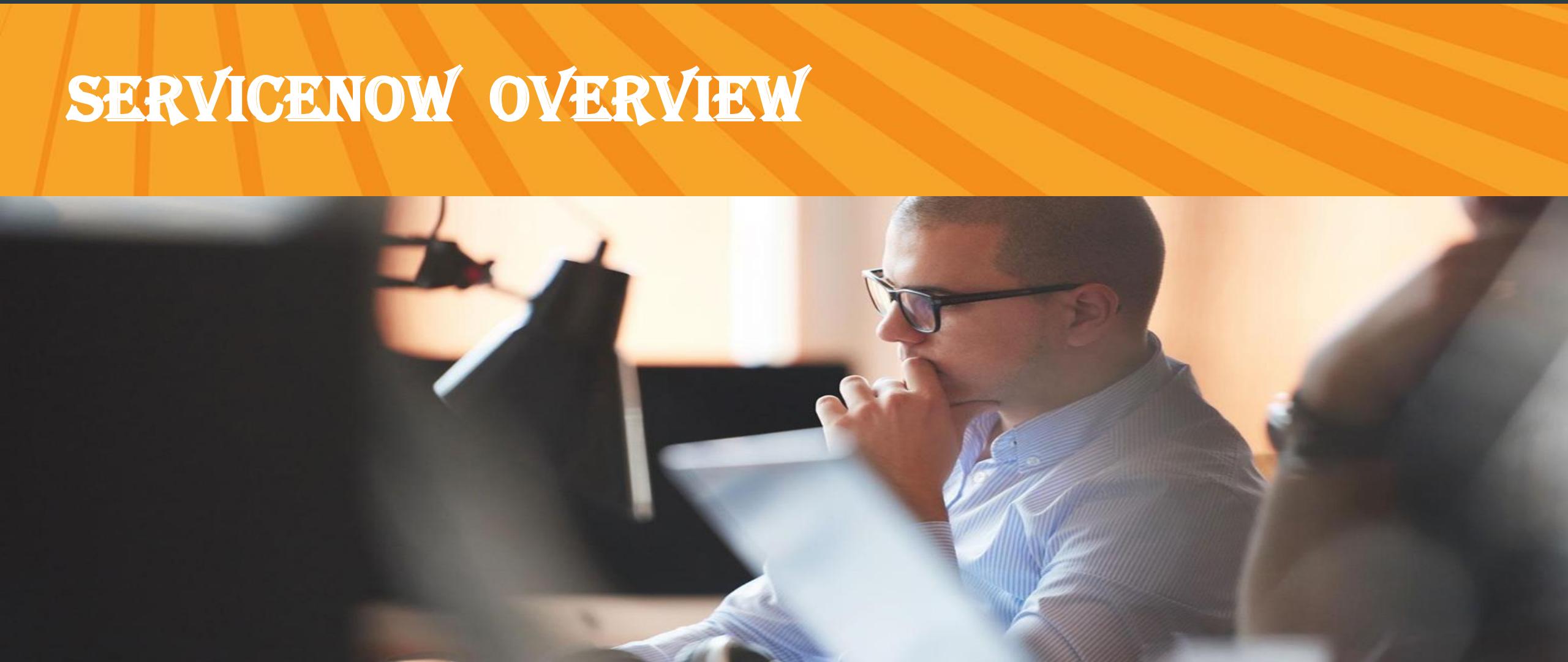




SERVICENOW OVERVIEW





ServiceNow – Overview of Service Catalog – Live Demo



Service Catalog

- ▶ Service Catalog is designed for ordering pre-defined items in the organization
- ▶ Using Service Catalog application, we can create service catalogs that provide your customers with self-service opportunities.
- ▶ We can also Customize portals where your customers can request catalog items such as service and product offerings.

The screenshot shows a service catalog entry for a Dell XPS 13 laptop. The top navigation bar includes links to 'Service Catalog', 'Hardware', and 'Development Laptop', along with a search bar and a 'Cart' icon. The main content area displays the following information:

Dell XPS 13
The corporate standard laptop for developers. 3.1 GHz Intel Core i7 processor, 250 GB or 500 GB SSD.

Dell XPS 13 (image of the laptop)

Specifications:

- 3.1 GHz Intel Core i7 processor
- 250 GB or 500GB Solid State Drive
- 8 GB RAM
- Microsoft Windows 8 or Ubuntu
- Tomcat, Eclipse, Firefox, Chrome

Order this Item

Price	\$1,000.00
Quantity	1
Subtotal	\$1,000.00
Delivery time	2 Days

Order Now (button)

Add to Cart (button)

Shopping Cart
Empty

Below the specifications, there are three configuration options:

- What size solid state drive do you want?
 250 GB
 500 GB
- Please specify an operating system:
 Windows 8
 Ubuntu

Service Catalog

- ▶ What a service look like to a customer

Objective : Give the customer enough information to make a self service determination

- Name of the service
- Fit for my use
- Who can request it
- Cost
- Quality
- Delivery time
- How to request it
- Service Owner

The screenshot shows a service catalog page for the SAP Financials service. At the top, there's a navigation bar with 'Home / Service Catalog / SAP Financials'. On the right, there's a sidebar with sections for 'Request this service', 'Quick search for services' (with a placeholder 'Enter keywords to find services'), 'Services A to Z' (listing Active Directory, Apache Web Hosting, Application Access, Backup Services, BlackBerry Infrastructure, and links to See More pages 1-9), 'Newly Added' (listing Copy of SAP Financials), and 'My Recently Viewed Services' (listing SAP Financials, Bond Trading Business Service, Private Token Access, and BYOD Mobile Phone Services).

SAP Financials

SAP Financials
Owned By: James Vittolo

Description

Service consists of the following:

- Chart of accounts
- Journal entries
- Transaction templates
- Recurrent journal transactions
- Exchange rate differences
- Trial balance report
- Profit and loss report
- Balance sheet
- Comparative reports
- Budget
- Financial reports designer

Service Details

In Scope > Out of Scope > Status > Feedback > Information >

The following items are deemed in scope:

- 24 x 7 Availability monitoring
- Daily market updates
- Lending support
- Security and Privacy Management

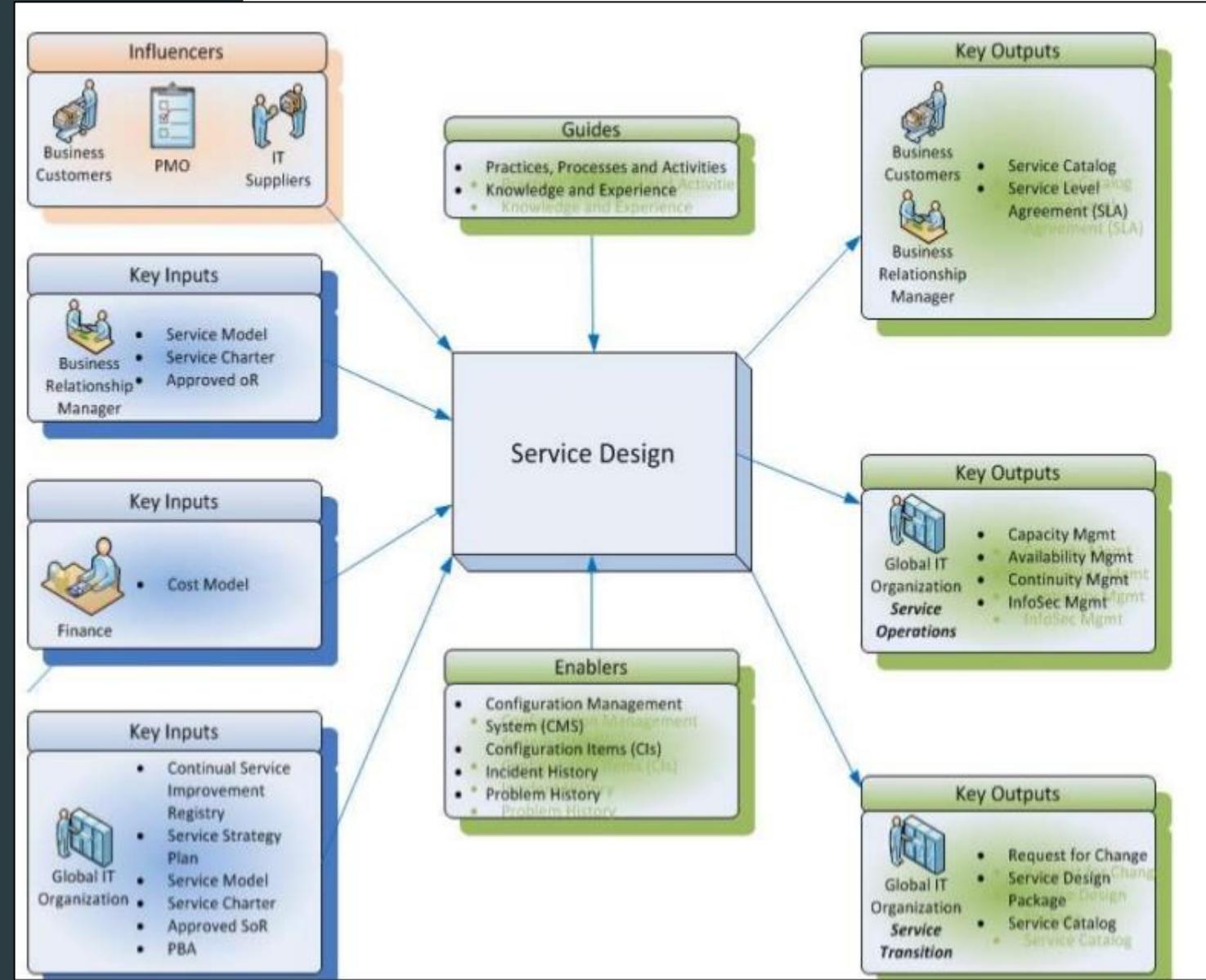
Service Design Model Framework

- ▶ The Service Design Model framework gives overview of design we provide as part of complete project design.

	Customer Experience	Sourcing & Alliances	Business Processes	Organization & Geography	Governance & Compliance	Resources	Technology & Support	Assets & Finance
STRATEGY Design and Roadmap	Customer Strategy	Vendor Strategy	Business Strategy		Governance Strategy		System Strategy	Asset Strategy
ARCHITECTURE Business, Tech & Support			Components & Integrations	Organization Structure		Organization Structure	Systems & Operations	
WORKFLOWS Key Business and Technology	Customer Workflows		Business Workflows		Governance Audit & Schedule		System Workflows	
ROLES RACI Roles and Responsibility		RACI		RACI	RACI	RACI		
PERFORMANCE KPIs/Metrics, Surveys and Rptg	Customer KPIs	Vendor KPIs	Business KPIs	Geo KPIs	Audit KPIs	Resource KPIs	System KPIs	Asset KPIs
AGREEMENTS OLAs and SLAs		Vendor SLAs	Business OLAs & SLAs	SBU OLAs & SLAs	Management SLAs	Resource SLAs	System SLAs	
MONITORING Innovation, Risk and Lifecycle	Innovation	Risk	Innovation & Lifecycle	Risk	Risk	Risk	Innovation & Lifecycle	Risk & Lifecycle

Service Catalog

► Service Design Factors and Influences



Service Catalog

- ▶ Example: Service Package
- ▶ Service Name Messaging and Collaboration
- ▶ Core Services Enabling Services Enhancing Services Options
- ▶ Email Network Service Desk Support
Service Desk Support 8 x 5 10 x 6
 7 x 24 x 365 Server

Messaging and Collaboration			
Core Services	Enabling Services	Enhancing Services	Options
Email	Network	Service Desk Support	Service Desk Support <input type="checkbox"/> 8 x 5 <input type="checkbox"/> 10 x 6 <input type="checkbox"/> 7 x 24 x 365
	Server		<input type="checkbox"/> Instant Messaging
	Storage	System Monitoring	Mailbox Size (Maximum) <input type="checkbox"/> 2 GB <input type="checkbox"/> 10 GB <input type="checkbox"/> Unlimited
			Multi-language <input type="checkbox"/> Spanish <input type="checkbox"/> French <input type="checkbox"/> Japanese
	Account Administration	Information Security	Wireless Devices <input type="checkbox"/> Lenovo S6000 <input type="checkbox"/> iPad Air <input type="checkbox"/> Samsung Galaxy S5 <input type="checkbox"/> iPhone 5s
			Service Support Level <input type="checkbox"/> Gold <input type="checkbox"/> Silver

Service Catalog

- ▶ Demo the sample portal of evergreen service Portal



Service Catalog

- ▶ Lets consider we have new joinee who is entitled for desktop, laptop and mobile. Hence all these pre-defined order where fulfillment process would be standard irrespective of users is made available in Service Catalog

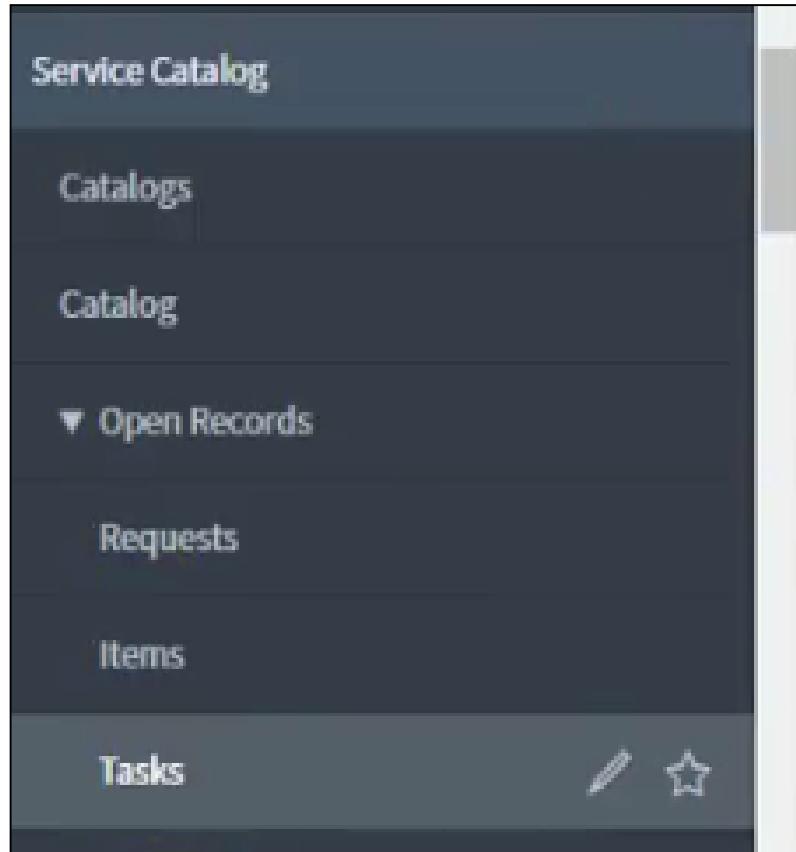
Service Catalog home page

Service Catalog +

Services  Services Document production services. Create and produce high-quality, professional documents.	Hardware  Hardware Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.	Top Requests  Access  Standard Laptop  Apple iPad 3  Cisco Jabber 10.5  Google Nexus 7
Can We Help You?  Can We Help You? Your IT gateway. Report issues and submit requests.	Software  Software A range of software products available for installation on your corporate laptop or desktop computer.	Shopping Cart Empty
Office  Office Office services such as printing, supplies requisition and document shipping and delivery.	Desktops  Desktops Desktop computers for your work area.	
Peripherals  Peripherals End user peripherals such as mobile phone cases, dongles, and cables	Mobiles  Mobiles Cell phones to meet your business needs.	

Service Catalog

- ▶ There are 3 tables available which play key role in Service Catalog.
 - Requests
 - Items
 - Tasks
- ▶ ServiceNow provides Shopping experience for ordering items



Service Catalog

- ▶ When we order the item from Service Catalog there are 2-3 entries created in tables
- ▶ First Entry is Request
- ▶ Second Entry is Requested Item
- ▶ Third Entry is Task

A screenshot of the ServiceNow Requests list screen. The URL in the browser is https://dev23818.service-now.com/sc_request_list.do?sysparm_userpref_module=17e0b4990a04bf15013f9590408c419a&sysparm_query=active=true^EQ&sysparm_clear_stac... The top navigation bar includes 'Requests' (highlighted in blue), 'New', 'Go to', 'Number', and a search bar. Below the header are filters: 'All > Active = true'. The main table has columns: 'Number' (sorted descending), 'Requested for', 'Opened by', 'Request state', and 'Due date'. A single row is displayed with the following data:

- Number: REQ0000001 (highlighted with a yellow circle)
- Requested for: System Administrator
- Opened by: System Administrator
- Request state: Approved
- Due date: 2018-02-23 12:58:43

The bottom of the table has a 'Actions on selected rows...' button and a page navigation bar showing '1 to 1 of 1'.

