

SERVICENOW PROJECT SUBMISSION

**ORDERING A WIFI ROUTER VIA SERVICE NOW SERVICE  
CATALOG**

Submitted by

S. ARAVINDKUMAR au723921104301

P.GOWTHAMI au723921104034

P.KARISHMA au723921104032

C.VARSHA SRI au 723921104008



**Arjun College of Technology, Coimbatore**



**Anna University Chennai -600 025**

# Project Title: **ORDERING A WIFI ROUTER VIA SERVICENOW SERVICE CATALOG**

## **Project Overview:**

The objective of this project is to develop an efficient and user-friendly process for ordering Wi-Fi routers through the ServiceNow Service Catalog. This project aims to enhance the experience of end users by streamlining the ordering process, ensuring it is simple, intuitive, and fully integrated into the ServiceNow platform. By using the ServiceNow Service Catalog, the project aims to reduce manual efforts, improve order tracking, and enhance user satisfaction by offering a self-service option that allows users to quickly and easily request Wi-Fi routers as needed. The project will involve creating catalog items, defining approval workflows, and ensuring that users are able to successfully submit requests for Wi-Fi routers, with appropriate tracking and fulfillment procedures in place.

## **Objectives:**

### **Simplify the Wi-Fi Router Ordering Process:**

- Enable users to easily order Wi-Fi routers from the ServiceNow Service Catalog.
- Ensure the catalog item is user-friendly and includes all necessary details for successful order fulfillment.
- **Standardize and Automate Approvals:**
  - Automate approval workflows to ensure requests are reviewed and processed quickly.
  - Implement role-based approval to ensure appropriate checks are in place for device requests.
- **Enhance Visibility and Tracking:**
  - Provide real-time updates on the status of Wi-Fi router orders.
  - Implement tracking for requests from submission to fulfillment.
- **Improve User Experience:**
  - Streamline the catalog item interface to ensure a seamless experience for users requesting routers.
  - Provide a knowledge base to guide users on how to submit requests and track progress.

## **Key Features and Concepts Used:**

- **ServiceNow Service Catalog:**
  - Use ServiceNow's Service Catalog to create a **catalog item** for Wi-Fi router orders.
- **Approval Workflows:**

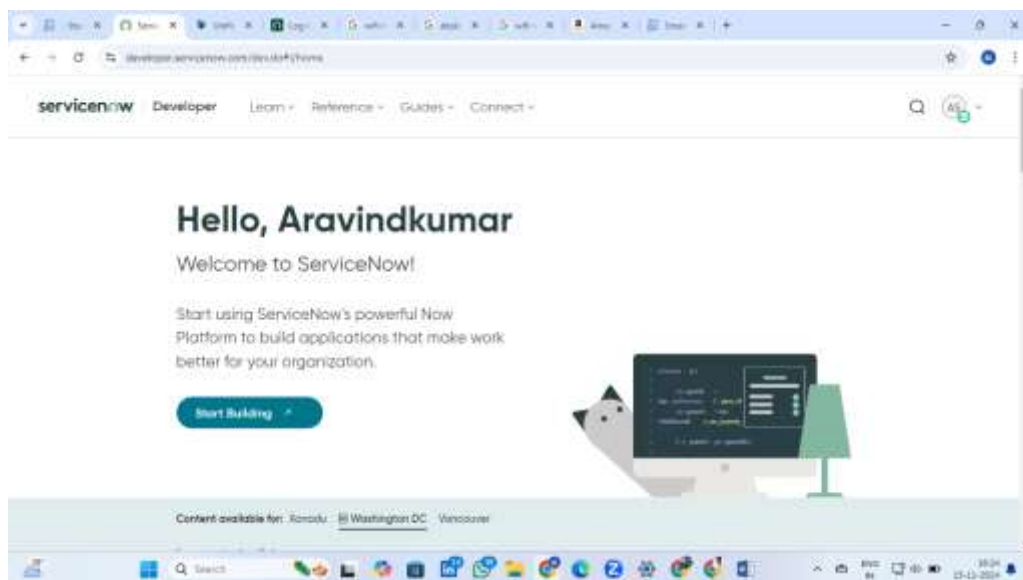
- Implement role-based approval workflows for the router requests.
- **Knowledge Base:**
  - Create a Knowledge Article to assist users with the ordering process and guide them through any troubleshooting steps.
- **Catalog Item Management:**
  - Ability to configure and manage catalog items to ensure that the router request process is standardized.

## Detailed Steps to Solution Design:

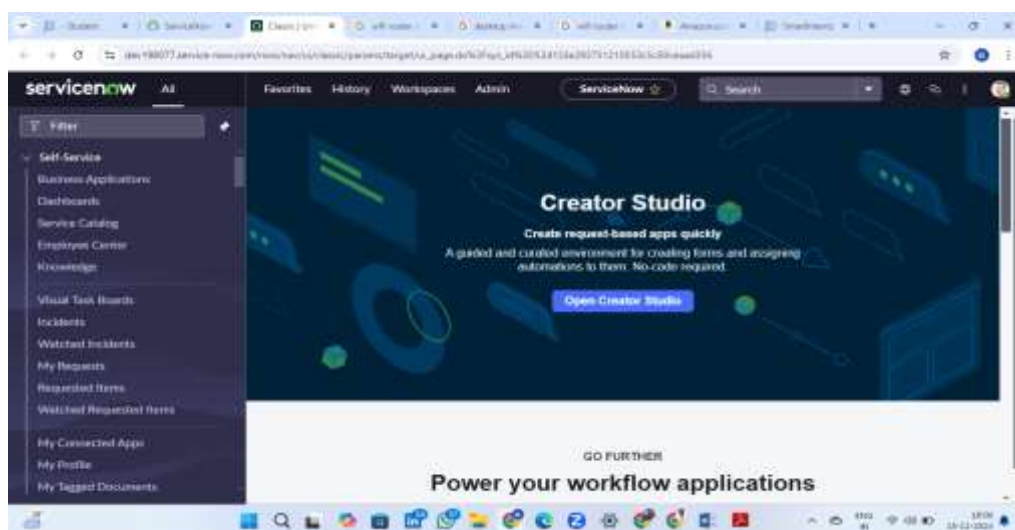
### IMPLEMENTATION

- **Step: 1**

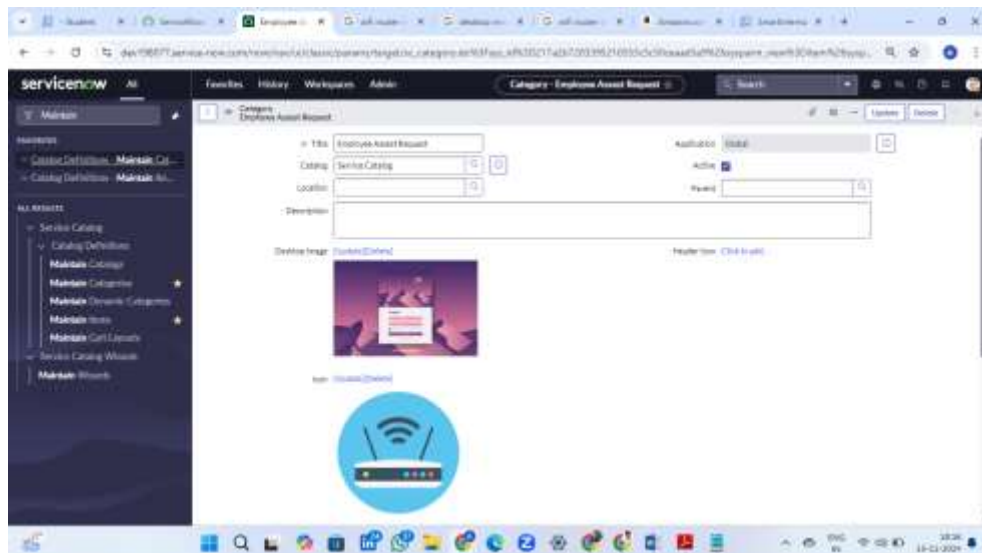
Log in to your ServiceNow instance using the provided credentials.



