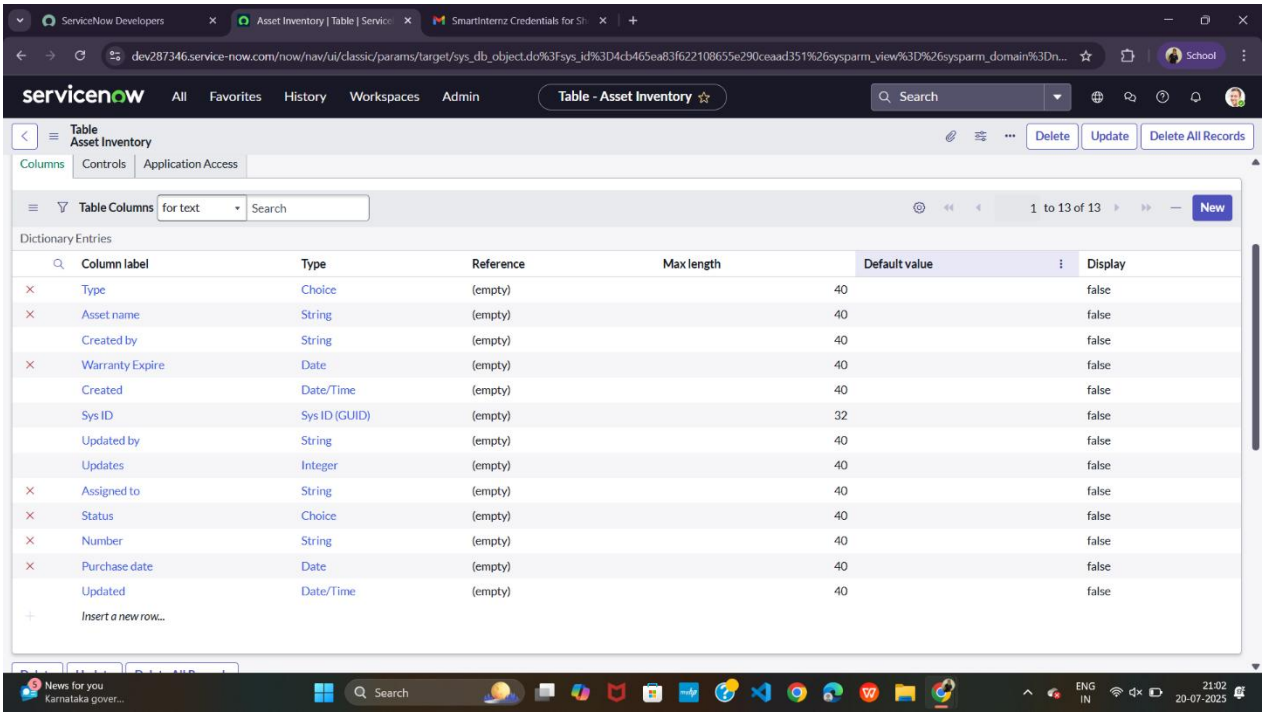
Create Table

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



Create Fields

1. After saving the table scroll down
2. Create fields
   i. Assigned to: string
   ii. Status: choice
   iii. Purchase date: date iv. Warranty Expire: date
   v. Asset name: string
   vi. Type: choice vii. Number: String
3. Click on save



