

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 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.

Table

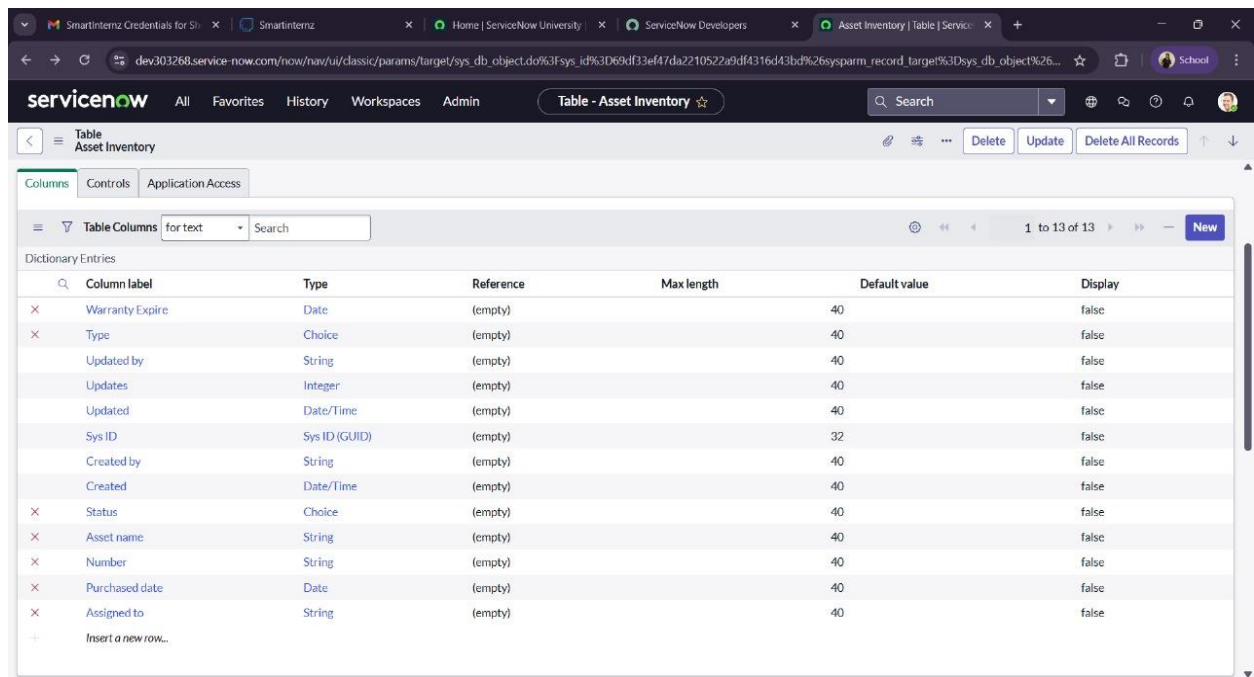
Create Table

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



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

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 Damedged
 - 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

Name	Table	Comments	Form action	List action	Active	Order	Condition	Updated
Search	Search	Search	Search	Search	Search	Search	Search	Search
Mark As Damaged	Asset Inventory [u_asset_inventory]		true	false	true	100	currentLu_status != 'Damaged'	2025-06-29 02:29:55
Mark as Implemented	Recommendation Activity [sn_bm_client_recommendation_activity]		true	false	true	120	current.state == 'accepted'	2025-04-03 13:00:19
Mark As Lost	Asset Inventory [u_asset_inventory]		true	false	true	100	currentLu_status != 'Lost'	2025-06-29 02:20:55
Mark As Read	Label Entry [label_entry]		false	true	true	100		2025-04-03 13:00:26
Mark As Repaired	Asset Inventory [u_asset_inventory]		true	false	true	100	currentLu_status == 'Damaged' currentLu_s...	2025-06-29 21:35:58
Mark as Reviewed	Previewed Change [upgrade_preview_log]		true	true	true	200	current.canRead() && current.resolution ...	2025-04-03 13:00:22
Mark Duplicate	Problem [problem]		true	false	true	160	current.canWrite() && new ProblemStateUt...	2025-04-03 13:00:20
Mark for disposal	Consumable [alm_consumable]		true	false	true	100	now Consumables().canMarkForDisposal(cur...	2025-04-03 13:00:18
Merge CI	Configuration Item [cmdb_ci]		true	false	true	100	current.unverified == true	2025-04-03 13:00:23
Merge	Update Set Preview Problem							2025-04-03

