



# **PIE Tech**

**POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY**  
(Approved by AICTE and Affiliated to Anna University) *sky is the limit*

## **NAAN MUDHALAVAN**

### **ServiceNow Administrator Project**

## **Ordering a WiFi Router Via ServiceNow Service Catalog**

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# **Ordering a WiFi Router Via ServiceNow Service Catalog**

## **Abstract :**

This document provides an overview of the procedure for ordering a WiFi router through the ServiceNow Service Catalog. ServiceNow's self-service platform enables users to request IT services and hardware in an efficient, streamlined manner. By accessing the Service Catalog, users can submit requests for WiFi routers based on available models and configurations, ensuring quick and accurate fulfillment of their networking needs.

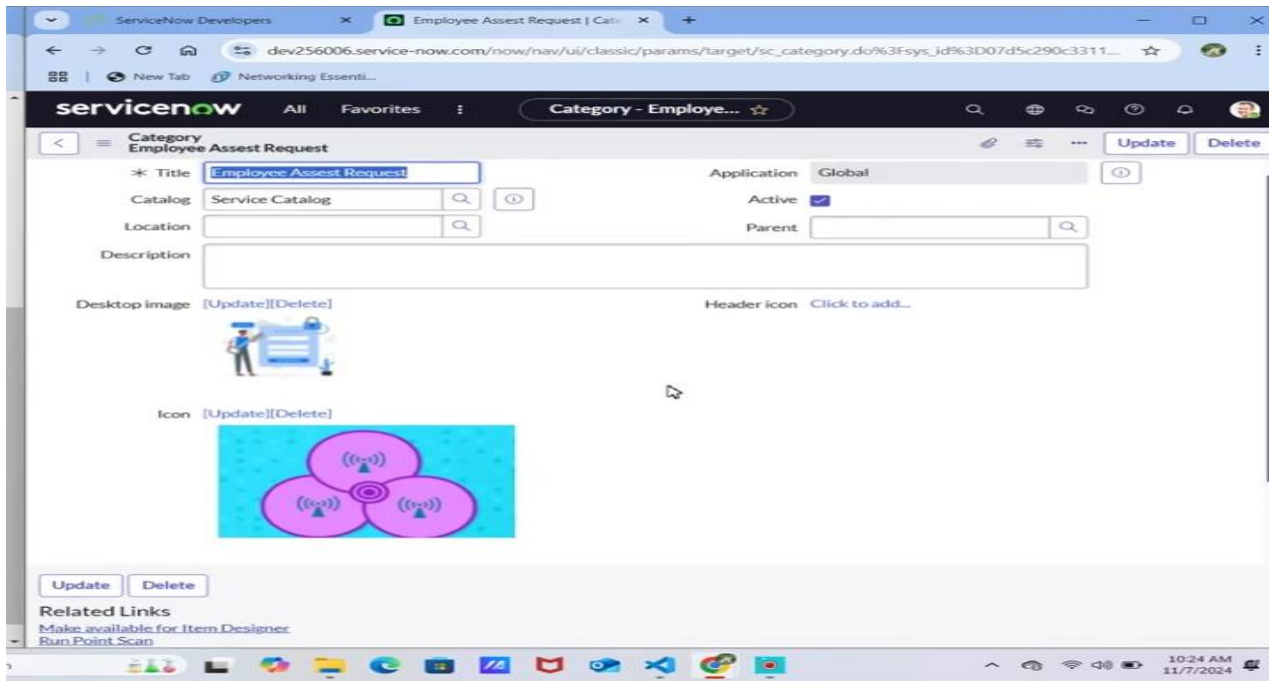
## **Two Major Method :**

- Implementation
- Result

## **Implementation:**

1. Sign in to ServiceNow.
2. Sign up for a developer account on the ServiceNow Developer site
3. navigate to the "Personal Developer Instance" section.  
Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.
7. Open "Maintain categories" >> New
8. Fill the details as below
  - Enter a Title for Category
  - Select the Catalog in Which You Are Going to Add
  - Upload the Desktop Image

