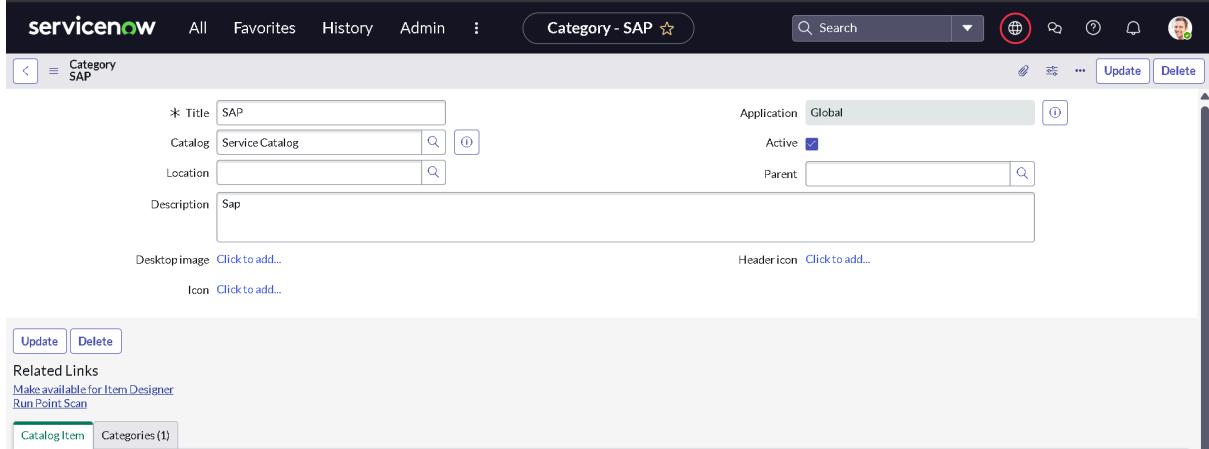


Name : K.Eswar Ram Kumar
Roll no : 22H41A0426
Branch : ECE

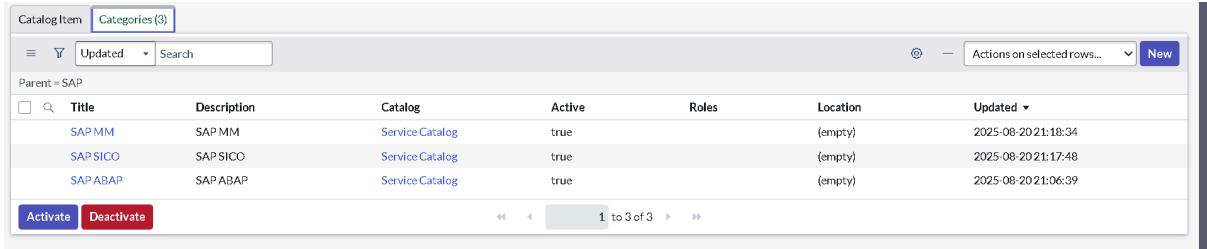
Work : Day-12

Category: SAP



The screenshot shows the ServiceNow Catalog Item page for a category named 'SAP'. The top navigation bar includes links for All, Favorites, History, Admin, and a search bar. The main form fields include Title (SAP), Catalog (Service Catalog), Location, Description (Sap), Application (Global), Active (checked), and Parent. Buttons for Update and Delete are at the bottom. Below the form, there are sections for Desktop image, Header icon, and Icon. A 'Related Links' section is present, along with tabs for Catalog Item and Categories (1).