Create UI Actions

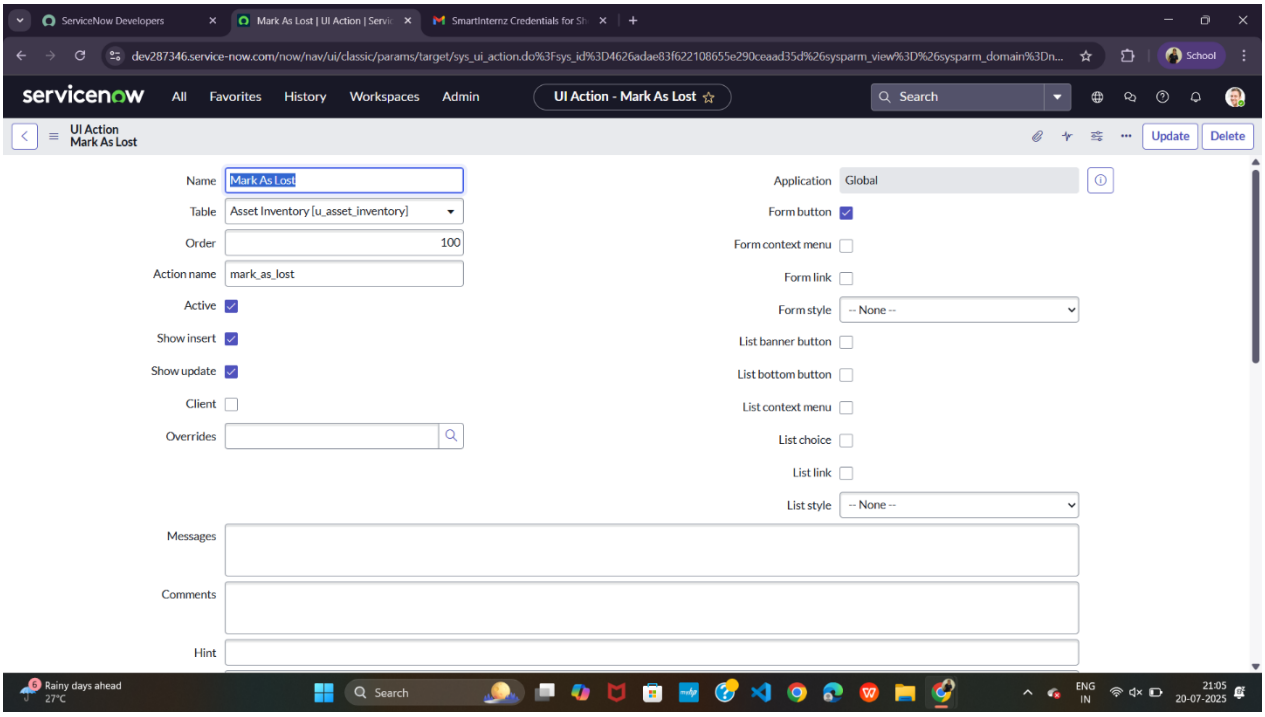
UI Action 1

1. Navigate to System Definition >> UI action
2. Click on New
3. Fill in the details;
    i. Name: Mark As Lost
    ii. Table: Asset Inventory
    iii. Action name: mark_as_lost iv. Condition: current.u_status!= 'Lost'
    v. Script:

```
current.u_status = 'Lost';

current.update();
action.setRedirectURL(current);
```

