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:
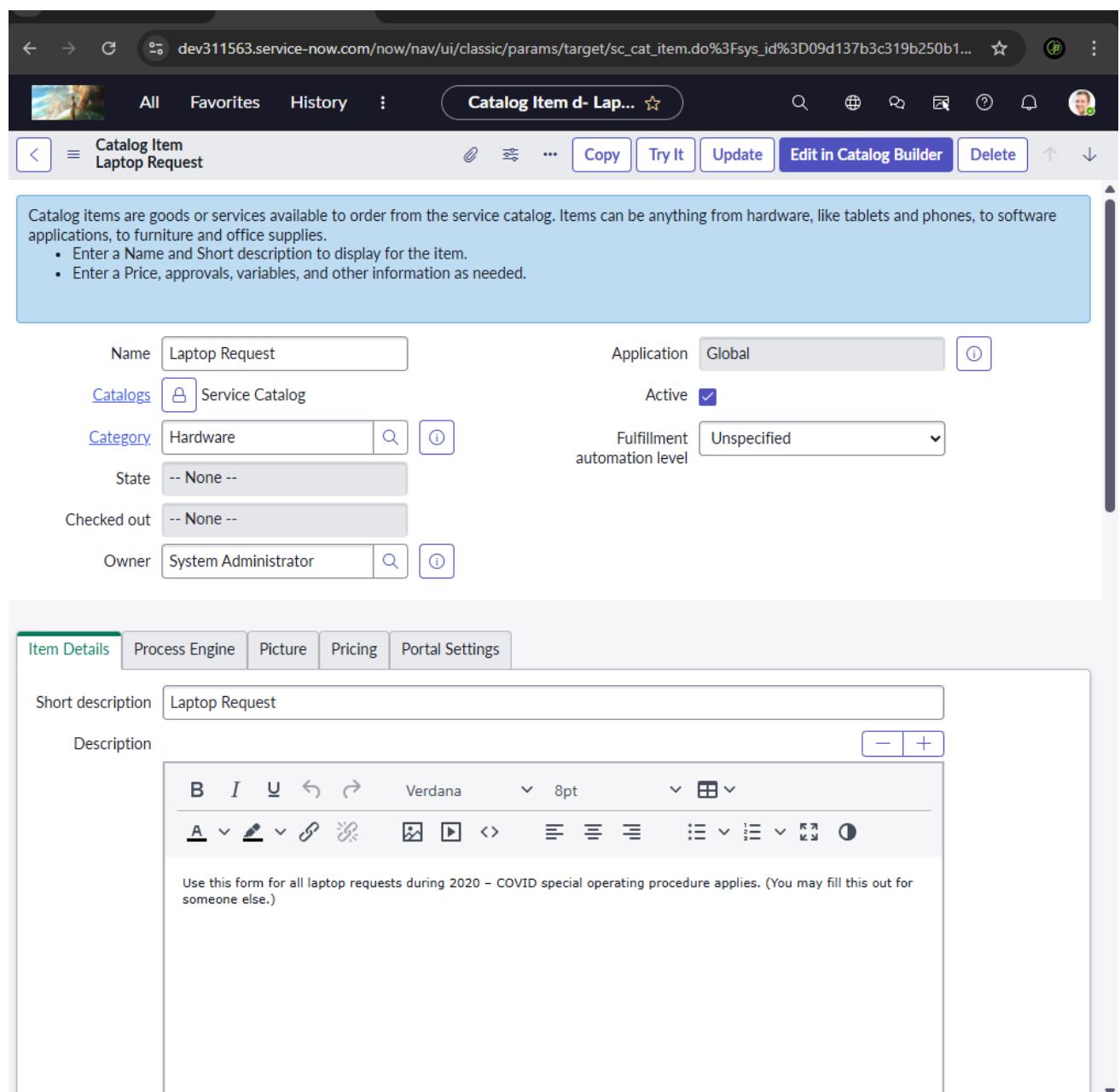
- Approver(from YU)

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

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

Catalog Item = Laptop Request

Variable set	Order ▲
Requester information	10
Additional Information	300

1 to 2 of 2

---

dev311563.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsysparm_nostack...

