

AHMAD AL-WAZANI

SERVICENOW

Meeting Room Booking System



BUSINESS OBJECTIVES



PROOF-OF-CONCEPT

solution for booking meeting rooms at ITU.



ALLEVIATE

heavy administrative work from the reception staff.



SAVING

Time and cost by automating manual processes.



IMPROVE

student's and staff's satisfaction with services provided by ITU.

SOLUTION REQUIREMENTS

ONLINE BOOKING

Ability to book a meeting room online.

MONITORING

Ability to see if a room is booked or available.

NOTIFICATIONS

Instant notification whether the booking is approved or not.

TIME MANAGEMENT

A meeting room is booked for the entire day by one person only.

DATA MODEL

The model consists of three tables that function as the blueprint for the solution.



TABLE.ROOM

This table contains various attributes of a meeting room.



TABLE.PEOPLE

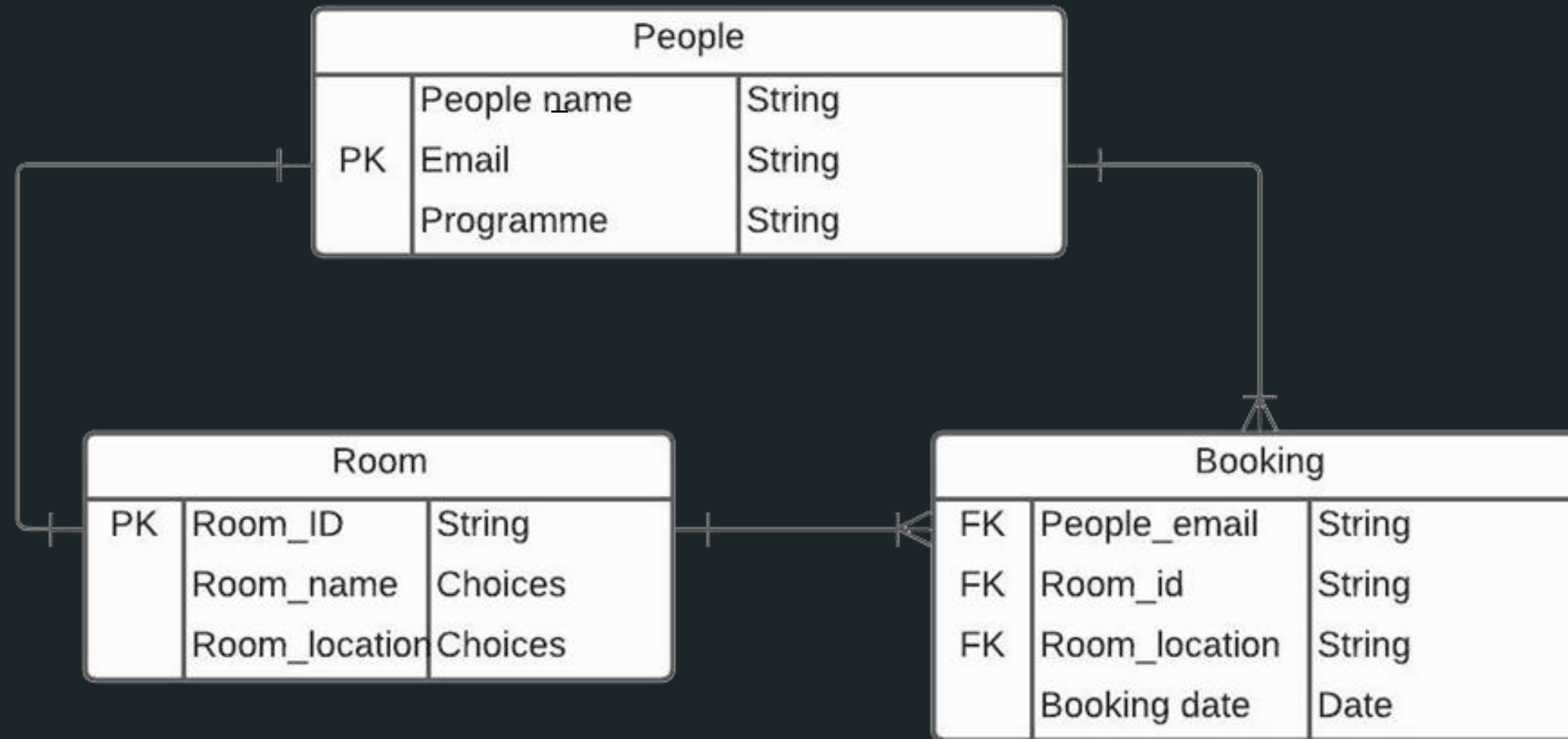
This table contains details about the users (students/staff).