4. Check the form button box

5. Click on save

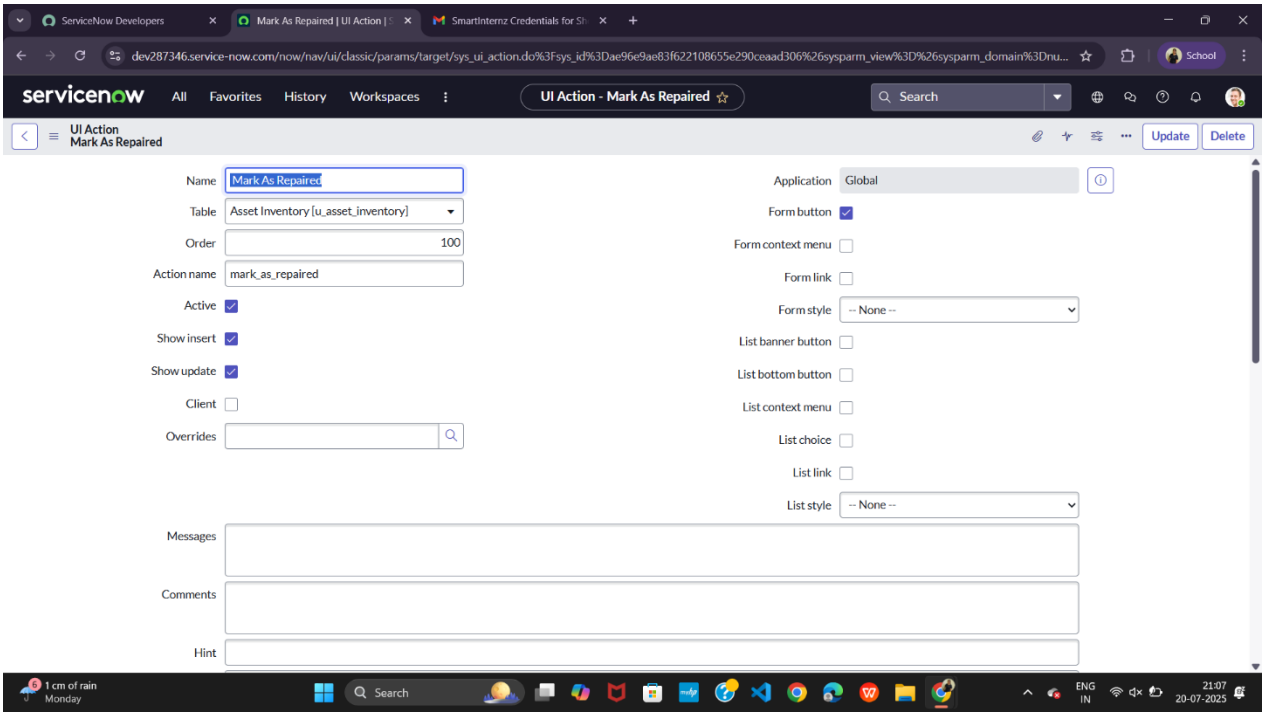


UI Action 2

1. Navigate to System Definition >> UI action
2. Click on New
3. Fill in the details;
    i. Name: Mark As Repaired
    ii. Table: Asset Inventory
    iii. Action name: mark_as_repaired
    iv. Condition: current.u_status == 'Damaged' || current.u_status == 'Lost
    v. Script:

```
current.u_status = 'Available'; current.update();

action.setRedirectURL(current);
```

