

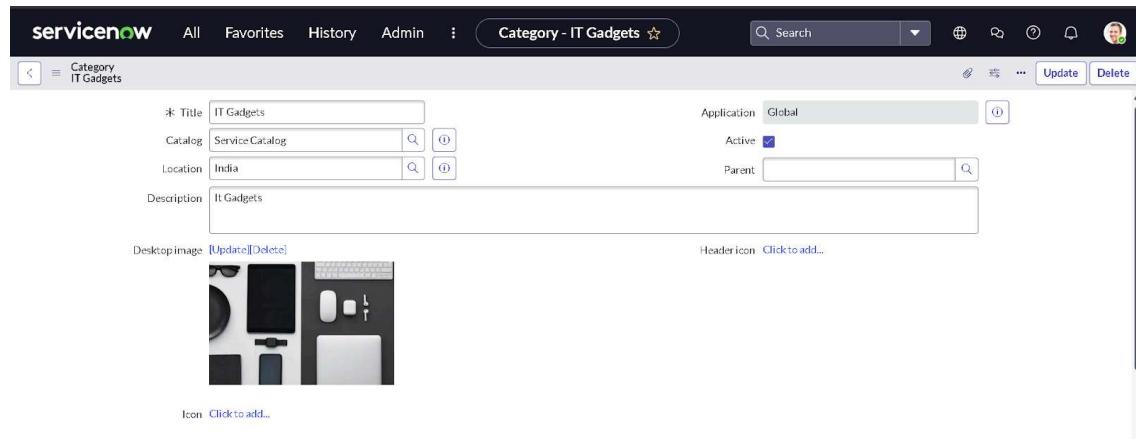
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## **Day 11 - Work:**

### **Requirement : IT Gadgets**

#### **1. Category Setup**

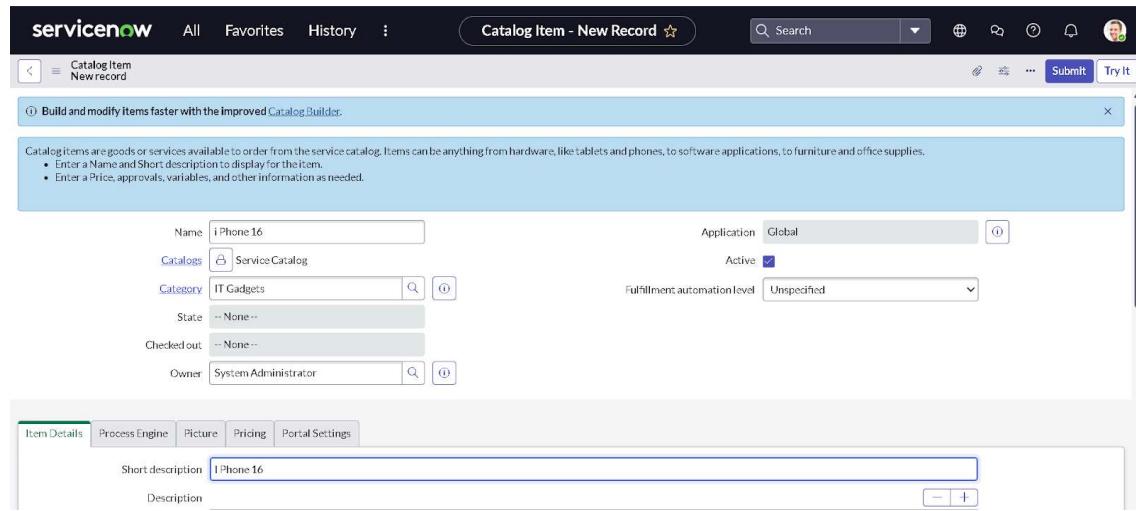
Category: IT Gadgets



The screenshot shows the ServiceNow interface for creating a new category. The title is "IT Gadgets". Other fields include Catalog (Service Catalog), Location (India), Description (IT Gadgets), Application (Global), Active (checked), and Parent (empty). A desktop image of various gadgets is uploaded. The "Icon" section is empty.

#### **2. Catalog Items**

Item 1: iPhone 16 (with image)



The screenshot shows the ServiceNow interface for creating a new catalog item. The name is "iPhone 16". Other fields include Catalog (Service Catalog), Category (IT Gadgets), State (None), Checked out (None), Owner (System Administrator), Application (Global), Active (checked), and Fulfillment automation level (Unspecified). The "Short description" field contains "iPhone 16".

