



Reservation Management Configuration Guide

By Adam Larsen, ServiceNow Specialist for Adeno K/S.

Step 1: Enable the Reservation Management Plugin

1. Navigate to System Definition > Plugins.
2. Search for Workplace Reservation Management.
3. Click Install (or ensure it is already active).

Step 2: Configure Reservation Items in the reservable module

Reservation items define what users can book (e.g., meeting rooms, equipment, vehicles).

1. Go to Workplace Reservation Management > Administration > Reservation Module.
2. Click New and fill in:
 - o Name (e.g., "Meeting rooms").
 - o Reservable Type (e.g., Room, Configuration Item).
 - o Location.
 - o Reservable table (where are the objects stored)
 - o Availability Schedule (set business hours or custom schedules).
3. Click Save.

Step 3: Define Reservation Rules, Policies and visibility

Control how items can be reserved.

1. Navigate to Reservation Management > Administration > Reservable module.

2. Open the module you just created in step 2:

On the tab “Reservable Module Configuration” define the different attributes you want to apply.

A few personal favourites:

- Override approval policy (Allows you to disable approvals, or enforce them all the time)
- Min/Max Booking Duration (e.g., 30 min – 8 hours).
- Cancel reservations exceeding check-in time.

3. Click Update.

4. On the related list “User Criteria’s” you can limit access to the module. This is done by utilizing existing user criteria. If you do not have a matching user-criteria, create a one matching your organizations rules and polices.

5. Timeslots can be added on the related list for timeslots, if these should be defined for the module.

Step 4: Set Up User Roles & Permissions

Control who can create, approve, or manage reservations.

1. Assign roles under User Administration > Users:

- sn_wsd_rsv.admin: The administration role for Reservation Management:
Manage Standard services and the location to which they are assigned.
Add standard services.
Add flexible services
Add reservable purposes.
Assign archiving rule.
Create and assign time slots to a reservable module.
- sn_wsd_rsv.manager: The manager role that gives you the day-to-day controls

View all reservations.
View and generate reports.
Manage reservations.

- sn_wsd_rsv.reservation_planner : Gives you extra ability to help the organization – useful for Receptionists and Office assistants.

Plan Reservations in Workplace Central Event planner.

Reservation planner is allowed to bypass the reservable module user criteria to manage all the reservations in the schedule view.

Step 5: Enable Self-Service Booking

Reservation Management comes with two Service Portal Pages Out-of-the-Box.

Integrating these into an existing portal or employee service center is quick and easy.

You will find them in the application menu: Workplace Reservation Management > Portal.

Incorporate these pages into your portal, remember to always clone pages, if you choose to modify these. Cloning these will ensure you do not face issues when upgrading!

Step 6: Test Your Configuration

- Log in as a user and try booking a reservation.
- Ensure rules and approvals work correctly.

If you have any issues with the configuration or questions in general – please feel free to reach out!

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