



PIE Tech

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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

ServiceNow Developers

dev256006.service-now.com/now/nav/ui/classic/params/target/sc_category.do%3Fsys_id%3D07d5c290c3311...

ServiceNow All Favorites Category - Employee...

Category Employee Assesst Request

Title Employee Assesst Request Application Global

Catalog Service Catalog Active ☒

Location Parent

Description

Desktop image [Update][Delete] Header icon Click to add...

Icon [Update][Delete]

Update Delete

Related Links

Make available for Item Designer

Run Point Scan

10:24 AM 11/7/2024

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

ServiceNow Developers

dev256006.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3Dfa9646d0c33112...

ServiceNow All Favorites Catalog Item - Wifi ...

Catalog Item Wifi Router with 2 Antenna

Name Wifi Router with 2 Antenna Application Global

Catalog Service Catalog Active ☒

Category Employee Assesst Request

State None Fulfillment automation level Unspecified

Checked out -- None --

Owner System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Request method Request

Hide 'Add to Cart' ☒ Hide 'Save as Draft' ☐

Hide Quantity ☒ Hide Attachment ☐

Hide Delivery time ☐ Mandatory Attachment ☐

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic

Run Point Scan

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

Catalog Data Lookup Definitions Related Articles Related Catalog Items Assigned Topics

10:28 AM 11/7/2024

11. Add variables to the Item

Click on Variables >> New

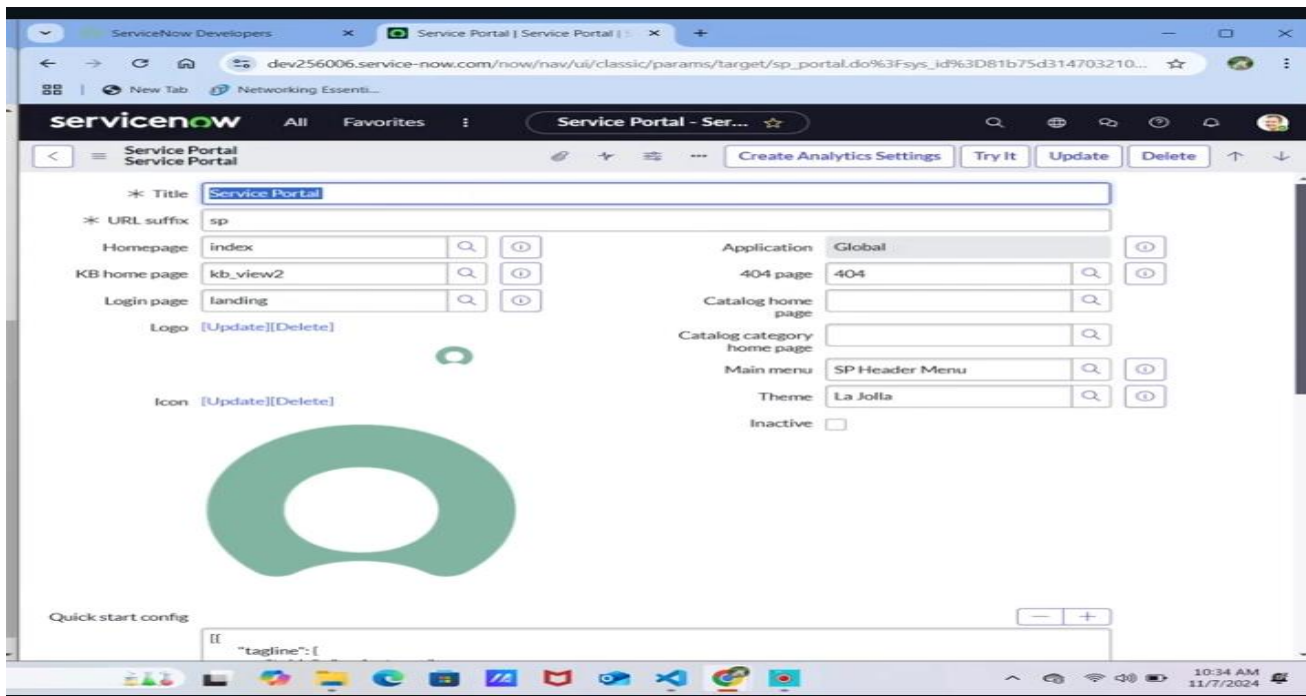
12. Fill the details as below

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

The screenshot shows the ServiceNow 'Variable - New Record' form. The form is for creating a new variable. The 'Application' is set to 'Global', 'Type' is 'Multi Line Text', 'Catalog Item' is 'Wifi Router with 2 Antenna', and 'Order' is '400'. The 'Active' checkbox is checked, 'Mandatory' is checked, 'Read only' is unchecked, and 'Hidden' is unchecked. The 'Question' tab is selected, showing a text area for the question, a text field for the name (set to 'Autopopulated'), a text field for the tooltip, and a text field for the example text. A 'Submit' button is at the bottom left.

