

# PROJECT IN SERVICE CATALOG

## 1. Project Overview:

- Catalog Item Name: Laptop Request
- Request Type: Hardware
- Stakeholders: Requester - Yeshiva University(Company),Hardware Group(Approver), IT Asset Group(Fulfillment Group)

The Catalog Item allows employees to request a new laptop or a replacement device through a standardized and automated workflow in ServiceNow. It collects essential details from the requester, routes the request for necessary approvals (such as manager or IT asset approval), and automatically generates fulfillment tasks for the IT hardware team. This ensures a consistent, trackable, and efficient process for provisioning laptops, reducing manual effort and improving service delivery.

## 2. Requirements:

### Variables Required:

#### Variable Set - Requester Information:

- Opened on behalf of
- More Information
- Email
- Phone
- User ID
- Company
- Department
- Location
- Role in YU?
- Function of the role in YU?
- New Hire of YU?
- Replacement Request?
- Report Log?
- Select Item for Request

#### Approver Information Section:

- Approver(from YU)

#### Additional Information Section:

- Additional Information or Special Instructions

### 3. Flow after Request

1. Request Submitted on Service Portal
2. Request with request number is created in sc\_request table
3. A RITM is created and attached with this Request Number
4. A catalog task should be assigned with the RITM.
5. After the First Task Closes, The RITM asks for approval from Affected groups
6. The respective Affected groups are notified of such RITM waiting.
7. If Approved, another Catalog is created and attached for request Fulfillment
8. After the Second Task creation the fulfilment group is notified of the new task assigned to the group
9. After Fulfillment , the Catalog Task is Closed Complete and the Requester is Notified and the Flow Ends
10. If Rejected or Cancelled, The Flow Ends and the Requester is Notified.

### 4. Implementation:

1. Creating the Catalog Item – Service Catalog – Category Hardware

The screenshot shows the ServiceNow interface for creating a new Catalog Item. The browser address bar shows the URL: `dev311563.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D09d137b3c319b250b1...`. The page title is 'Catalog Item d- Lap...'. The breadcrumb trail is 'Catalog Item > Laptop Request'. The page has several tabs: 'All', 'Favorites', 'History', and a search bar. The main content area has a blue header with the title 'Catalog Item d- Laptop Request' and buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Below the header is a light blue box with instructions: '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.' The form fields are: 'Name' (Laptop Request), 'Application' (Global), 'Catalogs' (Service Catalog), 'Active' (checked), 'Category' (Hardware), 'Fulfillment automation level' (Unspecified), 'State' (-- None --), 'Checked out' (-- None --), and 'Owner' (System Administrator). Below the form is a tabbed interface with 'Item Details' selected. The 'Short description' field contains 'Laptop Request'. The 'Description' field has a rich text editor with a toolbar and the text: 'Use this form for all laptop requests during 2020 – COVID special operating procedure applies. (You may fill this out for someone else.)'

## 2. Adding Required Variables and Variable Sets with Proper Order and Validation

Variables (21)	Variable Sets (2)	Catalog UI Policies (2)	Catalog Client Scripts (4)	Available For (1)	Not Available For (1)
Categories (1)	Catalogs (1)	Catalog Data Lookup Definitions	Related Articles	Related Catalog Items	Assigned Topics
<div><div><div>≡</div><div>🔍</div><div>Order ▾</div><div>Search</div></div><div><div>⚙️</div><div>—</div><div>Actions on selected rows... ▾</div><div>Edit...</div><div>New</div></div></div>					
Catalog Item = Laptop Request					
<input type="checkbox"/>	<div><div>🔍</div><div>Variable set</div></div>	<div>Order ▲</div>			
	Requester information	10			
	Additional Information	300			
<div><div>⏪</div><div>⏩</div><div>1</div><div>to 2 of 2</div><div>⏪</div><div>⏩</div></div>					

dev311563.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsysparm\_nostack...

All

Favorites

Catalog Item d- Lap...

Search

Help

Notifications

Profile

Catalog Item Laptop Request

Copy

Try It

Update

Edit in Catalog Builder

Delete

Variables (21)

Variable Sets (2)

Catalog UI Policies (2)

Catalog Client Scripts (4)

Available For (1)

Not Available For (1)

Categories (1)

Catalogs (1)

Catalog Data Lookup Definitions

Related Articles

Related Catalog Items

Assigned Topics

Order

Search

Actions on selected rows...

