



PIE Tech

POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY
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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

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

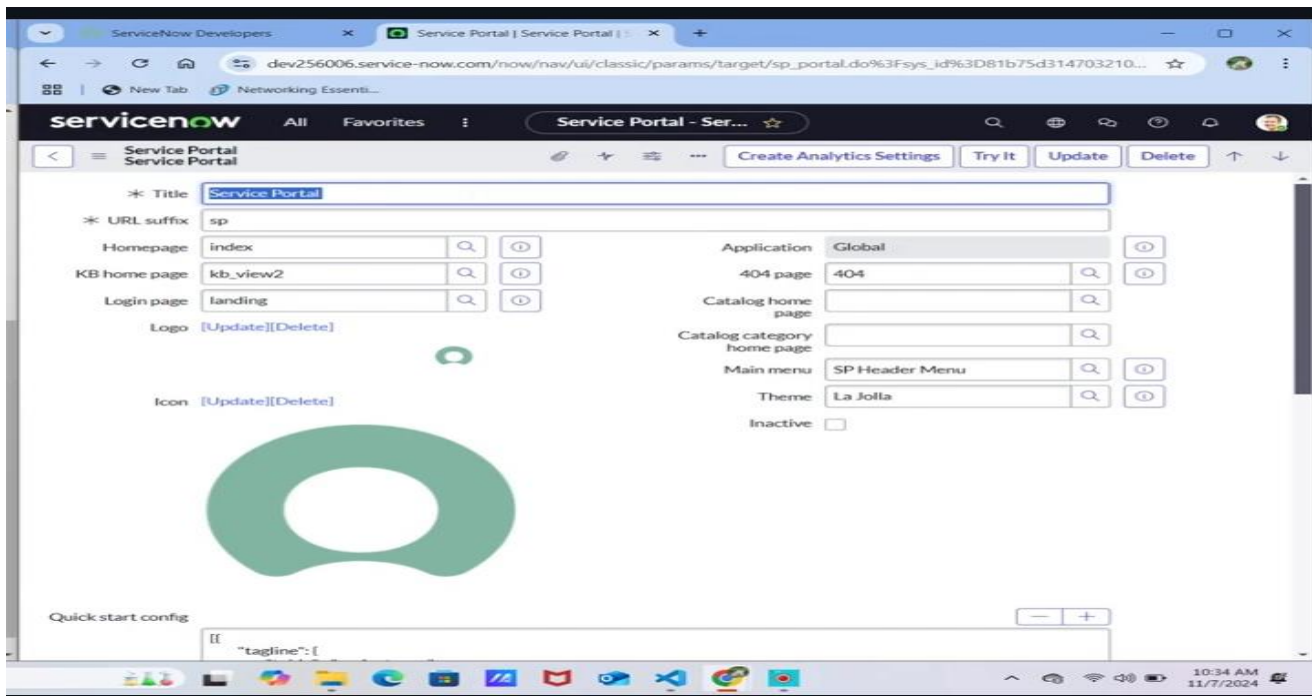
12. Fill the details as below

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

The screenshot shows the ServiceNow 'Variable - New Record' form. The 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



