



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

The screenshot shows the NASA Shared Services Center interface for user STEVEN FOOTE. The left sidebar contains navigation options: Toggle Navigator, List and Form View, Tagged Documents, All Bookmarks, and Bookmark and pane-based UI help. The main content area is titled 'Self-Service' and lists various options, with 'My Assets' highlighted in a red box. The right pane displays a table of assets assigned to the user, with columns for Asset tag, Hostname, and Model category.

Asset tag	Hostname	Model category
VTS07308		VTS
40006296	JSSLW40006296	Computer

Creating your first Filter

Step 2 – Display the Filter builder

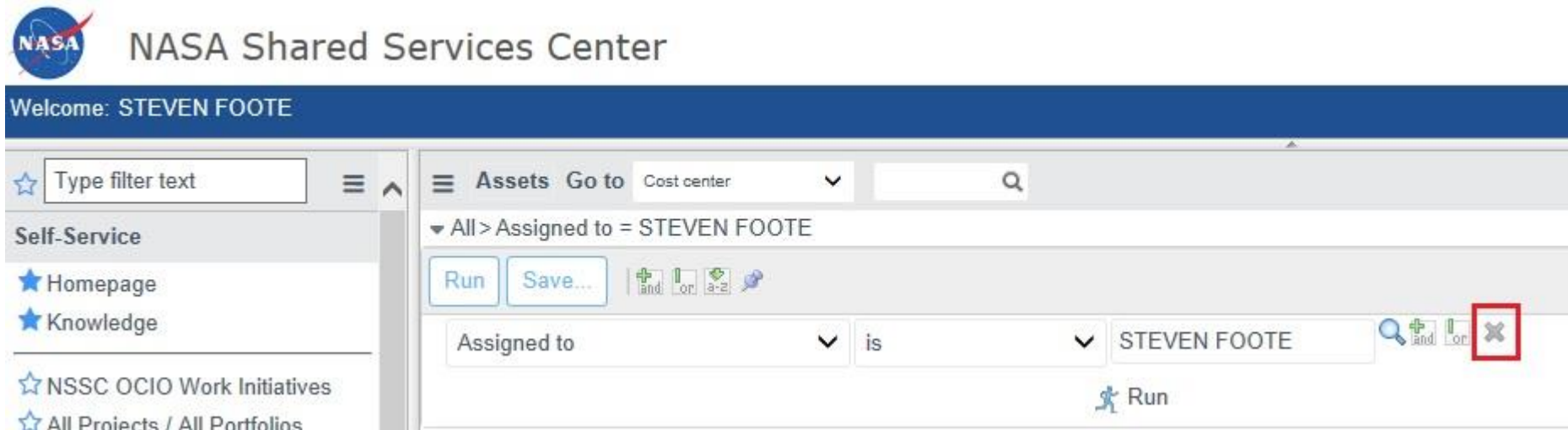
- For our first report, we are going to create a list of all active assets at your Center
- Start by clicking on the Arrow to the left of the word All

The screenshot shows the NASA Shared Services Center interface. At the top, there is a blue header with the NASA logo and the text "NASA Shared Services Center". Below the header, a blue bar says "Welcome: STEVEN FOOTE". The main content area is divided into a left sidebar and a main panel. The sidebar has a search box "Type filter text" and a list of "Self-Service" options: Homepage, Knowledge, NSSC OCIO Work Initiatives, All Projects / All Portfolios, My Approvals, My Approval History, and My Assets. The main panel shows a table of assets. The table has columns for "Assets", "Go to", "Cost center", "Asset tag", "Hostname", and "Mo". The first row is "All > Assigned to = STEVEN FOOTE", which is highlighted with a red box. Below this, there are two rows of assets: "VTS07308" and "40006296". The "40006296" row has "JSSLW40006296" in the "Hostname" column and "Compu" in the "Mo" column. At the bottom of the table, there is a dropdown menu "Actions on selected rows...".

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



The screenshot shows the NASA Shared Services Center interface. At the top left is the NASA logo and the text "NASA Shared Services Center". Below this is a blue header bar with "Welcome: STEVEN FOOTE". The main content area is divided into a left sidebar and a main panel. The sidebar contains a search box "Type filter text" and a "Self-Service" menu with items: "Homepage", "Knowledge", "NSSC OCIO Work Initiatives", and "All Proiects / All Portfolios". The main panel shows a filter configuration for "Assets". It includes a "Go to" dropdown set to "Cost center", a search box, and a filter rule: "All > Assigned to = STEVEN FOOTE". Below this are "Run" and "Save..." buttons. The filter rule is displayed as "Assigned to" with a dropdown arrow, followed by "is" and another dropdown arrow, and then a text box containing "STEVEN FOOTE". To the right of the text box are search, add, and remove icons. A red box highlights the "X" icon, which is used to clear the filter.