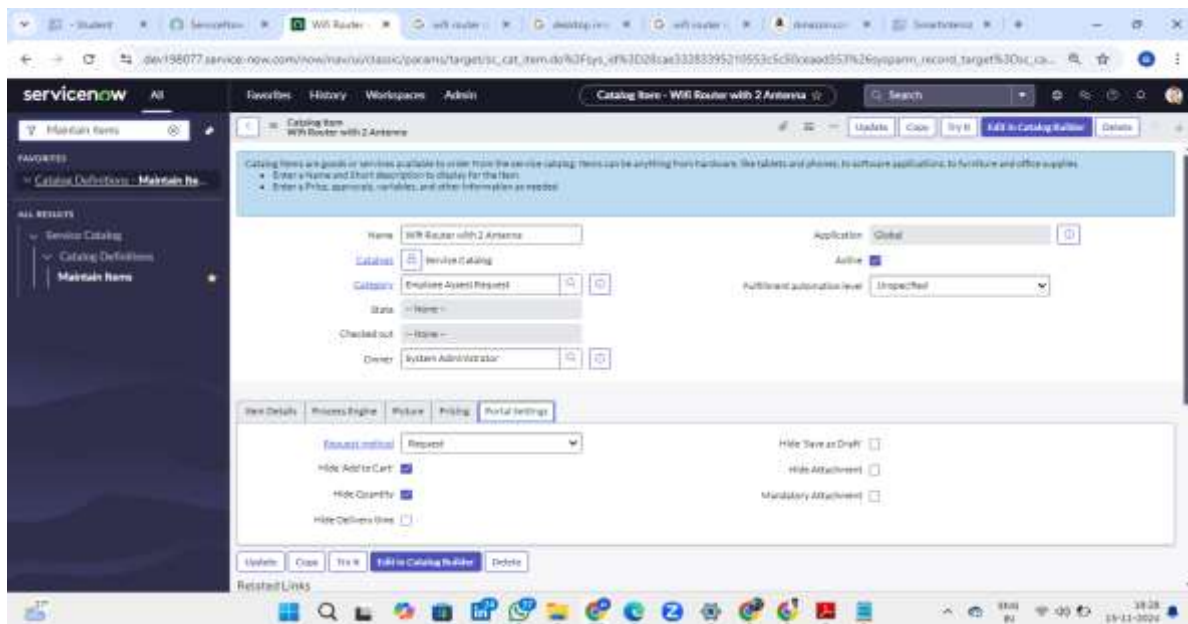
Now you will navigate to the ServiceNow, Pin the **Menu**



- **Step: 2** Open “Maintain categories” >> **New**, Fill the details as below

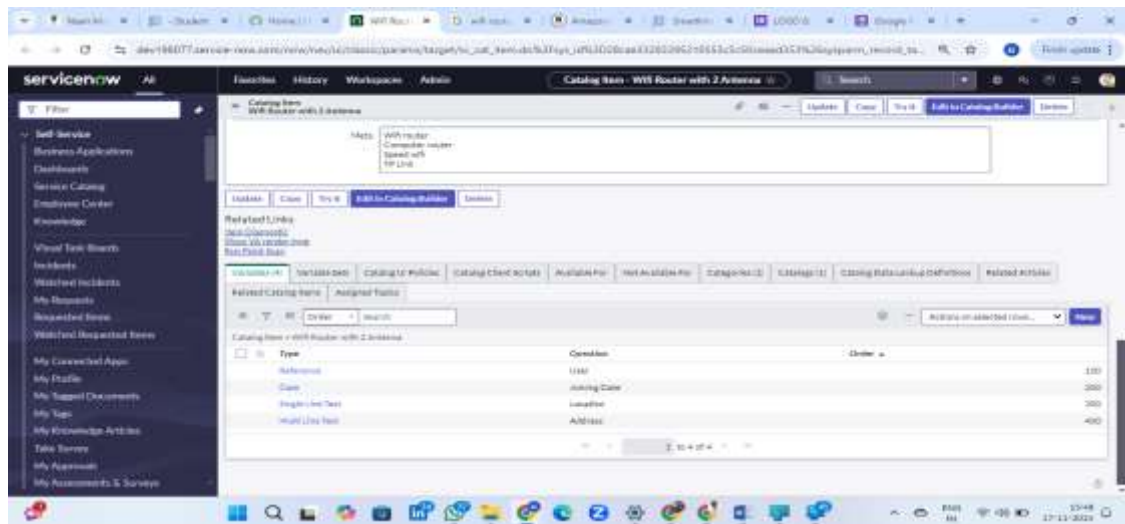


- **Step: 3** Enter a Title for Category
  - Select the Catalog in Which You Are Going to Add
  - Upload the Desktop Image
  - Upload the Icon Image
  - Save



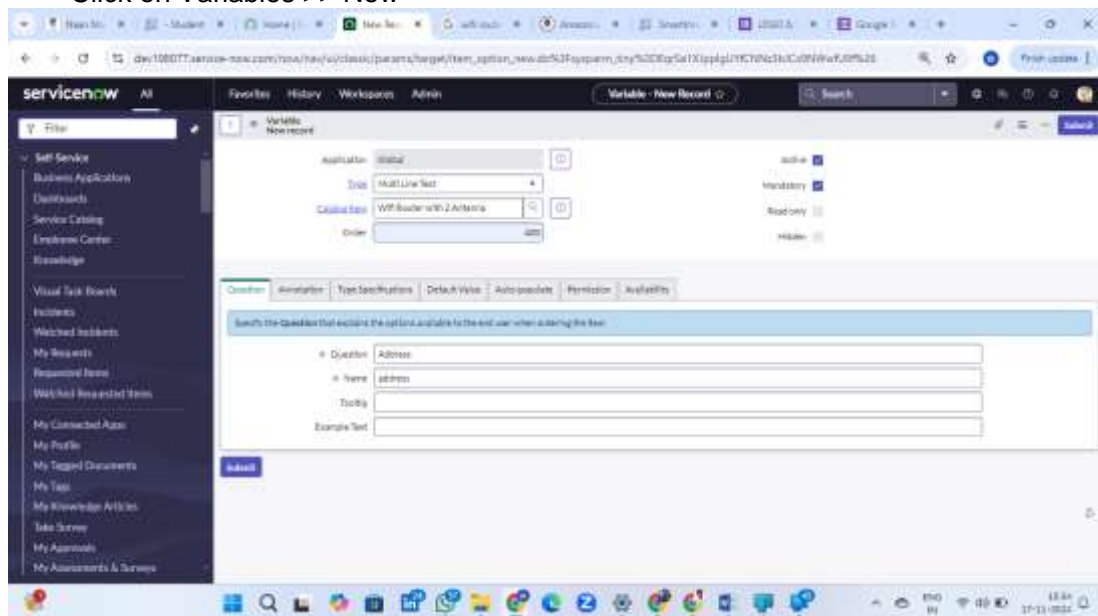
- **Step: 4** Add a New Service Catalog Item in ServiceNow
  - Give a Name for the Catalog Item
  - Select the Catalog
  - Select the Category
  - Save the Item
  - Go to Portal Settings and select the Request