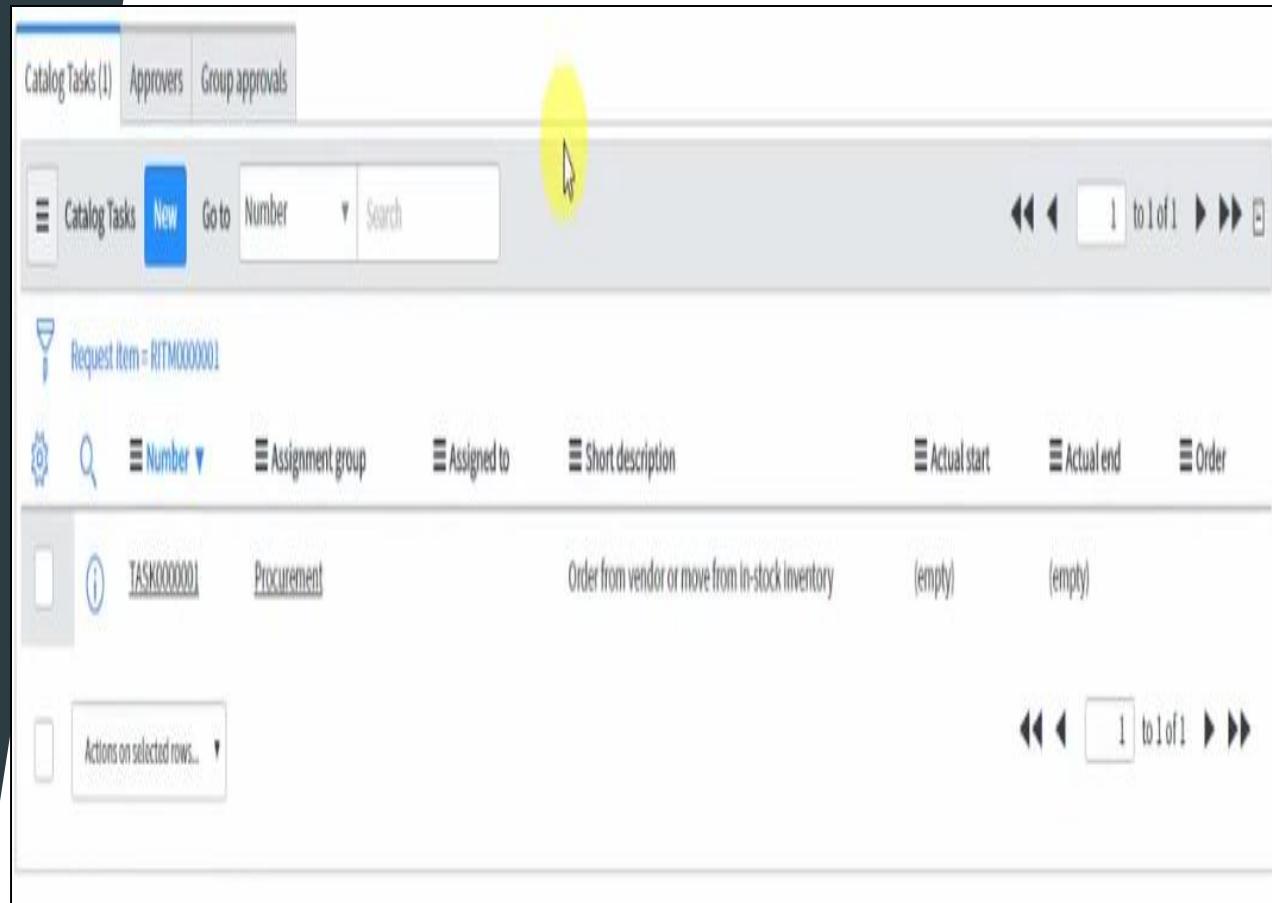
A screenshot of the ServiceNow Requested Items list screen. The URL in the browser is https://dev23818.service-now.com/sc_request_list.do?sysparm_userpref_module=17e0b4990a04bf15013f9590408c419a&sysparm_query=active=true^EQ&sysparm_clear_stac... The top navigation bar includes 'Requested Items' (highlighted in blue), 'Approvers', 'Group approvals', and 'Recurring Prices'. Below the header are filters: 'Request = REQ0000001'. The main table has columns: 'Number' (sorted descending), 'Quantity', 'Catalog', 'Item', 'Due date', 'Price', 'Assigned to', and 'Stage'. A single row is displayed with the following data:

- Number: RITM0000001
- Quantity: 1
- Catalog: Apple iPad 3
- Item: Apple iPad 3
- Due date: 2018-02-23 12:58:43
- Price: \$600.00
- Assigned to: (empty)
- Stage: (empty) (highlighted with a yellow circle)

The bottom of the table has a 'Actions on selected rows...' button and a page navigation bar showing '1 to 1 of 1'.

Service Catalog

- ▶ This structure is present just to get the requirement of one request having multiple items under it as bundle and fulfillment request is going to multiple request fulfillment **workflow.** Ex : User ordering laptop and mobile phone
- ▶ There are tasks assigned as there are task of Service Desk interacting directly with user and another task for procurement team procuring the laptop.
- ▶ That's the reason we have this structure



The screenshot shows a software interface for managing service catalog tasks. At the top, there are tabs: 'Catalog Tasks (1)', 'Approvers', and 'Group approvals'. Below the tabs is a toolbar with buttons for 'Catalog Tasks' (highlighted in blue), 'New', 'Go to', 'Number' (with a dropdown arrow), 'Search' (with a magnifying glass icon), and navigation icons (back, forward, search). A yellow circle highlights the 'Number' field. To the right of the toolbar is a cursor icon. Below the toolbar is a header row with columns: 'Request item = RITM000001', 'Number' (with a dropdown arrow), 'Assignment group', 'Assigned to', 'Short description', 'Actual start', 'Actual end', and 'Order'. The main data area shows a single row of data:

Request item = RITM000001	Number	Assignment group	Assigned to	Short description	Actual start	Actual end	Order
	TASK000001	Procurement		Order from vendor or move from in-stock inventory	(empty)	(empty)	

A dropdown menu labeled 'Actions on selected rows...' is open at the bottom left of the data area. Navigation icons (back, forward, search) are located at the bottom right.

Service Catalog

- ▶ Hence fulfillment will take in multiple steps.
- ▶ Thus structure is for One Request→under which we have multiple request items→under which we have multiple Catalog tasks assigned to different teams
- ▶ Vice versa is not possible

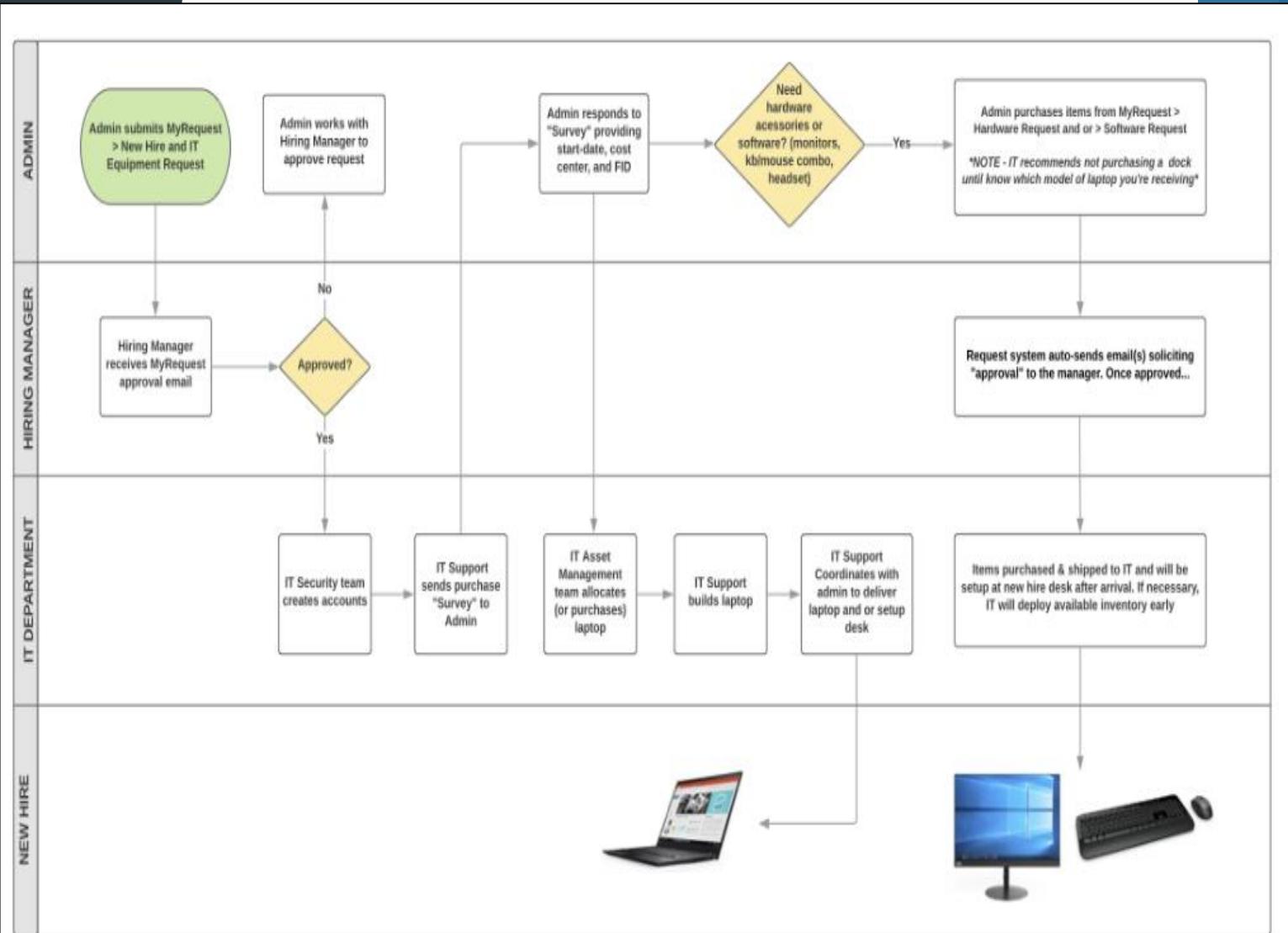
Individual Service Design Activities



- | | | | | |
|-------------------------------------|----------------------------|-------------------------|------------------|------------------------|
| ▪ Service Hierarchy | ▪ Service Functionality | ▪ Workflow Approvals | ▪ Service Status | ▪ Service Metrics/KPIs |
| ▪ Service Catalog / Portal / Mobile | ▪ Offerings Requests Scope | ▪ Assignments Messaging | ▪ Service Rating | ▪ Service Reporting |
| | | | ▪ Service Survey | ▪ Service Dashboards |

Service Catalog

- ▶ Use Case : Fulfilling a requested item, there might be multiple tasks
- ▶ Ex: Laptop request
 - Procurement team
 - Service desk team talking to end user
 - IT team preparing laptop with required OS and related Softwares
 - Movement team



Service Catalog

- ▶ Navigate to Service Catalog module.
- ▶ It is a menu available .Under each category we would have actual item
- ▶ Lets take example of email creation

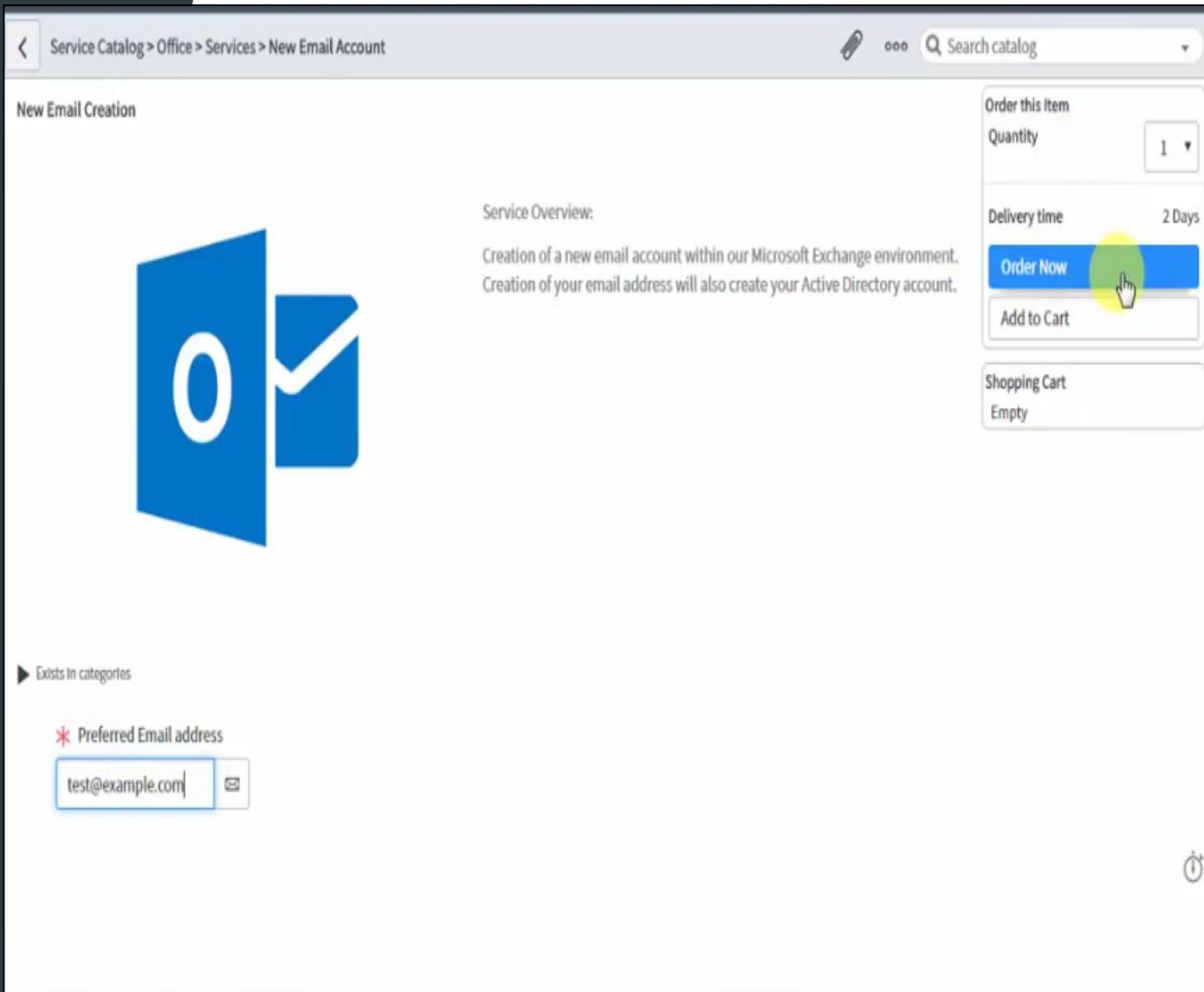
The screenshot shows the Service Catalog interface. At the top right is a search bar labeled "Search catalog". Below it is a "Top Requests" sidebar with icons for Access, Standard Laptop, Apple iPad 3, Cisco Jabber 10.5, and Samsung Galaxy S7 Edge. The main area displays a grid of service categories:

- Services**: Document production services. Create and produce high-quality, professional documents. (Icon: wrench and screwdriver)
- Hardware**: Order from a variety of hardware to meet your business needs, including phones, tablets and laptops. (Icon: computer monitor and smartphone)
- Software**: A range of software products available for installation on your corporate laptop or desktop computer. (Icon: computer monitor with a blue circle)
- Office**: Office services such as printing, supplies requisition and document shipping and delivery. (Icon: office building)
- Desktops**: Desktop computers for your work area. (Icon: computer monitor with a green bar)
- Peripherals**: End user peripherals such as mobile phone cases, dongles, and cables. (Icon: USB cable)
- Mobiles**: Cell phones to meet your business needs. (Icon: smartphone)

In the center, there is a "Can We Help You?" section with a question mark icon, a pencil, gear, and X icon. It says: "Can We Help You? Your IT gateway. Report issues and submit requests."

Service Catalog

- ▶ We put the email id.
- ▶ We can observe cart being available.
- ▶ There are 2 options Order now or Add to cart.
- ▶ Click on Add to cart



Service Catalog

- ▶ We can click on Proceed to checkout or continue shopping
- ▶ Click on Continue shopping
- ▶ Very similar to online shopping wherein we can order multiple items and order in one go.

The screenshot shows a service catalog interface with the following details:

- Header:** Service Catalog > Office > Services, 20 per page, Search catalog.
- Section:** Services
- Description:** Document production services. Create and produce high-quality, professional documents.
- Items:** New Email Account
- Preview:** Shows the Microsoft Exchange logo (blue square with white 'O' and 'M').
- Service Overview:** Creation of a new email account within our Microsoft Exchange environment. Creation of your email address will also create your Active Directory account.
- Shopping Cart:** 1 New Email Account, Edit Cart, **Proceed to Checkout** (highlighted in blue), Continue Shopping.