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

Welcome: STEVEN FOOTE

Assets Go to Assigned to [dropdown] [search]

All > Assigned to = STEVEN FOOTE

Run Save... [add] [refresh] [help]

Primary capability
 Purchased
 Quantity
 Refresh date
 Refresh eligible
 Request line
 Resale price
 Reserved for
 Residual date
 Residual value
 Retired date
 Room
 Salvage value
 Scheduled retirement
 Serial number
 Skip sync
 State
 Stockroom
 Substate
 Support group
 Supported by
 Sys ID
 Updated
 Updated by
 Updated by UUPIC
 Updates
 Verified status
 Warranty expiration
 Label
Show Related Fields

Category	Display name	Assigned to
	Wintel Lightweight Laptop (M-Seat)	STEVEN FOOTE
	Virtual Team Service Account	STEVEN FOOTE

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

The screenshot shows the NASA Shared Services Center interface. At the top, it says "Welcome: STEVEN FOOTE". Below that, there is a search bar labeled "Type filter text". To the right, there are tabs for "Assets" and "Go to" with a dropdown menu set to "Assigned to". Below the tabs, it says "All > Assigned to = STEVEN FOOTE". There are buttons for "Run" and "Save...". A dropdown menu is open, showing a list of fields. The field "Cost center-->Cost Center fields" is highlighted. Other fields in the list include "Acquisition method", "Active transfer order", "Asset tag", "Assigned", "Assigned to", "Assigned to-->User fields", "Building", "Checked in", "Checked out", "Class", "Comments", "Computer OS Name", "Configuration Item", "Configuration Item-->Configuration Item fields", "Cost", "Cost center", "Created", "Created by", and "Defer date".

Creating your first Filter

Step 6 – Selecting the Billing Center

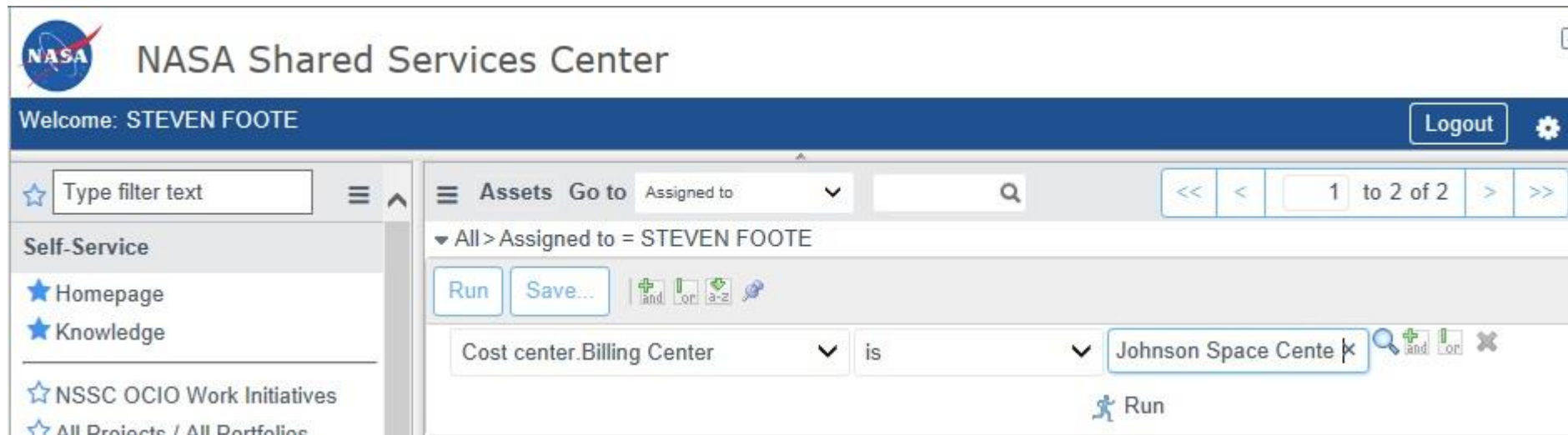
- The previous step allowed us to now use the same drop-down selection tool to now select fields from the Cost Center Table
- Use the same drop-down tool and now select **Billing Center**

The screenshot displays the NASA Shared Services Center web application. At the top, the NASA logo and the text "NASA Shared Services Center" are visible. Below this, a blue banner reads "Welcome: STEVEN FOOTE". The main interface features a search bar with the placeholder "Type filter text" and a navigation menu on the left under "Self-Service". The "Assets" section is active, showing a filter for "Assigned to = STEVEN FOOTE". A dropdown menu is open, listing various field categories: "Asset fields", "Cost center-->Cost Center fields" (highlighted in blue), "Billing Center", "Billing Center-->Location fields", and "Manager-->User fields". The "Billing Center" option is the one being selected according to the slide's instructions.