New

Catalog item = Laptop Request

Type	Question	Order	Display title
Multiple Choice	What best describes your role at YU?	100	false
Multiple Choice	If staff, which of the following functio...	110	false
Multi Line Text	Please describe:	120	false
Multiple Choice	Is this a new hire at YU?	130	false
Multiple Choice	Is this request to replace an existing Y...	140	false
Multiple Choice	If your current machine is not working, ...	150	false
Label	Select the items requested:	160	false
CheckBox	Laptop	170	false
CheckBox	Document camera	180	false
CheckBox	Drawing tablet (for writing equations, ...	190	false
CheckBox	Headset	200	false
CheckBox	2nd Monitor	210	false
CheckBox	Web Camera	220	false
CheckBox	Desk Phone	230	false
CheckBox	Others	240	false
Multi Line Text	Other	250	false
Single Line Text	Please provide a business justification ...	260	false
Container Start	Approver Information	265	true
Label	The Approver is the YU Employee to whom...	270	false
Reference	Please Search for the Approver	280	false

1

to 20 of 21

Type	Question	Order	Display title
Container End		285	false

21

to 21 of 21

## Variable set variables:

dev311563.service-now.com/now/nav/ui/classic/params/target/item\_option\_new\_set.do%3Fsys\_id%...

Variable Set d- Req...

Variable Set Requester information

Update Delete

Variables (12) Catalog UI Policies Catalog Client Scripts (3) Included In (4) Catalog Data Lookup Definitions

Order Search Actions on selected rows... New

Variable set = Requester information

Name	Type	Question	Order	Active
requester_start	Container Start	Requester start	50	false
opened_on_behalf_of	Reference	Opened on Behalf of	100	true
email1	Single Line Text	Email	300	true
phone1	Single Line Text	Phone	400	true
user_id	Single Line Text	User ID	500	true
company	Reference	Company	600	true
department1	Reference	Department	700	true
location	Reference	Location	800	true
if_user_is_a_vendor_consultant_please_pr...	Label	If user is a Vendor/Consultant please p...	850	false
company_name	Single Line Text	Company Name	860	false
remote_access_end_date	Date	Remote Access End Date	900	false
formatter	Container End		950	false

1 to 12 of 12

## Additional Information Variable set:

Variables (3) Catalog UI Policies Catalog Client Scripts Included In (1) Catalog Data Lookup Definitions

Order Search Actions on selected rows... New

Variable set = Additional Information

Name	Type	Question	Order	Active
additional_info	Container Start	Additional Info	10	true
additional_information_special_instructions	Single Line Text	Additional Information/Special Instructions	20	true
formatter	Container End		30	true

1 to 3 of 3

### 3. Adding UI policies and Client Scripts for Complex Validation Condition and Form Visibility

- UI Policies

#### i. Policy 1

dev311563.service-now.com/now/nav/ui/classic/params/target/catalog\_ui\_policy.do%3Fsys\_id%...

**Catalog UI Policy d...**

**Catalog UI Policy**  
UI policy for role

1. The catalog UI policy is Active  
2. The items in the **Conditions** field evaluate to true  
3. The field specified in the catalog UI policy is present on the specified catalog item

**Catalog Conditions**

**Add Filter Condition** **Add OR Clause**

what\_best\_describes\_your\_role... is one of

- Full-time Faculty
- Part-time Faculty
- Full-time Staff
- Part-time Staff

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false ☒

**Update** **Delete**

**Related Links**  
[Run Point Scan](#)

**Catalog UI Policy Actions** Order Search Actions on selected rows... **New**

UI policy = UI policy for role

<input type="checkbox"/>	Name	Read only	Mandatory	Visible	Order
<input type="checkbox"/>	if_staff_which_of_the_following_function...	Leave alone	True	Leave alone	100

1 to 1 of 1

## ii. Policy 2

dev311563.service-now.com/now/nav/ui/classic/params/target/catalog\_ui\_policy.do%3Fsys\_id%...