Service Catalog

- ▶ Add one more item Install Software.
- ▶ Add to Cart

The screenshot shows a service catalog interface with the following details:

- Service Catalog > Office > Services > Install Software**
- Request for software installation service**
- Description:** Request software to be installed on your laptop, desktop, mobile or tablet.
- Icon:** A wrench and screwdriver icon.
- Order Options:**
 - Quantity: 1
 - Delivery time: 2 Days
 - Order Now** (button)
 - Add to Cart** (button)
- Shopping Cart:**
 - 1 New Email Account
 - Edit Cart** (button)
 - Proceed to Checkout** (button)
 - Continue Shopping** (button)
- Input Fields:**
 - What software do you need installed? (Text input: test)
 - Do you have the software media disks? (Dropdown: No)

Service Catalog

- ▶ We can see 2 items are added.
- ▶ There will be one request submitted with 2 items in it
- ▶ Click on Proceed to Checkout

The screenshot shows a service catalog interface with the following details:

- Management** header with a user icon labeled "System Administrator".
- Service Catalog > Office > Services > Install Software** breadcrumb.
- Request for software installation service** title.
- Description:** Request software to be installed on your laptop, desktop, mobile or tablet.
- Icon:** A wrench and screwdriver icon.
- Quantity:** 1
- Delivery time:** 2 Days
- Action Buttons:** Order Now (highlighted in blue), Add to Cart.
- Shopping Cart Summary:** 1 New Email Account, 1 Install Software.
- Cart Actions:** Edit Cart, Proceed to Checkout (highlighted with a yellow circle), Continue Shopping.
- Form Fields:**
 - What software do you need installed? Input: test
 - Do you have the software media disks? Input: No

Service Catalog

- ▶ We can observe fulfillment process is different.
- ▶ Under one request there will be 2 items

Order Status

Thank you, your request has been submitted X

Order Placed: 2018-04-30 00:37:03

Request Number: REQ0010001 ☆

Estimated Delivery Date of Complete Order: 2018-05-02

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Request for software installation service	2018-05-02	▶ ✓ ⊕ ○ ○		1	
New Email Creation	2018-05-02	▶ ✓ ⊕ ○ ○ ○		1	
					Total

Back to Catalog Continue Shopping Home

id=3107ee55dbfd1300b7a978eef961951&sysparm_record_target=sc_request&sysparm_catalog=e0d08b13c3330100c8b837659bba8fb4&sysparm_catalog_view=catalog_default

Service Catalog

- ▶ Navigating to that request
- ▶ If we move to related lists we see 2 requested items

Request
REQ0010001

Number: REQ0010001

Requested for: System Administrator

Location:

Due date: 2018-05-02 00:37:02

Price: \$0.00

Opened: 2018-04-30 00:37:03

Opened by: System Administrator

Approval: Approved

Request state: Approved

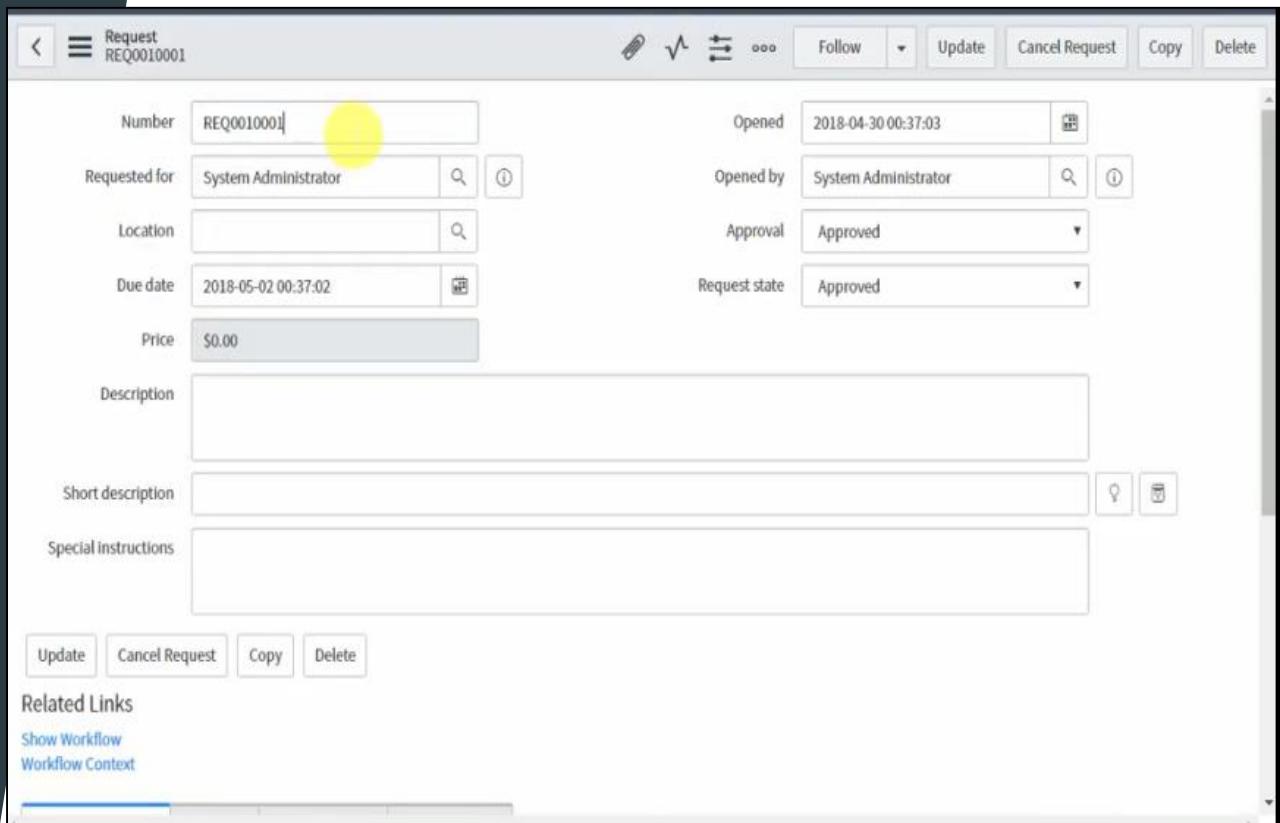
Description:

Short description:

Special instructions:

Update Cancel Request Copy Delete

Related Links:
Show Workflow
Workflow Context

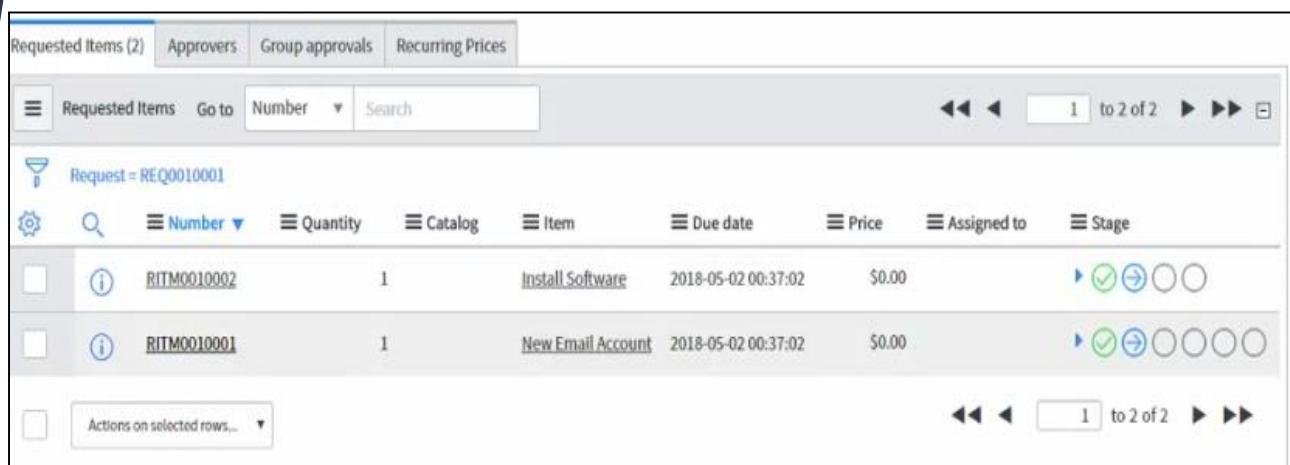


Requested Items (2) Approvers Group approvals Recurring Prices

Requested Items Go to Number Search 1 to 2 of 2

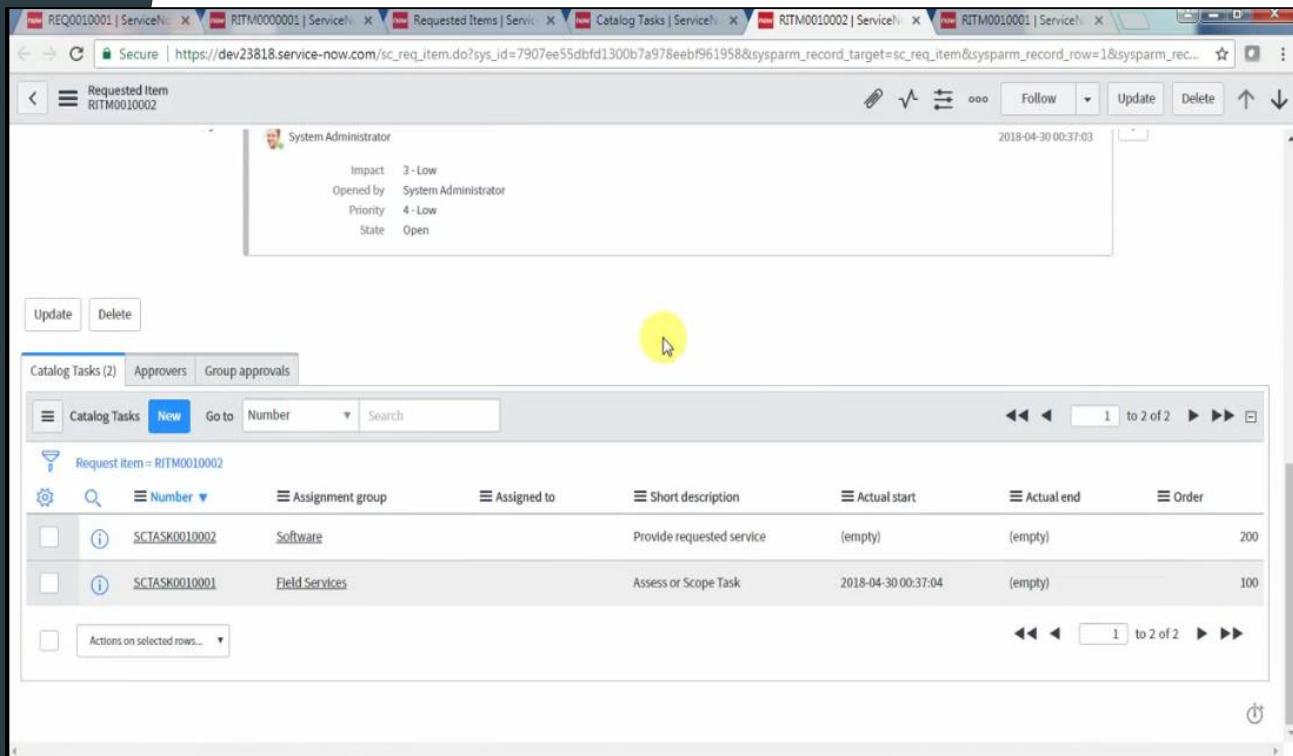
Request = REQ0010001	Number	Quantity	Catalog	Item	Due date	Price	Assigned to	Stage
RITM0010002	1	Install Software	2018-05-02 00:37:02	\$0.00				
RITM0010001	1	New Email Account	2018-05-02 00:37:02	\$0.00				

Actions on selected rows... 1 to 2 of 2



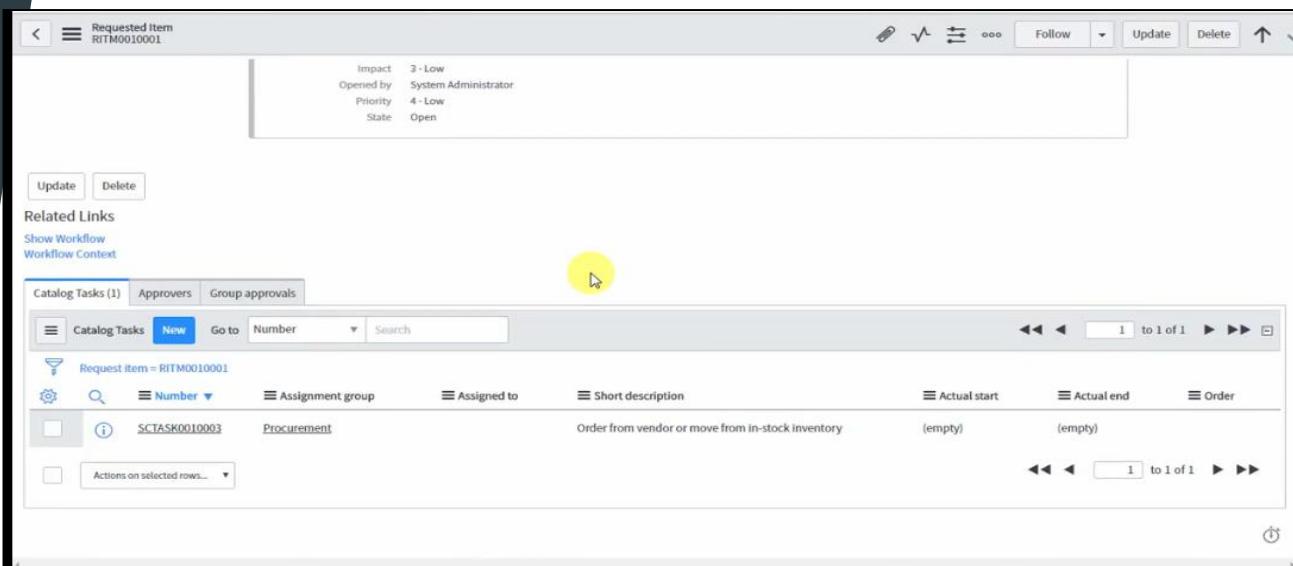
Service Catalog

- ▶ For each requested item we see one of item has 2 catalog tasks generated and another having 1 catalog task generated.



This screenshot shows the 'Requested Item' screen for RITM0010002. At the top, it displays basic information: Impact 3 - Low, Opened by System Administrator, Priority 4 - Low, and State Open. Below this is a table titled 'Catalog Tasks (2)'. The table contains two rows:

Number	Assignment group	Assigned to	Short description	Actual start	Actual end	Order
SCTASK0010002	Software		Provide requested service	(empty)	(empty)	200
SCTASK0010001	Field Services		Assess or Scope Task	2018-04-30 00:37:04	(empty)	100

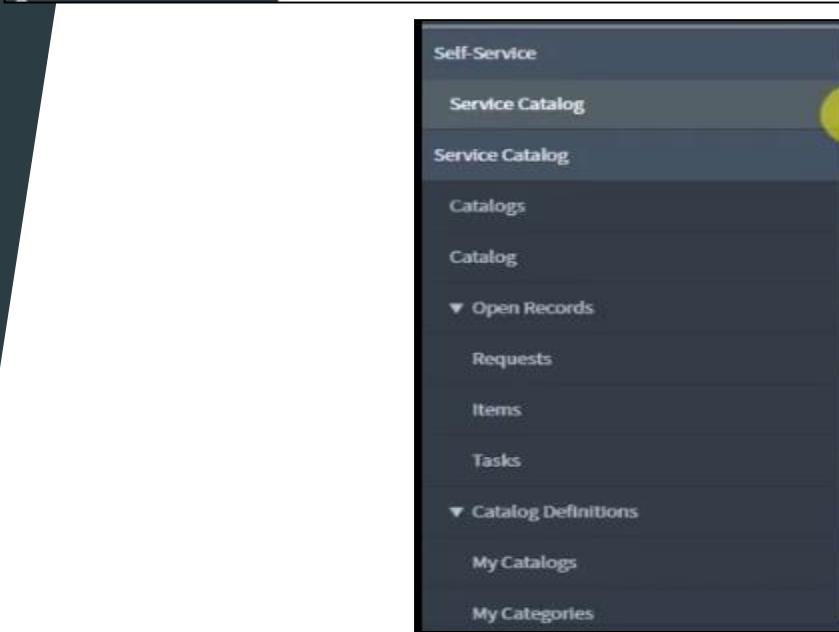
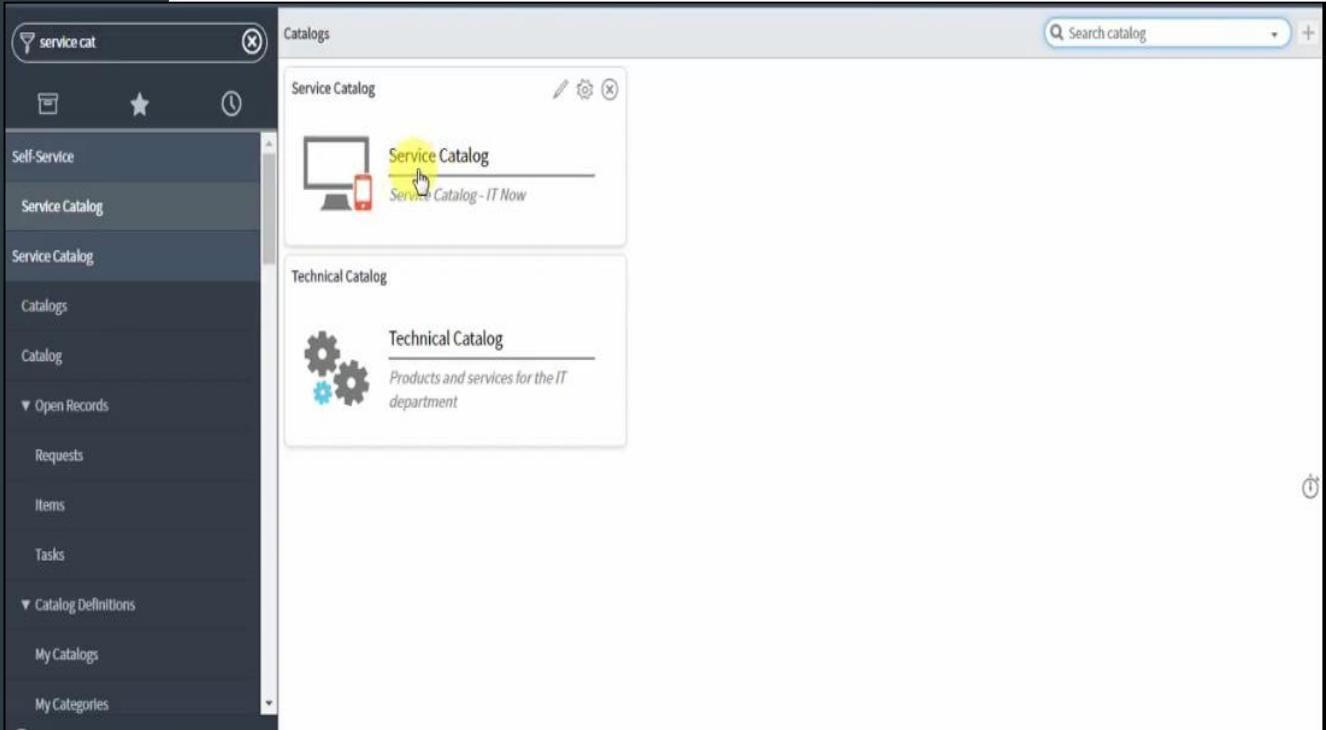


