Asset Reporting 101 in ServiceNow

Logon to ServiceNow

- https://nasa.service-now.com/

Creating your first Filter
Step 1

- Click on My Assets

- You should see a list of assets in your name

Creating your first Filter
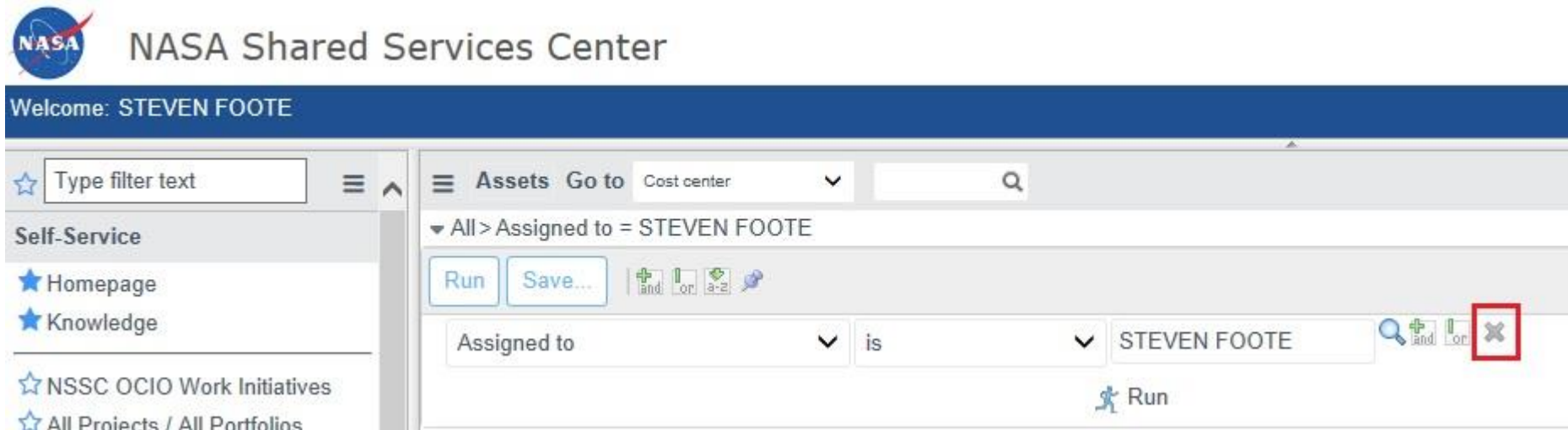# Step 2 – Display the Filter builder

- For our first report, we are going to create a list of all active assets at your Center

- Start by clicking on the Arrow to the left of the word All

Creating your first Filter
Step 3 – Clearing the preset filters

- You will now see a basic filter that instructs the report to show only assets in your name

- Clear the current filter by clicking on the "X" at the right end of the Filter Builder

Creating your first Filter
Step 4 – Set up Related Fields

- In the drop down selection that is now displaying, "--choose field--" select the very last option called "Show Related Fields"

- This step should only have to be performed one time. If you see the words "Remove Related Fields," you have already performed this step and can proceed to the next step

Creating your first Filter
Step 5 – Selecting the Cost Center table

- We are now going to Create the filter to show assets at your Billing Center

- To do this, we must set up the selector so it can point to the Cost Center table

- In the same drop down, Select the "Cost Center --> Cost Center fields" selection

Creating your first Filter
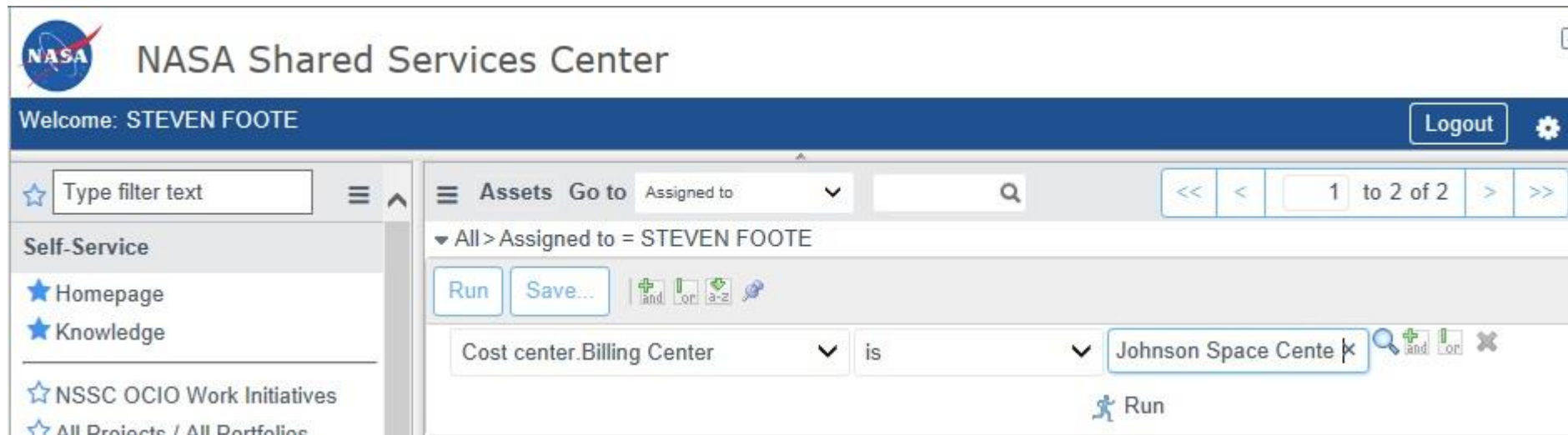## Step 6 – Selecting the Billing Center

