

## Ideation Phase

### Asset Management Portal – ServiceNow Administration Project

Date	19 February 2025
Team ID	LTVIP2026TMIDS37339
Project Name	Asset Management Portal
Maximum Marks	4 Marks

#### Idea Prioritization Template:

Our team began by discussing common challenges faced in organizational workflows. After evaluating multiple options such as leave management, IT support ticketing, and procurement systems, we unanimously selected the problem of **inefficient asset tracking and lifecycle management**. This issue was found to be widespread across educational institutions and corporate environments, leading to asset misplacement, underutilization, and audit failures.

Reference:  <https://developer.servicenow.com>

### Step-1: Team Gathering, Collaboration and Select the Problem Statement

#### Team Collaboration Approach:

- We conducted a virtual meeting using Google Meet/MS Teams where every member contributed ideas.
- A collaborative whiteboard tool (such as Mural/Miro) was used to capture raw ideas.
- We followed a democratic decision-making process, encouraging every member to propose, discuss, and vote on problems they felt passionate about solving.

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#### Problem Statements Considered:

1. Leave Request and Approval Portal
2. Helpdesk Ticketing System for IT Support
3. Event and Meeting Room Booking System
4. Asset Management Portal (*Selected*)
5. Student Internship Tracker

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#### ✓ Final Selection – Asset Management Portal

After discussion and voting, the team selected the Asset Management Portal as the most valuable and feasible project for development within the internship timeline. The following reasons supported this decision.

- Real-world applicability across industries, educational institutions, and IT departments.
- Strong alignment with ServiceNow’s native capabilities (tables, workflows, automation, reports).
- Offers opportunity to implement a wide range of ServiceNow features: UI Actions, Scheduled Jobs, Email Notifications, Reporting, and Role-based access.
- Solves a common problem: tracking physical and digital assets efficiently and reducing asset loss, misuse, and mismanagement.

### 🎯 Problem Statement Finalized:

*“To build an Asset Management Portal on ServiceNow that enables centralized tracking, allocation, maintenance, and lifecycle management of both physical and digital assets in an organization with automation, alerts, and real-time reporting.”*



## Step-2: Idea Listing and Grouping

The team contributed a wide range of ideas. These ideas were then logically grouped into categories based on their functionality and relevance.

### Raw Ideas Collected

Form where users can request assets

Track assets by current status (Available, Assigned, Lost, Damaged)

Buttons to mark asset as Lost/Damaged/Repaired

Alerts when warranty is about to expire

Graphs and charts showing asset status

Schedule maintenance reminders

### Grouped Under

Asset Request System

Asset Lifecycle Management

UI Actions

Scheduled Alerts & Notifications

Reporting and Visualization

Preventive Maintenance

### Raw Ideas Collected

Group assets by category (Laptop, Monitor, Mobile, etc.)

Notify IT team when asset is assigned or marked as lost

Dashboard for admin to view status summary

Automated emails before warranty expiry

Maintain purchase date and expiry details

### Grouped Under

Asset Categorization

Notification System

Admin Dashboard

Automation

Asset Data Record Keeping



### Step-3: Idea Prioritization

Using an Impact vs Effort matrix, the listed and grouped ideas were analyzed to determine which should be prioritized in the Minimum Viable Product (MVP) and which could be added later.

Grouped Idea	Impact	Effort	Priority	Reason for Priority
Asset Request System	High	Medium	High	Core functionality to begin the asset lifecycle
Asset Lifecycle Management	High	Low	High	Simple to implement and crucial for status tracking
UI Actions (Lost, Damaged, etc.)	Medium	Low	Medium	Enhances control over assets with minimal development
Scheduled Alerts & Notifications	High	Medium	High	Proactively manages maintenance and warranty timelines
Reporting and Visualization	High	Medium	High	Helps management make decisions and track asset usage
Preventive Maintenance	Medium	High	Medium	Useful but can be implemented post-MVP
Asset Categorization	Medium	Low	Medium	Improves search and filtering
Notification System	Medium	Low	Medium	Boosts communication with stakeholders
Admin Dashboard	Medium	Medium	Medium	Useful overview tool, but not immediately essential
Automation (Emails, scripts)	High	Medium	High	Adds smart alerts and reduces manual effort
Asset Data Record Keeping	High	Low	High	Foundational data for the portal to function effectively

### Asset Management Portal

● High Impact, Low Effort	● High Impact, Low Effort	● Medium Impact, Medium Effort	● High Impact, High Effort
<p>Automated Work Order Generation</p> <p>■ Improved Asset Functionality</p> <p>★ Improved Search Functionality</p>	<p>Inventory Asset Optimization</p>	<p>Enhanced Asset Management</p>	<p>Integration with Predictive</p> <p>■ (High Effort/High Impact)</p>
<p>Integration with External Systems</p> <p>Enhanced Asset Analytics Dashboards</p> <p>🔍 Development of Analytics</p> <p>🔍 High Initial Service</p> <p>Cashier</p>	<p>Inventory Optimization</p> <p>Search Asset Leontakens</p>	<p>● Low Impact, High Effort</p> <p>Development of Advanced Analytics Dashboards</p>	<p>● High Impact, High Effort</p> <p>● Implementation of Predictive Maintenance</p> <p>● Implementation AI for Pred/VR for Asset Inspection</p>

Impact vs Effort