Subcategories & Items



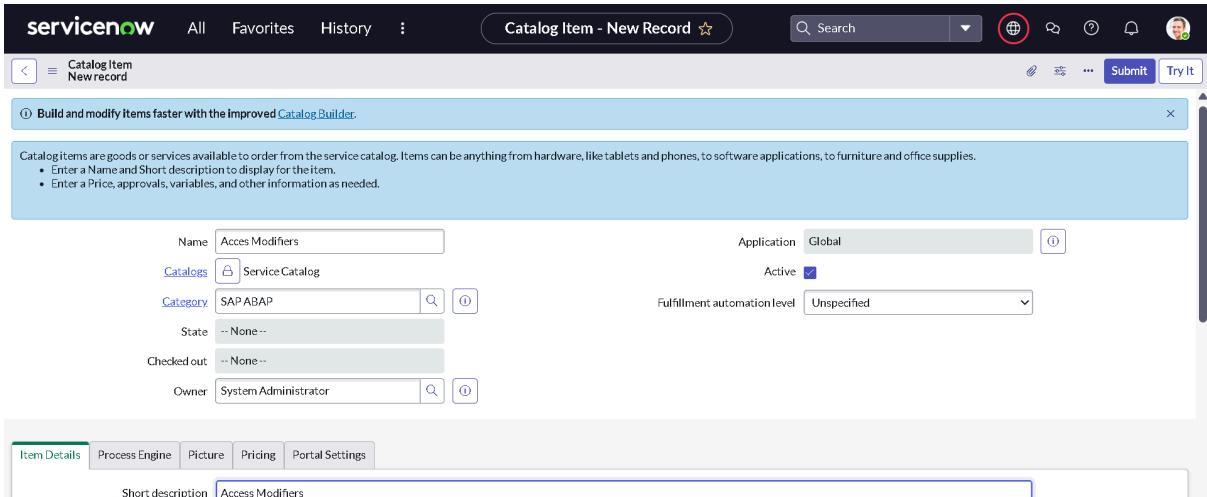
The screenshot shows a list of catalog items under the category 'SAP'. The columns include Title, Description, Catalog, Active, Roles, Location, and Updated. The items listed are SAP MM, SAP SICO, and SAP ABAP, all associated with the 'Service Catalog' and marked as active.

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' page for a new item named 'Access Modifiers'. The form fields include Name (Access Modifiers), Catalog (Service Catalog), Category (SAP ABAP), State (None), Checked out (None), Owner (System Administrator), Application (Global), Active (checked), and Fulfillment automation level (Unspecified). Below the form, there are tabs for Item Details, Process Engine, Picture, Pricing, and Portal Settings. A note at the top says 'Build and modify items faster with the Improved Catalog Builder.'

Requester

Catalog Item - New Record

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	Requester	Application	Global
Catalogs	Service Catalog	Active	<input checked="" type="checkbox"/>
Category	SAP ABAP	Fulfillment automation level	Unspecified
State	-- None --		
Checked out	-- None --		
Owner	System Administrator		

Item Details

Short description: SAP ABAP

For each item, create 3 variables:

Requester

Manager

Location

Variable Set - i phone 16

* Title	i phone 16	Application	Global
* Internal name	i_phone_16	Display title	<input type="checkbox"/>
Order	100	Layout	1 Column Wide
Type	Single Row		
Description	i Phone 16		

Variables (3)

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

SAP ABAP

Categories

- Business Application Lifecycle Manage...
- Can We Help You?
- Departmental Services
- Hardware
- IT Gadgets
- Office
- Peripherals
- Quick Links
- Role Delegation
- SAP
- SAP ABAP

SAP ABAP

Access Modifiers

Requester

The screenshot shows the Service Catalog interface with the path: Home > Service Catalog > SAP > SAP ABAP > Requester. The main content area displays the Requester item details, including fields for Requester (System Administrator), Manager (Eswar admin), and Location (3260 Jay Street, Santa Clara, CA). To the right, there is a shopping cart summary with a quantity of 1, a price of £20.00, and a delivery time of 2 days. Buttons for 'Add to Cart' and 'Order Now' are present.

2. SAP SICO

Items:
Access
Requester

The screenshot shows the Catalog Item list for the SAP SICO category. It lists two items: 'Requester' and 'Access Modifiers'. The 'Requester' item has a short description of 'Requester for SAP SICO', is active, and has a price of £20.00. The 'Access Modifiers' item has a short description of 'Access Modifiers for SAP SICO', is active, and has a price of £10.00. Both items are categorized under 'Item'.

For each item, create 3 variables:

Requester
Manager
Location

The screenshot shows the Variables list. It contains three variables: 'requester' (Reference type, Order 100), 'manager' (Reference type, Order 200), and 'location' (Reference type, Order 300). All variables are of the 'Requester' type.