## Item 2: iPhone 17 (with image)

Servicenow Catalog Item - iPhone 17

All Favorites History ...

Catalog Item - iPhone 17

Search

Copy Try It Update Edit in Catalog Builder Delete

Category: IT Gadgets

Fulfillment automation level: Unspecified

State: None

Checked out: None

Owner: System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Add an icon and picture for display

Icon Click to add...

Picture [Update][Delete]



Item Details | Process Engine | Picture | Pricing | Portal Settings

Price \$ <input type="text" value="400.00"/> <input type="button" value=""/>	Recurring price \$ <input type="text" value="0.00"/> <input type="button" value=""/>
Recurring price frequency <input type="text" value="-- None --"/>	

https://dev318774.service-now.com/sp?id=sc\_cat\_item&sys\_id=8e809b3393172210c9e670... Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > Service Catalog > IT Gadgets > iPhone 17

Search Catalog

### i Phone 17

iPhone 17



**Quantity:**

**Price:** £295.4168

**Delivery Time:** 2 Days

### 3. Variable Set

servicenow All Favorites History : Variable Set - iPhone 16

Variable Set iPhone 16

* Title <input type="text" value="iPhone 16"/>	Application <input type="text" value="Global"/> <input type="button" value=""/>
* Internal name <input type="text" value="i.phone.16"/>	Display title <input type="checkbox"/>
Order <input type="text" value="100"/>	Layout <input type="text" value="1 Column Wide"/>
Type <input type="text" value="SingleRow"/>	
Description <input type="text" value="iPhone 16"/>	

Requester (auto-populated)

**Variable - New Record**

Variable New record

Application	Global	Active <input checked="" type="checkbox"/>
Type	Reference	Mandatory <input type="checkbox"/>
Order	100	Read only <input type="checkbox"/>
Variable set	iphone16	Hidden <input type="checkbox"/>
Disable automatic slot fill based on user context <input type="checkbox"/>		
<a href="#">Question</a> <a href="#">Annotation</a> <a href="#">Type Specifications</a> <a href="#">Default Value</a> <a href="#">Auto-populate</a> <a href="#">Permission</a> <a href="#">Availability</a>		
Specify the <b>Question</b> that explains the options available to the end user when ordering the item		
* Question Requester * Name requester		
<a href="#">Question</a> <a href="#">Annotation</a> <a href="#">Type Specifications</a> <a href="#">Default Value</a> <a href="#">Auto-populate</a> <a href="#">Permission</a> <a href="#">Availability</a>		
Values specific to this variable Type		
Variable Width System Default: Width (50%) Not honored in 2 column container		
* Reference User [sys_user]		
<a href="#">Question</a> <a href="#">Annotation</a> <a href="#">Type Specifications</a> <a href="#">Default Value</a> <a href="#">Auto-populate</a> <a href="#">Permission</a> <a href="#">Availability</a>		
Specify a <b>Default value</b> for the variable		
Default value javascript:gs.getUserID();		

### Manager (mandatory, auto-populated)

**Variable - New Record**

Variable New record

Application	Global	Active <input checked="" type="checkbox"/>
Type	Reference	Mandatory <input checked="" type="checkbox"/>
Order	200	Read only <input type="checkbox"/>
Variable set	iphone16	Hidden <input type="checkbox"/>
Disable automatic slot fill based on user context <input type="checkbox"/>		
<a href="#">Question</a> <a href="#">Annotation</a> <a href="#">Type Specifications</a> <a href="#">Default Value</a> <a href="#">Auto-populate</a> <a href="#">Permission</a> <a href="#">Availability</a>		
Specify the <b>Question</b> that explains the options available to the end user when ordering the item		
* Question Manager * Name manager		
<a href="#">Question</a> <a href="#">Annotation</a> <a href="#">Type Specifications</a> <a href="#">Default Value</a> <a href="#">Auto-populate</a> <a href="#">Permission</a> <a href="#">Availability</a>		
Values specific to this variable Type		
Variable Width System Default: Width (50%) Not honored in 2 column container		
* Reference User [sys_user] User reference qualifier Simple		