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

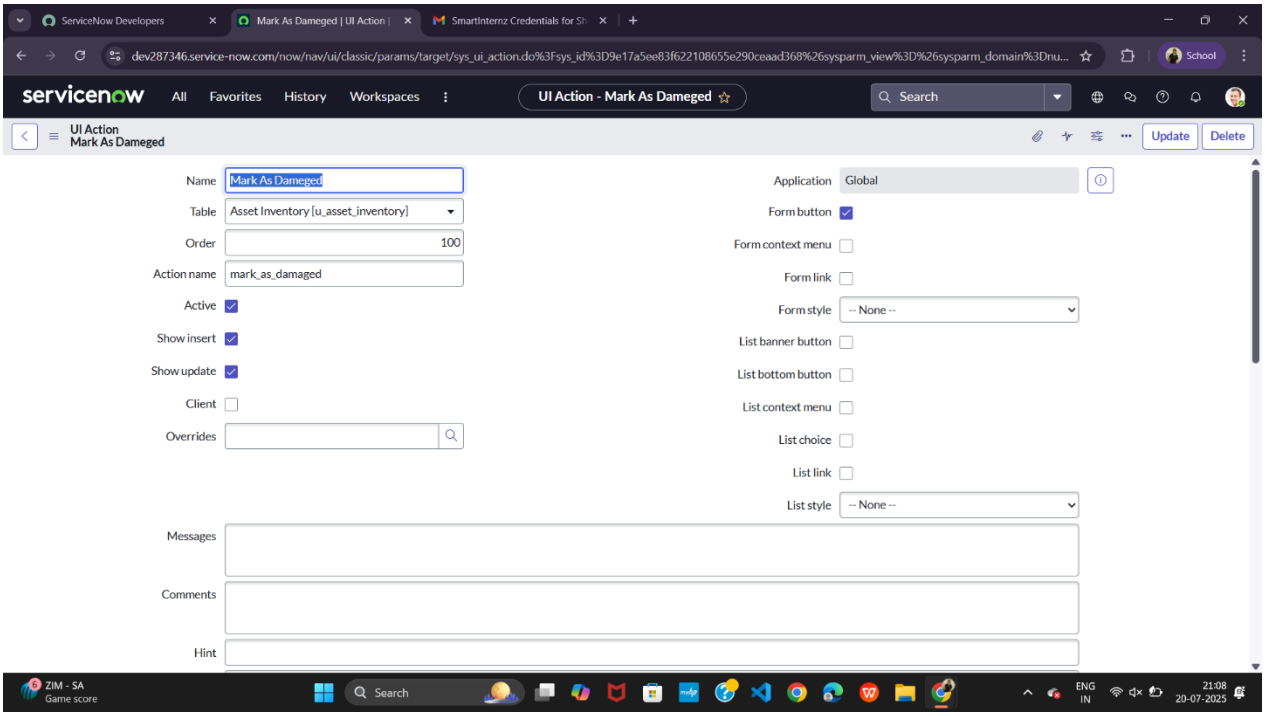


UI Action 3

1. Navigate to System Definition >> UI action
2. Click on New
3. Fill in the details ;
   i. Name: Mark As Dameged
   ii. Table: Asset Inventory
   iii. Action name: mark_as_damaged iv. Condition: current.u_status!= 'Damaged'
   v. Script:

```
current.u_status = 'Damaged';

current.update(); action.setRedirectURL(current);
```

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



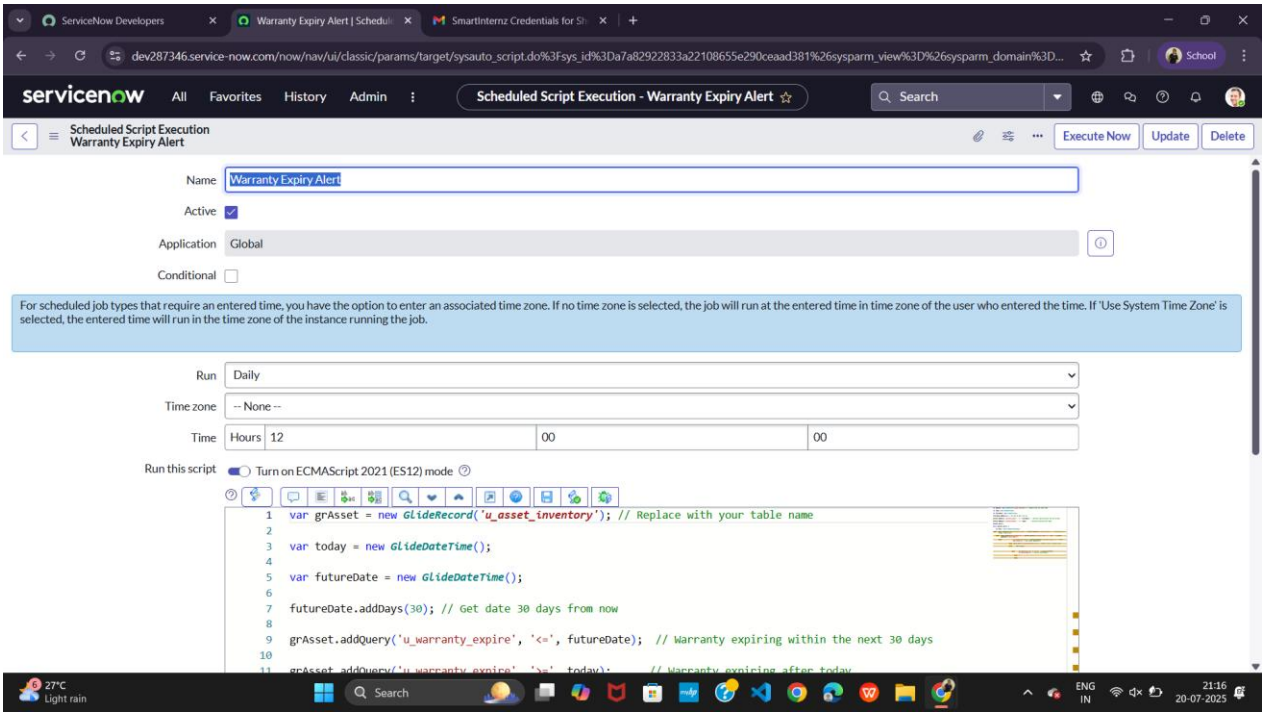
Scheduled Job

Create 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
8. SCRIPT:

```
var grAsset = new GlideRecord('u_asset_inventory'); // Replace with your table name var today = new

GlideDateTime(); var futureDate = new
```

