

Phase – 4: Data Migration, Testing & Security

Attach Workflow to Catalog Item

Description

This activity focuses on linking the previously created **Software Request Workflow** to the **Software Installation Request** catalog item. Attaching the workflow ensures that when an employee submits a software request through the Service Catalog, the defined automation logic (approvals, task creation, and updates) is executed automatically.

Activity 1: Adding Workflow

Objective

To associate the Software Request Workflow with the Software Installation Request catalog item using the Process Engine configuration.

Steps Performed

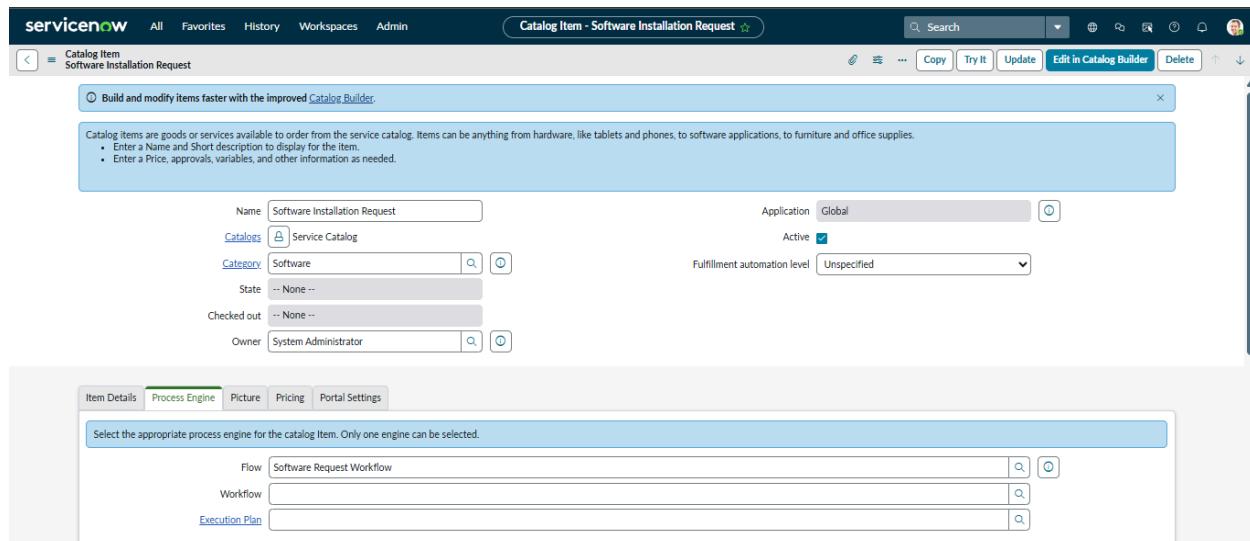
1. Logged into the ServiceNow instance.
2. Clicked on **All** and searched for **Maintain Items**.
3. Opened the catalog item **Software Installation Request**.
4. Navigated to the **Process Engine** tab.
5. In the **Workflow** field, selected **Software Request Workflow**.
6. Verified that no Flow was selected in the Flow field, ensuring workflow-based execution.
7. Clicked **Update / Save** to apply the configuration.

Result

The Software Installation Request catalog item is now successfully linked with the Software Request Workflow. Any request submitted through this catalog item will automatically trigger the workflow, enabling approvals, task creation, and fulfillment tracking.

Screenshot Evidence

Insert screenshot showing the Software Installation Request catalog item with the Process Engine tab open and "Software Request Workflow" selected in the Workflow field.



The screenshot shows the ServiceNow interface for editing a catalog item. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Catalog Item - Software Installation Request'. The main content area has tabs for 'Item Details', 'Process Engine' (which is selected), 'Picture', 'Pricing', and 'Portal Settings'. A message at the top says 'Build and modify items faster with the improved Catalog Builder.' Below this, there's a note about catalog items being goods or services available to order from the service catalog. The 'Process Engine' tab contains fields for 'Flow' (set to 'Software Request Workflow'), 'Workflow' (empty), and 'Execution Plan' (empty). Other visible fields include 'Name' (Software Installation Request), 'Application' (Global), 'Active' (checked), 'Category' (Software), 'State' (None), 'Checked out' (None), and 'Owner' (System Administrator).