- The previous step allowed us to now use the same drop-down selection tool to now select fields from the Cost Center Table

- Use the same drop-down tool and now select Billing Center

Creating your first Filter
Step 7 – Type your Billing Center

- Type in the name of your Center. For this example, we are using Johnson Space Center

Creating your first Filter
Step 8 – Add a second filter so you only see active assets

- After you have entered your billing Center, you now need to create one (1) additional filter to show only active assets

- Start by Clicking on the "And" button to create a second filter

- Then use the second filter to select "State is not Retired"
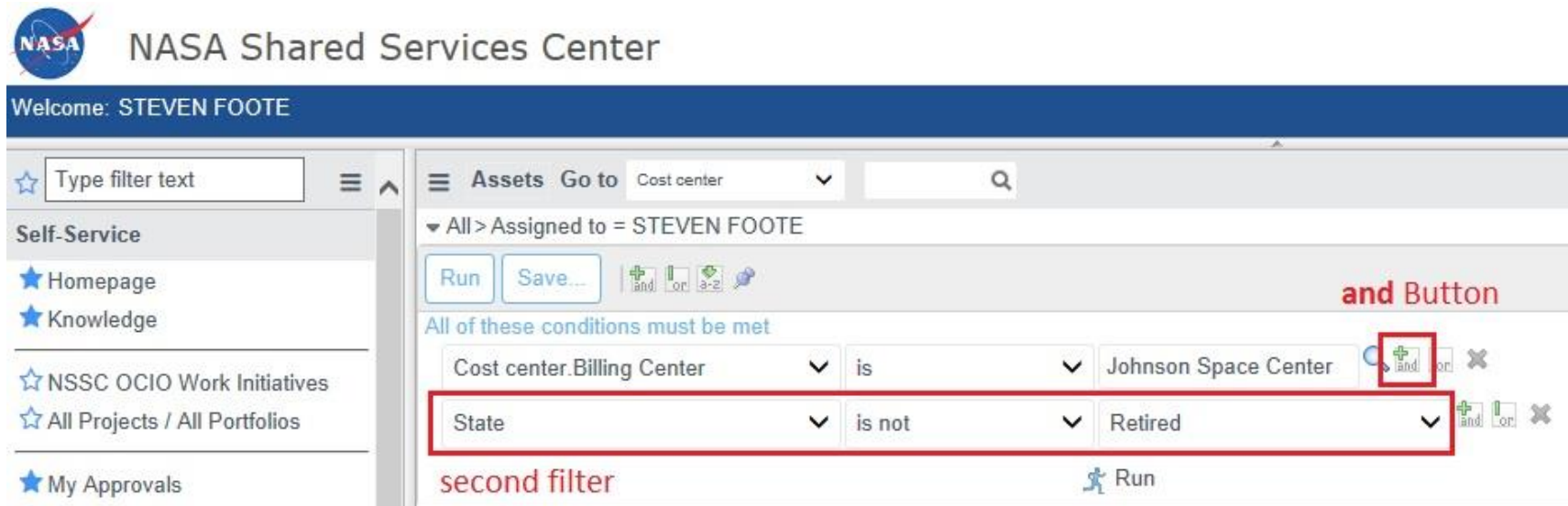
Creating your first Filter
Step 9 – Save the Filter