### Location

servicenow All Favorites History Admin : Variable - New Record ⚡

Variable New record

Application	Global	<input type="button" value="i"/>	Active <input checked="" type="checkbox"/>
Type	Reference	<input type="button" value="i"/>	Mandatory <input type="checkbox"/>
Order	300		Read only <input type="checkbox"/>
Variable set	iphone 16	<input type="button" value="i"/>	Hidden <input type="checkbox"/>
Disable automatic slot fill based on <input type="checkbox"/> user context			
<input type="button" value="Question"/> <input type="button" value="Annotation"/> <input type="button" value="Type Specifications"/> <input type="button" value="Default Value"/> <input type="button" value="Auto-populate"/> <input type="button" value="Permission"/> <input type="button" value="Availability"/>			
Specify the Question that explains the options available to the end user when ordering the item			
* Question <input type="text" value="Location"/> * Name <input type="text" value="location"/>			
<input type="button" value="Question"/> <input type="button" value="Annotation"/> <input type="button" value="Type Specifications"/> <input type="button" value="Default Value"/> <input type="button" value="Auto-populate"/> <input type="button" value="Permission"/> <input type="button" value="Availability"/>			
Values specific to this variable Type			
Variable Width <input type="button" value="System Default: Width(50)%"/> <input type="button" value="Not honored in 2 column container"/> * Reference <input type="button" value="Location [cmn_location]"/> User reference qualifier <input type="button" value="Simple"/>			

#### 4. Catalog Client Scripts

OnLoad Script

Requires another function (dependency).

servicenow All Favorites History : Catalog Client Scripts - iPhone auto loca... ⚡

Catalog Client Scripts iPhone auto location

Name	<input type="text" value="iPhone auto location"/>	Application	Global	<input type="button" value="i"/>
Applies to	A CatalogItem	Type	onLoad	<input type="button" value="i"/>
Active	<input checked="" type="checkbox"/>	Catalog Item	iPhone 16	<input type="button" value="i"/>
UI Type	All	Applies on a Catalog Item view	<input type="checkbox"/>	
		Applies on Requested Items	<input type="checkbox"/>	
		Applies on Catalog Tasks	<input type="checkbox"/>	
Script	<pre> 1 function onLoad() { 2   //Type appropriate comment here, and begin script below 3   g_form.getReference('requester',function(user){ 4     if(user.location){ 5       g_form.setValue('location',user.location); 6     } 7   }); 8   g_form.getReference('requester',function(user){ 9     if(user.manager){ 10       g_form.setValue('manager',user.manager); 11     } 12   }); 13 }</pre>			

## OnChange Script

```

function onChange(control, oldValue, newValue, isLoading) {
    if (isLoading || newValue == "") {
        return;
    }
    g_form.getReference('requester',function(user){
        if(user.location){
            g_form.setvalue('location',user.location);
        }
    });
    g_form.getReference('requester',function(user){
        if(user.manager){
            g_form.setvalue('manager',user.manager);
        }
    });
}

```

To handle dynamic changes in variables.

## 5. Workflows

Welcome

Welcome Published Checked Out Help New Workflow

There is a new way to Workflow!

 Workflow Studio

Workflows Core Filter workflows ? +

- Contract Approval
- Item Designer - Approvals
- Item Designer - Fulfillment
- Item Designer - generate approvals for current sequence
- Item Designer Workflow
- Knowledge - Approval Ownership Group
- Knowledge - Approval Publish
- Knowledge - Approval Retire
- Knowledge - Instant Publish

New Workflow ?

Workflow Version New record [New Workflow view\*]

A workflow automates and visualizes a multi-step process as a sequence of activities. Give your new workflow a unique Name and select the Table on which it runs. More Info

Name iPhone

Table Requested Item [sc\_req\_item]

Description iphonwe 16

Submit

Stages

When present, set the Stage field to display the workflow stage progress on the selected table. Optionally, select Stage rendering and Stage order schemes to customize the appearance of the stage field. The default values cover typical scenarios.

Stage rendering Workflow-driven

Stage order Computed

New Activity: Approval - User ?

Workflow Activity New record [Diagrammer view]

Name Approval

Stage Waiting for Approval

When to run

Specify the conditions that, when met, cause a user approval to be generated. More Info

Condition Add Filter Condition Add OR Clause

-- choose field -- -- open -- -- value --

Approvers

Specify the users whose approval will be requested. To edit this field, click the lock icon. To select specific users by name, use the lookup list. To select users from field values on the current record at runtime, click the tree icon. Each user will be assigned an individual approval record.