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
}

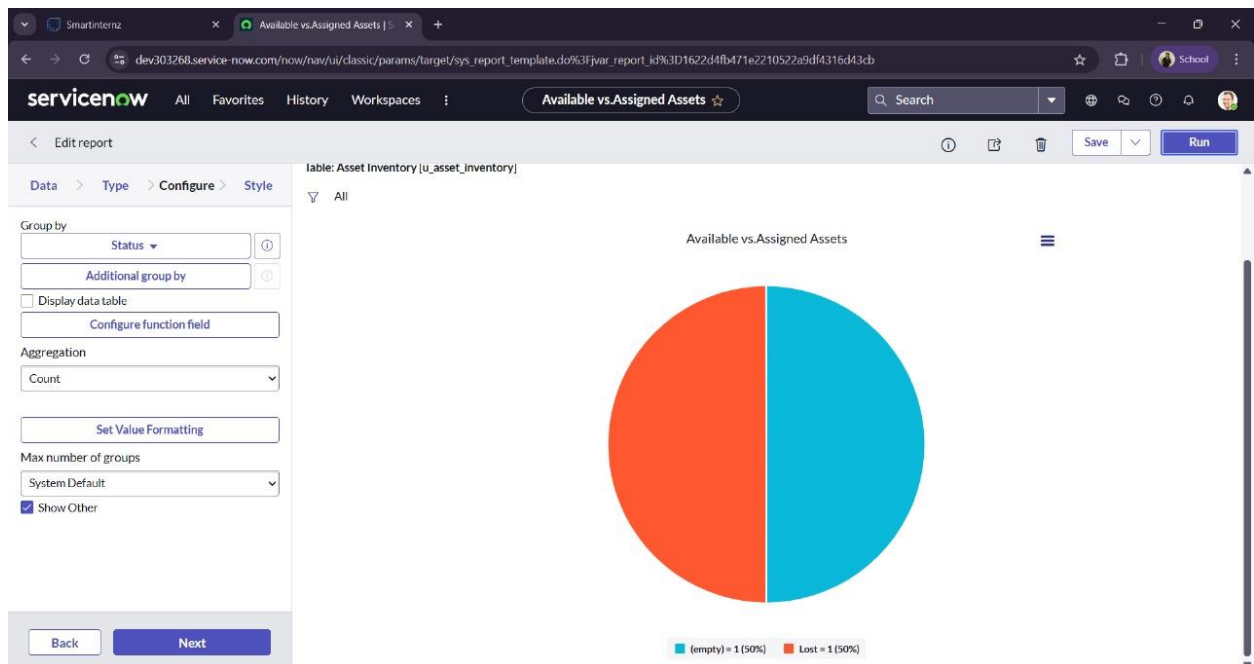
```

Name	Active	Class	Updated
Warranty Expiry Alert	true	Scheduled Script Execution	2025-06-29 03:00:54
WebAuthenticationMetadataRefresh	false	Scheduled Script Execution	2021-04-09 05:26:06
What's new content weekly refresh	true	Scheduled Script Execution	2023-10-02 08:41:12
Windows Computer Minimum Statistics	true	Audit	2013-04-08 11:21:24
[GenAI Analytics] Daily Data Collection	true	Scheduled Data Collection	2023-10-12 00:52:38
[GenAI Analytics] Historical Data Collection	true	Scheduled Data Collection	2023-08-30 23:59:58
[iCenter Analytics] Daily Data Collection	true	Scheduled Data Collection	2022-12-12 02:21:56
[ITSM Analytics] Daily Data Collection	true	Scheduled Data Collection	2024-03-25 05:04:11
[ITSM Analytics] Historic Data Collection	false	Scheduled Data Collection	2024-03-25 22:57:35
[PA Analytics] Daily Data Collection	false	Scheduled Data Collection	2017-09-15 07:13:40
[PA Analytics] Historical Data Collection	false	Scheduled Data Collection	2017-09-15 07:14:02
[PA Change] Daily Data Collection	false	Scheduled Data Collection	2017-09-21 06:39:16
[PA Change] Historic Data Collection	false	Scheduled Data Collection	2017-09-21 06:39:21
[PA Incident SLA] Daily Data Collection	false	Scheduled Data Collection	2017-09-21 07:51:16
[PA Incident SLA] Historic Data Collection	false	Scheduled Data Collection	2017-09-21 07:51:21
[PA Incident] Daily Data Collection	false	Scheduled Data Collection	2017-09-21 05:42:26

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.

SmartIntenz x AST001014 | Asset Inventory |

dev303268.service-now.com/now/nav/ui/classic/params/target/u_asset_inventory.do%3Fsys_id%3D5100b04c4762a210522a9df4316d43fd9%26sysparm_view%3D9%26sysparm_record_ta...

servicenow All Favorites History Workspaces Asset Inventory - AST001014 Search

Asset Inventory AST001014 Update Mark As Damaged Mark As Repaired Delete

Number	AST001014	Asset name	Laptop
Warranty Expire	2026-02-12	Purchased date	2025-06-28
Type	-- None --	Assigned to	Abel Tutor
Status	Lost		

Update Mark As Damaged Mark As Repaired Delete

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

SmartIntenz x ServiceNow x Warranty Expiry Email Script

dev303268.service-now.com/now/nav/ui/classic/params/target/sys.scripts.do

servicenow All Favorites History Workspaces Admin ServiceNow Search

```
*** Script: Script : Email sent for asset: Laptop
*** Script: Script : Email sent for asset: Laptop
```


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.