**IT Equipment Request & Fulfilment Portal**

A comprehensive ServiceNow custom scoped application that enables employees to request IT equipment and automates the entire lifecycle from submission to delivery. This project demonstrates how to implement SLAs, notifications, reports, dashboards, and knowledge articles using best practices in ServiceNow development.

**1. Project Overview**

The "IT Equipment Request & Fulfilment Portal" is designed for internal use within an organization to manage requests for laptops, monitors, keyboards, etc. It ensures:

* Standardized request intake
* Approval workflow (if needed)
* SLA-driven fulfilment
* Automated notifications
* Insightful reporting
* Self-service support via Knowledge Base

**2. Objectives**

* Build a scoped application using Studio
* Create custom tables and relationships
* Define and track SLAs
* Implement email notifications
* Configure approval workflows
* Develop dashboards and reports
* Integrate Knowledge Articles
* Version the app using GitHub

**3. Data Model Design**

**3.1 Tables**

* Equipment Request (x\_app\_equipment\_request) extends task
  + Fields:
    - Requested by (Reference: sys\_user)
    - Department (Reference: cmn\_department)
    - Equipment type (Reference: Equipment Catalog)
    - Justification (String)
    - Priority (Choice: High, Medium, Low)
    - Status (Choice: Draft, Requested, Approved, Assigned, Fulfilled, Closed)
    - Assigned to (Reference: sys\_user)
    - Fulfillment notes (String)
    - Delivery date (Date)
* Equipment Catalog (x\_app\_equipment\_catalog)
  + Fields:
    - Name (String)
    - Description (String)
    - Availability (Boolean)
    - Image (Image)

**4. SLA Configuration**

**4.1 SLA Definitions**

* SLA Name: IT Equipment High Priority SLA
  + Duration: 1 Business Day
  + Start Condition: Status = Requested
  + Pause Condition: Status = On Hold
  + Stop Condition: Status = Fulfilled or Closed
* SLA Name: IT Equipment Medium Priority SLA
  + Duration: 3 Business Days
* SLA Name: IT Equipment Low Priority SLA
  + Duration: 5 Business Days

**4.2 Steps**

1. Navigate to Service Level Management > SLA Definitions
2. Create new SLA definitions for each priority
3. Link to the Equipment Request table
4. Use a Schedule (e.g., 8x5) to track working hours
5. Attach SLAs via conditions or via Flow Designer logic

**5. Workflow Design**

**5.1 Flow Designer Workflow**

1. Trigger: When Equipment Request is submitted (Status = Requested)
2. If cost > X or Department = 'Finance', request approval from Manager
3. Upon approval, assign to IT team (group or specific user)
4. Update status to Assigned
5. Upon fulfilment, set status to Fulfilled
6. Send closure email with survey link

**6. Email Notifications**

**6.1 Use Cases**

| **Trigger** | **Recipient** | **Notification Description** |
| --- | --- | --- |
| Request Submitted | Requested by | Acknowledgement email with request ID |
| Request Assigned | Assigned To | Equipment request assigned to you |
| Request Fulfilled | Requested by | Confirmation and feedback link |
| SLA Breached | Fulfillment Manager | SLA breach alert with request details |

**6.2 Configuration Steps**

1. Go to System Notification > Email > Notifications
2. Create new notification for each use case
3. Set triggering condition (Record inserted/updated)
4. Define email template and recipients
5. Test via request submission

**7. Reporting & Dashboards**

**7.1 Reports**

* Open Requests by Department
* Fulfilled Requests by Month
* SLA Compliance Summary
* Average Fulfilment Time by Priority

**7.2 Dashboard Widgets**

* Pie Chart: Requests by Type
* Bar Graph: SLA Met vs Breached
* Scorecard: Average Fulfilment Time
* List: Requests Pending Assignment

**7.3 Steps**

1. Navigate to Reports > View / Create
2. Create each report with filter conditions
3. Build dashboard from Reports > Dashboards
4. Share dashboard with IT Managers group

**8. Knowledge Management**

**8.1 Articles**

* How to Submit a Request
* Equipment Delivery Timelines
* Troubleshooting Equipment Issues
* IT Support Contact Information

**8.2 Steps**

1. Navigate to Knowledge > Articles
2. Create a new category: IT Equipment
3. Add articles with clear titles and tags
4. Link article URLs on the request form (UI Macro / UI Policy)

**9. Version Control with Git**

**9.1 Studio Setup**

1. Open Studio > Source Control > Link to Git Repository
2. Set up branch and commit strategy
3. Commit changes regularly
4. Push to GitHub

**9.2 Repo Contents**

* /update\_sets
* /screenshots
* /docs
* README.md
* Project\_Documentation.pdf

**10. Learning Outcomes**

By completing this project, you will:

* Understand scoped app development lifecycle
* Design relational tables and task-based workflows
* Apply SLA logic using start/pause/stop conditions
* Configure multi-step email alerts and escalations
* Build and deploy operational dashboards and analytics
* Integrate knowledge articles for self-service
* Use Flow Designer and Notifications with business logic
* Version and manage ServiceNow apps via GitHub

**11. Enhancements (to be done later)**

* Add a Service Portal front-end
* Integrate CMDB for asset linkage
* Auto-assign fulfilment tasks via assignment rules
* Add a REST API for external equipment requests
* Implement feedback survey using ServiceNow Survey feature