- Click the Save button to create a Save As menu

- Name your Filter. Our demo is called All JSC Assets

- Commit the save by clicking on the small Save button to the right of the Save as Text Box
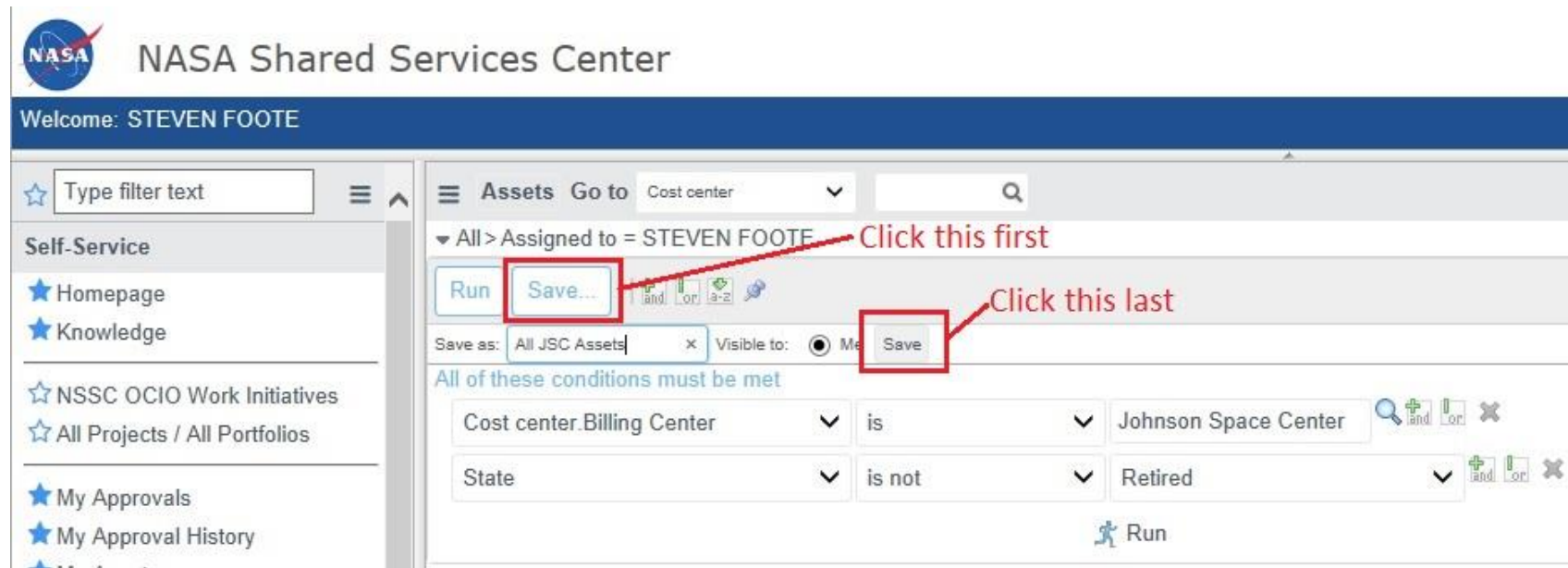
Creating your first Filter
Step 10 – Run your Filter

- You can now access your view by clicking on Assets>Filters>"Name of your filter"

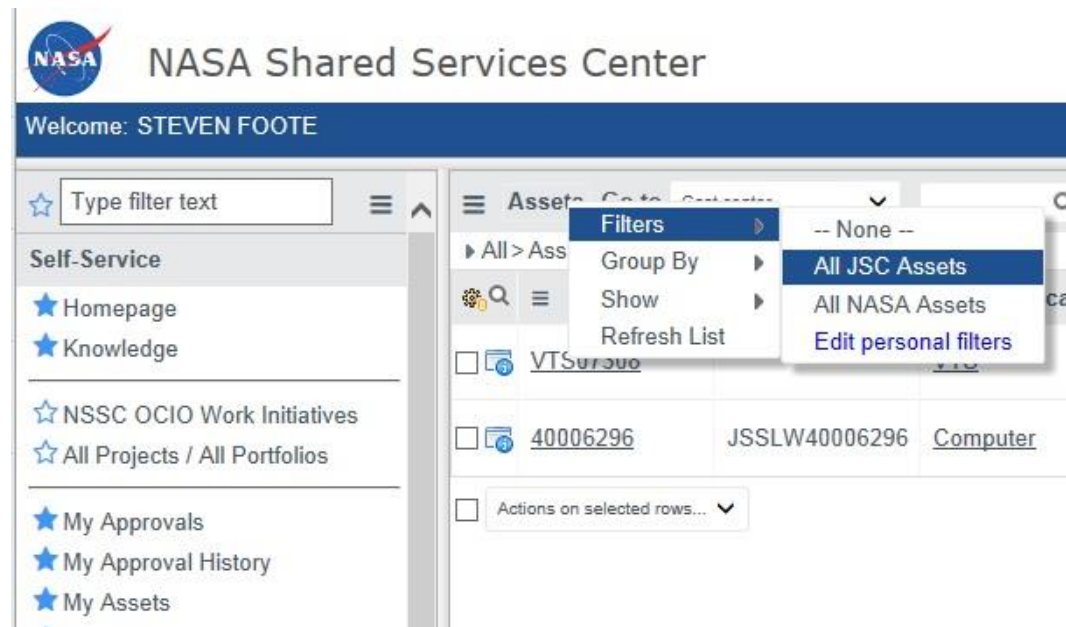- Hint: You can always get to this page by first clicking on "My Assets"

Terminology used in Service-Now

- Asset: A Service Instance, not the physical device. It is identified by the Original Order Number

- Asset Tag: The unique ID for the device used to fulfill a Service Request. Over the lifespan of a Service Instance, it may have more than one Asset Tag. For example, if a laptop is broken and ACES replaces the asset, a new Asset Tag will be assigned to the Service Instance

- Filter: A report that has been filtered to show a specific set of data