TABLE.BOOKING

Contains necessary fields to create a booking request. Moreover, the record producer writes in this table once the user submits the request form.

DATA MODEL



Designing User Experience

The solution utilizes two components:

RECORD PRODUCER

This is essentially a web-form in which the user will have the option to select the date, the room and input their email address.

PORTAL

The portal serves as a landing page, in which the user can find the 'Meeting Room Booking' service there.

The portal can potentially contain other relevant digital services at ITU.

BOOKING REQUEST

Home > Service Catalog > Departmental Services > Request a meeting room for ITU's students/staff

Search Catalog



Request a meeting room for ITU's students/staff

The purpose of this record producer is to capture booking details

* Please select the date which you wish to book the room?

2022-02-24



* Please type your email?

username@email.com

* Please select the room which you wish to book?

1F.005



1F.001

1F.005

1F.007

1F.010

1F.013

2F.002

2F.005

Submit

AUTOMATION



UPDATING THE ROOM STATUS (APPROACH NOT IMPLEMENTED):

- This approach attempts to update the room status to available/booked. In this case the flow below (confirm booking), can look up this field when sending automatic replies.
- Another approach could be using trigger that creates a new row in the Table.Room with a timestamp every time a booking request is submitted. In this way, the second flow 'confirm booking' can use to look up if there is already an existing booking on the same day.
- **Benefits of this flow:** 1.) avoid double booking 2.) help the user gets instant confirmation/rejection.

CONFIRM BOOKING:

- This flow sends automatic replies to inform the requester whether the room is successfully booked, or to let them know that the room is not available.

AUTOMATED EMAIL


App Home

Book a meeting room

Flow

Confirm booking

×

 Confirm booking

Active

Properties


Test





Executions

De

ACTIONS

1

 Send Email

Action



Send Email

▼

Target Record

Trigger ▶ Table.booking Record


×

Table



Table.booking [x_777338_book_a_1_table_b...

▼



Include Watermark



☒



* To

Trigger ▶ Table.booking Record ▶ People email



×

CC



 

BCC

* Subject

The booking request is approved

Body

B

I


U

↶

↷


Font Family


Font Sizes





A


A




















Dear staff/student,

You have the booked the room

Trigger ▶ Table.booking Record ▶ Room location

 on

Trigger ▶ Table.booking Record ▶ Booking date

.

Kind regards,

ITU Administration

Delete

Cancel

Done

REFLECTIONS & CHALLENGES



THE EXERCISE MATERIALS ASSIST IN GAINING A FUNDAMENTAL UNDERSTANDING OF HOW SERVICENOW APP ENGINE WORKS.

IMPLEMENTING THE RELATIONAL DATA MODEL:

Setting up the references posed a difficulty as I couldn't reference the foreign keys to their primary field, rather AppStudio gave the option of referencing the entire table instead, which is a new concept to me.

SETTING UP THE CRITERIA FOR THE TRIGGERS IN THE 'FLOW AUTOMATION' COMPONENT:

Setting up criteria that ranges across the different tables didn't work properly, which otherwise would have been simple if direct query writing was an option.

PORTAL:

The initial idea was to create a button/container that re-directs the user to the record producer, however, there has been some challenges with adding the URL link as a clickable item.

FUTURE IMPROVEMENTS ROADMAP



**IMPROVEMENTS THAT COULD BE MADE ON THIS
SOLUTION TO IMPROVE THE OVERALL USER EXPERIENCE:**

EXAMPLE: having an option to cancel or change your booking will be great if users happen to change their mind about the booking.