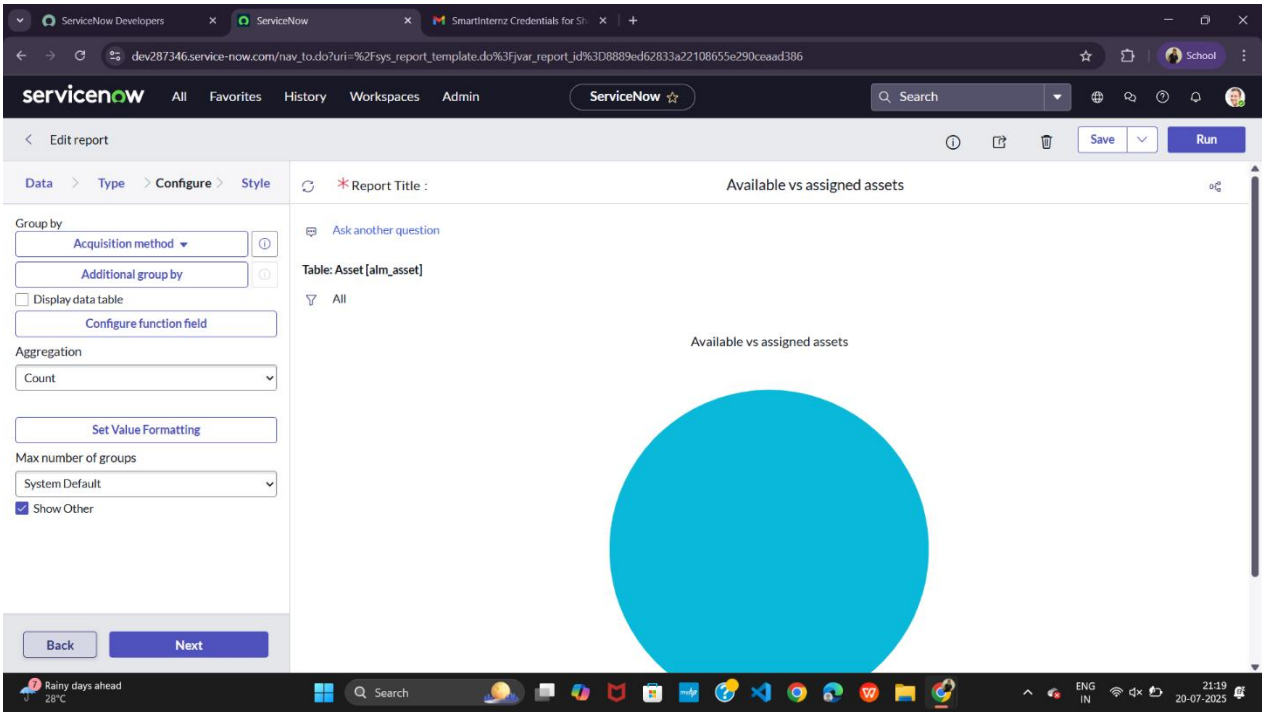
```
GlideDateTime();

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

}
```



