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Branch : ECE

Work : Day-12

Category: SAP

The screenshot shows the 'Category - SAP' form in ServiceNow. The form includes fields for Title (SAP), Catalog (Service Catalog), Location, Description (Sap), Application (Global), Active (checked), and Parent. There are also links for Desktop image and Header icon. At the bottom, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with links to 'Make available for Item Designer' and 'Run Point Scan'. A tab bar at the bottom shows 'Catalog Item' and 'Categories (1)'.

Subcategories & Items

The screenshot shows the 'Categories (3)' table in ServiceNow. The table has columns for Title, Description, Catalog, Active, Roles, Location, and Updated. There are three rows of data: SAP MM, SAP SICO, and SAP ABAP. The 'SAP ABAP' row is highlighted. At the bottom, there are 'Activate' and 'Deactivate' buttons, and a pagination bar showing '1 to 3 of 3'.

Title	Description	Catalog	Active	Roles	Location	Updated
SAP MM	SAP MM	Service Catalog	true		(empty)	2025-08-20 21:18:34
SAP SICO	SAP SICO	Service Catalog	true		(empty)	2025-08-20 21:17:48
SAP ABAP	SAP ABAP	Service Catalog	true		(empty)	2025-08-20 21:06:39

1. SAP ABAP

Items:

Access Modifier

The screenshot shows the 'Catalog Item - New Record' form in ServiceNow. The form includes fields for Name (Access Modifiers), Catalogs (Service Catalog), Category (SAP ABAP), State (None--), Checked out (None--), Owner (System Administrator), Application (Global), Active (checked), and Fulfillment automation level (Unspecified). At the bottom, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. A 'Short description' field is also present.

Requester

servicenow All Favorites History : **Catalog Item - New Record** Search 🌐 🔍 ? 🔔 👤

Catalog Item
New record Submit Try It

📘 Build and modify items faster with the improved [Catalog Builder](#).

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: Application: ⓘ

Catalogs: ⓘ

Category: ⓘ

Active: ☒ Fulfillment automation level:

State:

Checked out:

Owner: ⓘ

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

Short description:

For each item, create 3 variables:

Requester

Manager

Location

servicenow All Favorites History : **Variable Set - i phone 16** Search 🌐 🔍 ? 🔔 👤

Variable Set
i phone 16 Update Delete

* Title: Application: ⓘ

* Internal name: Display title: ☐

Order: Layout:

Type:

Description:

Update Delete

Variables (3) | Catalog UI Policies | Catalog Client Scripts (2) | Included In (3) | Catalog Data Lookup Definitions

Order ⚙️ Actions on selected rows... New

Variable set = i phone 16

Name	Type	Question	Order
requester	Reference	Requester	100
manager	Reference	Manager	200
location	Reference	Location	300

servicenow Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > Service Catalog > SAP > **SAP ABAP** Search Catalog 🔍

Categories	SAP ABAP
Business Application Lifecycle Manage...	SAP ABAP
Can We Help You?	Access Modifiers
Departmental Services	Access Modifiers
Hardware	Requester
IT Gadgets	SAP ABAP
Office	View Details £10.00
Peripherals	View Details £20.00
Quick Links	
Role Delegation	
SAP	
SAP ABAP	

servicenow

KnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

Home > Service Catalog > SAP > SAP ABAP > Requester

Search Catalog

Requester

SAP ABAP

Requester

System Administrator

* Manager

Eswar admin

Location

3260 Jay Street, Santa Clara, CA

Quantity: 1

Price: £20.00

Delivery Time: 2 Days

Add to Cart

Order Now

2. SAP SICO

Items:

Access

Requester

Catalog Item (2)

Categories

for text

Search

—

Actions on selected rows...

New

Edit...

Catalog category = SAP SICO

<div><input type="checkbox"/></div>	<div><div><div></div><div></div></div>Catalog Item</div>	Short description	Active	Roles	Price	Type
	Requester	Requester for SAP SICO	true		£20.00	Item
	Access Modifiers	Access Modifiers for SAP SICO	true		£10.00	Item

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For each item, create 3 variables:

Requester

Manager

Location

Variables (3)

Catalog UI Policies

Catalog Client Scripts (2)

Included In (4)

Catalog Data Lookup Definitions

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Order

Search

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—

Actions on selected rows...

New

Variable set = Iphone 16

<div><input type="checkbox"/></div>	<div><div>🔍</div><div>Name</div></div>	Type	Question	Order <div>▲</div>
<div><input type="checkbox"/></div>	<div><div>requester</div></div>	Reference	Requester	100
<div><input checked="" type="checkbox"/></div>	<div><div>manager</div></div>	Reference	Manager	200
<div><input type="checkbox"/></div>	<div><div>location</div></div>	Reference	Location	300

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to 3 of 3

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servicenow

KnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

Home > Service Catalog > SAP > SAP ABAP > Access Modifier

Search Catalog

Access Modifier

Access Modifier for SAP ABAP

Requester

System Administrator

* Manager

Eswar admin

Location

3260 Jay Street, Santa Clara, CA

Quantity: 1

Price: £10.00

Delivery Time: 2 Days

Add to Cart

Order Now

3. SAP MM

Items:

Access Requester

Catalog Item (2)Categories

for text

Search

—

Actions on selected rows...