All   Favorites

Catalog Item d- Lap... ☆

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:

All   Favorites   ⋮   Variable Set d- Req... ☆   Q 🌐 💬 🖼 ❓ 🔔 👤

Variable Set
Requester information   📎 ⚙ ⋯ Update Delete

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

ii. Policy 2

All   Favorites   ⋮   Catalog UI Policy d... ☆

Catalog UI Policy
Ui policy for justification   Update   Delete

Catalog Conditions   [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 ☑

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

Applies on Catalog Tasks ☐

On load ☑

Applies on Requested Items ☐

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

	Name	Read only	Mandatory	Visible	Order ▲
	justification_req	Leave alone	True	True	100

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

Catalog Client Scripts
OtherVisiblity

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	OtherVisiblity	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

- o Client Script 2 – Display on Condition

- o Making Select Item Label and fields Mandatory

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

ⓘ IT

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.

dev311563.service-now.com/sp?id=sc_cat_item&sys_id=09d137b3c319b250b1c8784ed401316b

servicenow

Knowledge   Catalog   Requests   Approvals **1**   System Status   🛒 Cart   Tours

Home ❯ All Catalogs ❯ Service Catalog ❯ Hardware ❯ **Laptop Request**

Search Catalog 🔍

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
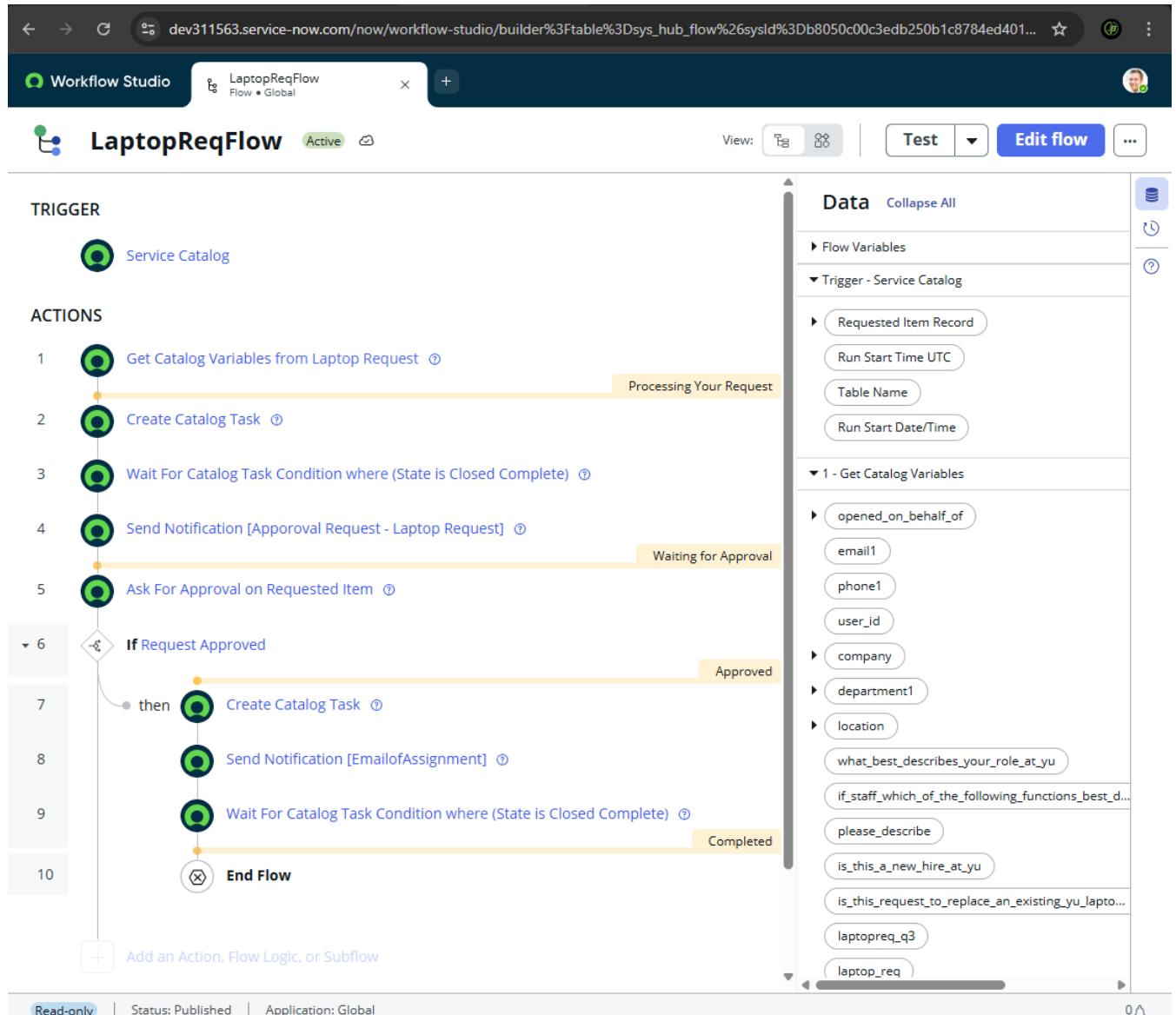
5. Flow Implementation:

Navigation : All > Flow Designer > Create New Flow

1. Creating Flow with proper trigger – Application Service Catalog
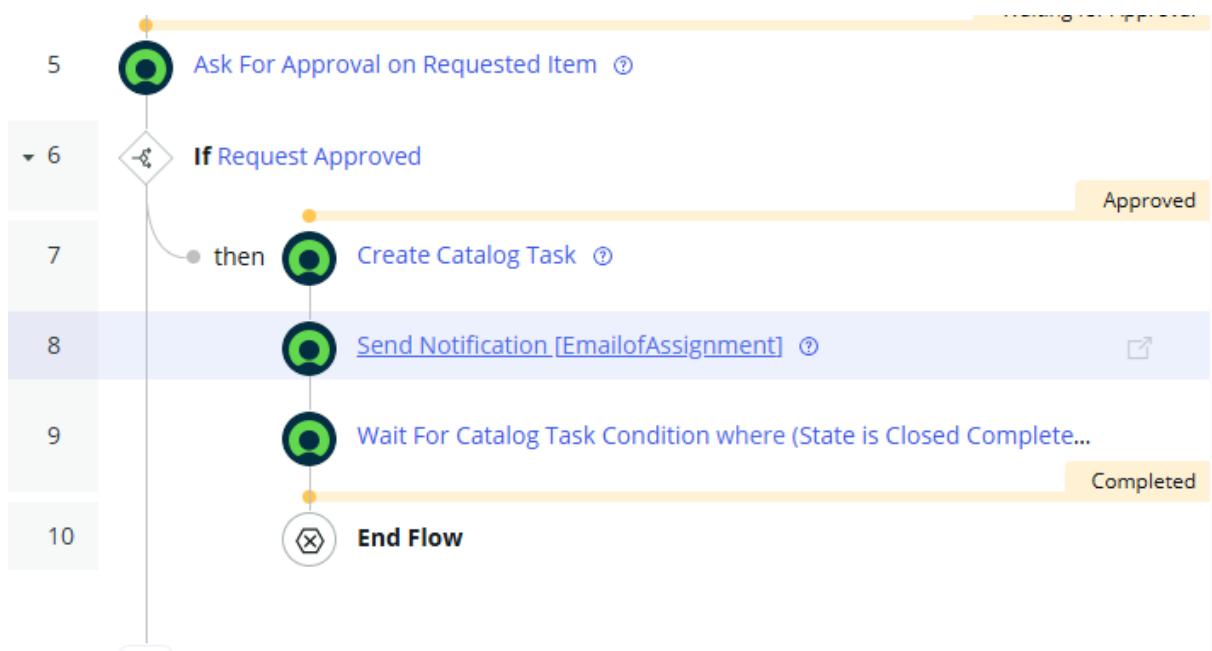
2. Setting up Correct approval rule and relevant groups

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

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

6. Testing Created Laptop Request Flow

1. Request Submitted and Catalog Task Created

- 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

- Notification Triggered

- 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	--	▼ ⊙→ Waiting for Approval (In progress) ◯ Approved (Pending - has not started) ◯ Completed (Pending - has not started) ⊘ Processing Your Request (Completed)	---	--	---

Total: $0.00

3. After Approval

- Flow Test

← → C 🔒 dev311563.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_flow_context%26sysId%3Dbb1861086da1365023ed... ☆

⭘ Workflow Studio   ⧉ LaptopReqFlow   ✕   ⊞ LaptopReqFlow   ✕   +
                        Flow • Global   Flow execution • None