All Favorites Catalog UI Policy d... Update Delete

Catalog UI Policy

Ui policy for justification

Add Filter Condition Add OR Clause

laptop\_req

is

true

or

document\_camera

is

true

or

drawing\_tablet\_for\_writing\_equ...

is

true

or

nd\_monitor

is

true

or

web\_camera

is

true

or

desk\_phone

is

true

or

others\_req

is

true

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false ☒

Update Delete

Related Links

[Run Point Scan](#)

Catalog UI Policy Actions

Order

Search

Actions on selected rows...

New

UI policy = Ui policy for justification

<input type="checkbox"/>	Name	Read only	Mandatory	Visible	Order
<input type="checkbox"/>	justification_req	Leave alone	True	True	100

- Client Scripts
  - Client script 1 – Make Other visible based on condition

dev311563.service-now.com/now/nav/ui/classic/params/target/catalog\_script\_client.do%3Fsys\_i...

**Catalog Client Scripts** OtherVisibility

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: OtherVisibility Application: Global ⓘ

Applies to: A Catalog Item ▼ Type: onChange ▼

Active: ☒ Catalog item: Laptop Request ⓘ

UI Type: All ▼ Variable name: others\_req ▼

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     g_form.setDisplay('other_req1', false);
4     return;
5   }
6   if (newValue == 'true'){
7     g_form.setDisplay('other_req1', true);
8   }else{
9     g_form.setDisplay('other_req1', false);
10  }
11
12 }
```

Update Delete

Related Links

[Run Point Scan](#)

### ○ Client Script 2 – Display on Condition

**Catalog Client Scripts**  
Displayoncond describe

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	Displayoncond describe	Application	Global
Applies to	A Catalog Item	Type	onChange
Active	<input checked="" type="checkbox"/>	Catalog item	Laptop Request
UI Type	All	Variable name	if_staff_which_of_the_folc
		Applies on a Catalog Item view	<input checked="" type="checkbox"/>
		Applies on Requested Items	<input type="checkbox"/>
		Applies on Catalog Tasks	<input type="checkbox"/>

Script

```

1 function onChange(control, oldValue, newValue, isLoading) {
2   if (isLoading || newValue == '') {
3     g_form.setDisplay('please_describe', false);
4     return;
5   }
6   if (newValue == 8) {
7     g_form.setDisplay('please_describe', true);
8   } else {
9     g_form.setDisplay('please_describe', false);
10  }
11 }

```

### ○ Making Select Item Label and fields Mandatory

**Catalog Client Scripts**  
SelectItem

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	SelectItem	Application	Global
Applies to	A Catalog Item	Type	onLoad
Active	<input checked="" type="checkbox"/>	Catalog item	Laptop Request
UI Type	All	Applies on a Catalog Item view	<input checked="" type="checkbox"/>
		Applies on Requested Items	<input type="checkbox"/>
		Applies on Catalog Tasks	<input type="checkbox"/>

Script