This screenshot shows the 'Requested Item' screen for RITM0010001. It displays the same basic information as the previous screen: Impact 3 - Low, Opened by System Administrator, Priority 4 - Low, and State Open. Below this is a table titled 'Catalog Tasks (1)'. The table contains one row:

Number	Assignment group	Assigned to	Short description	Actual start	Actual end	Order
SCTASK0010003	Procurement		Order from vendor or move from in-stock inventory	(empty)	(empty)	

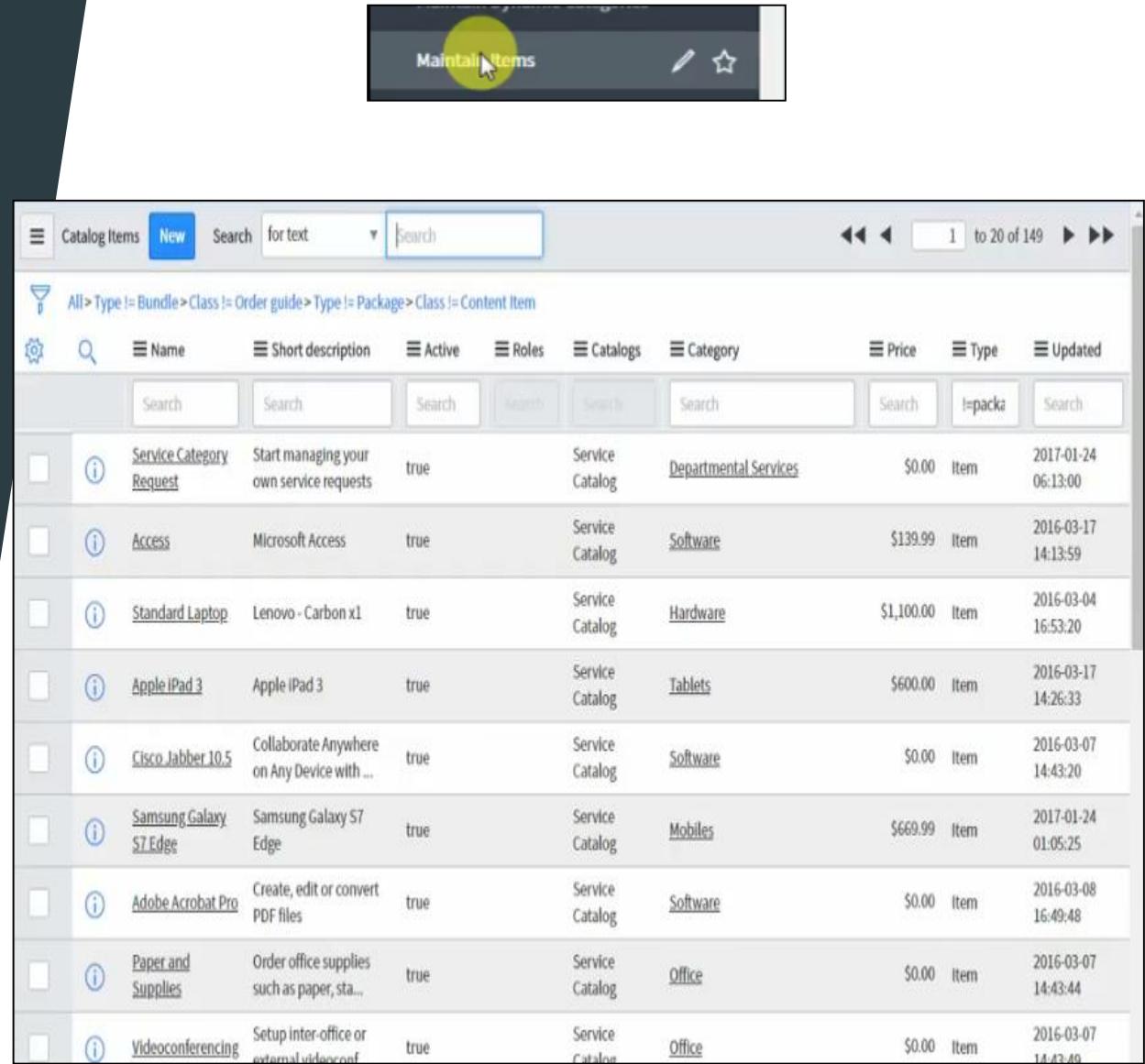
Service Catalog

- ▶ In SNOW, we can design multiple types of Catalog depending on requirement.
- ▶ Under Catalog we can create categories , under which we can create items



Service Catalog

- ▶ Under Catalog we can create items
- ▶ Items can be of multiple types and is listed in Maintain items under navigator
- ▶



The screenshot shows the SAP Fiori interface for managing catalog items. At the top, there is a toolbar with a magnifying glass icon, a 'New' button, a search bar, and a 'Search for text' dropdown. Below the toolbar is a breadcrumb navigation path: All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item. The main area is a table titled 'Catalog Items' with the following columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The table lists various items such as Service Category Request, Access, Standard Laptop, Apple iPad 3, Cisco Jabber 10.5, Samsung Galaxy S7 Edge, Adobe Acrobat Pro, Paper and Supplies, and Videoconferencing. Each item has a detailed description, status (true/false), and creation date.

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Service Category Request	Start managing your own service requests	true		Service Catalog	Departmental Services	\$0.00	Item	2017-01-24 06:13:00
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2016-03-17 14:13:59
Standard Laptop	Lenovo - Carbon x1	true		Service Catalog	Hardware	\$1,100.00	Item	2016-03-04 16:53:20
Apple iPad 3	Apple iPad 3	true		Service Catalog	Tablets	\$600.00	Item	2016-03-17 14:26:33
Cisco Jabber 10.5	Collaborate Anywhere on Any Device with ...	true		Service Catalog	Software	\$0.00	Item	2016-03-07 14:43:20
Samsung Galaxy S7 Edge	Samsung Galaxy S7 Edge	true		Service Catalog	Mobiles	\$669.99	Item	2017-01-24 01:05:25
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2016-03-08 16:49:48
Paper and Supplies	Order office supplies such as paper, sta...	true		Service Catalog	Office	\$0.00	Item	2016-03-07 14:43:44
Videoconferencing	Setup inter-office or external videoconf...	true		Service Catalog	Office	\$0.00	Item	2016-03-07 14:43:40

Service Catalog

- ▶ Record producers also come under Catalog but do not come under normal catalog item
- ▶ Differences btw Catalog and Record producer
 - Catalog have predefined process and follow the process of workflow attached to them
 - Record producers do not have workflow attached but generate a task in the backend. We get only feel like item

The screenshot shows a web browser window for a ServiceNow Service Catalog. The URL is https://dev23818.service-now.com/com.glideapp.servicecatalog_cat_item_view.do?v=1&sysparm_id=9fab39e2d7532100a9ad1e173e24d484&sysparm_link_parent=e15706fc0a... . The page title is "Service Catalog > Can We Help You? > Report an Issue".

The main content area is titled "Simple form with Subject and Description". It contains a sub-section "Report an Issue" with a link "Simple form with Subject and Description" and a "preview" button. A yellow circle highlights the "Can We Help You?" link.

Below this, there is a message: "What's wrong? We'll help put it right if we can. If you want to report that something you were previously using now no longer works or has developed a fault (such as an application, internet connection, email, telephone etc) you're in the right place. If your request relates to something you wish to obtain, get access to or change, submit a Service Request through the catalog." A yellow circle highlights the first part of this message.

Under "Typical incident notifications:" is a bulleted list: "My work computer/application won't start/launch", "The network/telephone line seems to be down", and "I can't access my email/file server/printer". A yellow circle highlights the first item in the list.

The form fields include:

- * Description: A text input field containing "test". A yellow circle highlights this field.
- Additional information: A text input field containing "test". A yellow circle highlights this field.

In the bottom right corner of the form area is a blue "Submit" button.

Service Catalog

- ▶ Once we submit we basically observe a task being generated.
- ▶ Entry generated in the example is Incident
- ▶ Hence Record producer is used to generate task based entry. After entry it can move to any task table
Ex:Incident,Problem,Change

The screenshot shows a ServiceNow Incident record page. At the top, there's a message box containing two entries: "Thank you - we'll take a look and see what we can do to help" and "Hello, this is my first script include." Below this, the incident details are listed:

Number	INC0010032	Opened	2018-04-30 00:39:42
Caller	System Administrator	Closed	
Watch list	(lock icon)	Urgency	2 - Medium
	(person icon)	State	New

Below the details, there's a "Short description" field containing "test". To the right of this field is a "Related Search Results" button. Further down, there are "Additional comments (Customer visible)" and "Activity" sections. The "Activity" section shows a post from "System Administrator" at 2018-04-30 00:39:42 with the message "test". A yellow circle highlights the cursor over the "Post" button in the activity feed.

Service Catalog

- ▶ Order Guide - It is basically ordering multiple items in one go and is a bundled request
- ▶ Use case - Onboarding example- User needs to create email id, need desktop, need laptop, IP phone
- ▶ Through Order guide we can request multiple request in one go

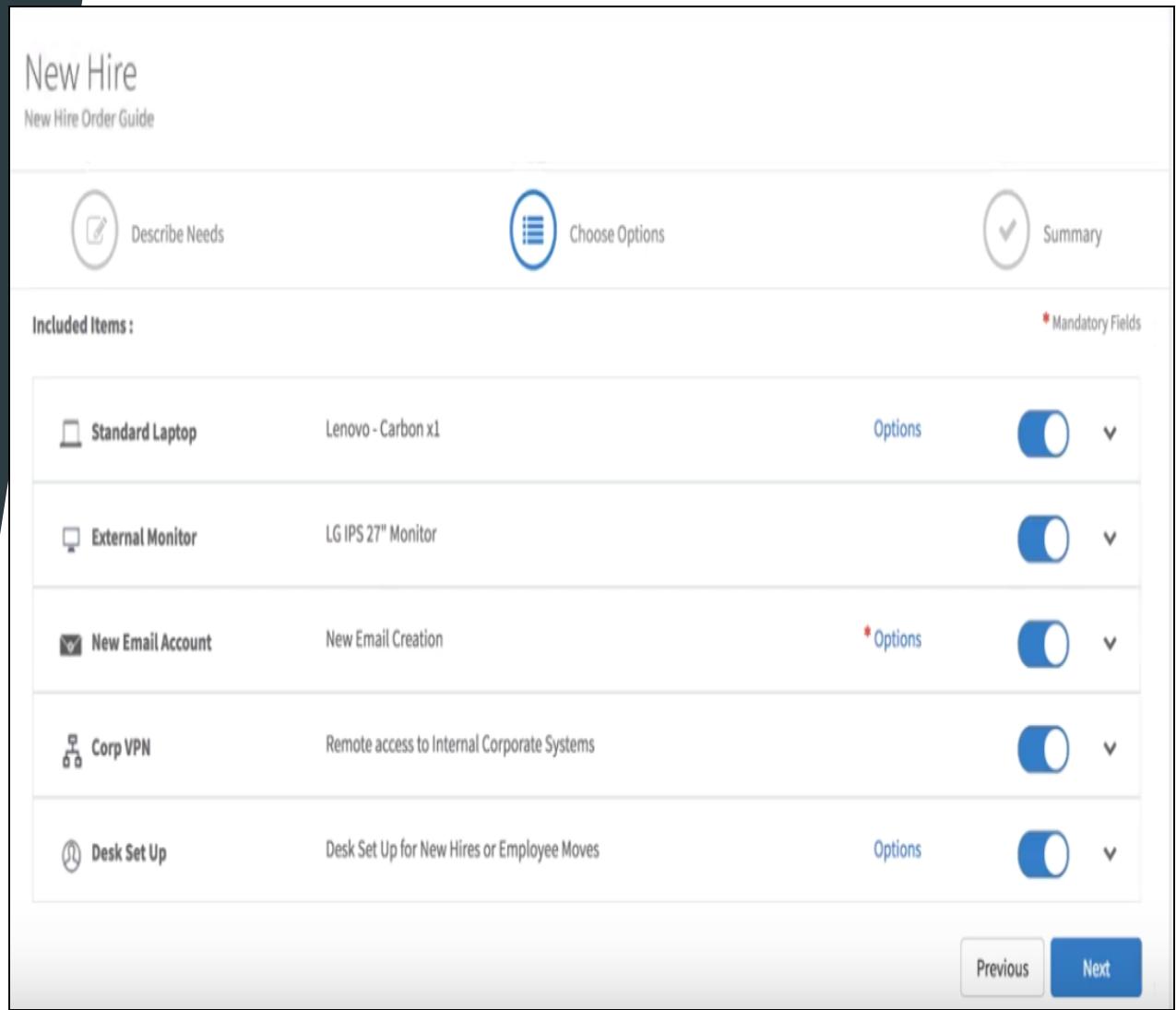
New Hire
New Hire Order Guide

Describe Needs Choose Options Summary

Included Items : *Mandatory Fields

	Standard Laptop	Lenovo - Carbon x1	Options	<input checked="" type="checkbox"/>
	External Monitor	LG IPS 27" Monitor	Options	<input checked="" type="checkbox"/>
	New Email Account	New Email Creation	* Options	<input checked="" type="checkbox"/>
	Corp VPN	Remote access to Internal Corporate Systems	Options	<input checked="" type="checkbox"/>
	Desk Set Up	Desk Set Up for New Hires or Employee Moves	Options	<input checked="" type="checkbox"/>

Previous Next



Service Catalog

- ▶ Content Items - If we need to redirect user to other pages or other tools

The screenshot shows the ServiceNow Content Item editor for a 'Company portal' content item. The left sidebar lists categories like Service Catalog, Catalog Definitions, My Content Items, Content Items, Content Management, Sites, Pages, and Blocks. The main panel displays the following configuration:

- Name:** Company portal
- Application:** Global
- Active:** checked
- Content type:** External Content
- Catalogs:** Service Catalog
- Target:** New Window/Tab
- Category:** Quick Links
- Icon:** Click to add...
- URL:** <http://www.service-now.com>

A note at the bottom says: "Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item, [Click here](#)".

Service Catalog

- ▶ User criteria is used for visibility control of catalog items.
- ▶ We can define user criteria and attach it to the catalog item to hide and make it visible to appropriate users
- ▶ Use case-IT related catalog item must be visible to only IT team other than general users or other end users
- ▶ We also extensively use workflows

The screenshot shows the ServiceNow Service Management interface with the title bar "servicenow Service Management". The top navigation bar includes "Default [Glo]", "Global", and "System Administrator". The main area is titled "User Criteria Records" with a search bar and a "New" button. The list view displays several user criteria records:

Name	Companies	Departments	Groups	Locations	Users	Roles	Match All
All ACME Corporation employees	ACME Corporation, ACME						false
All ACME North America employees	ACME North America						false
Any User							false
Ryan's Criteria							false
The ACME North America HR Department	ACME North America	HR					true
The ACME North America IT Department	ACME North America	IT					true
Users with 'Admin' Role					admin		false

Design a Catalog item

- ▶ Inorder to design service Catalog we need to have category designed
- ▶ Navigate to Service Catalog Maintain Categories
- ▶ Create new Category



The screenshot shows a web browser window for the ServiceNow application. The title bar says "My ITIL Homepage | ServiceNow" and the address bar shows a URL starting with "https://dev23818.service-now.com/sc_category_list.do?sysparm_userpref_module=d12996f1c0a8016501eb8ec165cfac1&sysparm_view=item&sysparm_clear_stack=true". The main content area is titled "Categories [Item view]" and has a "New" button highlighted with a yellow circle and a cursor icon. Below the title are search fields for "Search" and "for text". The table lists five categories:

	Title	Description	Catalog	Active	Roles	Location	Parent	Updated
	Template Management	Propose a new Standard Change Template: ...	Service Catalog	true		Standard Changes		2015-06-23 21:54:20
	Office	Office services such as printing, suppl...	Service Catalog	true				2014-01-16 03:12:19
	Services	Document production services. Create and...	Service Catalog	true		Office		2014-01-16 07:32:21
	Software	A range of software products available f...	Service Catalog	true				2013-10-04 05:48:20
	Peripherals	End user peripherals such as mobile devices	Service Catalog	true				2015-11-22 09:44:42

