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Day 11 - Work:

Requirement : IT Gadgets

1. Category Setup

Category: IT Gadgets

The screenshot shows the 'Category - IT Gadgets' form in ServiceNow. The form includes fields for Title (IT Gadgets), Catalog (Service Catalog), Location (India), Description (IT Gadgets), Application (Global), Active (checked), and Parent. There is a Desktop image field with a thumbnail of IT equipment and a Header icon field. The form has 'Update' and 'Delete' buttons at the top right.

2. Catalog Items

Item 1: iPhone 16 (with image)

The screenshot shows the 'Catalog Item - New Record' form in ServiceNow. The form includes fields for Name (iPhone 16), Catalogs (Service Catalog), Category (IT Gadgets), State (None), Checked out (None), Owner (System Administrator), Application (Global), Active (checked), and Fulfillment automation level (Unspecified). There is a blue banner at the top with instructions on how to build and modify items. The form has 'Submit' and 'Try It' buttons at the top right. Below the form, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with 'iPhone 16' and a 'Description' field.

Item 2: iPhone 17 (with image)

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

Price \$ 400.00

Recurring price \$ 0.00

Recurring price frequency -- None --


servicenow Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > Service Catalog > IT Gadgets > i Phone 17

Search Catalog

i Phone 17

i Phone 17



Quantity: 1

Price: £295.4168

Delivery Time: 2 Days

Add to Cart

Order Now

3. Variable Set

servicenow All Favorites History Variable Set - i phone 16

Variable Set i phone 16

Title i phone 16

Internal name i.phone_16

Order 100

Type Single Row

Description i Phone 16

Application Global

Display title

Layout 1 Column Wide

Update Delete

Requester (auto-populated)

servicenow All Favorites History Admin : Variable - New Record ☆ Search

Variable New record Submit

Application: Global ⓘ

Type: Reference

Order: 100

Variable set: iPhone 16 ⓘ

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Disable automatic slot fill based on user context: ☐

Question Annotation * Type Specifications Default Value Auto-populate Permission Availability

Specify the **Question** that explains the options available to the end user when ordering the item

* Question: Requester

* Name: requester

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Values specific to this variable **Type**

Variable Width: System Default: Width (50) %

Not honored in 2 column container

* Reference: User [sys_user]

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify a **Default value** for the variable

Default value: javascript:gs.getUserID();

Manager (mandatory, auto-populated)

servicenow All Favorites History Admin : Variable - New Record ☆ Search

Variable New record Submit

Application: Global ⓘ

Type: Reference

Order: 200

Variable set: iPhone 16 ⓘ

Active: ☒

Mandatory: ☒

Read only: ☐

Hidden: ☐

Disable automatic slot fill based on user context: ☐

Question Annotation * Type Specifications Default Value Auto-populate Permission Availability

Specify the **Question** that explains the options available to the end user when ordering the item

* Question: Manager

* Name: manager

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Values specific to this variable **Type**

Variable Width: System Default: Width (50) %

Not honored in 2 column container

* Reference: User [sys_user]

Use reference qualifier: Simple

Location

servicenow All Favorites History Admin : Variable - New Record ☆ Search

Variable New record Submit

Application: Global ⓘ

Type: Reference

Order: 300

Variable set: iPhone 16 ⓘ

Active: ☒ Mandatory: ☐ Read only: ☐ Hidden: ☐ Disable automatic slot fill based on user context: ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the **Question** that explains the options available to the end user when ordering the item

* Question: Location

* Name: Location

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Values specific to this variable **Type**

Variable Width: System Default: Width (50) %
Not honored in 2 column container

* Reference: Location [cmn_location]

Use reference qualifier: Simple

4. Catalog Client Scripts

OnLoad Script

Requires another function (dependency).

servicenow All Favorites History : Catalog Client Scripts - i Phone auto loca... ☆ Search

Catalog Client Scripts iPhone auto location Update Delete

New client scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name: iPhone auto location

Applies to: A Catalog Item

Active: ☒ UI Type: All

Application: Global ⓘ

Type: onLoad

Catalog item: iPhone 16 ⓘ

Applies on a Catalog Item view: ☒ Applies on Requested Items: ☒ Applies on Catalog Tasks: ☒

Script

```

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 }


```

servicenow Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > Service Catalog > IT Gadgets > iPhone 16

Search Catalog

iPhone 16



Requester
System Administrator

*** Manager**
Eswar admin

Location
3280 Jay Street, Santa Clara, CA

Quantity: 1

Price: £221.5626

Delivery Time: 2 Days

Add to Cart

Order Now

OnChange Script

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

Catalog Client Scripts
iPhone auto location

disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name: iPhone auto location

