

IDEATION PHASE

TEAM ID	LTVIP2025TMID30733
PROJECT NAME	Asset Management Portal

INTRODUCTION

Problem Statement:

Many organizations struggle with fragmented and manual asset management systems. Assets such as laptops, servers, printers, and software licenses are often tracked using spreadsheets or paper-based logs, leading to inefficiencies such as:

- Asset misplacement or loss
- Inaccurate inventory
- Missed maintenance schedules
- Compliance and audit challenges
- Delayed response to employee asset needs

Without a centralized system, administrators find it difficult to ensure timely maintenance, proper allocation, and transparent usage tracking.

User Stories

- As an Employee, I want to request assets through a simple interface so I can get the tools I need without delays.
- As a Manager, I want to approve or reject asset requests quickly so I can ensure proper resource allocation.
- As an IT Admin, I want to track asset status and location so I can manage inventory efficiently.
- As a Maintenance Technician, I want to receive alerts for scheduled servicing so I can prevent asset breakdowns.
- As a Compliance Officer, I want access to audit-ready reports so I can ensure regulatory standards are met.

Project Objective:

This project aims to develop and deploy an **automated Asset Management Portal using ServiceNow** to digitize asset workflows. The primary objectives include:

- Creating a user-friendly interface for employees to request assets
- Automating the approval and assignment processes
- Enabling preventive maintenance alerts and warranty tracking
- Providing accurate, real-time inventory updates
- Ensuring data-driven reporting for audits and optimization

By streamlining asset operations and offering visibility across the asset lifecycle, the portal enhances productivity, accountability, and asset longevity.

Challenges Addressed

- Manual Tracking: Eliminates reliance on spreadsheets and paper logs.
- Delayed Approvals: Speeds up request and approval workflows.
- Asset Misplacement: Improves visibility and accountability of asset location.
- Maintenance Oversights: Automates alerts for servicing and warranty tracking.
- Audit Complexity: Simplifies compliance with real-time reporting and logs.

Benefits of the Project

- Efficiency Boost: Automates repetitive tasks, saving time and effort.
- Improved Accuracy: Reduces human error in asset tracking and reporting.
- Enhanced Transparency: Tracks asset lifecycle from request to retirement.
- Scalability: Easily adapts to growing asset inventories and organizational needs.
- User Empowerment: Provides self-service capabilities for employees and managers.