Design a Catalog item

- ▶ Title : Test Demo
- Catalog: Service Catalog
- ▶ Save it

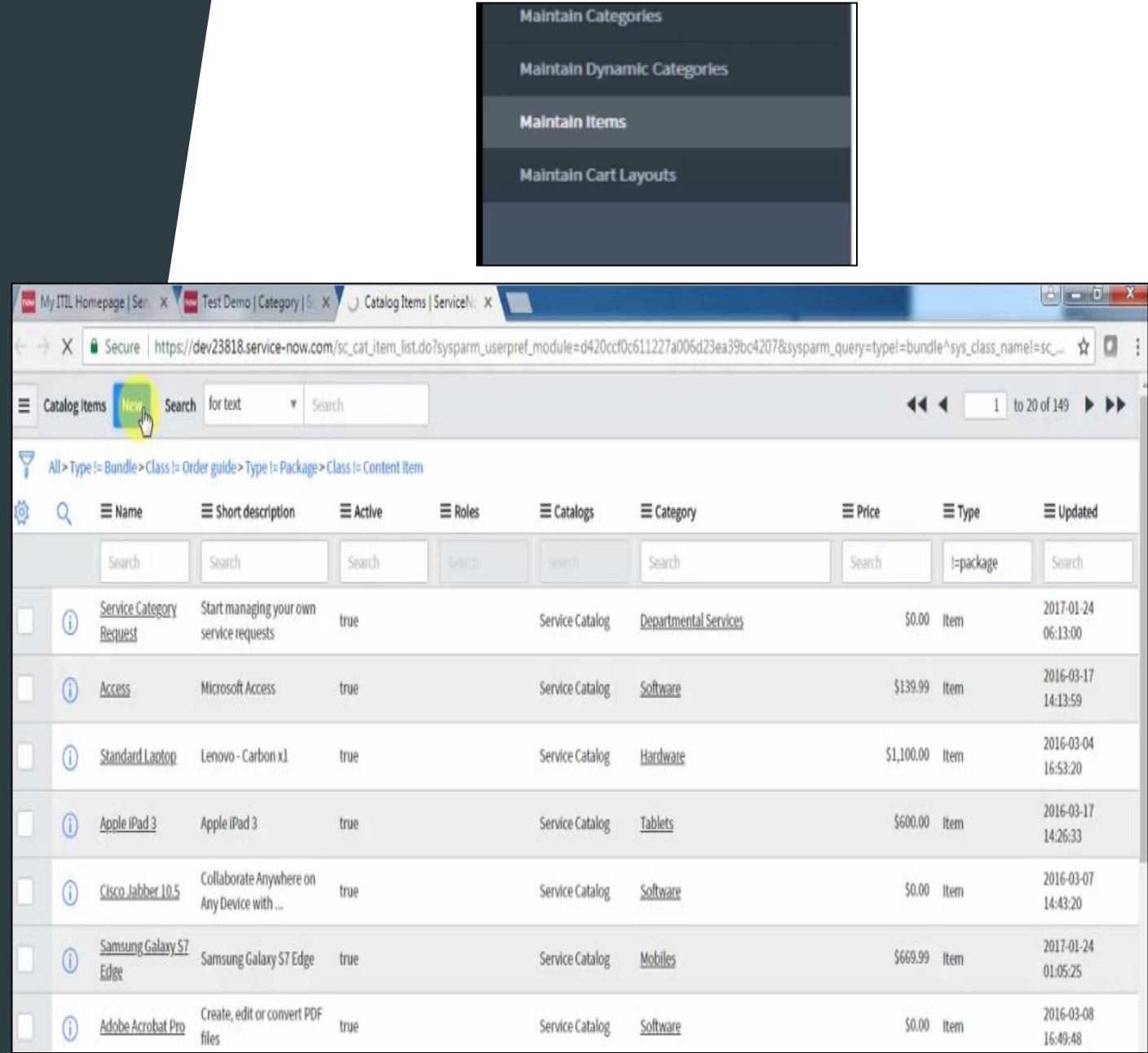
The screenshot shows the 'Category' creation page in ServiceNow. The URL in the browser is https://dev23818.service-now.com/sc_category.do?sys_id=-1&sys_is_list=true&sys_target=sc_category&sysparm_checked_items=&sysparm_fixed_query=&sysparm_group_sor.... The page title is 'Category | ServiceNow'. The form fields include:

- Title: Test Demo
- Catalog: Service Catalog (with a tooltip 'Lookup using list' pointing to the input field)
- Location: (with a magnifying glass icon)
- Description: (empty text area)
- Icon: Click to add...
- Header Icon: Click to add...
- Desktop image: Click to add...
- Mobile image: Click to add...
- Mobile Subcategory Render Type: List
- Hide description (mobile browsing):

At the bottom left is a blue 'Submit' button.

Design a Catalog item

- ▶ Under Related lists we can add catalog item directly or
- ▶ There is also Navigator item, Maintain items in which we can add catalog item
- ▶ Click on new Catalog item



The screenshot shows a ServiceNow interface for managing catalog items. At the top, there's a navigation bar with tabs for 'My ITIL Homepage', 'Test Demo', 'Category', 'Catalog Items', and 'ServiceNow'. Below the navigation is a search bar with fields for 'Name', 'Short description', 'Active', 'Roles', 'Catalogs', 'Category', 'Price', 'Type', and 'Updated'. A 'New' button is highlighted with a yellow box and a cursor. The main area displays a list of catalog items with columns for Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The items listed include:

Name	Short description	Active	Catalogs	Category	Price	Type	Updated
Service Category Request	Start managing your own service requests	true	Service Catalog	Departmental Services	\$0.00	Item	2017-01-24 06:13:00
Access	Microsoft Access	true	Service Catalog	Software	\$139.99	Item	2016-03-17 14:13:59
Standard Laptop	Lenovo - Carbon x1	true	Service Catalog	Hardware	\$1,100.00	Item	2016-03-04 16:53:20
Apple iPad 3	Apple iPad 3	true	Service Catalog	Tablets	\$600.00	Item	2016-03-17 14:26:33
Cisco Jabber 10.5	Collaborate Anywhere on Any Device with ...	true	Service Catalog	Software	\$0.00	Item	2016-03-07 14:43:20
Samsung Galaxy S7 Edge	Samsung Galaxy S7 Edge	true	Service Catalog	Mobiles	\$669.99	Item	2017-01-24 01:05:25
Adobe Acrobat Pro	Create, edit or convert PDF files	true	Service Catalog	Software	\$0.00	Item	2016-03-08 16:49:48

Design a Catalog item

- ▶ Lets take example of Ordering Laptop.
- ▶ Name :Order a Laptop
- ▶ Description and short desc:Laptop Order
- ▶ Save the catalog item

The screenshot shows the 'Catalog Item' creation screen in ServiceNow. The page title is 'Catalog Item | ServiceNow'. The main form has the following fields:

- Active:** Checked checkbox.
- Recurring price:** A field with a dollar sign (\$) and a value of 0.00.
- Availability:** A dropdown menu set to "Desktop Only".
- Recurring price frequency:** A dropdown menu set to "None".
- Catalogs:** A dropdown menu set to "Service Catalog".
- Category:** A dropdown menu set to "Test Demo".
- Workflow:** A dropdown menu.
- Execution Plan:** A dropdown menu set to "DEFAULT".
- Icon:** A placeholder text "Click to add...".
- Picture:** A placeholder text "Click to add...".
- Short description:** A text input field containing "Laptop".
- Description:** A rich text editor with a toolbar. The current content is "Laptop Order".

At the top right of the form, there are buttons for "Submit" and "Try It".

Design a Catalog item

- ▶ We will go ahead and design variable and Variable sets
- ▶ Variables: Provide questions to help the requestor specify what item, option, or service to order
- ▶ Variable Sets: Are a modular unit of variables that can be shared between catalog items.
- ▶ In this example we will create type of Laptop which will be variable set



Design a Catalog item

- ▶ Create a Variable with Question:Brand of Laptop
Name: Brand
- Type: Select box(to make drop down)
- Define Order:100
- Make it Mandatory
- Save it

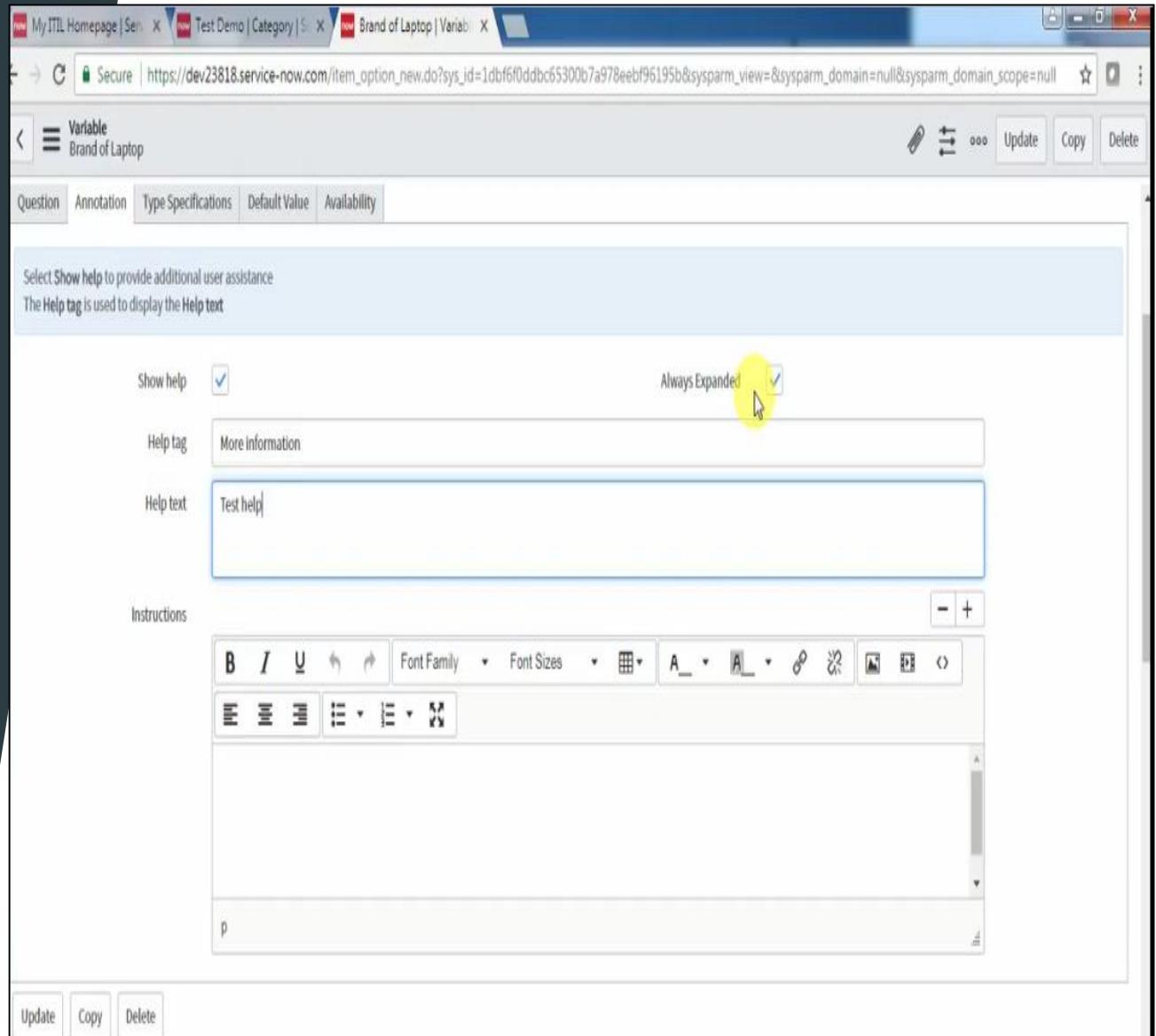
The screenshot shows the 'Variable' creation screen in ServiceNow. The top section displays basic settings: Type is set to 'Single Line Text', Application is 'Global', and Active is checked. The Catalog item is set to 'Order a Laptop'. The bottom section is the 'Question' tab, which contains the following fields:

- Question: Brand of Laptop
- Name: brand
- Tooltip: (empty)
- Example Text: (empty)

A yellow oval highlights the 'Submit' button at the bottom left of the form.

Design a Catalog item

- ▶ Move to tab Annotation - This shows help text if required
- ▶ Always Expanded helps the text field to be seen in expanded
- ▶ Save it



Design a Catalog item

- ▶ Now in the variable defined for type put choices for type/brand of laptop .Create Text and Value Lenovo
- ▶ Save it
- ▶ Create another choice Dell and update the order to 200
- ▶ Insert and Stay
- ▶ Hence all variables are now available

Question Choice
New record

Price: \$ 0.00

Recurring price: \$ 0.00

Order: 100

Application: Global

Question: Brand of Laptop

* Text: Lenovo

* Value: Lenovo

Submit

Question Choice
Lenovo

Price: \$ 0.00

Recurring price: \$ 0.00

Order: 200

Application: Global

Question: Brand of Laptop

* Text: Dell

* Value: Dell

Save

Insert

Insert and Stay

Show File Properties

Move to Application...

Show Latest Update

Configure >

Export >

View >

Create Favorite

Copy URL

Copy sys_id

Show XML

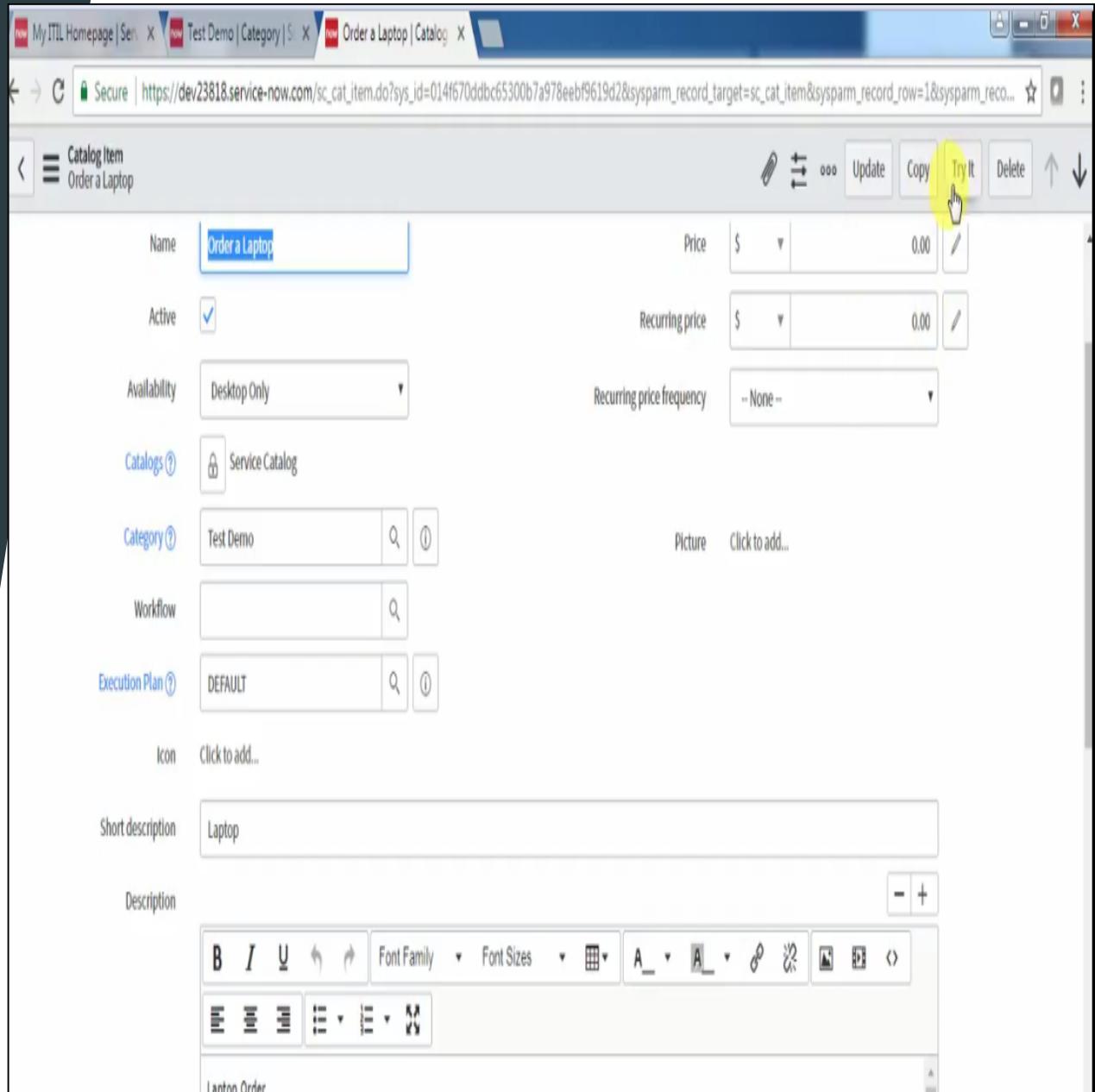
History >

Reload form

Update Delete

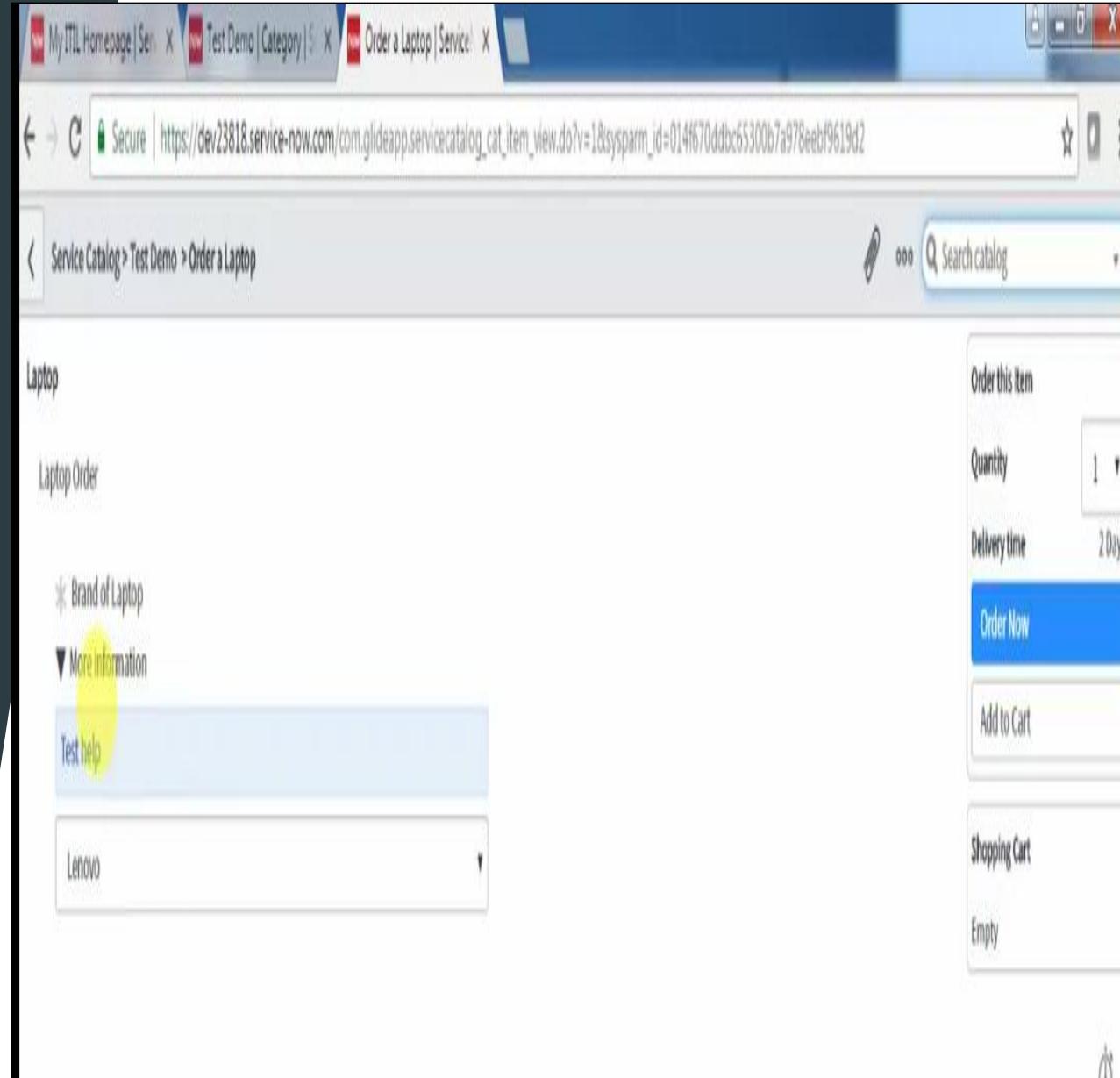
Design a Catalog item

- ▶ Navigate to Maintain items and check the catalog item order a laptop
- ▶ It is now ready as Catalog item. Use try it to check UI displayed