Creating your first Filter

Step 7 – Type your Billing Center

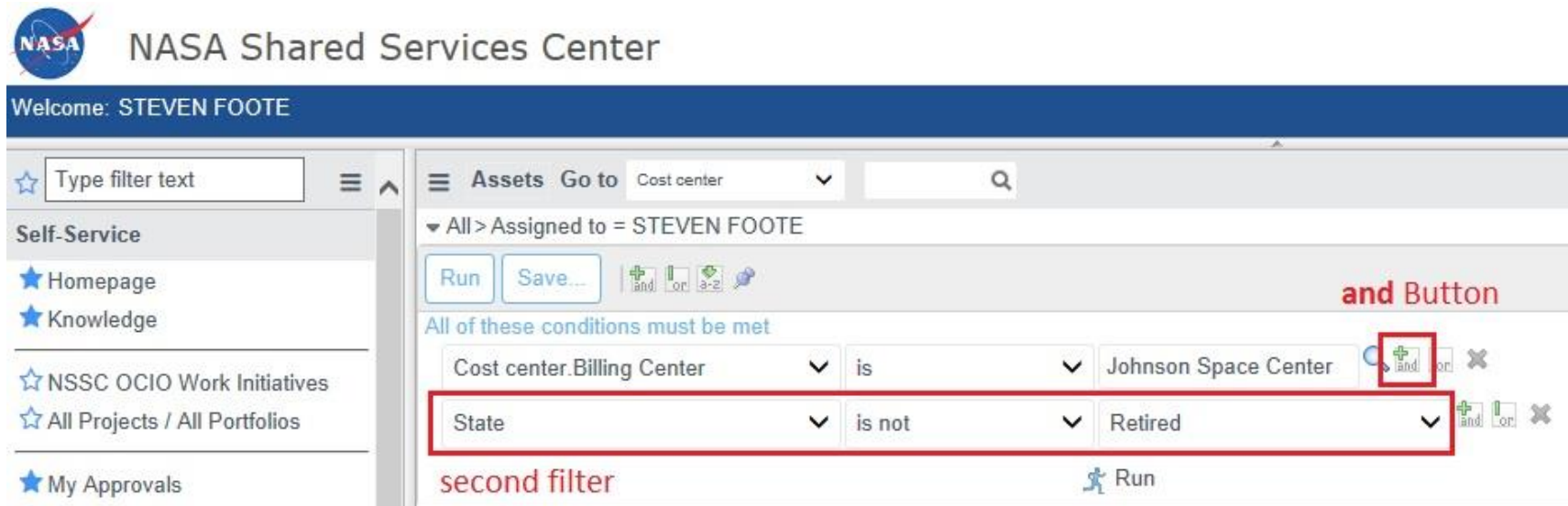
- Type in the name of your Center. For this example, we are using Johnson Space Center