```

1 function onLoad() {
2
3   g_form.setMandatory('laptop_req', true);
4 }

```



#### 4. Testing Fields, Field Properties and Validation, Catalog Item Navigation in Service Portal.

dev311563.service-now.com/sp?id=sc\_cat\_item&sys\_id=09d137b3c319b250b1c8784ed401316b

servicenow

Home > All Catalogs > Service Catalog > Hardware > Laptop Request

Search Catalog

## Laptop Request

Laptop Request

Use this form for all laptop requests during 2020 – COVID special operating procedure applies. (You may fill this out for someone else.)

\*Opened on Behalf of ?

If you are opening a request on behalf of yourself, there's no need to change this since it should default to your user name. If you're opening a request on behalf of another user though, you can fill in their user name here and the service organization will know to contact them directly for followup.

System Administrator

\*Email

admin@example.com

\*Phone

23456789

User ID

admin

Company

Wipro Elite Corp

Department

IT

Location

United States

dev311563.service-now.com/sp?id=sc\_cat\_item&sys\_id=09d137b3c319b250b1c8784ed401316b

servicenow

Home > All Catalogs > Service Catalog > Hardware > Laptop Request

Search Catalog

Location

United States

\*What best describes your role at YU?

☐ Full-time Faculty

☐ Part-time Faculty

☒ Full-time Staff

☐ Part-time Staff

\*If staff, which of the following functions best describes your role?

☐ Payroll

☐ Admissions

☐ Registrar's Office

☐ Financial Aid

☐ Financial Operations

☒ Advancement

☐ Information Technology

☐ None of the above/another role

\*Is this a new hire at YU?

☒ Yes

☐ No

\*Is this request to replace an existing YU laptop you are currently using?

☒ Yes

☐ No

\*If your current machine is not working, the first step is for the Help Desk to attempt to diagnose problems, whether it is owned by YU or your own personal computer. Have you already contacted the Help Desk?

☒ Yes, and my machine cannot be fixed.

☐ No, I will email the Help Desk now at helpdesk@yu.edu for assistance.

Chat icon

← → ↺

dev311563.service-now.com/sp?id=sc\_cat\_item&sys\_id=09d137b3c319b250b1c8784ed401316b

☆

JP

⋮

servicenow

KnowledgeCatalogRequestsApprovals1System StatusCartTours

Avatar

Home > All Catalogs > Service Catalog > Hardware > Laptop Request

Search Catalog

Q

whether it is owned by YU or your own personal computer. Have you already contacted the Help Desk?

☒ Yes, and my machine cannot be fixed.

☐ No, I will email the Help Desk now at helpdesk@yu.edu for assistance.

\* Select the items requested:

☐ Laptop

☐ Document camera

☒ Drawing tablet (for writing equations, whiteboard..)

☐ Headset

☐ 2nd Monitor

☐ Web Camera

☐ Desk Phone

☒ Others

Other

\* Please provide a business justification for the items selected above. (Please include your department/role)

Testing