- **Step 5 :** Add variables to the Item

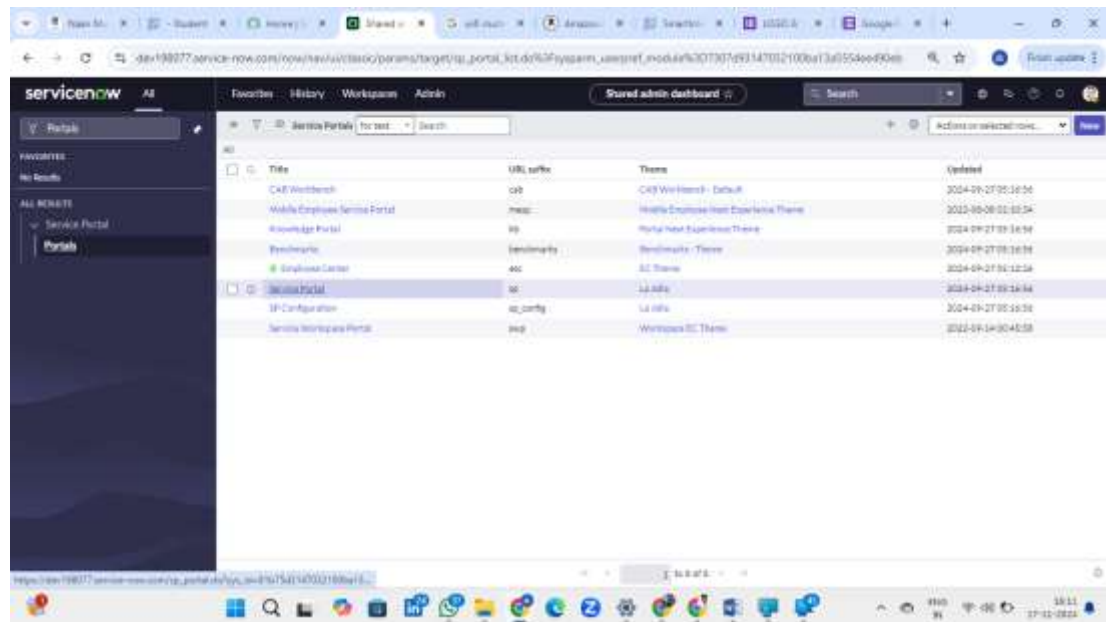


Click on Variables >> New

- **Step 6 :** Add variables to the Item  
Click on Variables >> New



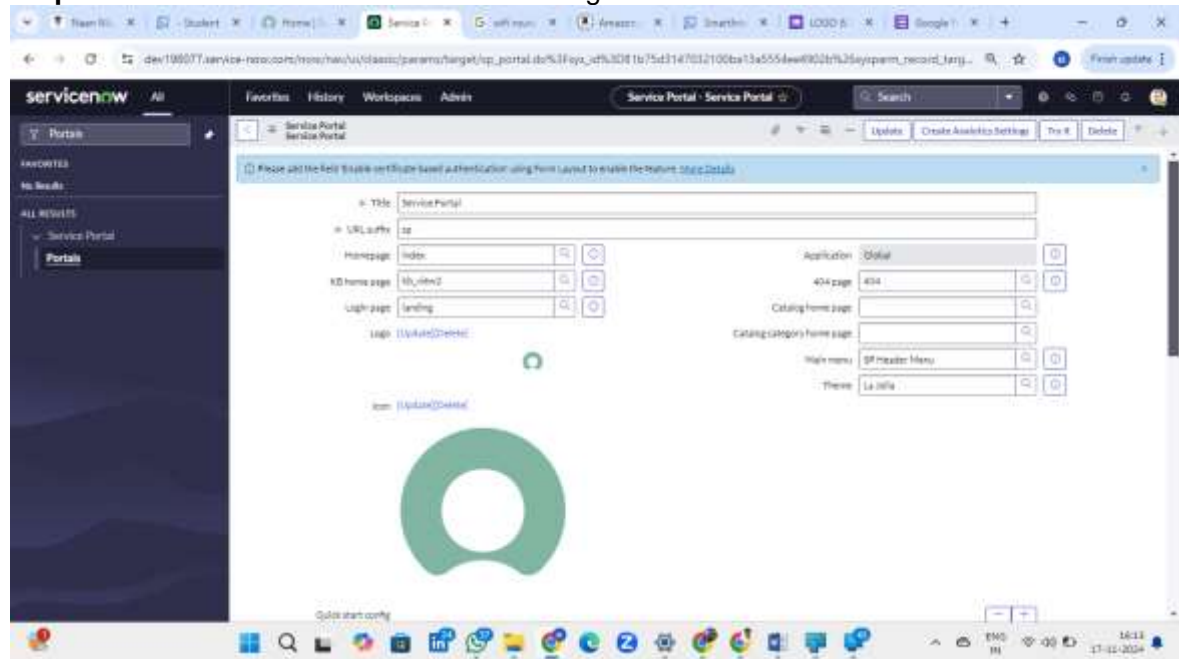
- **Step 7 :** Fill the details as below
- **Step 8 :** Steps to Add Variable for Catalog Item  
Give a Question for Catalog Item  
Name is Autopopulated  
Save the variable
- **Step 9 :** Open "Portals"



The screenshot shows the ServiceNow Admin console with the 'Service Portal' catalog list. The table contains the following data:

Title	URL suffix	Theme	Updated
Call Workbench	call	Call Workbench - Default	2024-09-27 05:10:56
Mobile Employee Service Portal	mpsc	Mobile Employee Next Experience Theme	2022-10-08 01:05:24
Knowledge Portal	kp	Myka Next Experience Theme	2024-09-27 05:10:56
Benchmarking	benchmarking	Benchmarking - Theme	2024-09-27 05:10:56
Graphical Center	gc	GC Theme	2024-09-27 05:12:58
Service Portal	sp	La Jolla	2024-09-27 05:10:56
IP Configuration	ip_config	La Jolla	2024-09-27 05:10:56
Service Workspace Portal	wp	Workspace GC Theme	2022-09-14 00:45:58

- **Step 10 : Select Service Portal Select Catalogs**

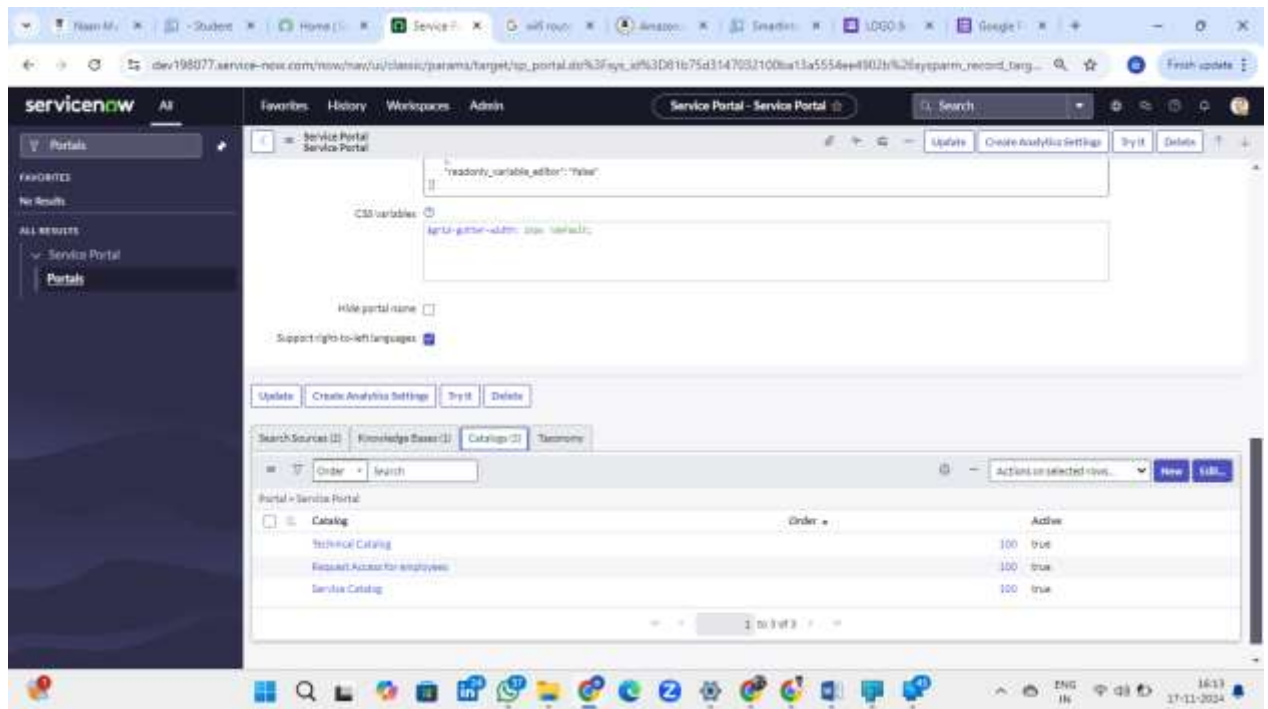


The screenshot shows the ServiceNow Admin console with the 'Service Portal - Service Portal' configuration page. The page displays various settings for the Service Portal, including:

- Title:** Service Portal
- URL suffix:** sp
- Homepage:** Index
- KB home page:** My item2
- Upload page:** Landing
- Application:** Default
- 404 page:** 404
- Catalog home page:** [Empty]
- Catalog category home page:** [Empty]
- Main menu:** SP header Menu
- Theme:** La Jolla

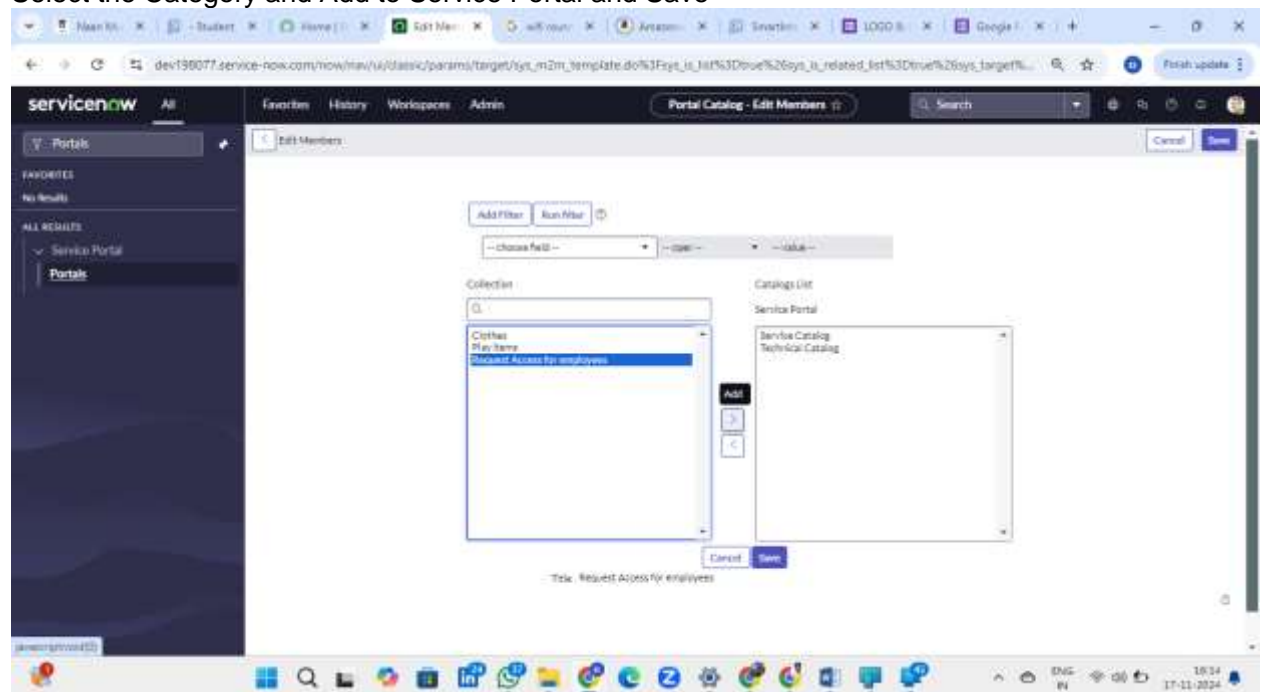
At the bottom of the page, there is a large green circular logo with a white 'S' inside, and the text 'Quick start config'.