Report

Create Report

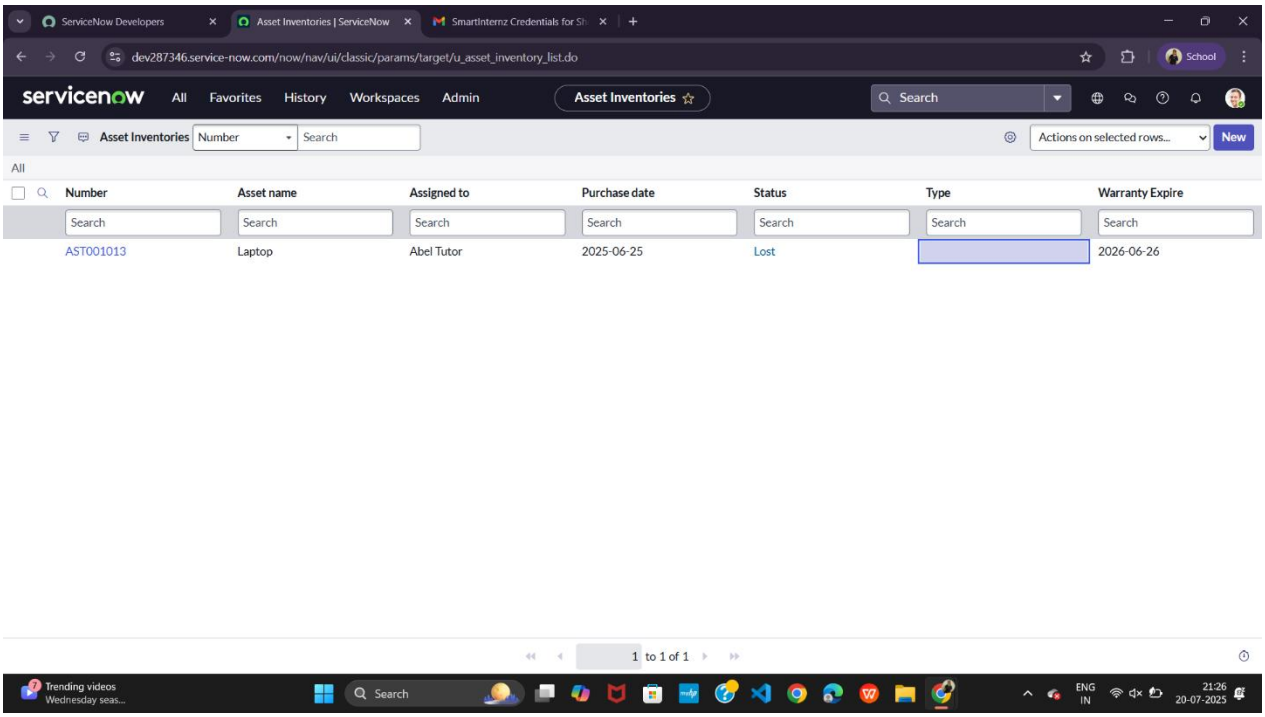
1. Navigate To Reports
2. Click on Create New
3. Report Name : Available vs assigned assets , Source Type : Table , Table : Asset Inventory
4. Type : Pie Chart
5. Group By : Status , Aggregation : Count
6. Click on save
7. And then click on Run



Testing

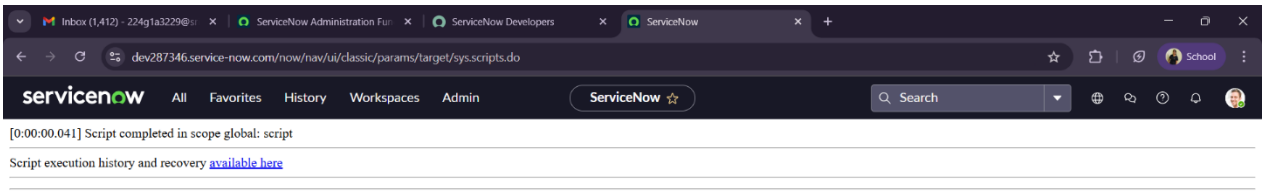
Testing UI Action

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.



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



Conclusion

The Asset Management Portal provides a comprehensive solution for tracking, managing, and optimizing physical and digital assets throughout their lifecycle. By leveraging automation and real-time data updates, the platform ensures efficient asset allocation, minimizes discrepancies, and enhances operational visibility. Automated workflows for asset tracking, maintenance alerts, and reporting enable organizations to make data-driven decisions, reduce asset downtime, and optimize resource utilization.This project demonstrates the power of ServiceNow's capabilities in integrating asset tracking, automation, and reporting tools to create a streamlined asset management system. By improving asset accountability and operational efficiency, the platform helps organizations maximize asset value, reduce costs, and enhance overall productivity.