Design a Catalog item

- ▶ We can observe help text in expanded state.



Design a Catalog item

- ▶ We will now add another variable but lets use this variable in variable set as it may be referred in other catalog items too
- ▶ Inorder to avoid creating variables again and again, we put in variable set
- ▶ We will add comments Test in variable set
- ▶ Save it

The screenshot shows two ServiceNow browser windows. The top window is titled 'Plan Variables' and displays a navigation bar with 'Variable Sets' and 'Variable Default Size'. The bottom window shows a list of 'Variable Sets' with columns for Name, Description, Display title, Layout, Order, Title, and Updated. A new record button is highlighted with a yellow circle. The second window shows a 'Variable Set' creation form for a 'Comments Test' entry, with fields for Name, Order, Description, Application (set to Global), and Layout (set to 1 Column Wide). A context menu is open over the 'Comments Test' entry, with options like Configure, Export, Create Favorite, Copy URL, Copy sys_id, and Reload form.

Name	Description	Display title	Layout	Order	Title	Updated
Standard Employee Questions	This should be used for all end user req...	false	1 Column Wide	100	2015-11-20 12:23:42	
it_to_it	Standard Variables for IT Requests	false	1 Column Wide	200	2015-11-20 12:51:10	
common_comments		false	1 Column Wide	400	2007-09-24 08:29:24	

Design a Catalog item

- ▶ Under the variable set add the variable comments.
- ▶ Add Question:Comments

Name:comments

Variable set: Multi Line Text

Make it Mandatory

Order 100

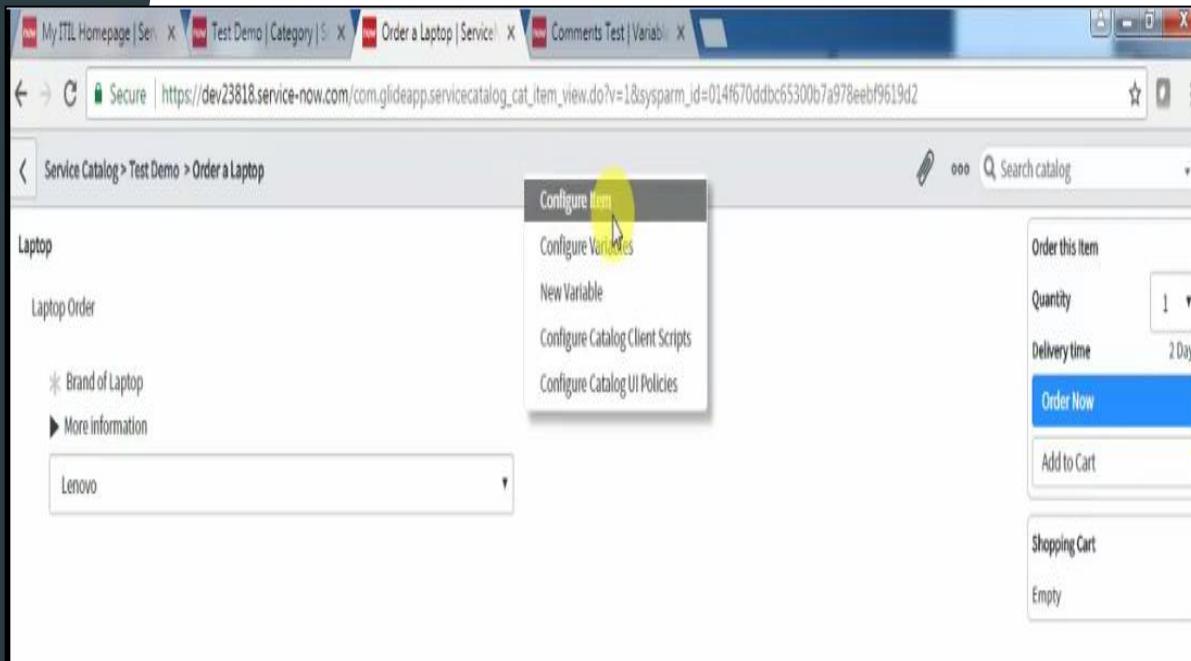
- ▶ Submit it

The screenshot shows the 'Variable Set' configuration page for 'Comments Test'. The 'Name' field is set to 'Comments Test', 'Order' is 100, 'Application' is 'Global', and 'Layout' is '1 Column Wide'. The 'Description' field is empty. Below the main form, there is a sub-section for 'Variables' with tabs for 'Variables', 'Catalog UI Policies', and 'Catalog Client Scripts'. A search bar is present. The 'Variables' table is empty, showing 'No records to display'. Buttons for 'Update' and 'Delete' are at the bottom.

The screenshot shows the 'Variable' configuration page for a new record. The 'Type' is set to 'Single Line Text', which is highlighted with a yellow circle. The 'Variable set' dropdown shows 'Q_mu' and 'Lookup Multiple Choice' is selected. Other options include 'Multi Line Text' and 'Multiple Choice'. The 'Application' is 'Global', 'Mandatory' is unchecked, 'Active' is checked, and 'Order' is empty. Below the form, there are tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', and 'Availability'. The 'Question' tab is active, containing fields for 'Question' (Comments), 'Name' (comments), 'Tooltip', and 'Example Text'. A 'Submit' button is at the bottom.

Design a Catalog item

- ▶ Right click → Go to the Configure Item which will take to Catalog item.



The screenshot shows the 'Catalog Item' edit screen for the 'Order a Laptop' item. The 'Name' field is set to 'Order a Laptop' and is highlighted with a yellow circle. Other fields include 'Active' (checked), 'Availability' (Desktop Only), 'Catalogs' (Service Catalog), 'Category' (Test Demo), 'Workflow', 'Execution Plan' (DEFAULT), 'Icon' (Click to add...), 'Short description' (Laptop), 'Description', 'Price' (\$ 0.00), 'Recurring price' (\$ 0.00), 'Recurring price frequency' (None), 'Omit price in cart' (unchecked), 'Roles' (empty), and 'Picture' (Click to add...). At the top right, there are buttons for 'Update', 'Copy', 'Try It', and 'Delete'.

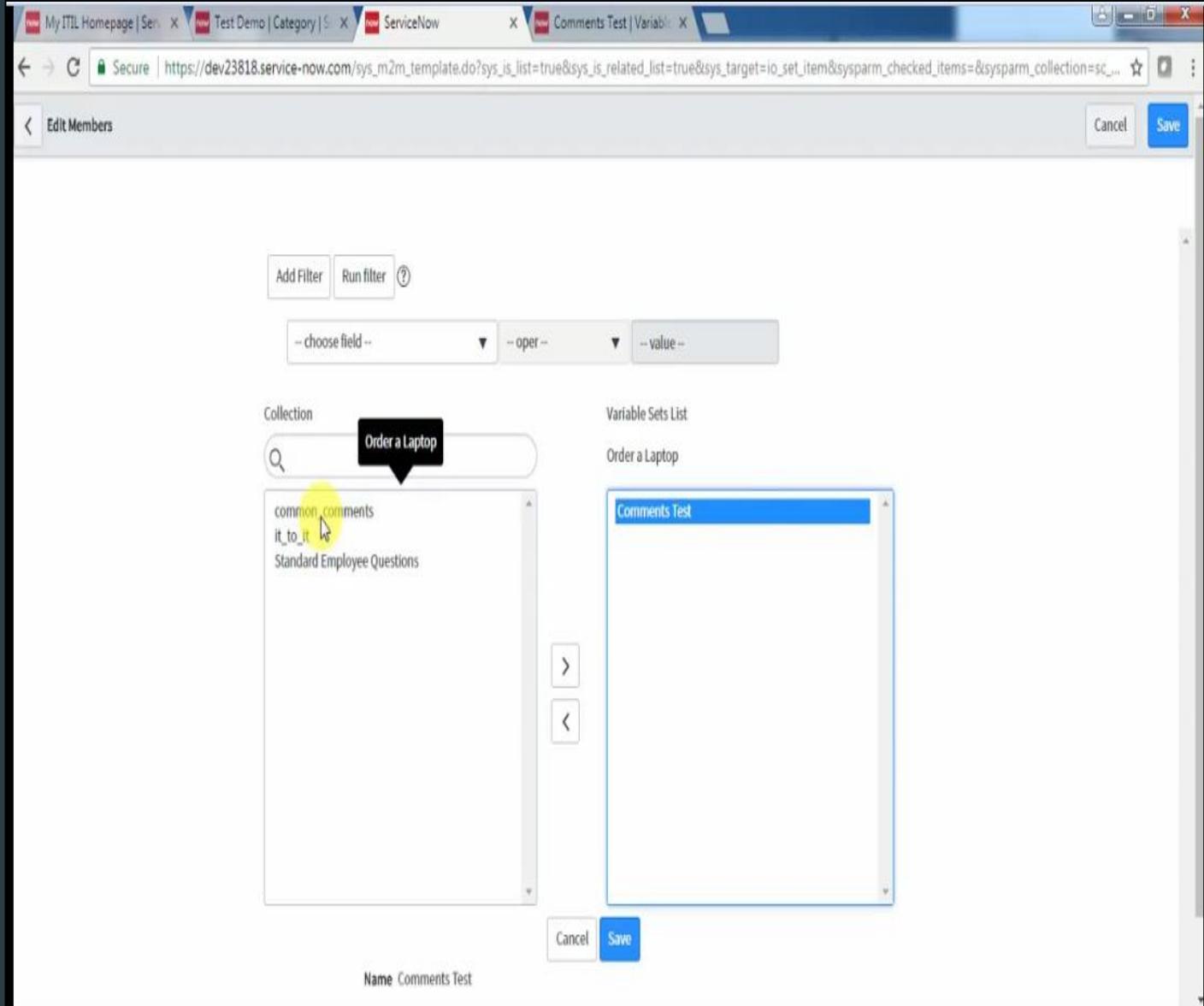
Design a Catalog item

- ▶ Now add the variable set to the catalog item Order a laptop using Edit option in Related lists.

The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes links like 'My ITIL Homepage', 'Test Demo', 'Category', 'Order a Laptop', 'Catalog', 'Comments Test', and 'Variable'. The main title is 'Catalog Item Order a Laptop'. The 'Mobile' section is displayed, with 'Mobile picture type' set to 'Desktop' and a checkbox for 'Hide price (mobile listings)' unchecked. Below this are 'Update', 'Copy', 'Try it', and 'Delete' buttons. A 'Related Links' section includes 'Item Diagnostic'. At the bottom, a 'Variable Sets' related list is shown, with tabs for 'Variables (1)', 'Variable Sets', 'Approved By Group', 'Approved By', 'Categories (1)', 'Catalogs (1)', 'Catalog UI Policies', and 'Catalog Client Scripts'. The 'Variable Sets' tab is selected, showing a 'New' button and an 'Edit' button highlighted with a yellow box. The list area shows 'Catalog Item = Order a Laptop' and 'Variable set' under 'Order'. A message 'No records to display' is visible at the bottom of the list area.