**Approver Information**

The Approver is the YU Employee to whom the User reports, or the YU Employee authorized by the Department to approve this request on behalf of the User.

\* Please Search for the Approver

Abraham Lincoln

×

▼

**Additional Information**

Additional Information/Special Instructions

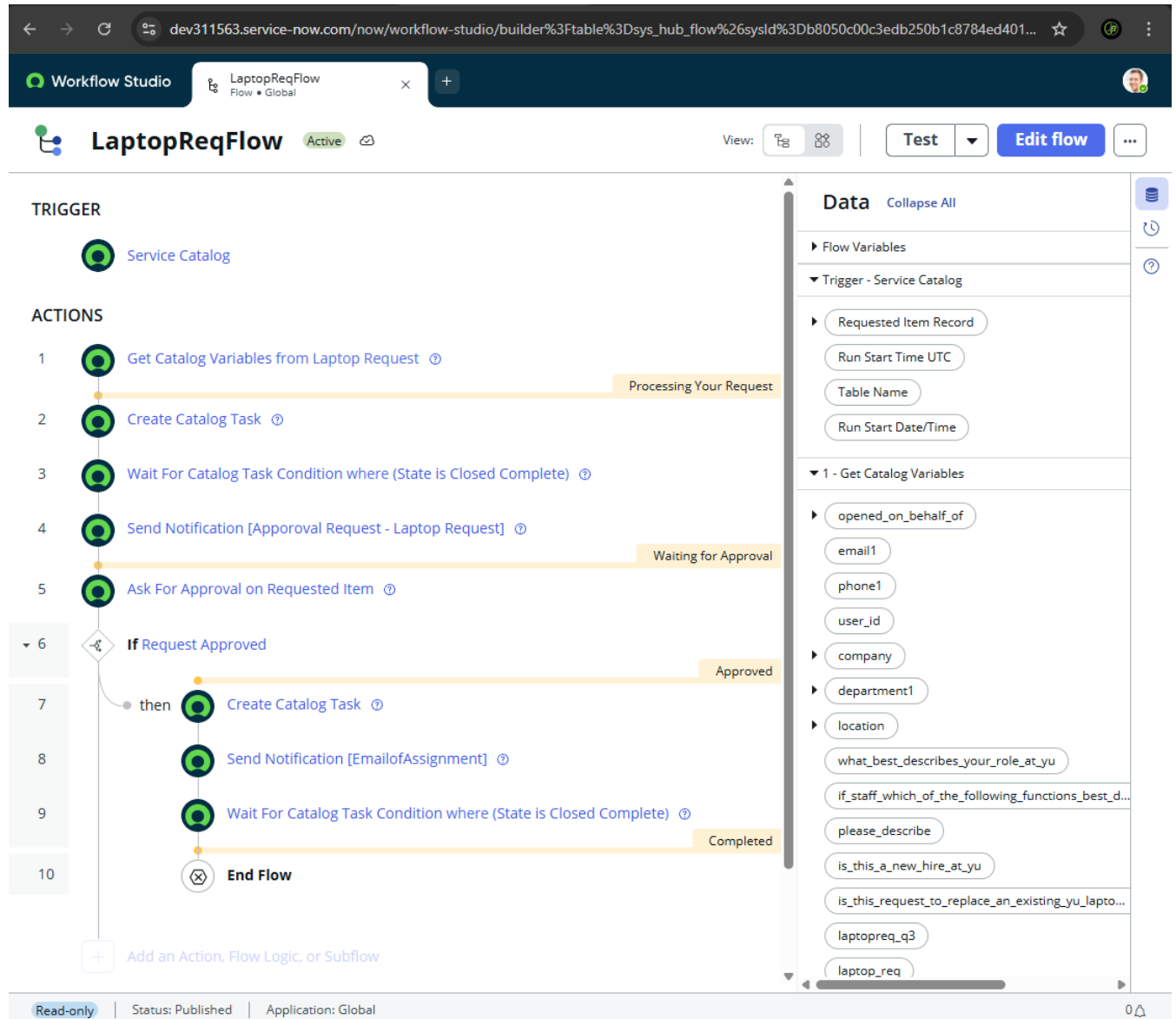
Save as Draft

Request

## 5. Flow Implementation:

Navigation : All > Flow Designer > Create New Flow

### 1. Creating Flow with proper trigger – Application Service Catalog



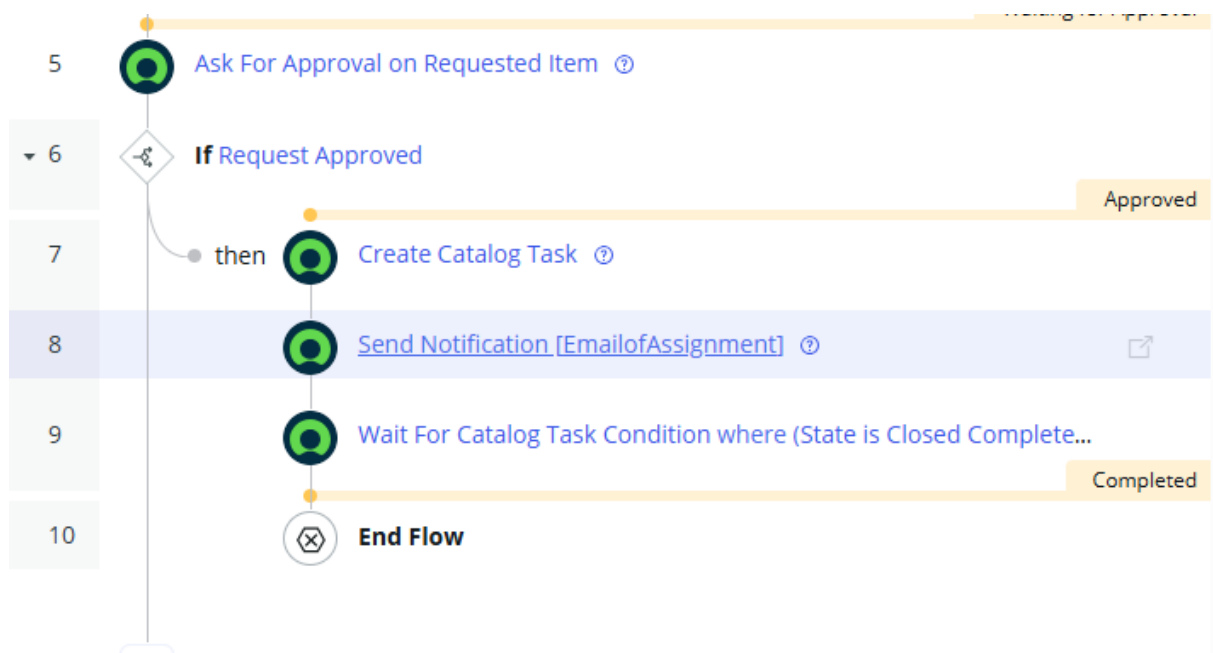
## 2. Setting up Correct approval rule and relevant groups

The screenshot shows the 'Ask For Approval' action configuration in the ServiceNow Workflow Studio. The action is set to 'Ask For Approval'. The 'Action Inputs' section includes:

- Record:** Trigger -> Requested Item
- Table:** Requested Item [sc\_req\_item]
- Approval Reason:** (Empty)
- Approval Field:** Approval
- Journal Field:** Approval history
- Rules:**
  - Approve:** (Dropdown)
  - When:** System Administrator, Hardware, SNOW - Hardware Requests
  - Anyone approves:** (Dropdown)
- Due Date:** None

The 'Data' panel on the right shows the flow variables and catalog variables. The 'Trigger - Service Catalog' section includes 'Requested Item Record' with variables like 'Run Start Time UTC', 'Table Name', and 'Run Start Date/Time'. The '1 - Get Catalog Variables' section includes variables like 'opened\_on\_behalf\_of', 'email1', 'phone1', 'user\_id', 'company', 'department1', 'location', 'what\_best\_describes\_your\_role\_at\_yu', 'if\_staff\_which\_of\_the\_following\_functions\_best\_d...', 'please\_describe', 'is\_this\_a\_new\_hire\_at\_yu', 'is\_this\_request\_to\_replace\_an\_existing\_yu\_lapto...', 'laptopreq\_q3', and 'laptop\_req'.

## 3. If approved, Create a catalog task, Proper Send Notification step to intimate assignment group about the assigned catalog task after closing this task the flow ends



#### 4. Adding the Created flow in the Process of the Catalog item

The screenshot shows the 'Catalog Item d- Laptop Request' configuration page. The 'Process Engine' tab is active, showing a form to select a process engine. The 'Flow' field is set to 'LaptopReqFlow'. Below the form are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. The 'Related Links' section includes 'Item Diagnostic' and 'Run Point Scan'. The 'Variables' section shows 'Variable Sets (2)' and 'Catalog UI Policies (2)'. The 'Catalog Data Lookup Definitions' section shows 'Related Articles', 'Related Catalog Items', and 'Assigned Topics'. The 'Order' dropdown is set to 'Order'.

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

Select the appropriate process engine for the catalog Item. Only one engine can be selected.

Flow: LaptopReqFlow

Workflow:

Execution Plan:

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

Related Links

[Item Diagnostic](#)

[Run Point Scan](#)

Variables (21) **Variable Sets (2)** Catalog UI Policies (2) Catalog Client Scripts (4) Available For (1) Not Available For (1) Categories (1) Catalogs (1)

Catalog Data Lookup Definitions Related Articles Related Catalog Items Assigned Topics

Order Search Actions on selected rows... Edit... New

Catalog Item = Laptop Request

Variable set

Requester information

#### 5. Stage details is Updated for each stage and displayed in request summary

The screenshot shows the 'Request Summary - REQ0010021' page. The 'Submitted' date is '2025-11-26 06:03:27'. The 'Request Number' is 'REQ0010021'. The 'Requested for' is 'Abraham Lincoln'. The 'Estimated Delivery' is '--'. The 'Item' is 'Laptop Request'. The 'Delivery Date' is '--'. The 'Stage' is 'Waiting for Approval (Pending - has not started)'. The 'Price (each)' is '--'. The 'Quantity' is '--'. The 'Total' is '\$0.00'.

Submitted :2025-11-26 06:03:27

Request Number : **REQ0010021**

Requested for : Abraham Lincoln

Estimated Delivery : --

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Laptop Request	--	<input checked="" type="radio"/> Waiting for Approval (Pending - has not started) <input type="radio"/> Approved (Pending - has not started) <input type="radio"/> Completed (Pending - has not started) <input checked="" type="radio"/> Processing Your Request (In progress)	--	--	--

Total: \$0.00

## 6. Testing Created Laptop Request Flow

### 1. Request Submitted and Catalog Task Created

Workflow Studio interface showing the execution details of the **LaptopReqFlow**. The flow is currently in a **Waiting** state.

**EXECUTION DETAILS** **LaptopReqFlow** **Test Run - Waiting** **Cancel flow** **Open flow** **Open context record**

Stages: [Progress Indicators] State: **Waiting** Start time: 2025-11-26 06:10:15

**FLOW STATISTICS** Run as: System Administrator [Open flow logs](#) 212ms

**TRIGGER**

- Catalog Item Requested

**ACTIONS**

Step	Action	Type	State	Start time	Duration
1	Get Catalog Variables from Laptop Request	Core Action	Completed	2025-11-26 06:10:15	34ms
2	Create Catalog Task	Core Action	Waiting	2025-11-26 06:10:15	174ms
3	Wait For Condition	Core Action	Not Run		

- Portal view

Submitted :2025-11-26 06:03:27  
Request Number : **REQ0010021**  
Requested for : Abraham Lincoln  
Estimated Delivery : --

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Laptop Request	--	▶ Processing Your Request	---	--	---

Total: \$0.00

## 2. After Closing First Catalog Task

- Flow Test

**Workflow Studio** LaptopReqFlow Flow • Global

**EXECUTION DETAILS** LaptopReqFlow Test Run - Waiting Cancel flow Open flow Open context record

Show Action Details Stages: State Start time

**FLOW STATISTICS** Run as: System Administrator Open flow logs Waiting 2025-11-26 06:10:15 1082ms

**TRIGGER**

Catalog Item Requested