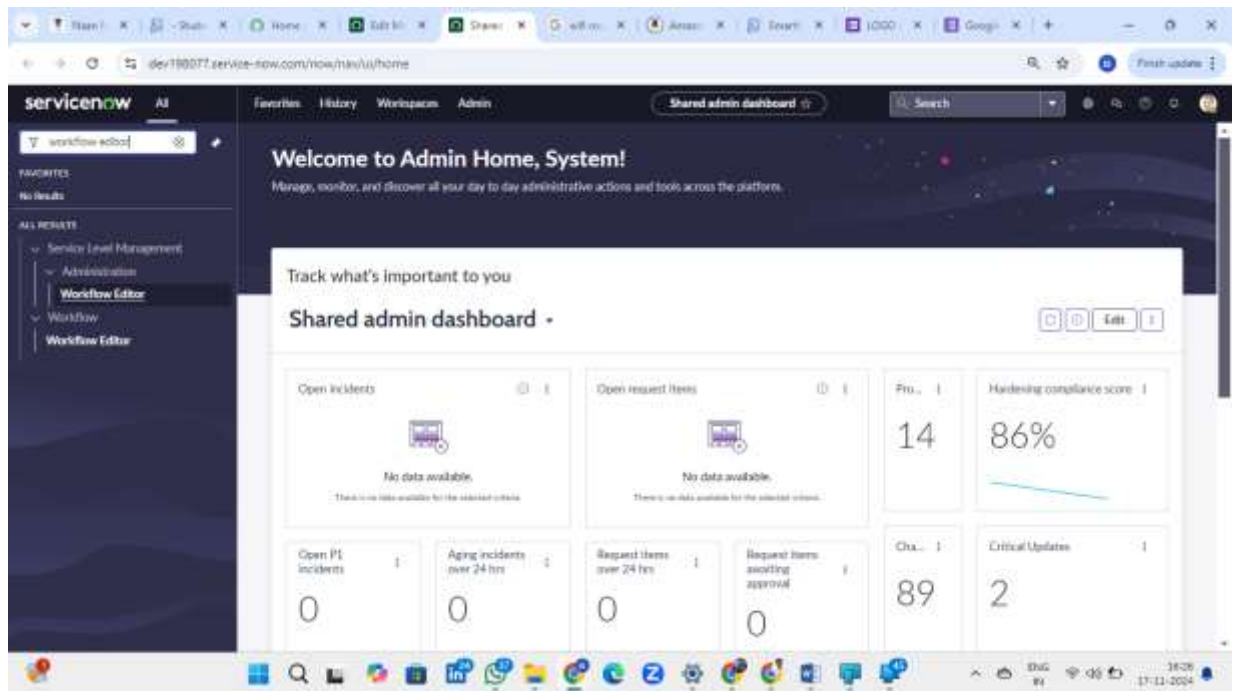


- **Step 11 : Select Edit**

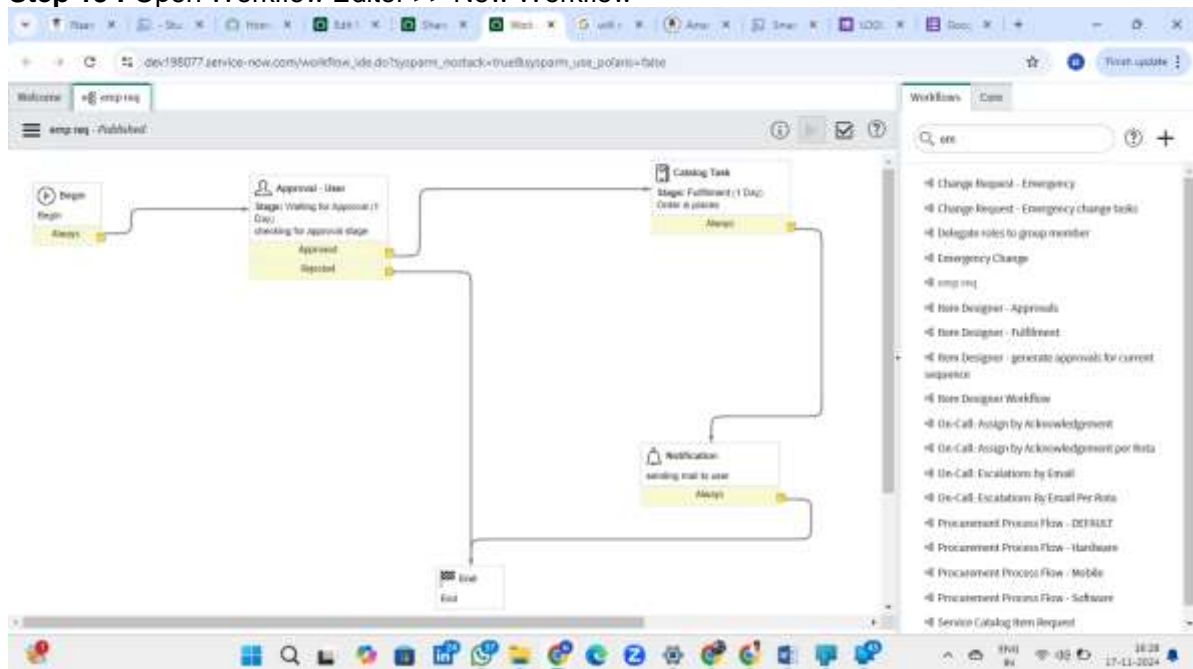
Select the Category and Add to Service Portal and Save



- **Step 12 : Search for Workflow Editor**



### • Step 13 : Open Workflow Editor >> New Workflow



## Create a workflow for process Automation

### Step-by-Step Implementation :

#### 1. Item Request by User:

- A user submits a request for an item through a form or a specific request interface.

#### 2. Approval Workflow:

- The request goes into a pending state, awaiting approval from an authorized user or admin.
- Notifications can be sent to potential approvers to review the request.

#### 3. Catalog Task Creation:

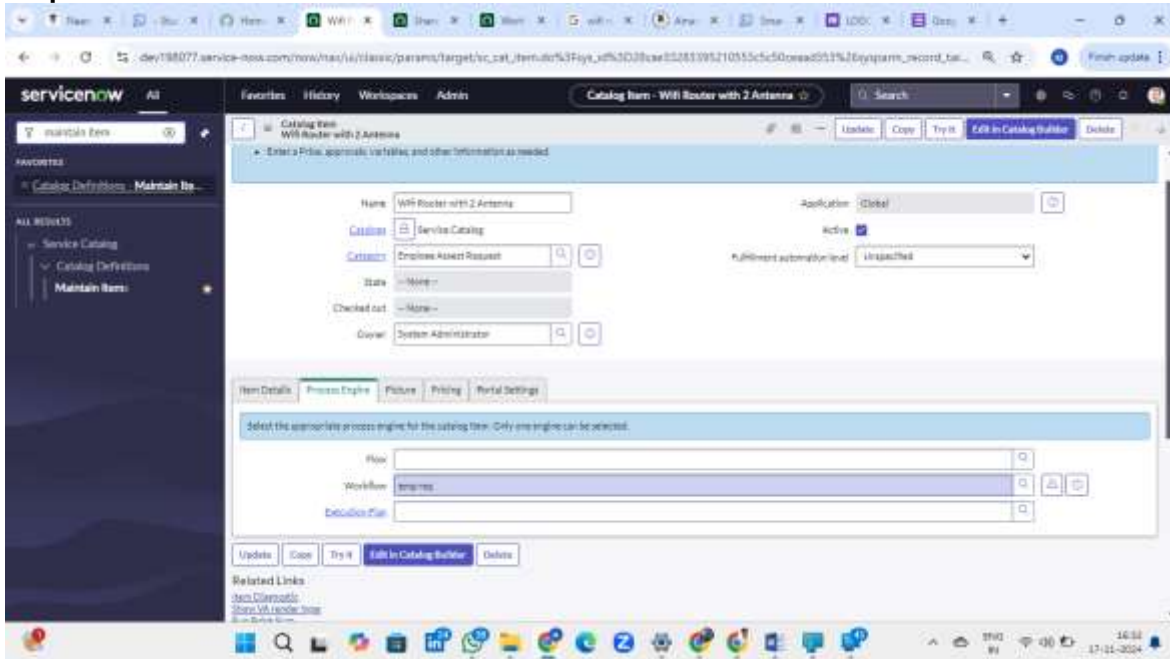


- Upon approval, a task is created in the catalog or inventory system to process the request.
- This task involves verifying item availability, preparing the item for delivery, etc.