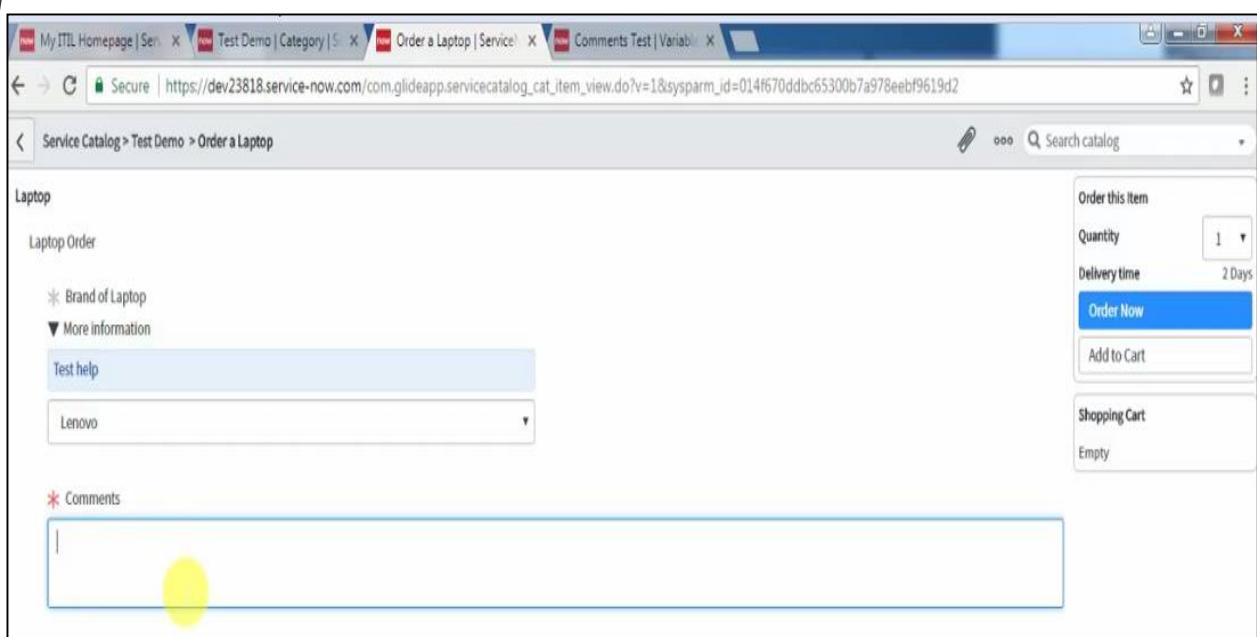
Design a Catalog item

- ▶ Add the **common_comments** variable set created
- ▶ Save it



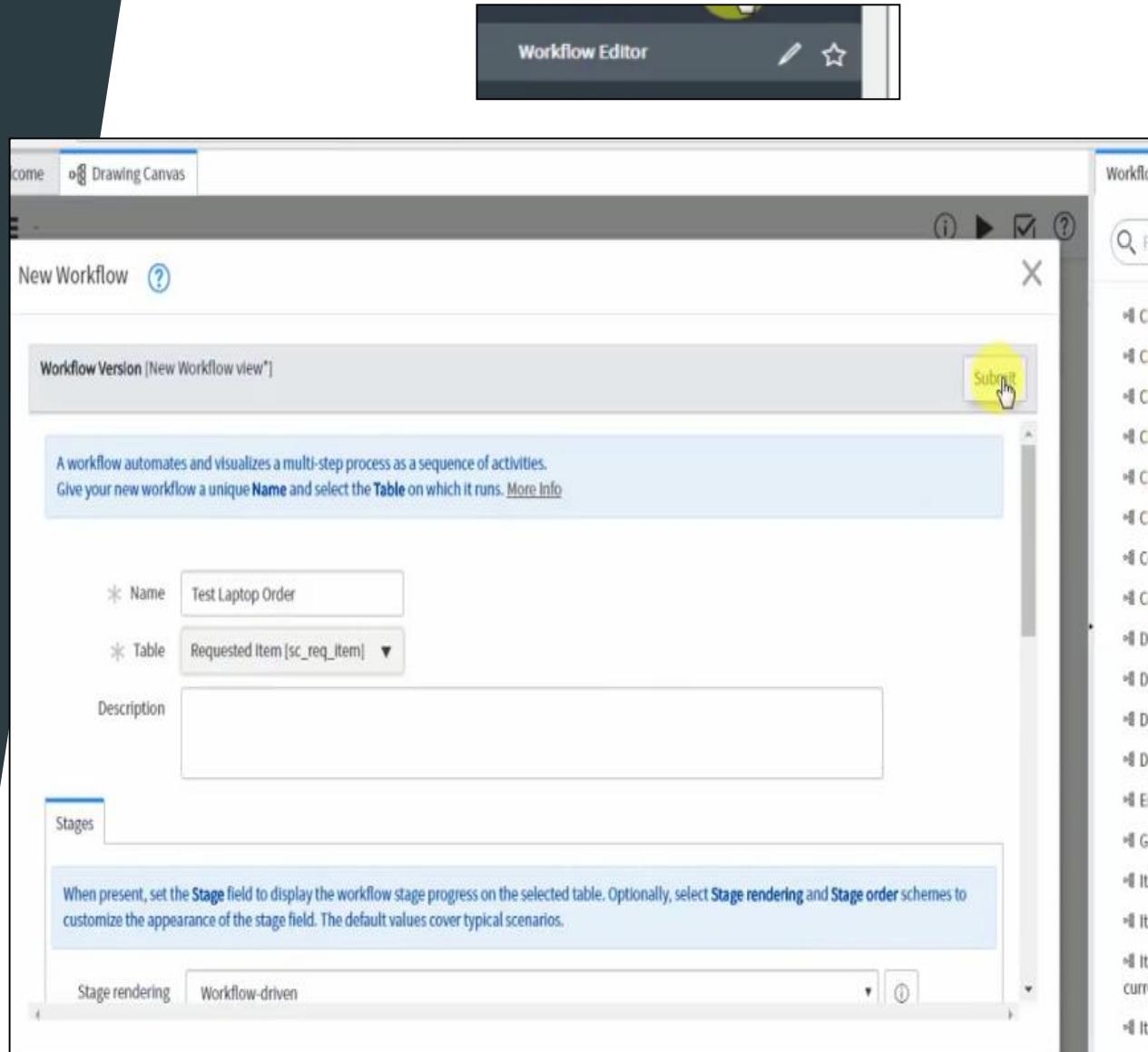
Design a Catalog item

- ▶ Use Try it to test the Catalog item
- ▶ We can see the comments list added



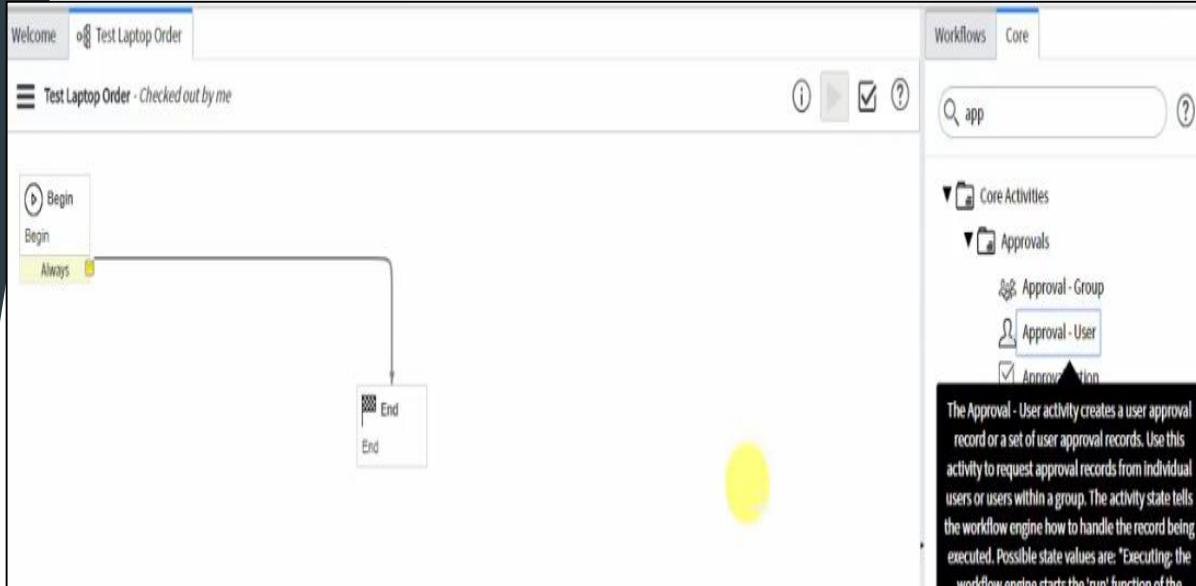
Design a Catalog item

- ▶ Lets design the workflow for this Catalog item
- ▶ Lets create new workflow
 - Name: Test Laptop Order
 - Table: sc_req_item
- ▶ Submit it.



Design a Catalog item

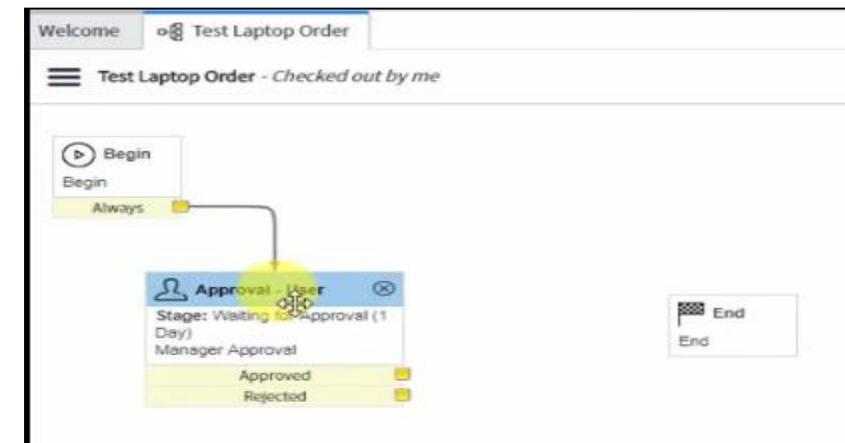
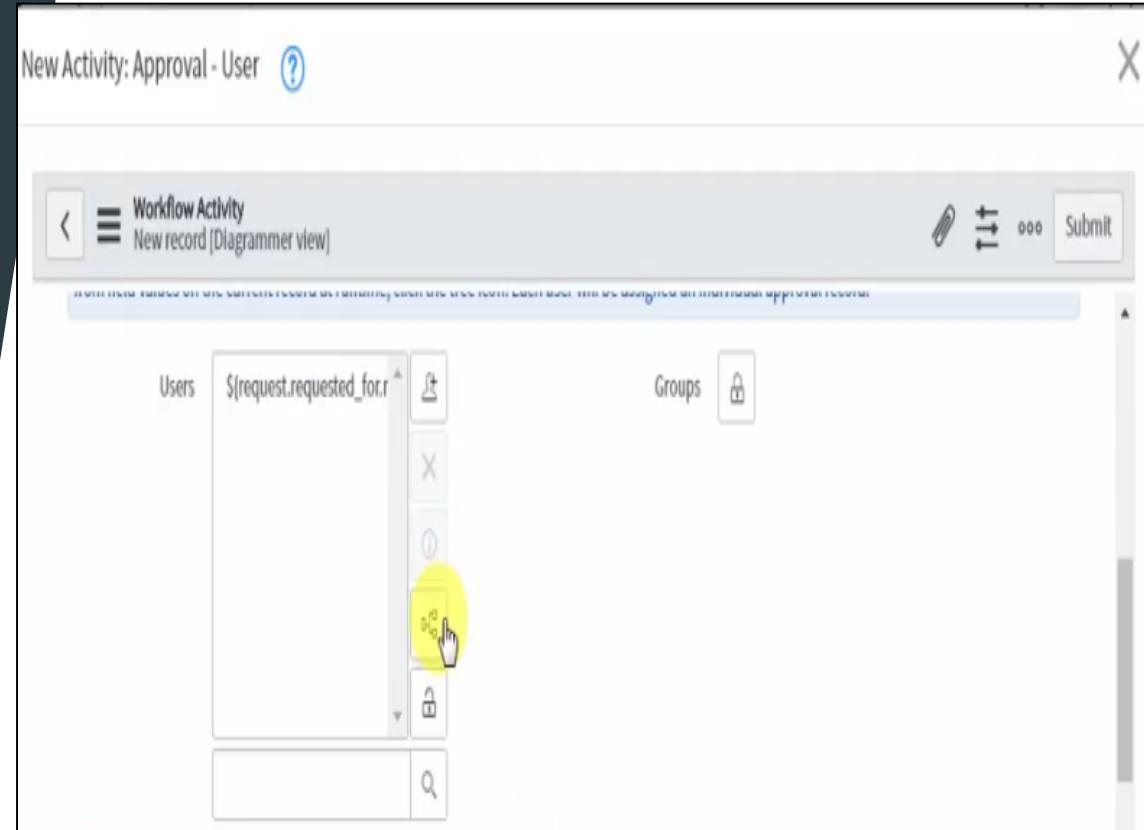
- ▶ Catalog item must go through approval activity.
- ▶ Choose Approval-User Activity.
- ▶ Name : Manager Approval
Stage : Waiting for Approval



The screenshot shows the configuration dialog for a new workflow activity. The title bar says "New Activity: Approval - User". The "Name" field is set to "Manager Approval". The "Stage" field is set to "Waiting for Approval", which is highlighted with a yellow oval. Below these fields is a section titled "When to run" with a sub-instruction: "Specify the conditions that, when met, cause a user approval to be generated." At the bottom of this section is a "Condition" button, followed by "Add Filter Condition" and "Add 'OR' Clause" buttons. Further down, there is a "Approvers" section with a similar "Specify the users whose approval will be requested" instruction. The entire configuration dialog is highlighted with a yellow oval.

Design a Catalog item

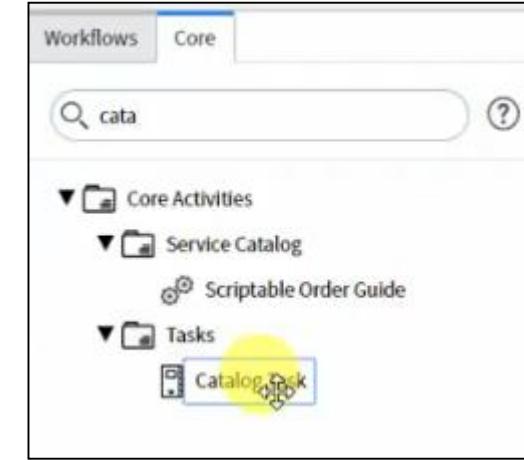
- ▶ Approval is needed in the requested level and not item level.
- ▶ Hence Select users for approver is Requested for manager
- ▶ Dot walking :Request→Requested for→manager.
- ▶ Submit the workflow and connect with approver



Design a Catalog item

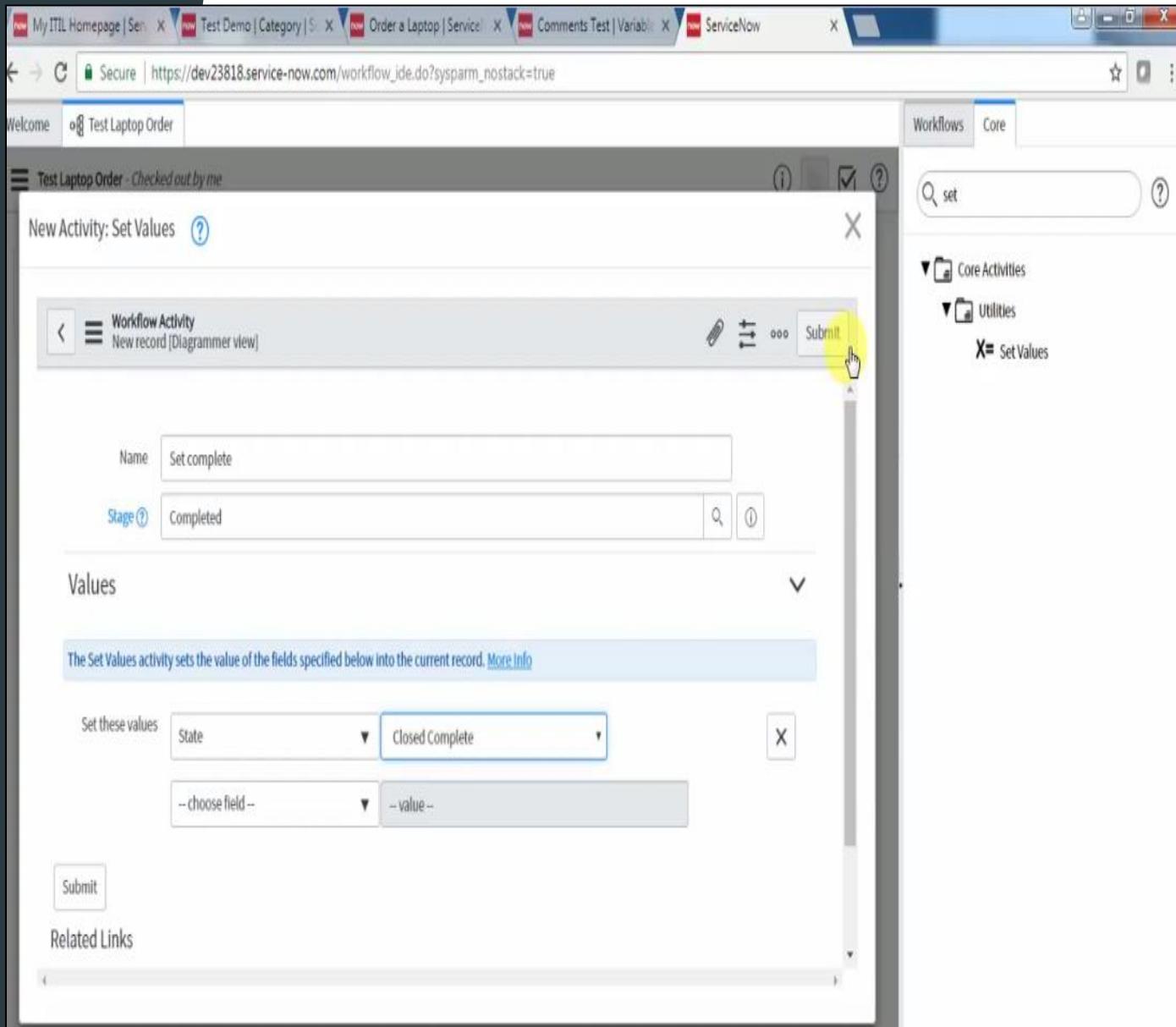
- ▶ Once the request is approved a catalog task must be given to fulfillment team
- ▶ Name : Fullfillment Task
- ▶ Stage : Fullfillment
- ▶ Short description : Fullfillment
- ▶ Fulfillment group:Service Desk
- ▶ Submit it

The screenshot shows the 'New Activity: Catalog Task' dialog box. At the top, it says 'Workflow Activity' and 'New record [Diagrammer view]'. The 'Submit' button is visible in the top right. The 'Name' field contains 'Fulfilment Task' and the 'Stage' field contains 'Fulfillment'. A yellow circle highlights the 'Submit' button. Below these fields is a 'Basics' section with a note: 'The Catalog Task activity creates a catalog task for the current record. [More Info](#)'. It also includes a note about priority and wait for completion. At the bottom, there are fields for 'Task Table' (set to 'sc_task'), 'Priority' (set to '-- None --'), and 'Wait for completion' (with a checked checkbox). A yellow circle highlights the 'Wait for completion' checkbox.