**ACTIONS**

1	Get Catalog Variables from Laptop Request	Core Action	Completed	2025-11-26 06:10:15	34ms
2	Create Catalog Task	Core Action	Completed	2025-11-26 06:10:15	196ms
3	Wait For Condition	Core Action	Completed	2025-11-26 06:12:18	2ms
4	Send Notification	Core Action	Completed	2025-11-26 06:12:18	2ms
5	Ask For Approval	Core Action	Waiting	2025-11-26 06:12:18	844ms
6	If Request Approved	Flow Logic	Not Run		
7	Create Catalog Task	Core Action	Not Run		

- Notification Triggered

All Favorites History Admin Emails d Search

Created Search Actions on selected rows... New

All > Created on Today

Created	Recipients	Subject	Type	Notification type	User ID
2025-11-26 06:12:24	fred.luddy@example.com,hardwarereq@examp...	Approval Request   Laptop Request	send-ready	SMTP	(empty)



- Portal View

Submitted :2025-11-26 06:03:27 Request Number : <b>REQ0010021</b> Requested for : Abraham Lincoln Estimated Delivery : --					
Item	Delivery Date	Stage	Price (each)	Quantity	Total
Laptop Request	--	<div> <div>⌵</div> <div> <div>⌵</div> <div> Waiting for Approval (In progress) </div> </div> </div> <div> <input type="radio"/> Approved (Pending - has not started) </div> <div> <input type="radio"/> Completed (Pending - has not started) </div> <div> <input checked="" type="radio"/> Processing Your Request (Completed) </div>	---	--	---
					Total: \$0.00

### 3. After Approval

- Flow Test

Workflow Studio
LaptopReqFlow
LaptopReqFlow

EXECUTION DETAILS
LaptopReqFlow
Test Run - Waiting
Cancel flow
Open flow
Open context record

Show Action Details
Stages:
State
Start time

FLOW STATISTICS
Run as: System Administrator
Open flow logs
Waiting
2025-11-26 06:10:15
1632ms

TRIGGER
Expand or collapse Trigger Details
Catalog Item Requested

ACTIONS

1	Get Catalog Variables from Laptop Request	Core Action	Completed	2025-11-26 06:10:15	34ms
2	Create Catalog Task	Core Action	Completed	2025-11-26 06:10:15	196ms
3	Wait For Condition	Core Action	Completed	2025-11-26 06:12:18	2ms
4	Send Notification	Core Action	Completed	2025-11-26 06:12:18	2ms
5	Ask For Approval	Core Action	Completed	2025-11-26 06:12:18	1225ms
6	If Request Approved	Flow Logic	Evaluated - True	2025-11-26 06:25:04	169ms
7	Create Catalog Task	Core Action	Completed	2025-11-26 06:25:04	154ms
8	Send Notification	Core Action	Completed	2025-11-26 06:25:04	1ms
9	Wait For Condition	Core Action	Waiting	2025-11-26 06:25:04	14ms
10	End	Flow Logic	Not Run		

ERROR HANDLER

https://dev311563.service-now.com/\$flow-designer.do?sysparm\_nostack=true#
0

- Notification Triggered to Assigned Group

Emails d ☆						
Search						
Actions on selected rows... New						
All > Created on Today						
Created	Recipients	Subject	Type	Notification type	User ID	
Search	Search	Search	Search	Search	Search	