#### 4. Email Notification:

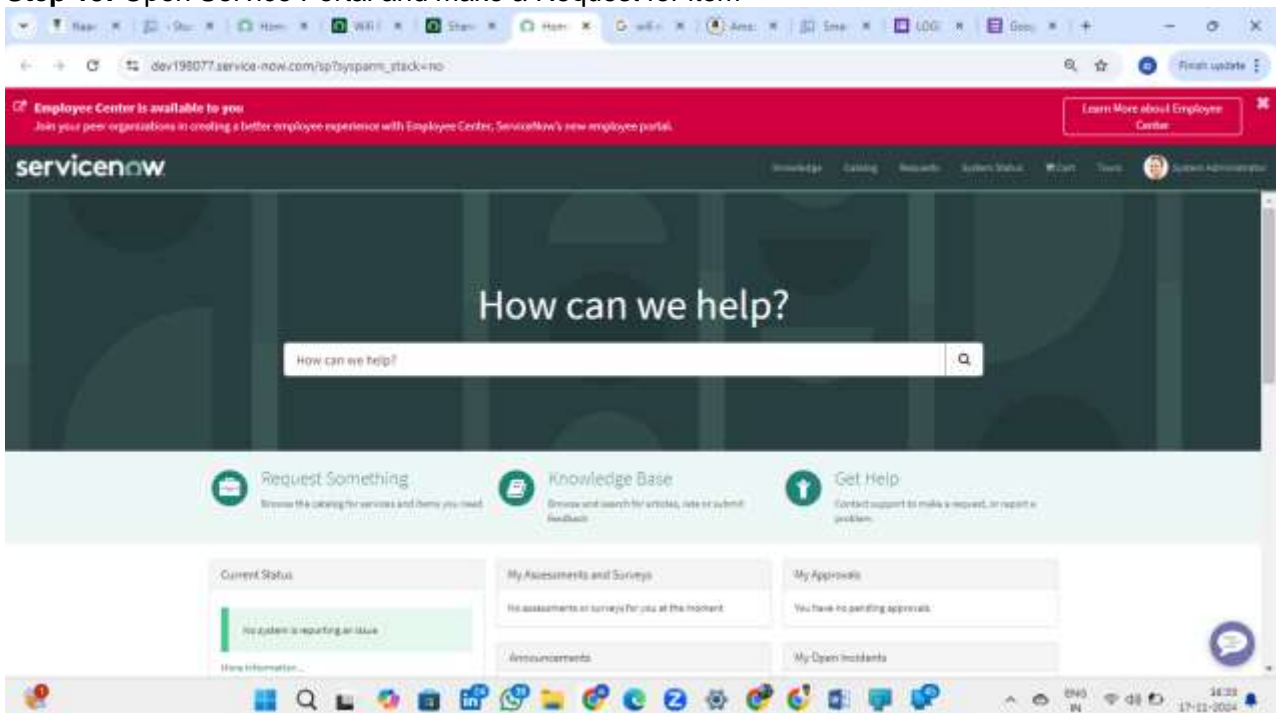
- Once the catalog task is completed and the order is successfully placed, an email is sent to the user notifying them of the successful placement of their order.

#### Step 14: Add the workflow to the item



The screenshot shows the ServiceNow 'Catalog Item' configuration page for 'WiFi Router with 2 Antenna'. The 'Process Engine' tab is selected, showing a dropdown menu with 'Empires' selected. The 'Workflow' dropdown is also set to 'Empires'. The 'Item Details' tab is active, and the 'Process Engine' section is highlighted. The 'Workflow' dropdown is set to 'Empires'. The 'Item Details' tab is active, and the 'Process Engine' section is highlighted. The 'Workflow' dropdown is set to 'Empires'.

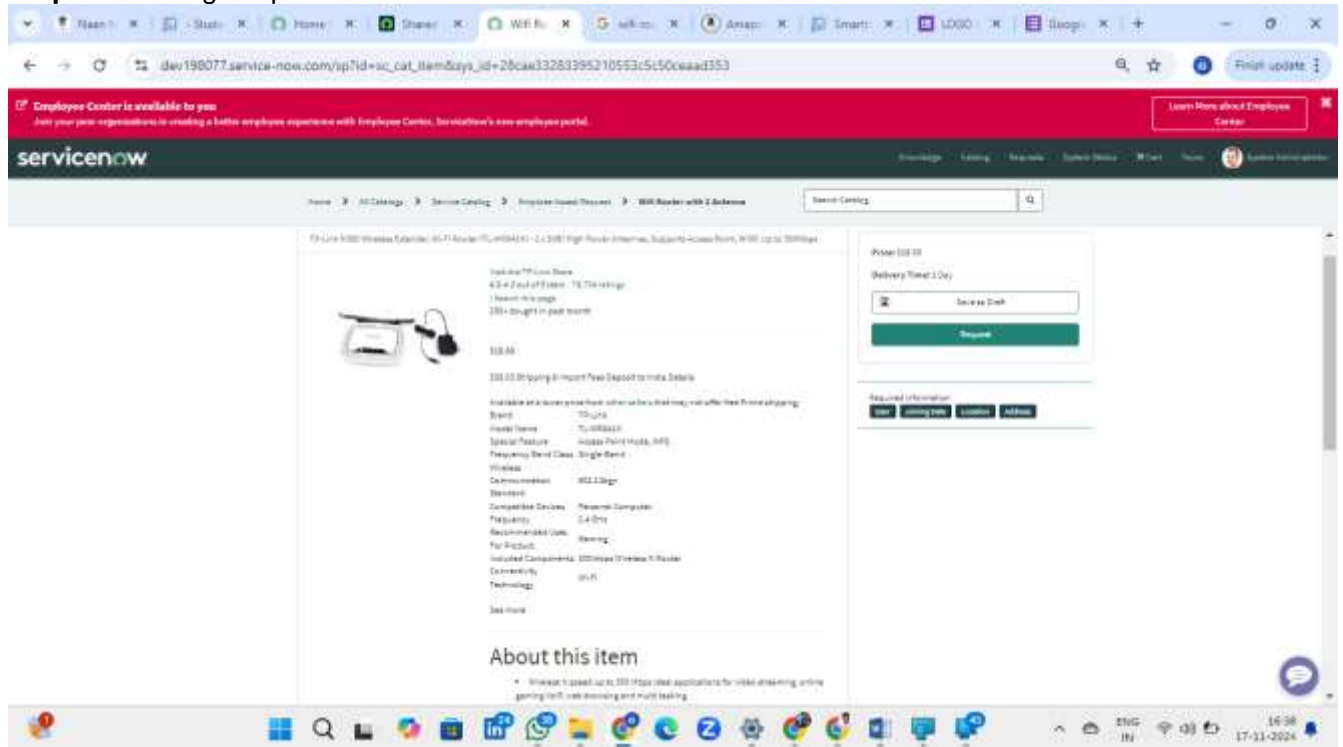
#### Step 15: Open Service Portal and make a Request for item



The screenshot shows the ServiceNow Employee Center (Service Portal) homepage. The header includes the ServiceNow logo and navigation links. The main content area features a search bar with the text 'How can we help?'. Below the search bar, there are three main sections: 'Request Something', 'Knowledge Base', and 'Get Help'. The 'Request Something' section includes a link to 'Request Something' and a description: 'Browse the catalog for services and items you need.' The 'Knowledge Base' section includes a link to 'Knowledge Base' and a description: 'Browse and search for articles, tips or submit feedback.' The 'Get Help' section includes a link to 'Get Help' and a description: 'Contact support to make a request, or report a problem.' The footer area contains several widgets: 'Current Status' (showing 'No system is reporting an issue'), 'My Assessments and Surveys' (showing 'No assessments or surveys for you at the moment'), 'My Approvals' (showing 'You have no pending approvals'), 'Announcements', and 'My Open Incidents'.

Enter additional variables (such as quantity, preferred delivery date, and comments) below the item field in a request form and then submit the request.

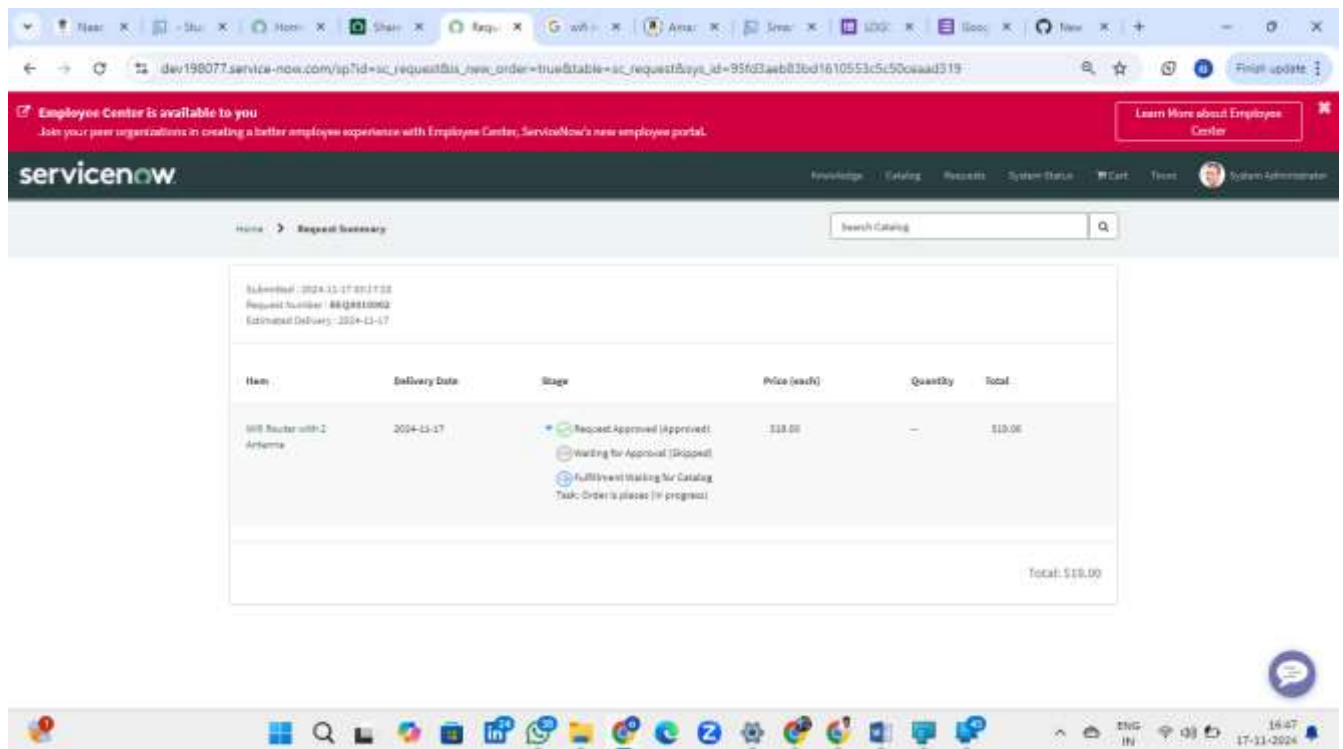
## Step 16: Placing Request



The screenshot shows the ServiceNow 'Request' form for a 'Wi-Fi Router with 2 Antenna'. The form includes a search bar, a 'Place as Draft' button, and a 'Submit' button. The item details are as follows:

Item	Price (each)	Quantity	Total
Wi-Fi Router with 2 Antenna	\$10.00	1	\$10.00

The total price is \$10.00. The form also includes a 'Request Information' section with fields for 'Requester', 'Requesting Dept', 'Requesting Date', and 'Requesting Time'.

