

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.

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:

The screenshot shows the ServiceNow Catalog Items interface. At the top, there's a navigation bar with links for All, Favorites, History, Workspaces, Admin, and Catalog Items. A search bar is also present. Below the navigation, a breadcrumb trail shows 'Catalog Item Laptop Request'. The main area displays the details of a catalog item named 'Laptop Request'. Fields include Name (Laptop Request), Application (Global), Active (checked), Category (Hardware), State (None), Checked out (None), Owner (System Administrator), and Fulfillment automation level (Unspecified). Below this, tabs for Item Details, Process Engine, Picture, Pricing, and Portal Settings are visible. The Item Details tab is active, showing a short description ('Use this item to request a new laptop') and a large text area for Description. There are also sections for Meta and Notes. At the bottom, standard action buttons are available: Copy, Try It, Update, Edit in Catalog Builder, and Delete.

The screenshot shows the ServiceNow Catalog Item - Laptop Request screen. The top navigation bar includes links for All, Favorites, History, Workspaces, Catalog Item - Laptop Request, and Catalog Item - Laptop Request. A search bar is at the top right. Below the navigation, a breadcrumb trail shows 'Catalog Item Laptop Request'. The main content area displays the 'Laptop Request' catalog item. Action buttons at the top include Copy, Try It, Update, Edit in Catalog Builder, and Delete. A 'Related Links' section is present. Below it, tabs for Variables (4), Variable Sets, Catalog UI Policies (1), Catalog Client Scripts, Available For, Not Available For, Categories (1), Catalogs (1), Catalog Data Lookup Definitions, Related Articles, and Related Catalog Items are shown. A 'Assigned Topics' section includes an Order dropdown and a Search input. A table lists catalog item types and their corresponding questions and order values. The table rows are:

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

At the bottom, a footer bar shows weather (8 34°C Sunny), system icons (Search, Home, etc.), and system status (ENG IN, 02-11-2025, 15:34).