3. SAP MM

Items:

The screenshot shows the Service Catalog interface with the path: Home > Service Catalog > SAP > SAP ABAP > Access Modifier. The main content area displays the Access Modifier item details, including fields for Requester (System Administrator), Manager (Eswar admin), and Location (3260 Jay Street, Santa Clara, CA). To the right, there is a shopping cart summary with a quantity of 1, a price of £10.00, and a delivery time of 2 days. Buttons for 'Add to Cart' and 'Order Now' are present.

Access Requester

Catalog Item (2)		Categories
<input type="text" value="for text"/> Search		Actions on selected rows... <input type="button" value="New"/> <input type="button" value="Edit..."/>
Catalog category = SAP MM		
<input type="checkbox"/>	CatalogItem	Short description
	Requester	Requester SAP MM
	Access Modifier	Access Modifier SAP MM
		Active
		true
		Roles
		Price
		£20.00
		Item
		Type
		Access Modifier
		true
		Price
		£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
<input type="text" value="Order"/> Search					Actions on selected rows... <input type="button" value="New"/>			
Variable set = iPhone 16								
<input type="checkbox"/>	Name	Type	Question		Order ▲			
	requester	Reference	Requester					100
	manager	Reference	Manager					200
	location	Reference	Location					300

Access Modifiers	Access Modifier	Access Modifier
Access Modifiers for SAP SICO	Access Modifier for SAP ABAP	Access Modifier SAP MM
View Details £10.00	View Details £10.00	View Details £10.00
Requester Requester for SAP SICO	Requester Requester SAP MM	Requester Requester ABAP
View Details £20.00	View Details £20.00	View Details £20.00

Requester	
Requester SAP MM	
Requester	<input type="text" value="System Administrator"/> <input type="button" value="x"/> <input type="button" value="y"/>
*Manager	<input type="text" value="Eswar admin"/> <input type="button" value="x"/> <input type="button" value="y"/>
Location	<input type="text" value="3260 Jay Street, Santa Clara, CA"/> <input type="button" value="x"/> <input type="button" value="y"/>

Quantity:

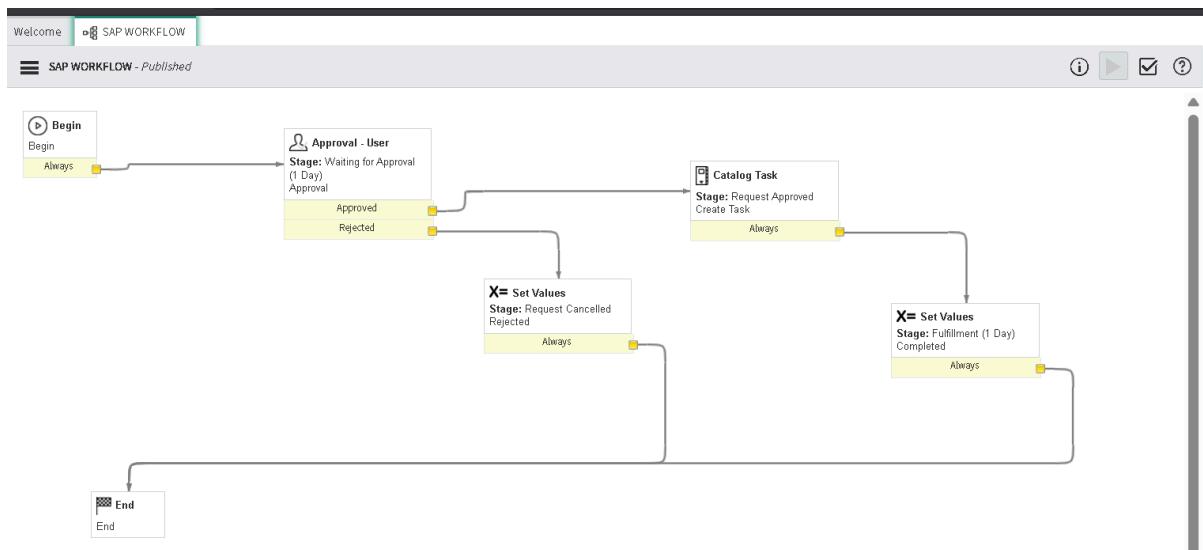
Price: £20.00

Delivery Time: 2 Days

Workflow (Same for All Categories & Items)

Approval Users

Manager Approval



New Activity: Approval - User

Workflow Activity

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

Select target record

Check 'Advanced' to use a script for creating additional user approvals. When separated list or an array of user and/or group ids.