EXECUTION DETAILS   **LaptopReqFlow**   ↻ Test Run - Waiting ●   **Cancel flow**   **Open flow**   **Open context record**
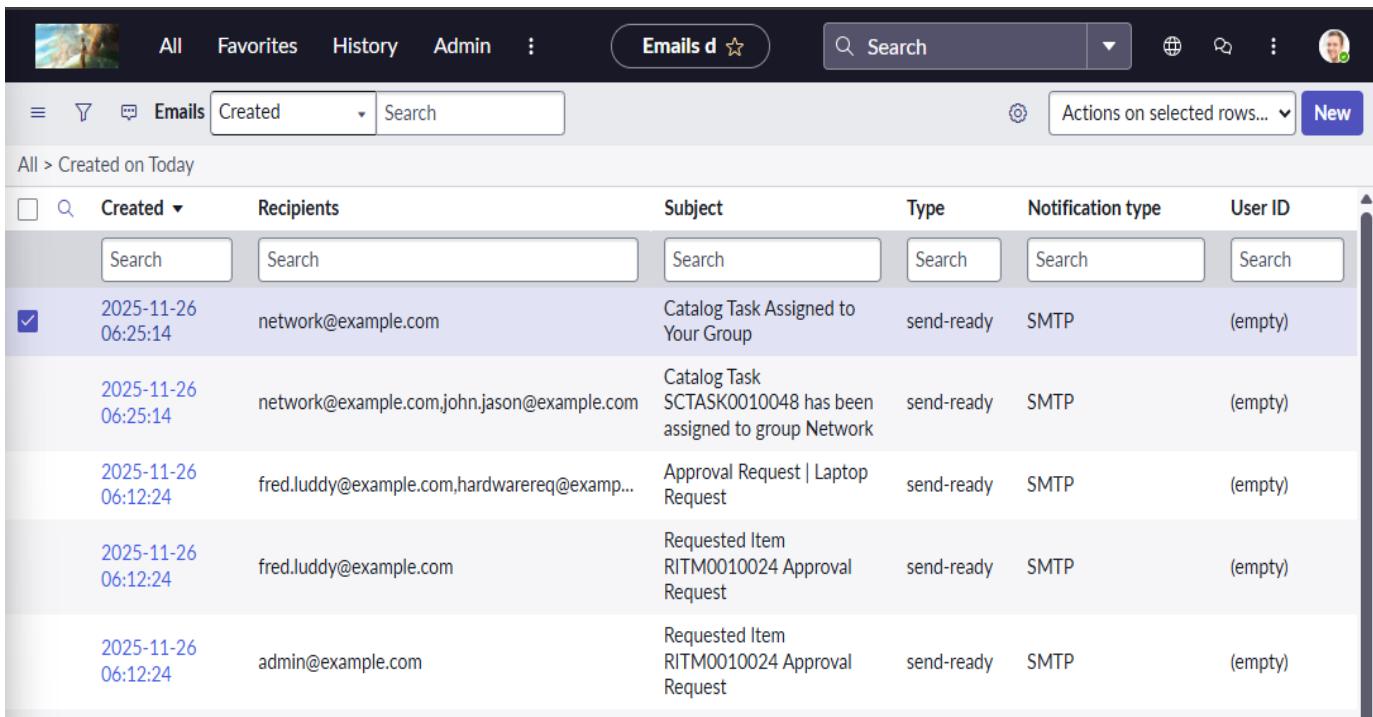
Show Action Details		Stages: ✔ ➡ ⬤ ✔	State	Start time	⏱
FLOW STATISTICS	Run as: System Administrator	Open flow logs ⧉	**Waiting**	2025-11-26 06:10:15	1632ms
TRIGGER		Expand or collapse Trigger Details			
⊙ Catalog Item Requested					

ACTIONS

1	⊙	**Get Catalog Variables** from Laptop Request	Core Action	**Completed**	2025-11-26 06:10:15	34ms
						Processing Your Request
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
						Waiting for Approval
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
						Approved
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
						Completed
10	⊗	**End**	Flow Logic	**Not Run**		

ERROR HANDLER

- Notification Triggered to Assigned Group

- Portal View

4. After Closing the Final Fulfilment Catalog Task.
   - Flow Test

   - Portal View