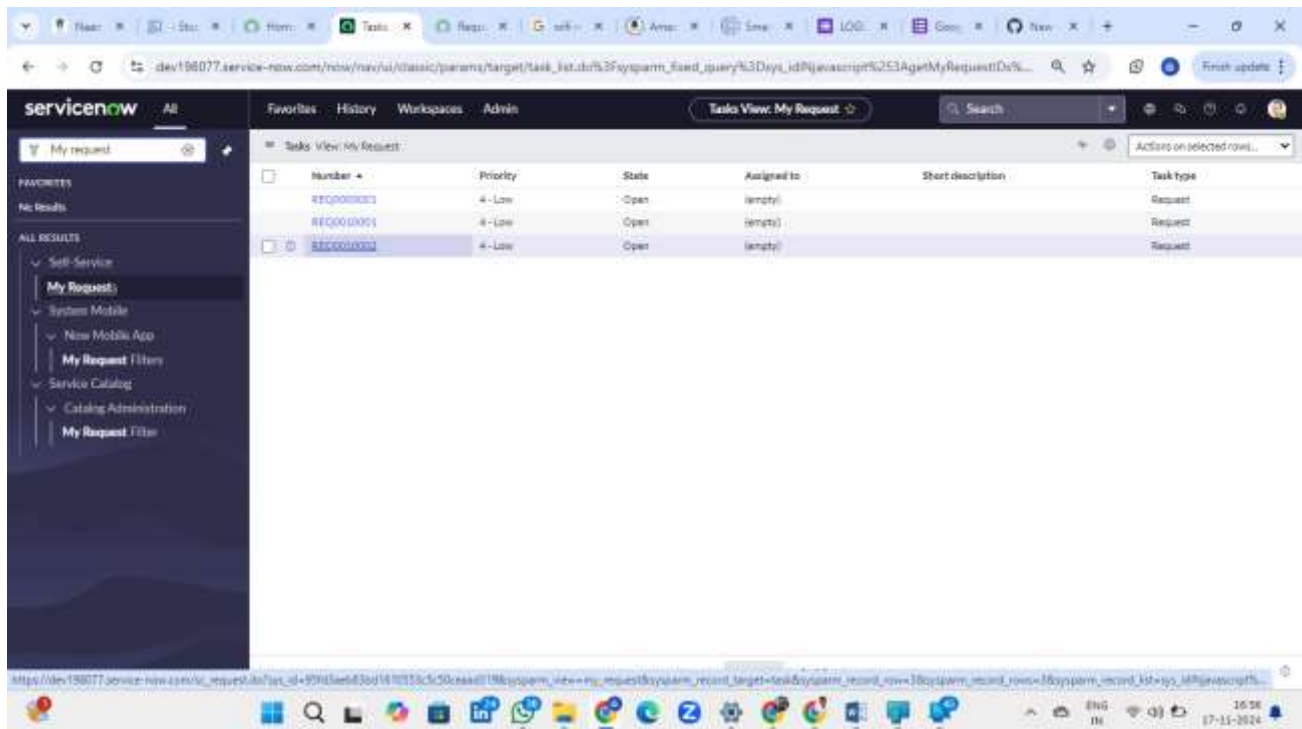


The screenshot shows the ServiceNow 'Request Summary' page. It displays a table with one item: 'Wi-Fi Router with 2 Antenna'. The status is 'Request Approved (Approved)'. The total price is \$10.00.

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Wi-Fi Router with 2 Antenna	2024-11-17	Request Approved (Approved)	\$10.00	1	\$10.00

The total price is \$10.00.

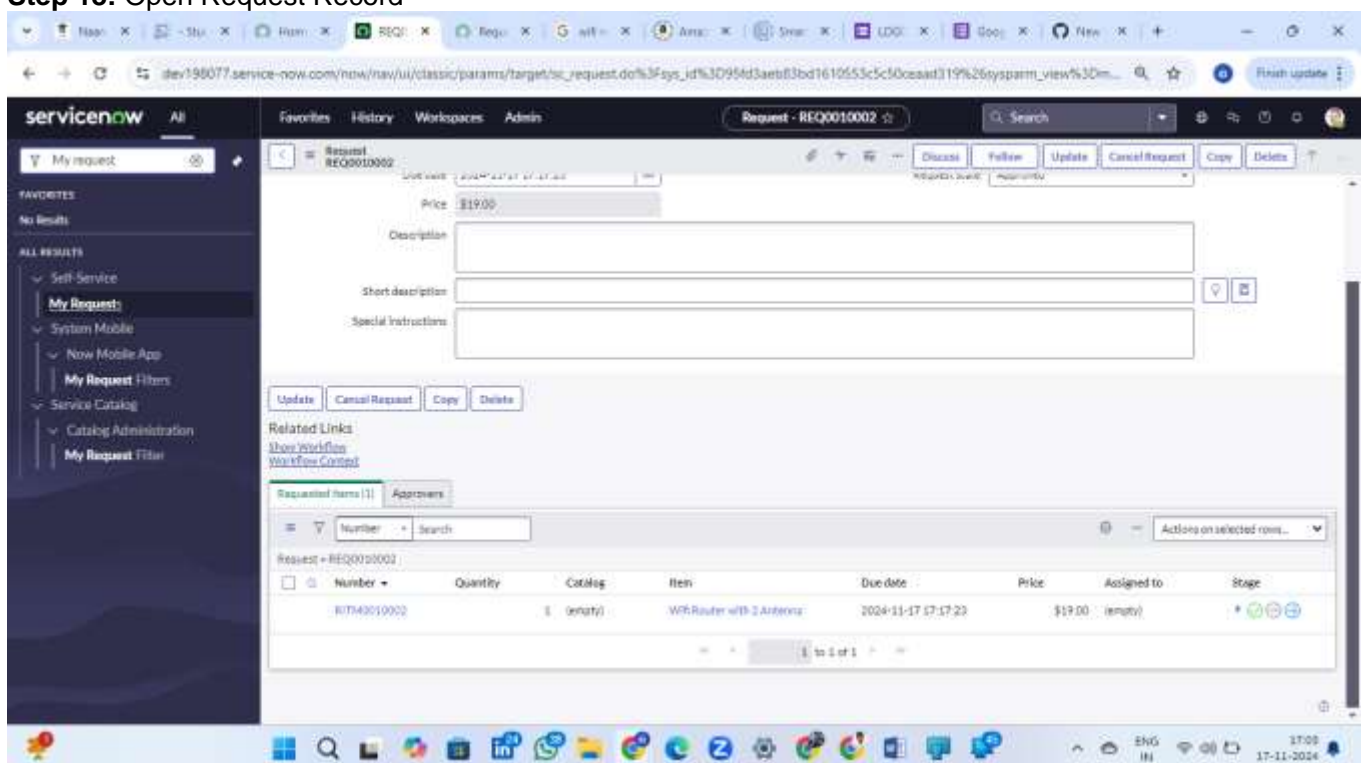
## Step 17: Open "My Requests"



The screenshot shows the ServiceNow interface with the 'Tasks View: My Request' page. The left sidebar contains a navigation menu with 'My request' selected. The main content area displays a table of tasks. The table has columns: Number, Priority, State, Assigned to, Short description, and Task type. There are three rows of tasks, all with a priority of '4 - Low' and a state of 'Open'. The first two rows are assigned to 'empty()', and the third row is assigned to 'empty()'. The task type for all three is 'Request'.