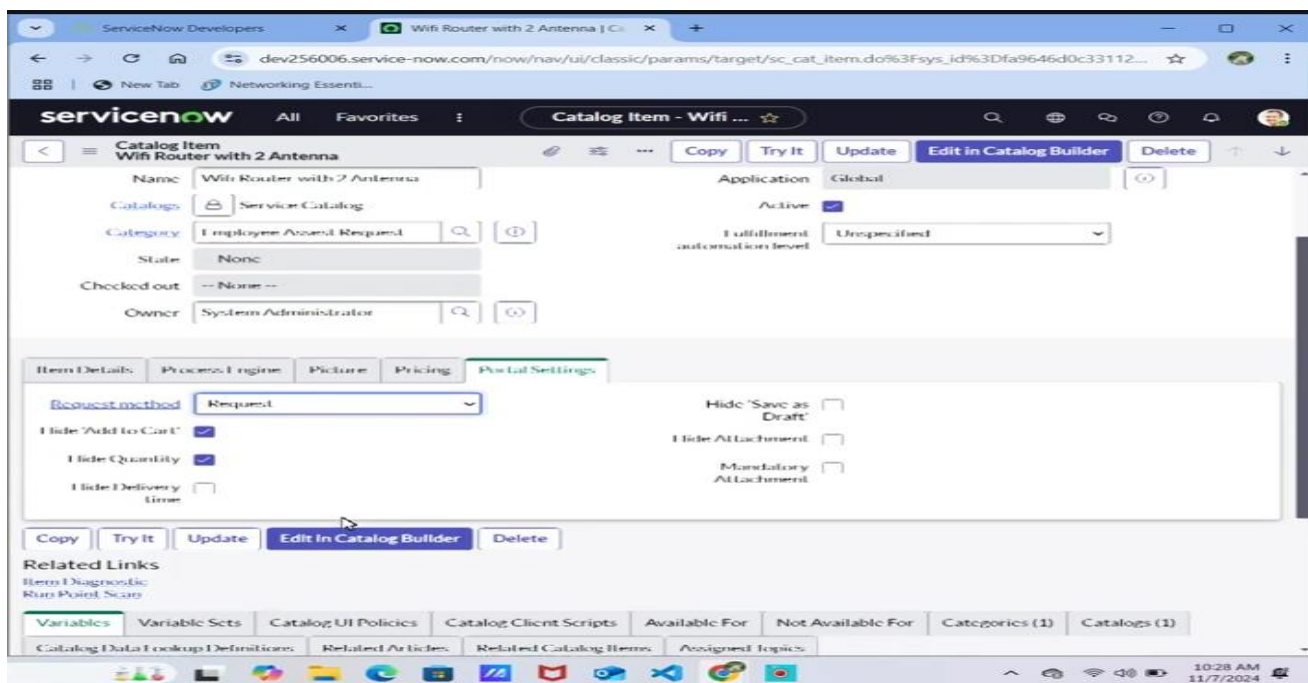
- Upload the Icon Image
- Save



9. Open “Maintain Items” >> New

10. Fill the details as below

- Give a Name for the Catalog Item
- Select the Catalog
- Select the Category
- Save the Item
- Go to Portal Settings and select the Request



