

Create Service Catalog Item and Add Variables

Phase Overview:

In this phase, a new Service Catalog Item is created in ServiceNow for the *Laptop Request* process. The catalog item allows users to request laptops directly through the ServiceNow portal with specific input fields (variables) that capture all necessary information. Adding variables ensures the form collects structured and accurate data such as the laptop model, justification, and accessory details.

Objectives:

- To create a new Laptop Request Catalog Item under the Service Catalog.
 - To define input variables that allow users to submit required details.
 - To establish the basic structure for user interaction with the form.
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Task 1: Create Service Catalog Item:

Steps:

1. Open ServiceNow
Log in to the ServiceNow instance.
2. Navigate to Service Catalog
Go to All → Service Catalog in the application navigator.
3. Select Maintain Items
Under the Catalog Definitions module, click on Maintain Items.
4. Create a New Catalog Item
 - Click New to create a new item.

- Fill in the following details:
 - Name: Laptop Request
 - Catalog: Service Catalog
 - Category: Hardware
 - Short Description: Use this item to request a new laptop

5. Save the Catalog Item

Click on Save to store the catalog item configuration.

Task 2: Add Variables:

After creating and saving the catalog item, variables are added to collect user inputs.

Steps:

Step 1:

- Scroll down to the Variables (Related List) section of the catalog item form.
- Click New to create each variable with the following details:

Variable No.	Variable Name	Type	Name Field	Order
1	Laptop Model	Single Line Text	laptop_model	100
2	Justification	Multi Line Text	justification	200
3	Additional Accessories	Checkbox	additional_accessories	300

Variable No.	Variable Name	Type	Name Field	Order
4	Accessories Details	Multi Line Text	accessories_details	400

- After entering details for each variable, click Submit.

Step 2:

- Once all variables are added, verify that they appear under the Variables related list for the newly created *Laptop Request* catalog item.
- Finally, click Save on the catalog item form to update and store all changes.

Purpose:

This phase defines the structure and data fields required for the laptop request form. Each variable ensures that users provide complete and relevant information, allowing the IT team to process requests efficiently.

Expected Outcome:

At the end of this phase, a fully configured Service Catalog Item named “*Laptop Request*” is created with associated variables. The form is now capable of collecting key details from users, forming the foundation for dynamic behavior and workflow automation in later phases.

Outcome image:

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Catalog Items

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⏪☰Catalog Item
Laptop Request

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NameLaptop Request

Catalogs🔒Service Catalog

CategoryHardware🔍📘

State-- None --

Checked out-- None --

OwnerSystem Administrator🔍📘

ApplicationGlobal📘

Active☒

Roles📝

Fulfillment automation levelUnspecified

Item DetailsProcess EnginePicturePricingPortal Settings

Short descriptionUse this item to request a new laptop

Description

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Meta

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Related Links

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Assigned Topics

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⚙️—Actions on selected rows...New

Catalog item = Laptop Request

☐🔍Type	Question	Order ▲
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

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Sunny

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