Number	Priority	State	Assigned to	Short description	Task type
REQ0000001	4 - Low	Open	empty()		Request
REQ0000001	4 - Low	Open	empty()		Request
REQ0000001	4 - Low	Open	empty()		Request

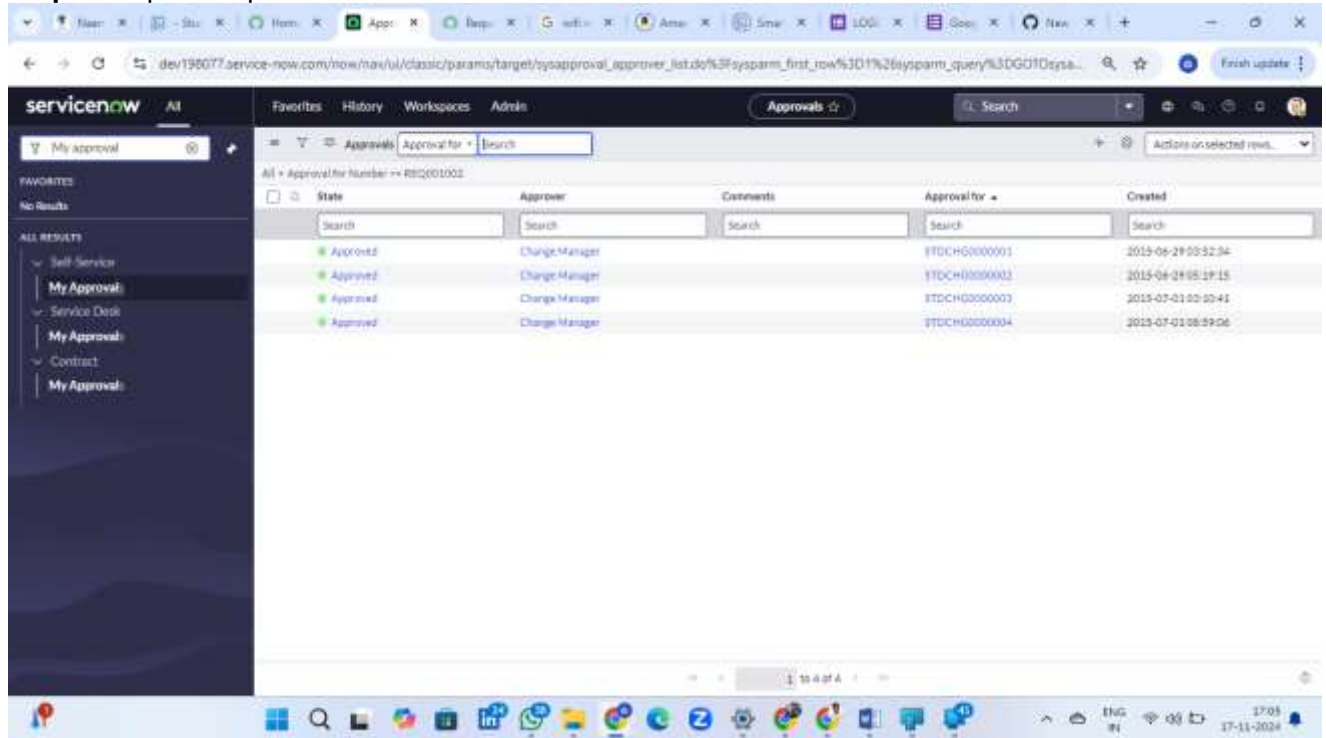
## Step 18: Open Request Record



The screenshot shows the ServiceNow interface with the 'Request - REQ0000002' page. The left sidebar contains a navigation menu with 'My request' selected. The main content area displays the details of the request. The 'Price' field is set to '\$19.00'. The 'Description' field is empty. The 'Short description' field is empty. The 'Special instructions' field is empty. Below the form, there are buttons for 'Update', 'Cancel Request', 'Copy', and 'Delete'. There are also links for 'Show Workflow' and 'Workflow Config'. Below the form, there is a table for 'Requested items (1)'. The table has columns: Number, Quantity, Catalog, Item, Due date, Price, Assigned to, and Stage. There is one row of data with a quantity of '1' and a price of '\$19.00'.

Number	Quantity	Catalog	Item	Due date	Price	Assigned to	Stage
REQ0000002	1	empty()	WiFi Router with 2 Antennas	2024-11-17 17:17:23	\$19.00	empty()	

## Step 19: Open Request item

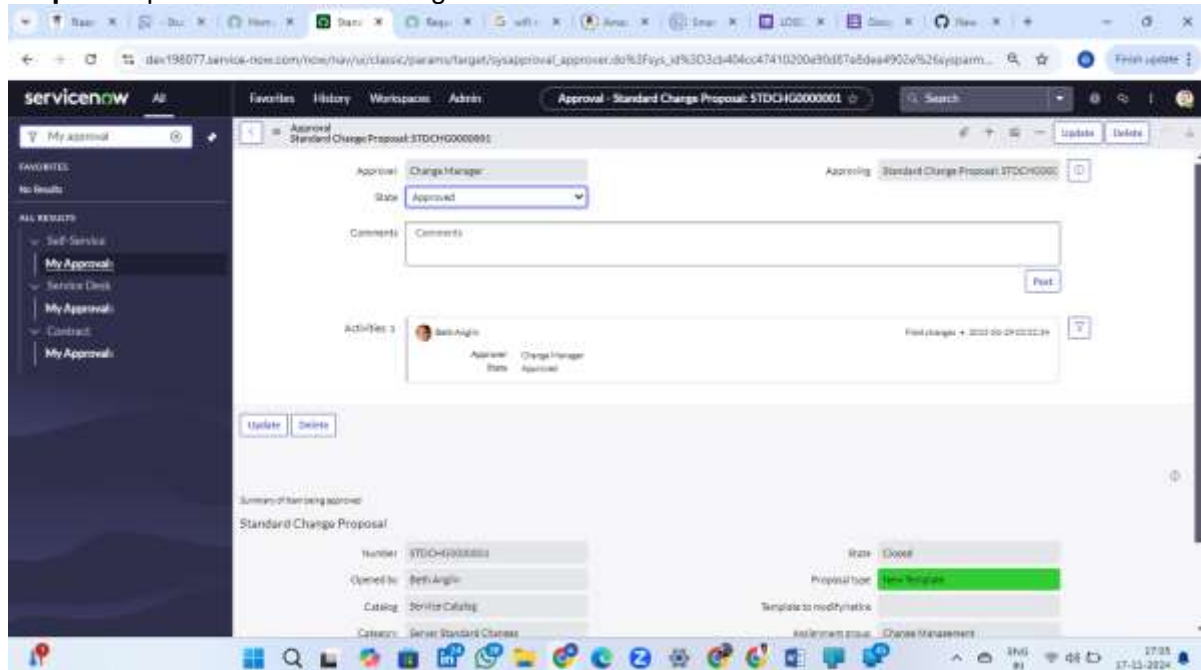


The screenshot shows the ServiceNow 'Approvals' list view. The left sidebar contains a navigation menu with 'My Approval' selected. The main area displays a table of approval requests. The table has columns for State, Approver, Comments, Approval for, and Created. Four rows are visible, all with a state of 'Approved' and an approver of 'Change Manager'.

State	Approver	Comments	Approval for	Created
Approved	Change Manager		STDCHG0000001	2015-06-29 00:32:34
Approved	Change Manager		STDCHG0000002	2015-06-29 00:39:15
Approved	Change Manager		STDCHG0000003	2015-07-01 00:00:41
Approved	Change Manager		STDCHG0000004	2015-07-01 00:00:06

**Step 20:** waiting for approval  
Then task is created

## Step 21: Open the Service Catalog Task



The screenshot shows the 'Approval - Standard Change Proposal' form in ServiceNow. The form includes fields for Approver (Change Manager), State (Approved), and Comments. Below the comments field is an 'Activities' section showing a task created by 'Beth Anglin' on 2015-06-29 00:32:34. At the bottom of the form, there is a 'Summary of item being approved' section and a 'Close' button.

Summary of item being approved  
Standard Change Proposal

Number: STDCHG0000001  
Created by: Beth Anglin  
Catalog: Service Catalog  
Category: Server Standard Changes

State: Closed  
Proposal type: New Template  
Template to modify: [Select]