Creating your first Filter

Step 8 – Add a second filter so you only see active assets

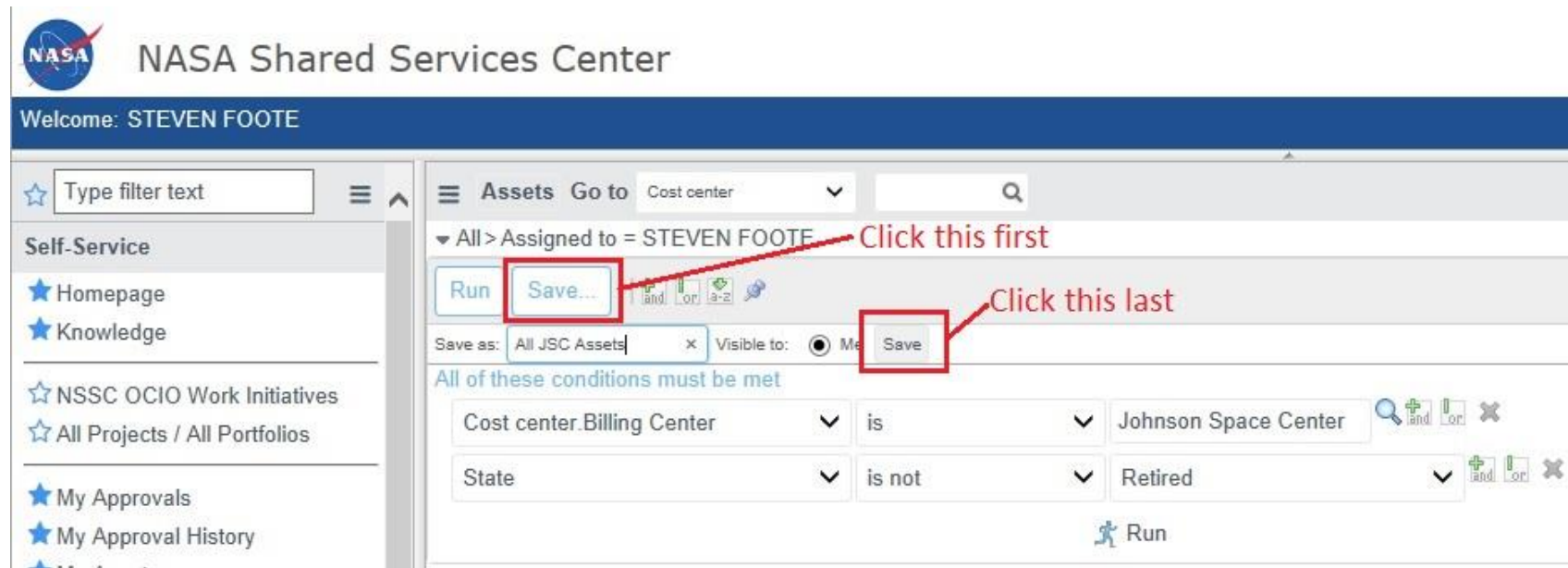
- After you have entered your billing Center, you now need to create one (1) additional filter to show only active assets
- Start by Clicking on the “And” button to create a second filter
- Then use the second filter to select “State is not Retired”



Creating your first Filter

Step 9 – Save the Filter

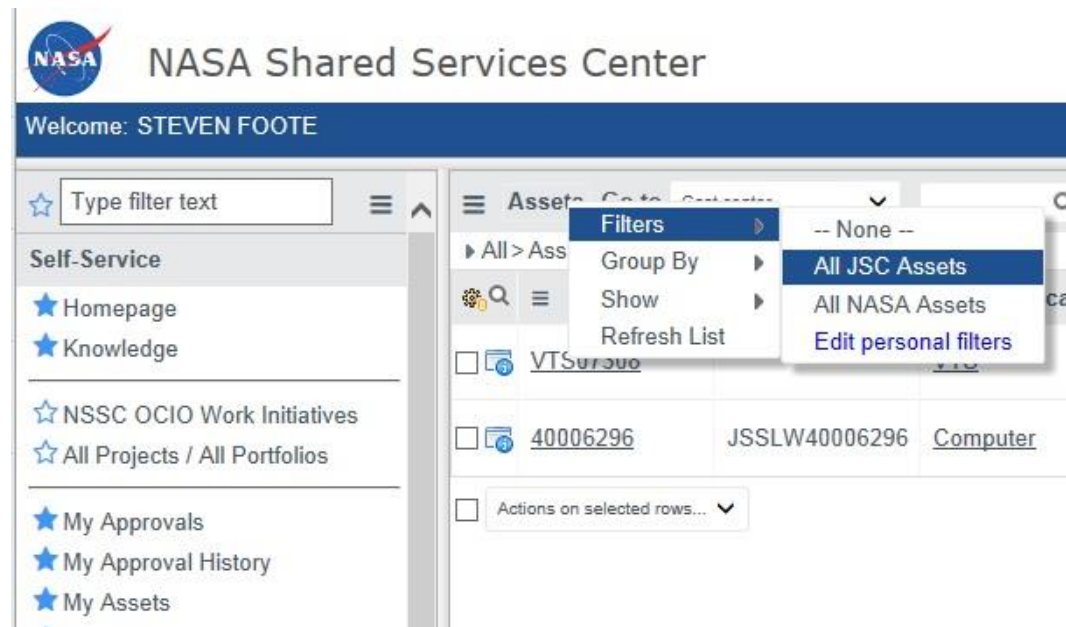
- Click the Save button to create a Save As menu
- Name your Filter. Our demo is called All JSC Assets
- Commit the save by clicking on the small Save button to the right of the Save as Text Box



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