## 11. Add variables to the Item

Click on Variables >> New

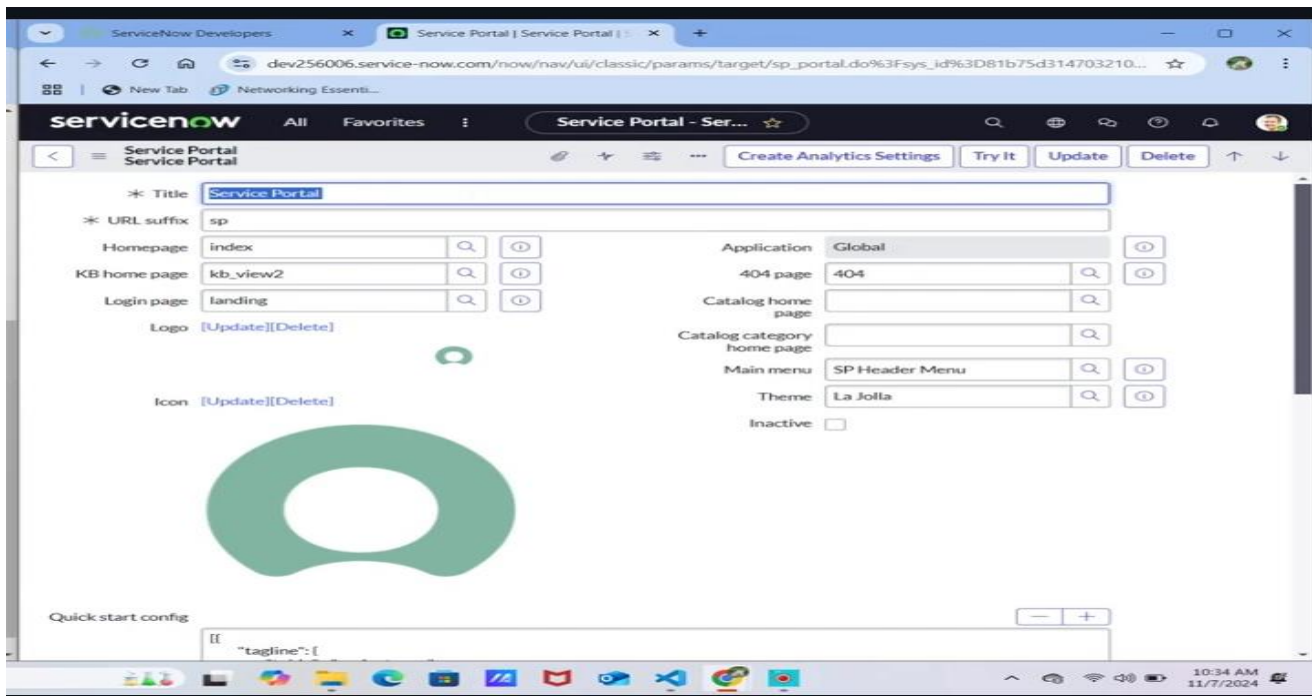
## 12. Fill the details as below

- Give a Question for Catalog Item
- Name is Autopopulated
- Save the variable

The screenshot shows the ServiceNow 'Variable - New Record' form. The browser address bar indicates the URL: `dev256006.service-now.com/now/nav/ui/classic/params/target/item_option_new.do%3Fsysparm_tiny%3DdbtZ...`. The form has a dark header with the ServiceNow logo and navigation links. The main form area is titled 'Variable - New Record' and includes a 'Submit' button. The form is divided into two main sections: 'Application' and 'Question'. The 'Application' section includes fields for 'Application' (set to 'Global'), 'Type' (set to 'Multi Line Text'), 'Catalog Item' (set to 'Wifi Router with 2 Antenna'), and 'Order' (set to '400'). The 'Question' section includes checkboxes for 'Active' (checked), 'Mandatory' (checked), 'Read only' (unchecked), and 'Hidden' (unchecked). Below these are tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab is active, showing a form with fields for 'Question' (set to 'Address'), 'Name' (set to 'Autopopulated'), 'Tooltip', and 'Example Text'. A 'Submit' button is located at the bottom left of the form.

## 13. Open “Portals”

## 14. Select Service Portal



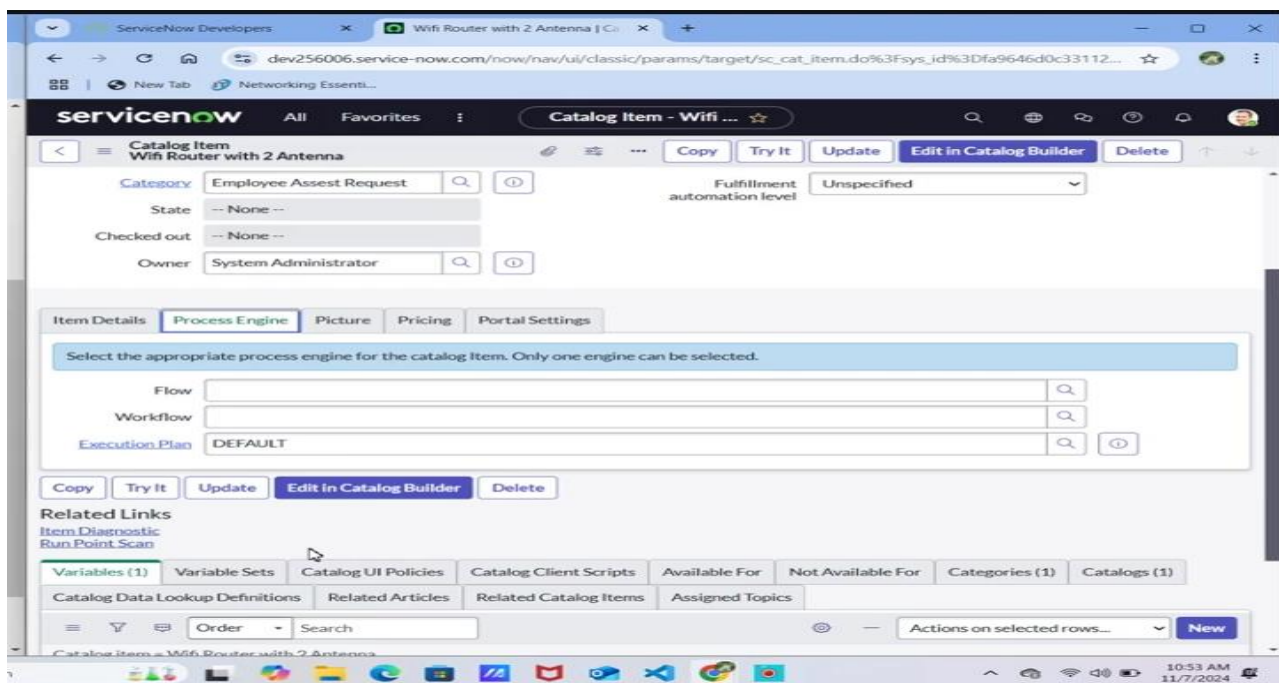
15. Select Catalogs

16. Select Edit

Select the Category and Add to Service Portal and Save

17. Open Workflow Editor >> New Workflow

18. Add the workflow to the item



19. Open “My Requests”

20. Open the Service Catalog Task

The screenshot shows the ServiceNow interface for a Catalog Task. The browser address bar displays the URL: `dev256006.service-now.com/now/nav/ui/classic/params/target/sc_task.do%3Fsys_id%3D8d111e50c3711210f...`. The page title is "Catalog Task - SCTASK0010001".