Advanced

Condition for approval

Specify how the activity decides to approve or reject the approval, based on the responses from the individual approvers.

Filter core activities

- 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

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

Activity Properties: Catalog Task

Workflow Activity

Name: Approved

Stage: Request Approved

Basics

The Catalog Task activity creates a catalog task for the current record. [More Info](#)

The Priority will be set on the new catalog task. Check Wait for completion if you want the workflow to pause until the catalog task is complete. If you don't check Wait for completion, the catalog task is created and the workflow proceeds.

Task Table: sc_task

Priority: -- None --

Wait for completion:

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

Activity Properties: Catalog Task

```
// 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;
```

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}

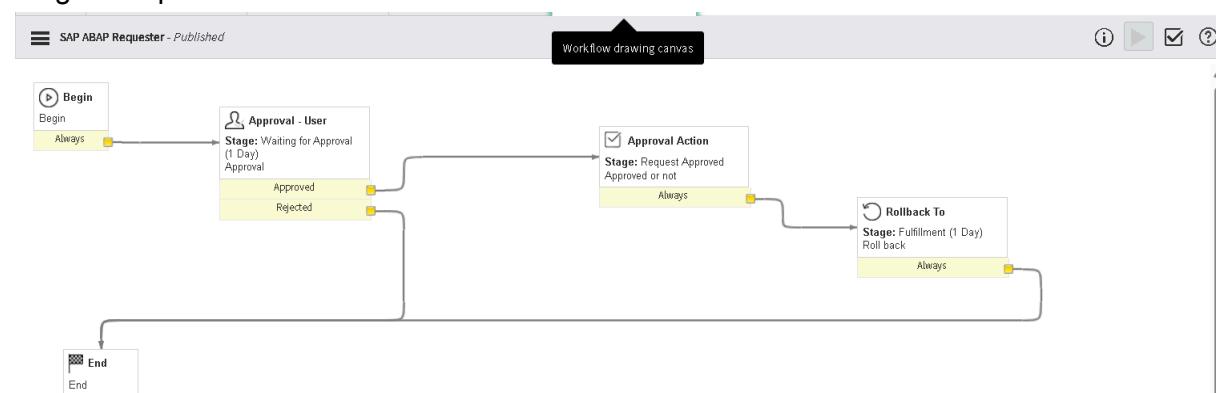
Groups

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

Approval for = RITM0010047

<input type="checkbox"/>	State	Approver	Comments	Created
<input checked="" type="radio"/>	Approved	Abraham Lincoln		2025-08-21 10:21:46

1 to 1 of 1

servicenow. Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > Request Summary

Search Catalog

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	<input checked="" type="radio"/> Request Approved (Approved) <input type="radio"/> Waiting for Approval (In progress) Approvers Abraham Lincoln (Requested) <input type="radio"/> Request Approved (Pending - has not started) <input type="radio"/> Fulfillment (Pending - has not started)	£10.00	1	£10.00

Home > Request Summary

Search Catalog

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	<input checked="" type="radio"/> Request Approved (Approved) <input checked="" type="radio"/> Waiting for Approval (Completed) Approvers Abraham Lincoln (Approved) <input checked="" type="radio"/> Request Approved (Completed) <input checked="" type="radio"/> Fulfillment (Completed)	£10.00	1	£10.00

servicenow All Favorites History Admin : Catalog Task - SCTASK0010005 ☆

REQ0010049

Catalog Task SCTASK0010005

Number	SCTASK0010005	Approval	Approved
Assigned to		Priority	4 - Low
Configuration Item		State	Open
Active	<input checked="" type="checkbox"/>	Request Item	RITM0010049
Short description	Requester: System AdministratorManager: Eswar admin	Requested for	System Administrator
Description			
Work notes	Work notes		