New

Edit...

Catalog category = SAP MM

<input type="checkbox"/>	Catalog Item	Short description	Active	Roles	Price	Type
<input type="checkbox"/>	Requester	Requester SAP MM	true		£20.00	Item
<input type="checkbox"/>	Access Modifier	Access Modifier SAP MM	true		£10.00	Item

For each item, create 3 variables:

Requester

Manager

Location

Variables (3)

Catalog UI Policies

Catalog Client Scripts (2)

Included in (7)

Catalog Data Lookup Definitions

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Order

▼

Search

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Actions on selected rows...

▼

New

Variable set = iPhone 16

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🔍

Name

Type

Question

Order ▲

requester

Reference

Requester

100

manager

Reference

Manager

200

location

Reference

Location

300

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to 3 of 3

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servicenow

KnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

Home > Service Catalog > SAP

Search Catalog

Can We Help You?

Departmental Services

Hardware

IT Gadgets

Office

Peripherals

Quick Links

Role Delegation

SAP

SAP ABAP

SAP MM

SAP SICO

[Access Modifiers](#)
Access Modifiers for SAP SICO
View Details £10.00

[Access Modifier](#)
Access Modifier for SAP ABAP
View Details £10.00

[Access Modifier](#)
Access Modifier SAP MM
View Details £10.00

[Requester](#)
Requester for SAP SICO
View Details £20.00

[Requester](#)
Requester SAP MM
View Details £20.00

[Requester](#)
Requester ABAP
View Details £20.00

servicenow

KnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

Home > Service Catalog > SAP > Requester

Search Catalog

Requester

Requester SAP MM

Requester

System Administrator

* Manager

Eswar admin

Location

3260 Jay Street, Santa Clara, CA

Quantity: 1

Price: £20.00

Delivery Time: 2 Days

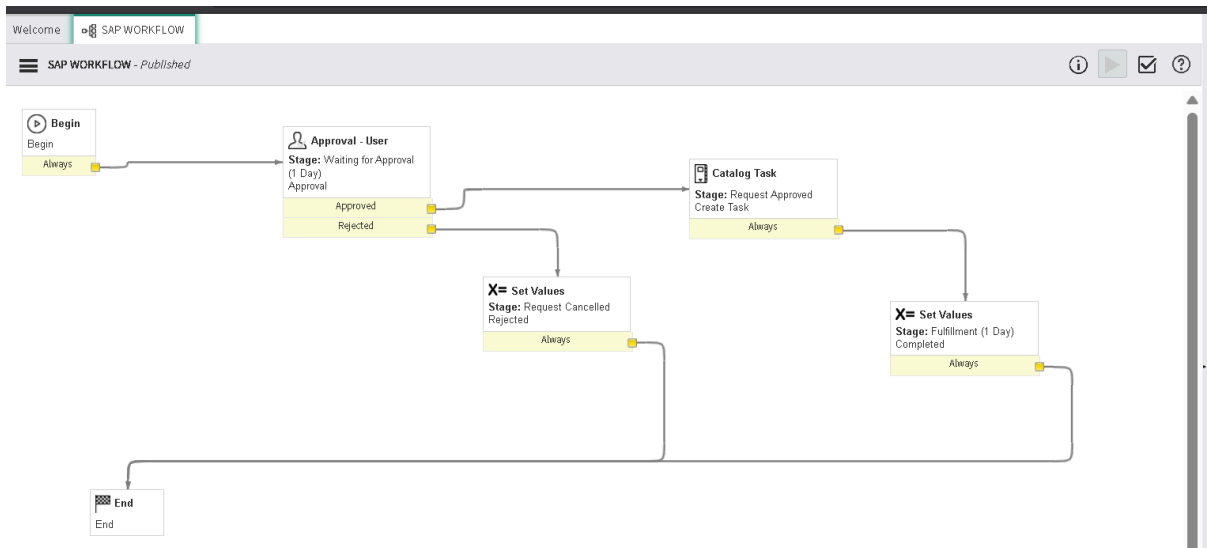
Add to Cart

Order Now

Workflow (Same for All Categories & Items)

Approval Users

Manager Approval



The screenshot shows the 'New Activity: Approval - User' configuration window. It includes a 'Workflow Activity' section with a 'New record [Diagrammer view]' button. Below this, there are fields for 'Users' (with a value of '\$(requested_for.manager)'), 'Select target record', and 'Condition for approval'. A 'Select fields for the list' dialog is open, showing a list of fields including 'Order source', 'Parent', 'Request', 'Requested for', 'Building', 'Company', 'Cost center', 'Default perspective', 'Department', 'Domain', 'LDAP server', 'Location', 'Manager', 'Schedule', 'U_location_gps', and 'Service'. The 'Manager' field is highlighted.