**Form Fields:**

- Number:** SCTASK0010001
- Assigned to:** (Empty field with search icon)
- Configuration item:** (Empty field with search icon)
- Active:** ☒
- Approval:** Not Yet Requested (Dropdown)
- Priority:** 4 - Low (Dropdown)
- State:** Open (Dropdown)
- Request item:** RITM0010001 (Field with search icon and refresh icon)
- Requested for:** System Administrator (Field with search icon and refresh icon)
- Short description:** order is placed
- Description:** (Empty text area)
- Work notes:** Work notes (Text area with "Post" button)

**Activities:** 1

- System Administrator**
  - Impact: 3 - Low
  - Opened by: System Administrator
  - Priority: 4 - Low
  - State: Open

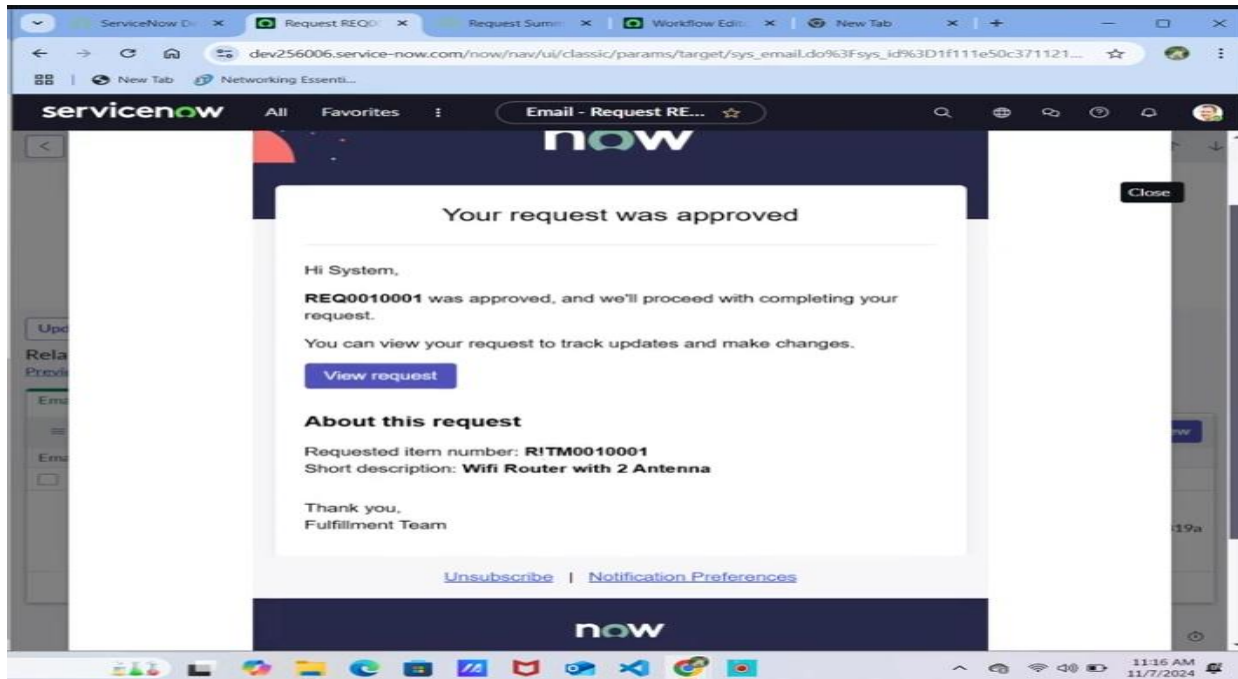
**Field changes:** 2024-11-06 21:41:03

**Buttons:** Update, Close Task, Delete

# Result:

## 21.Open “Emails”

- Click on the preview email
- Then you get the body of the mail



## Conclusion:

In conclusion, ordering a WiFi router through the ServiceNow Service Catalog provides a streamlined, efficient, and user-friendly approach for both employees and IT teams. This automated process reduces manual effort, ensures accurate hardware allocation, and accelerates delivery times. By centralizing requests within a single platform, ServiceNow enhances transparency, simplifies approvals, and improves inventory management, all while maintaining a smooth user experience.