2025-11-26 06:25:14	network@example.com	Catalog Task Assigned to Your Group	send-ready	SMTP	(empty)	<input checked="" type="checkbox"/>
2025-11-26 06:25:14	network@example.com,john.jason@example.com	Catalog Task SCTASK0010048 has been assigned to group Network	send-ready	SMTP	(empty)	
2025-11-26 06:12:24	fred.luddy@example.com,hardwarereq@examp...	Approval Request   Laptop Request	send-ready	SMTP	(empty)	
2025-11-26 06:12:24	fred.luddy@example.com	Requested Item RITM0010024 Approval Request	send-ready	SMTP	(empty)	
2025-11-26 06:12:24	admin@example.com	Requested Item RITM0010024 Approval Request	send-ready	SMTP	(empty)	

- Portal View

dev311563.service-now.com/sp?id=sc\_request&is\_new\_order=true&table=sc\_request&sys\_id=e896e5c0c3a13650b1c8784ed40...

KnowledgeCatalogRequestsApprovals1System StatusCartTours

Home > Request Summary - REQ0010021

Search Catalog

Submitted :2025-11-26 06:03:27  
Request Number : **REQ0010021**  
Requested for : Abraham Lincoln  
Estimated Delivery : --

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Laptop Request	--	<div><div>Waiting for Approval (Completed)</div><div>Approved (In progress)</div><div>Completed (Pending - has not started)</div><div>Processing Your Request (Completed)</div></div>	---	--	---
					Total: \$0.00

## 4. After Closing the Final Fulfilment Catalog Task.

- Flow Test

Workflow Studio LaptopReqFlow

EXECUTION DETAILS LaptopReqFlow

Test Run - Completed

Open flow Open context record

Show Action Details

Stages: ✓ ✓ ✓ ✓ State Start time

FLOW STATISTICS Run as: System Administrator Open flow logs **Completed** 2025-11-26 06:10:15 1725ms

TRIGGER

Catalog Item Requested

ACTIONS

Step	Action	Type	Status	Start time	Duration
1	Get Catalog Variables from Laptop Request	Core Action	Completed	2025-11-26 06:10:15	34ms
2	Create Catalog Task	Core Action	Completed	2025-11-26 06:10:15	196ms
3	Wait For Condition	Core Action	Completed	2025-11-26 06:12:18	2ms
4	Send Notification	Core Action	Completed	2025-11-26 06:12:18	2ms
5	Ask For Approval	Core Action	Completed	2025-11-26 06:12:18	1225ms
6	If Request Approved	Flow Logic	Evaluated - True	2025-11-26 06:25:04	262ms
7	Create Catalog Task	Core Action	Completed	2025-11-26 06:25:04	154ms
8	Send Notification	Core Action	Completed	2025-11-26 06:25:04	1ms
9	Wait For Condition	Core Action	Completed	2025-11-26 06:25:04	33ms
10	End	Flow Logic	Completed	2025-11-26 06:30:31	74ms

ERROR HANDLER

- Portal View

Submitted :2025-11-26 06:03:27 Request Number : <b>REQ0010021</b> Requested for : Abraham Lincoln Estimated Delivery : --					
Item	Delivery Date	Stage	Price (each)	Quantity	Total
Laptop Request	--	<div> <span>✓</span> Waiting for Approval (Completed) </div> <div> <span>✓</span> Approved (Completed) </div> <div> <span>✓</span> Completed (Completed) </div> <div> <span>✓</span> Processing Your Request (Completed) </div>	---	--	---
					Total: \$0.00