Applies to: A Catalog Item

Active: ☒

UI Type: All

Application: Global

Type: onChange

Catalog item: iPhone 16

Variable name: iPhone 16 * requester

Applies on a Catalog Item view: ☒

Applies on Requested Items: ☒

Applies on Catalog Tasks: ☒

Script:

```

1 function onChange(control, oldValue, newValue, isLoading) {
2   if (isLoading || newValue == '') {
3     return;
4   }
5   g_form.getReference('requester', function(user) {
6     if (user.location) {
7       g_form.setValue('location', user.location);
8     }
9   });
10  g_form.getReference('requester', function(user) {
11    if (user.manager) {
12      g_form.setValue('manager', user.manager);
13    }
14  });
15 }

```


To handle dynamic changes in variables.

servicenow Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > Service Catalog > IT Gadgets > iPhone 16

Search Catalog

iPhone 16



Requester
Abel Tuter

*** Manager**
Eswar admin

Location
SHS quadra 5, Bloco E, Brasília

Quantity: 1

Price: £221.5626

Delivery Time: 2 Days

Add to Cart

Order Now


5. Workflows

Welcome

WelcomePublishedChecked OutHelp

New Workflow

There is a new way to Workflow!


Workflow Studio

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*]

Submit

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

i Phone

Table

Requested Item [sc_req_item]

Description

i phonwe 16

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]

Submit

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 ConditionAdd OR Clause

-- choose field --

-- oper --

-- value --

Approvers

Specify the users whose approval will be requested. To edit this field, click the look 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

NewActivity: ApprovalAction

Workflow Activity
New record [Diagrammer view]

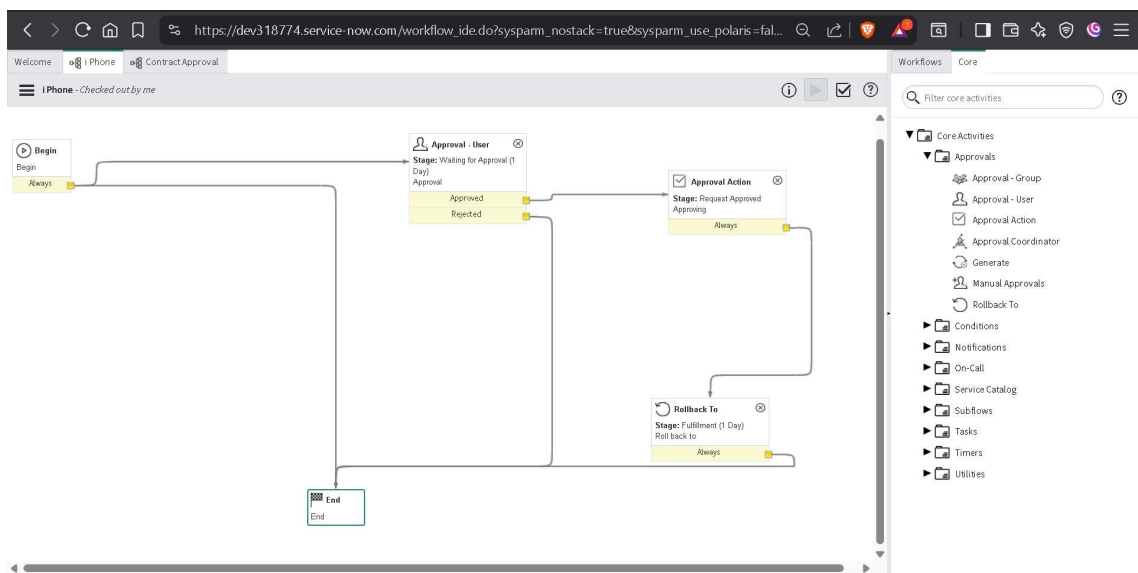
Name: Approving

Stage: RequestApproved

Action: Mark task approved

Submit

Related Links
[Conditions](#)



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

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

Request - REQ0010001

Number: REQ0010001

Requested for: System Administrator

Location: []

Due date: 2025-06-19 16:26:23

Price: £0.00

Description: []

Short description: []

Special instructions: []

Opened: 2025-06-19 02:26:24

Opened by: System Administrator

Approval: Rejected

Request state: Closed Rejected

Update | Copy | Delete

Related Links
[Show Workflow](#)
[Workflow Context](#)

Requested Items (1) | Approvers

Number | Search

Actions on selected rows...

[Knowledge](#)
[Catalog](#)
[Requests](#)
[System Status](#)
 [Cart](#)
[Tours](#)

System Administrator

[Home](#) > [Request Summary](#)

| 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