13. Open “Portals”

14. Select Service Portal



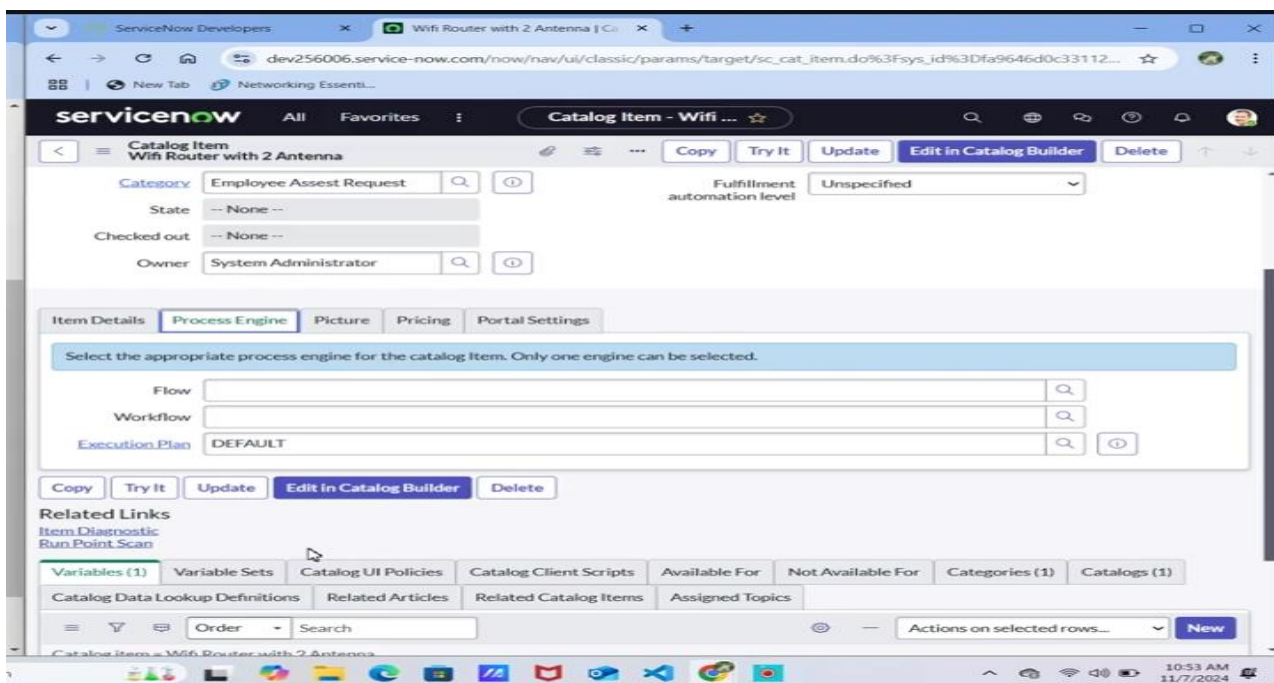
15. Select Catalogs

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 indicates 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
- Priority:** 4 - Low
- State:** Open
- Request item:** RITM0010001
- Requested for:** System Administrator
- Short description:** order is placed
- Description:** (Empty text area)
- Work notes:** (Empty text area with "Post" button)

Activities: 1

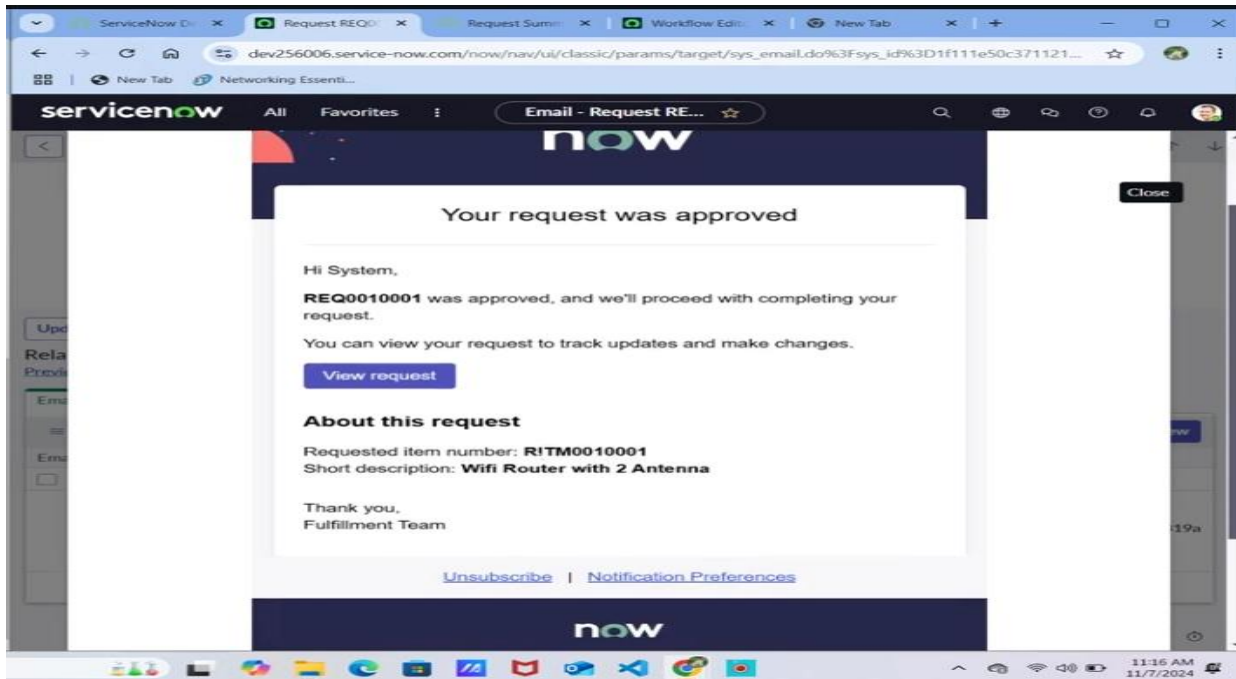
- System Administrator** (User icon)
- Impact:** 3 - Low
- Opened by:** System Administrator
- Priority:** 4 - Low
- State:** Open
- Field changes:** 2024-11-06 21:41:03

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.