Buttons: Update, Delete, Close

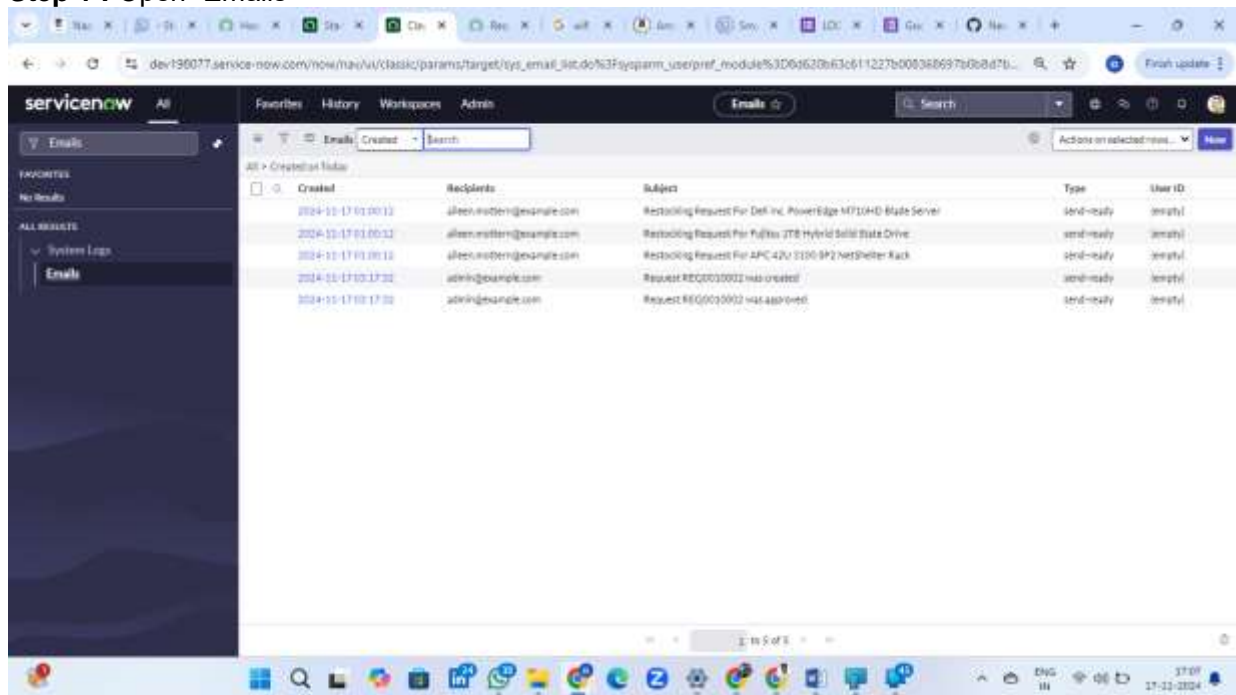
Click on Close task

## Result

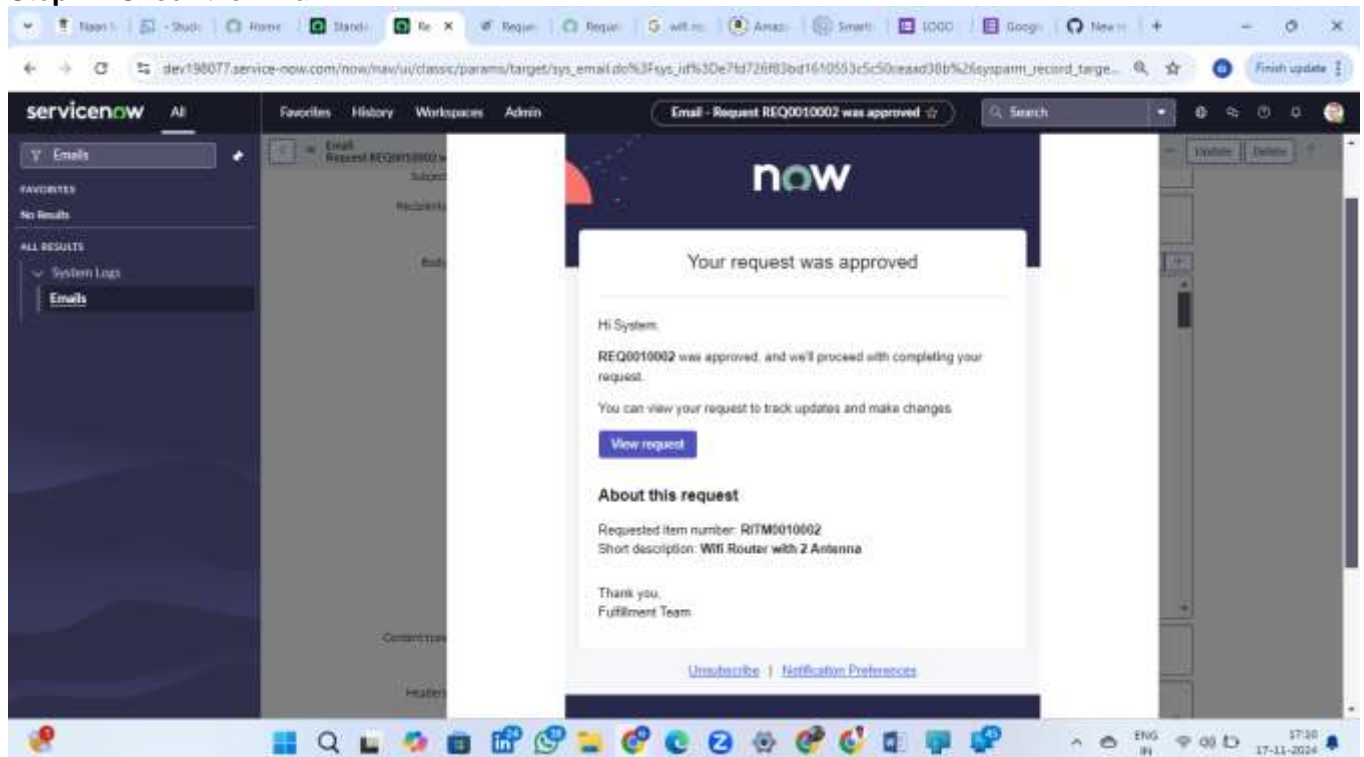
Email Notification will be sent



## Step 1 : Open "Emails"



## Step 2 : Check the Email



Request was Approved and  
Order is placed successfully

**Result:**



- **Wi-Fi Router Order Request Process:**
  - A fully functional Wi-Fi router order request system through the ServiceNow Service Catalog.
  - Users can easily request a Wi-Fi router by selecting the item from the catalog, submitting necessary information, and awaiting approval.
- **Approval Process:**
  - The approval workflow ensures that all router orders are reviewed and approved by designated personnel before being processed.
- **Knowledge Management:**
  - Users have access to a detailed knowledge article that guides them through the ordering process and answers common questions.

## **OVERVIEW OF PROJECT:**

### **Create Catalog Item for Wi-Fi Router Order**

1. Navigate to the ServiceNow platform.
2. Go to *Service Catalog > Catalog Definitions > Maintain Items*.
3. Click on *New* to create a new catalog item.
4. Fill in the required fields:
  - **Name:** Wi-Fi Router Order
  - **Description:** Request a Wi-Fi router for personal or office use.
  - **Category:** Hardware
  - **Price:** (\$19)
  - **Short Description:** Request a Wi-Fi router.
5. In the *Available For* section, select the appropriate user roles or groups that will have access to this catalog item.
6. **Save** the catalog item.

### **Activity 2: Configure Approval Workflow**

1. Go to *Workflow > Workflow Editor*.
2. Create a new workflow for the Wi-Fi router catalog item.
3. Define the approval process, such as routing requests to a specific manager or IT team for review.
4. Configure email notifications to notify the requester when the order has been approved or rejected.
5. Publish the workflow.

### **Activity 3: Define Knowledge Article for Wi-Fi Router Ordering Process**

1. Navigate to *Knowledge Management > Knowledge Articles*.
2. Create a new knowledge article with instructions on how to order a Wi-Fi router through the Service Catalog.
3. Include details on:
  - The types of Wi-Fi routers available.

- Instructions on how to select the correct model.
  - How to submit a request.
  - Estimated fulfillment time.
4. Link the knowledge article to the Wi-Fi router catalog item for easy access.

#### **Activity 4: Testing the Catalog Item and Workflow**

1. Test the Wi-Fi router ordering process by submitting a request as a user.
2. Verify that the approval workflow is triggered and that the request is properly routed to the right approvers.
3. Ensure that the catalog item is displayed correctly in the Service Catalog and that the user is able to submit requests easily.
4. Check if the Knowledge Article is linked and accessible to the user.

#### **Activity 5: Monitor and Validate Fulfillment**

1. Track the order status through the *Requests* and *Tasks* modules in ServiceNow.
2. Verify that the approval process is functioning as expected and that the order is fulfilled within the expected timeframe.
3. Gather feedback from users on the ease of use of the ordering system.

### **Testing and Validation:**

- **Catalog Item Testing:**
  - Verified that users can successfully submit Wi-Fi router requests from the Service Catalog.
  - Checked that the catalog item displays correctly and that users are guided with appropriate details.
- **Approval Workflow Testing:**
  - Validated that the approval workflow is triggered and notifications are sent to both the requester and the approver.
- **Knowledge Article Validation:**
  - Ensured that the Knowledge Article provides accurate, helpful, and clear instructions on how to place a router request.

### **Key Scenarios Addressed by ServiceNow in the Implementation**

#### **Project:**

- **Wi-Fi Router Ordering and Tracking:**
  - Scenario: Users need to order a Wi-Fi router and track the progress of their request. ServiceNow provides an integrated system to manage requests, approvals, and order fulfillment.
- **Approval Workflow Automation:**
  - Scenario: Router requests require approval from designated personnel before processing. ServiceNow automates the approval process to ensure that requests are reviewed and authorized efficiently.
- **Self-Service Capability:** Scenario: End users want to place router orders without relying on IT support. The ServiceNow Service Catalog provides a self-service interface where users can place requests directly, improving efficiency and reducing the workload on IT teams.

## **Conclusion:**

The implementation of an ordered Wi-Fi router request process via the ServiceNow Service Catalog provides a streamlined and efficient method for users to request hardware items, such as Wi-Fi routers, while ensuring that the approval and fulfillment processes are automated and tracked. By utilizing ServiceNow's powerful catalog management, workflow automation, and knowledge management features, organizations can provide a seamless self-service experience for users, reduce manual intervention, and enhance operational efficiency.

This project not only simplifies the ordering process for Wi-Fi routers but also contributes to a more efficient and organized workflow, improving both user satisfaction and IT operational performance. Ultimately, by leveraging ServiceNow's capabilities, organizations can enhance their service delivery and ensure better management of hardware requests within the IT service ecosystem.