Core Activities Approvals Approval - Group Approval - User Approval Action Approval Coordinator Generate Manual Approvals Rollback To Conditions Notifications On-Call Service Catalog Subflows Tasks Timers Utilities

New Activity: Approval Action

**Workflow Activity** New record [Diagrammer view]

Name: Approving  
Stage: Request Approve

Action: The Approval Action activity marks the current task record as approved or rejected. [More Info](#)

Action: Mark task approved

Submit

Related Links: Conditions

iPhone - Checked out by me

Workflow diagram:

```

graph LR
    Begin((Begin)) -- Always --> Stage1[Approval - User]
    Stage1 -- Approved --> Stage2[Approval Action]
    Stage1 -- Rejected --> Rollback[Rollback To]
    Stage2 -- Always --> End([End])
    Rollback -- Always --> End
  
```

The workflow starts at a 'Begin' node, leading to an 'Approval - User' stage. From this stage, two paths emerge: one for 'Approved' which leads to an 'Approval Action' stage, and one for 'Rejected' which leads to a 'Rollback To' stage. Both the 'Approval Action' and 'Rollback To' stages have an 'Always' transition leading to the final 'End' node.

Process Engine: Select the appropriate process engine for the catalog item. Only one engine can be selected.

Flow: Workflow: iPhone

Execution Plan:

Copy | Try It | Update | **Edit in Catalog Builder** | Delete

Create workflow for each item (iPhone 16, iPhone 17).

Approval process should use scripted approval (not direct user approval).

servicenow All Favorites History : Request - REQ0010001

Number: REQ0010001  
Requested for: System Administrator  
Location:   
Due date: 2025-08-19 16:26:23  
Price: £0.00  
Description:  
Short description:  
Special instructions:  
Opened: 2025-08-19 02:26:24  
Opened by: System Administrator  
Approval: Rejected  
Request state: Closed Rejected

Update | Copy | Delete | Related Links | Show Workflow | Workflow Contact | Requested Items (1) | Approvers | Number | Search | Actions on selected rows...

Submitted :2025-08-19 02:26:24  
Request Number : REQ0010001  
Estimated Delivery :2025-08-19

Item	Delivery Date	Stage	Price (each)	Quantity	Total
iPhone 16	2025-08-19	Request Cancelled	£221.5626	1	£221.5626

Total: £221.5626

## Day 11 – Service Catalog & Workflow

### 1. Create Category

Navigate to: Service Catalog → Maintain Categories

Click New

Title: Apple Laptops

Catalog: Service Catalog

Click Save

### 2. Create Catalog Item

Navigate to: Service Catalog → Maintain Items

Click New

Name: Mac Air Book Pro

Catalog: Service Catalog

Category: Apple Laptops

Click Save

#### 2.1 Add Item Details

Description: e.g., 11 inch, 512 GB, Gold Color, etc.

Add Picture (optional but good practice)

Add Pricing

Configure Portal Settings if required

### 3. Create Variable Set

Navigate to: Service Catalog → Variable Sets

Click New

Name: iPhone (example variable set)

Add Variables (inside the set):

Location

Manager (optional)

More Info

Requester

Attach the Variable Set to the Mac Air Book Pro catalog item

### 4. Place an Order (Testing Item)

Open Service Portal → Service Catalog

Select Apple Laptops → Mac Air Book Pro

Fill variables

Click Order Now

Request Summary will show:

Request Number

Item

Delivery Date

Stage

Price (Each), Quantity, Total

## 5. Workflow Setup

Navigate to: Workflow → Workflow Editor

Click New Workflow

Name: Apple

Table: sc\_req\_item

Click Submit

### 5.1 Design Workflow

Drag Begin activity

Add Approval - User

Name: Approval

Stage: Waiting for Approval

Approvers: System Administrator (or specific user/group)

Submit

Configure Approval Action

Approved → Go to Fulfillment

Rejected → End Workflow

Add Rollback activity (optional)

Name: Approved

Stage: Fulfillment

End Workflow

## 6. Attach Workflow

Go back to Catalog Item: Mac Air Book Pro

Under Process Engine

Set Workflow = Apple

Save

## 7. Test the Approval

Place a new order for Mac Air Book Pro

Note the Request Number

Global search the Request Number

Open the Requested Item (RITM)

Approve/Reject as System Admin (or approver user)

Workflow progresses:

Waiting for Approval → Approved → Fulfillment → End