Requested For
If Approval = Approved
Create Catalog Task → Then Create Task

The screenshot shows the 'Activity Properties: Catalog Task' configuration window. It includes a 'Workflow Activity' section with a 'New record [Diagrammer view]' button. Below this, there are fields for 'Name' (set to 'Approved') and 'Stage' (set to 'Request Approved'). The 'Basics' section is expanded, showing a description of the 'Catalog Task' activity and its properties: 'Task Table' (set to 'sc_task'), 'Priority' (set to '-- None --'), and 'Wait for completion' (checked).

Catalog Task – Short Description
Use script to set:
Short Description = Username + Manager Name

Workflow Activity
Approved [Diagrammer view]

Advanced ☒

Advanced script ☐ Turn on ECMAScript 2021 (ES12) mode ?

```
// Set values for the task in this script. Use the variable 'task' when setting additional values.
// Note: This script is run after the task values are set using the Fields, Template or Values you
// have specified.
//
// For example:
//   task.short_description = current.short_description;
var reqname = current.requested_for.getDisplayValue() || 'unknown';
var manname = current.requested_for.manager.getDisplayValue() || 'not found';
task.short_description = 'Requester : ' + reqname + 'Manager : ' + manname;
```

Add variables

Access Modifier Flow (for all categories)

Single

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.

Users \$(requested_for.manager)

Groups

Double

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.

Users \$(requested_for.manager.manager)

Groups

Check 'Advanced' to use a script for creating additional user approvals. When you check Advanced, a text box appears where you can enter your script. In the script, set the variable 'answer' to a comma-separated list or an array of user and/or group ids.

Triple

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.

Users \$(requested_for.manager.manager.manager)

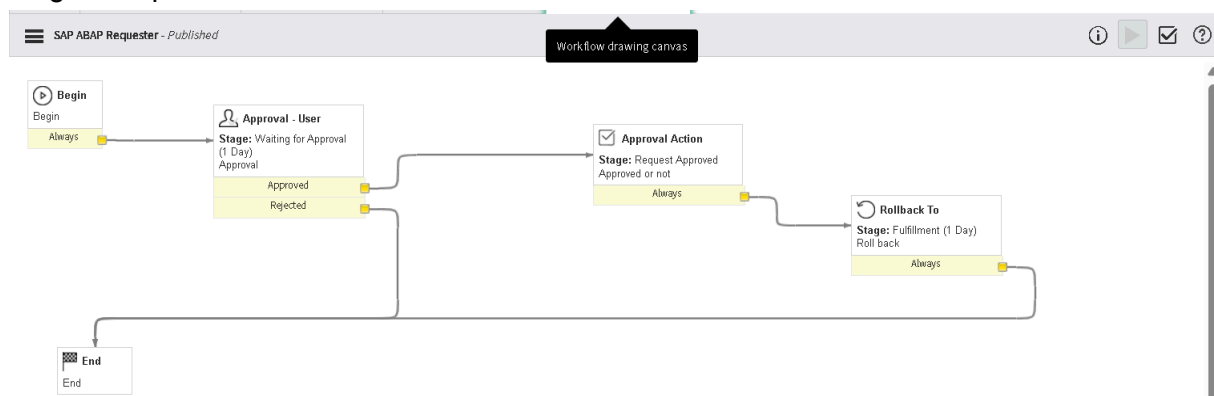
Groups

Check 'Advanced' to use a script for creating additional user approvals. When you check Advanced, a text box appears where you can enter your script. In the script, set the variable 'answer' to a comma-separated list or an array of user and/or group ids.

Requester Flow (for all categories)

Approval Action

Stage Completed



Catalog Tasks

Approvers (1)

Group approvals

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State

▼

Search

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Actions on selected rows...

Edit

Approval for = RITM0010047

State	Approver	Comments	Created
Approved	Abraham Lincoln		2025-08-21 10:21:46

1 to 1 of 1

Submitted :2025-08-21 10:21:46
Request Number : **REQ0010047**
Estimated Delivery : 2025-08-22

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Access Modifier	2025-08-22	<div><div>Request Approved (Approved)</div><div>Waiting for Approval (In progress)</div><div>Approvers</div><div>Abraham Lincoln (Requested)</div><div>Request Approved (Pending - has not started)</div><div>Fulfillment (Pending - has not started)</div></div>	£10.00	1	£10.00

Submitted :2025-08-21 10:21:46
Request Number : **REQ0010047**
Estimated Delivery : 2025-08-22

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Access Modifier	2025-08-22	<div><div>Request Approved (Approved)</div><div>Waiting for Approval (Completed)</div><div>Approvers</div><div>Abraham Lincoln (Approved)</div><div>Request Approved (Completed)</div><div>Fulfillment (Completed)</div></div>	£10.00	1	£10.00

Catalog Task

SCTASK0010005

Number

SCTASK0010005

Assigned to

Configuration Item

Active

☑

Approval

Approved

Priority

4 - Low

State

Open

Request Item

RITM0010049

Requested for

System Administrator

Short description

Requester : System Administrator Manager : Eswar admin

Description

Work notes

Work notes