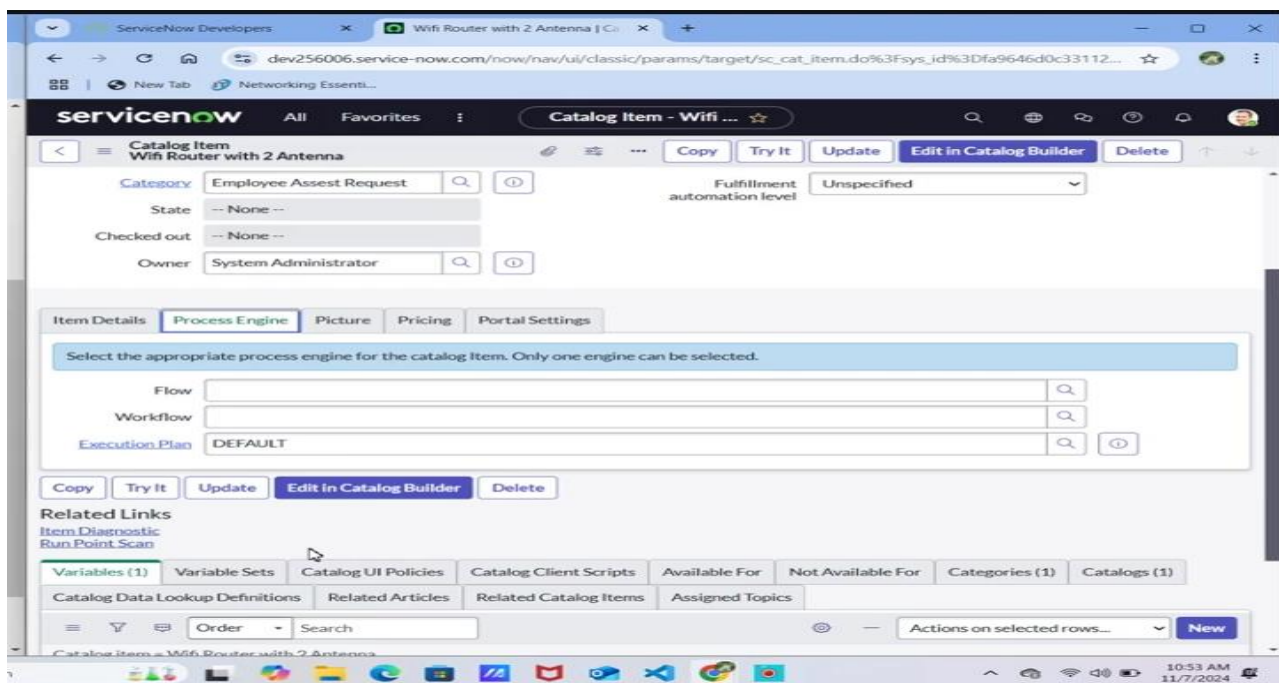
15. Select Catalogs

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 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 (with search icon and refresh icon)
- Requested for:** System Administrator (with search icon and refresh icon)
- Short description:** order is placed
- Description:** (empty text area)
- Work notes:** Work notes (with a yellow highlight bar and a "Post" button)

Activities: 1

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

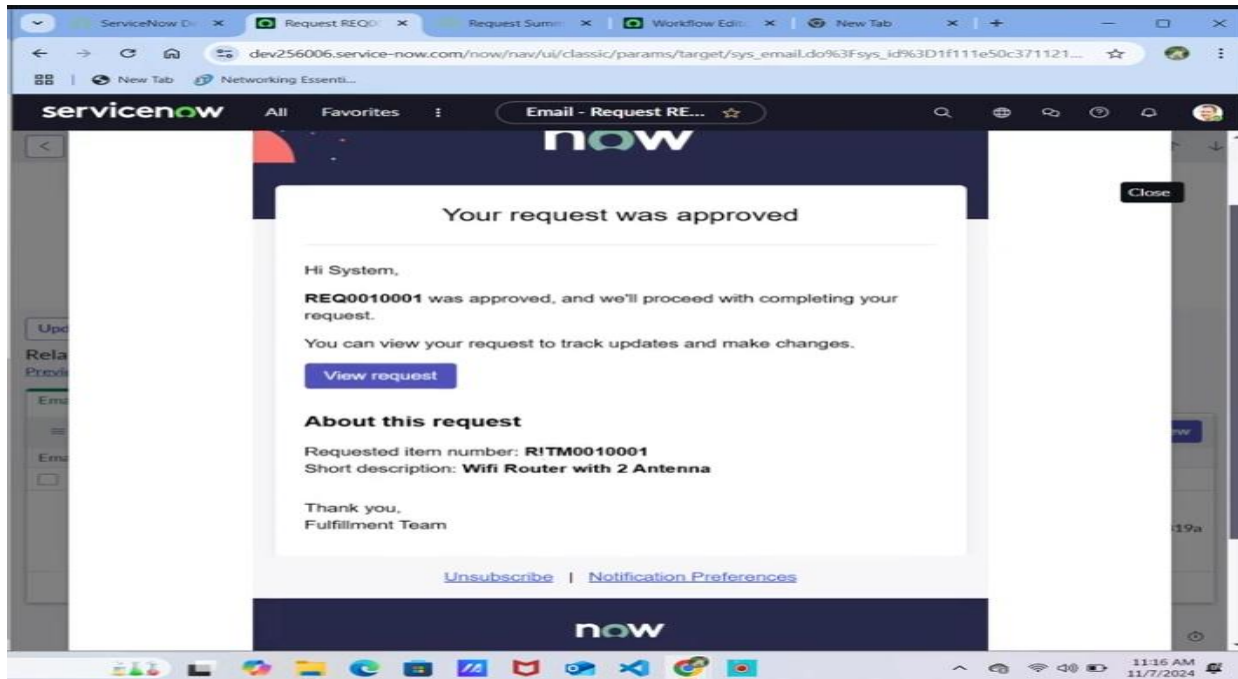
Field changes: 2024-11-06 21:41:03

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.