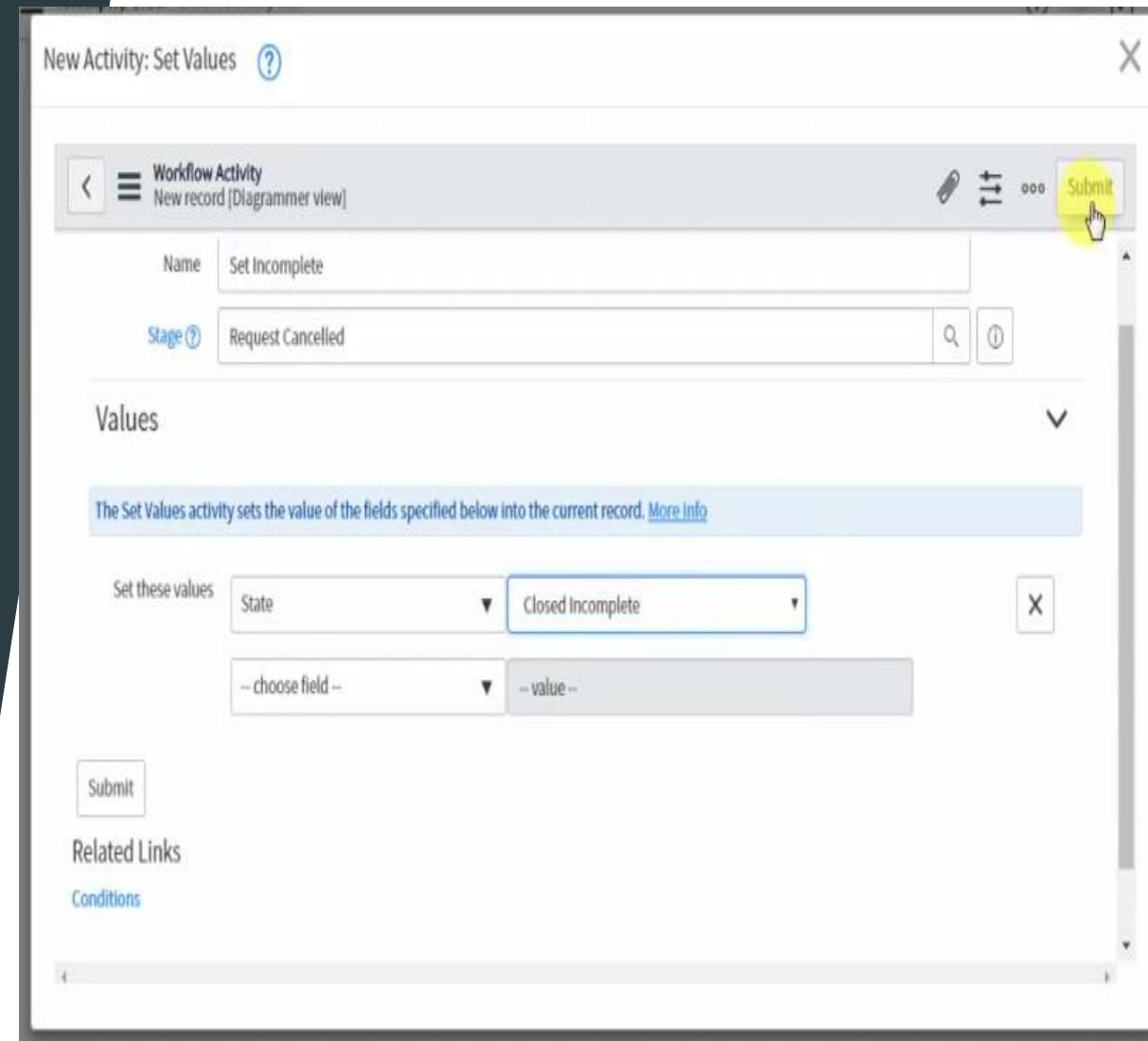
Design a Catalog item

- ▶ Once catalog task is fulfilled, lets set values
- ▶ Name : Set Complete
Stage : Completed
Set these values State as Closed complete
- ▶ Submit



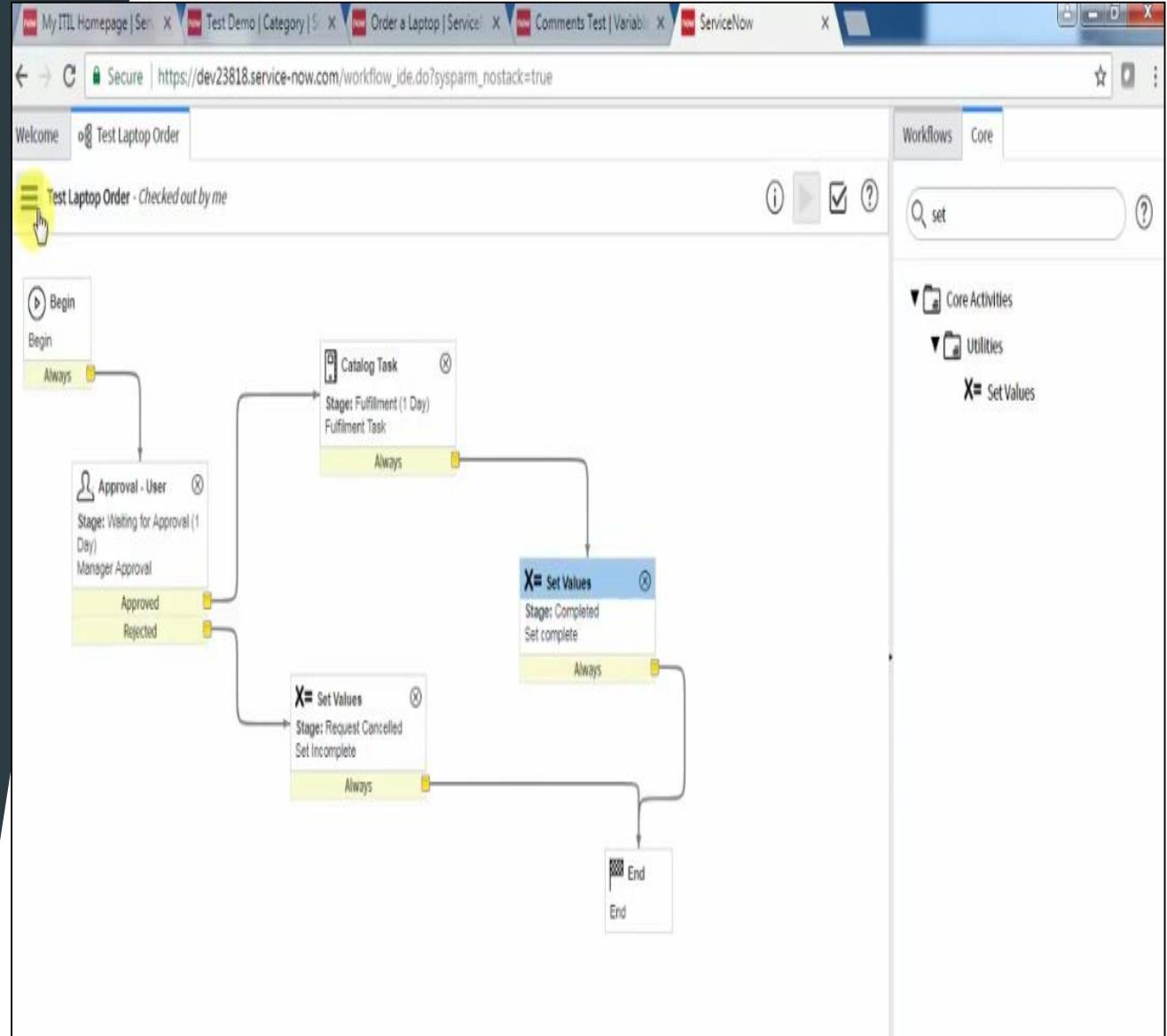
Design a Catalog item

- ▶ Lets put Set values for Reject condition as well
- ▶ Name : Set Incomplete
Stage : Request Cancelled
State:Closed Incomplete



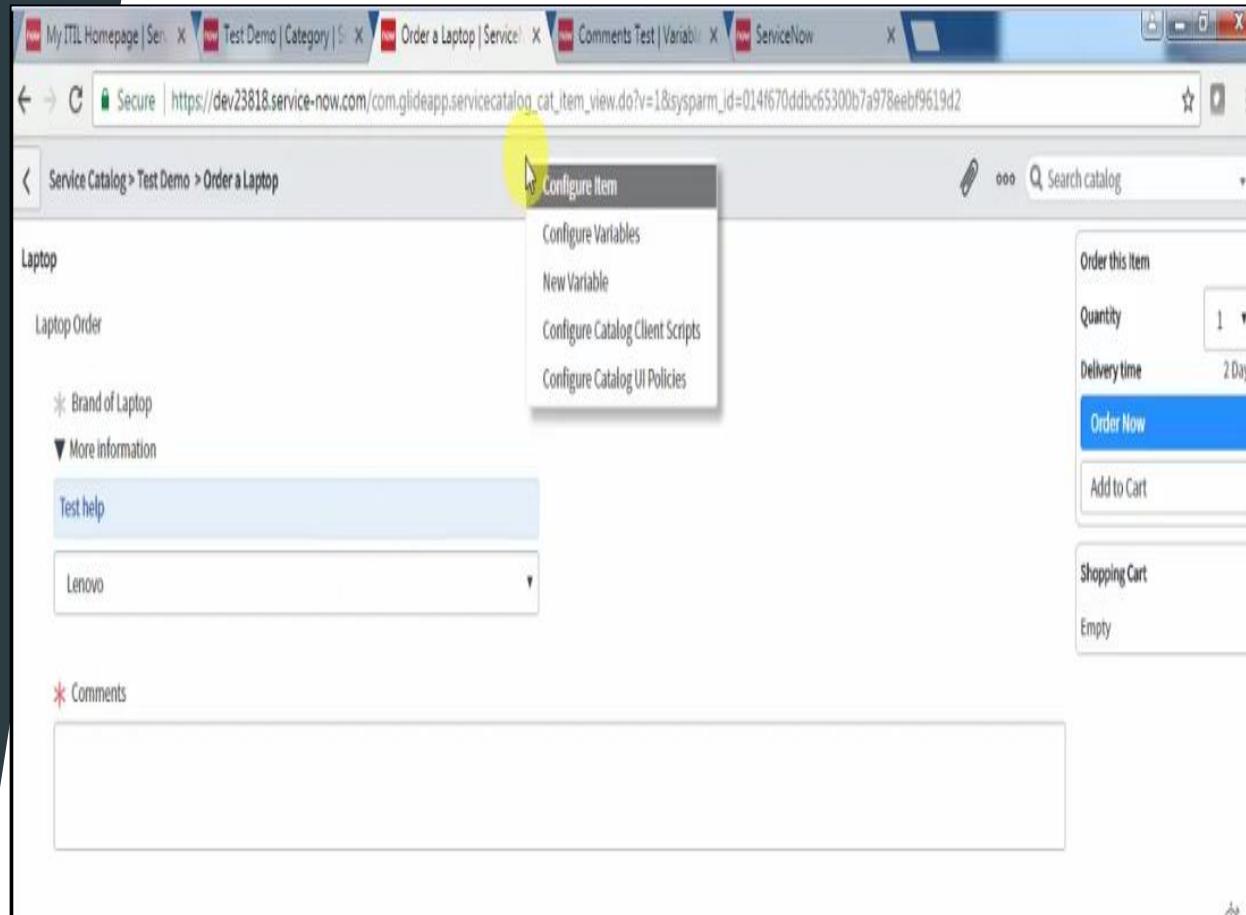
Design a Catalog item

- ▶ Connect the workflow accordingly.
- ▶ Publish the workflow



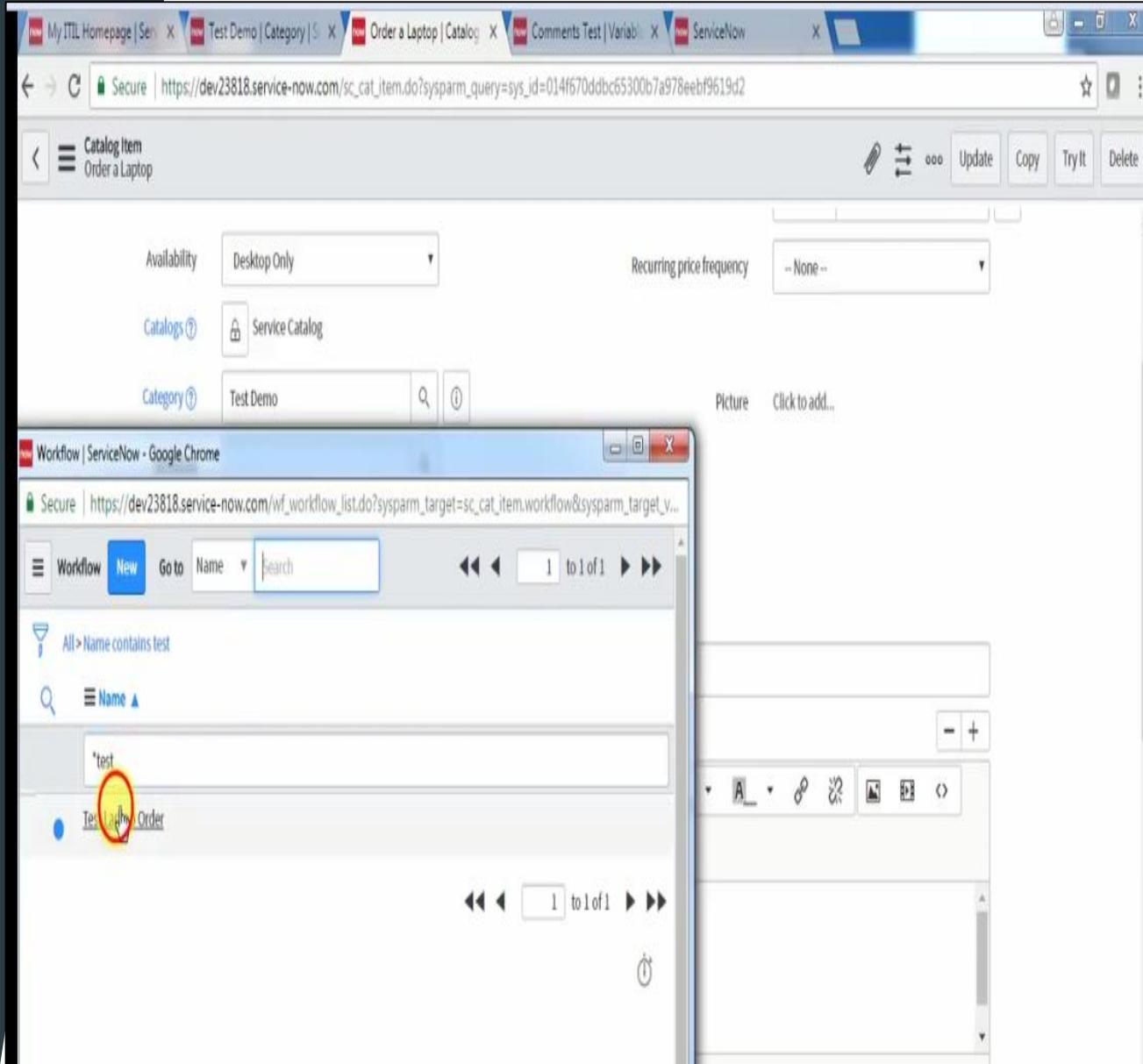
Design a Catalog item

- ▶ Go to the catalog item.
- ▶ Shortcut: Right click on the Order a Laptop form Configure form to open the catalog item.



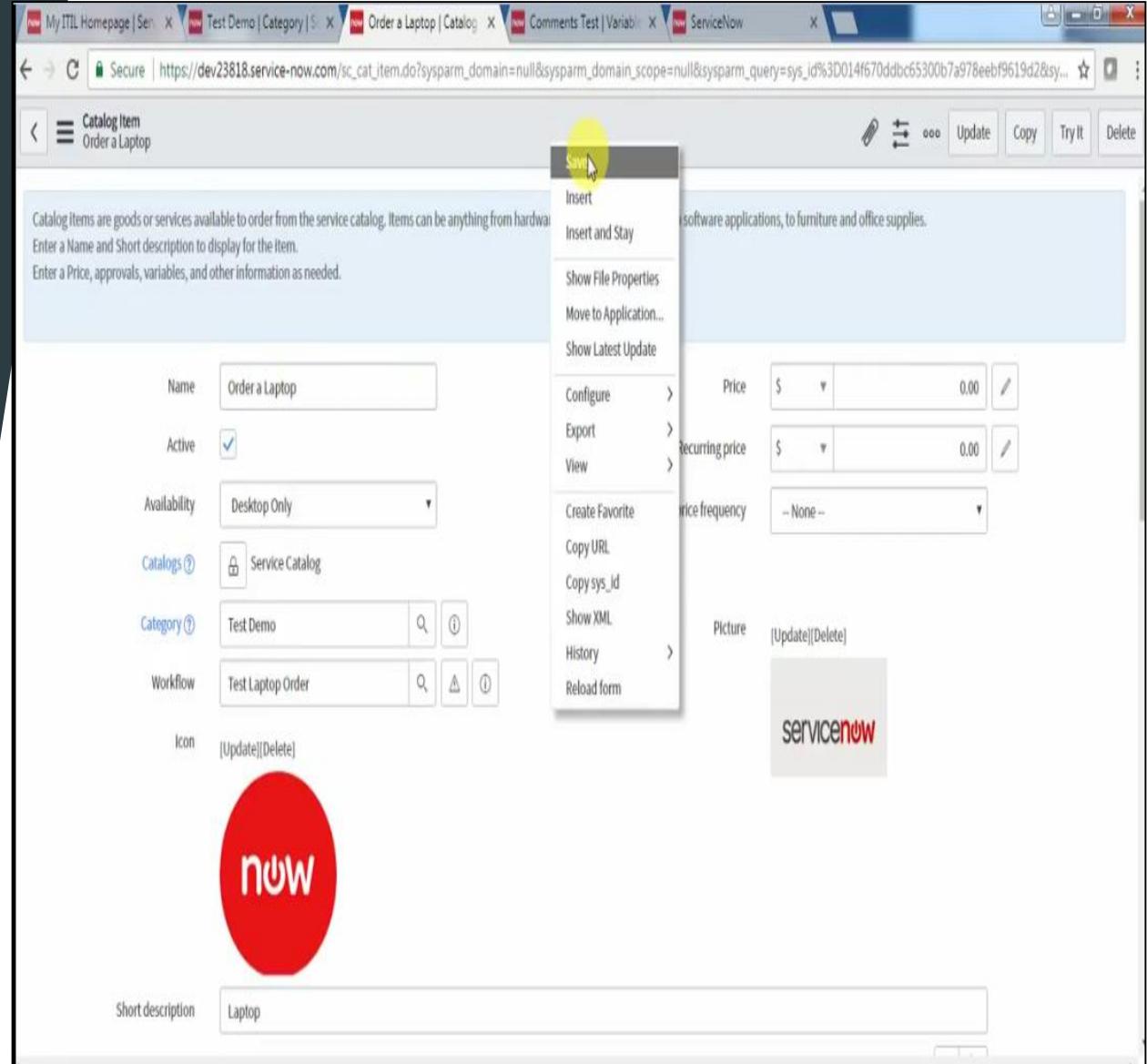
Design a Catalog item

- ▶ Lets attach the workflow to catalog item
- ▶ We also observe that execution plan has disappeared after attachment of workflow.



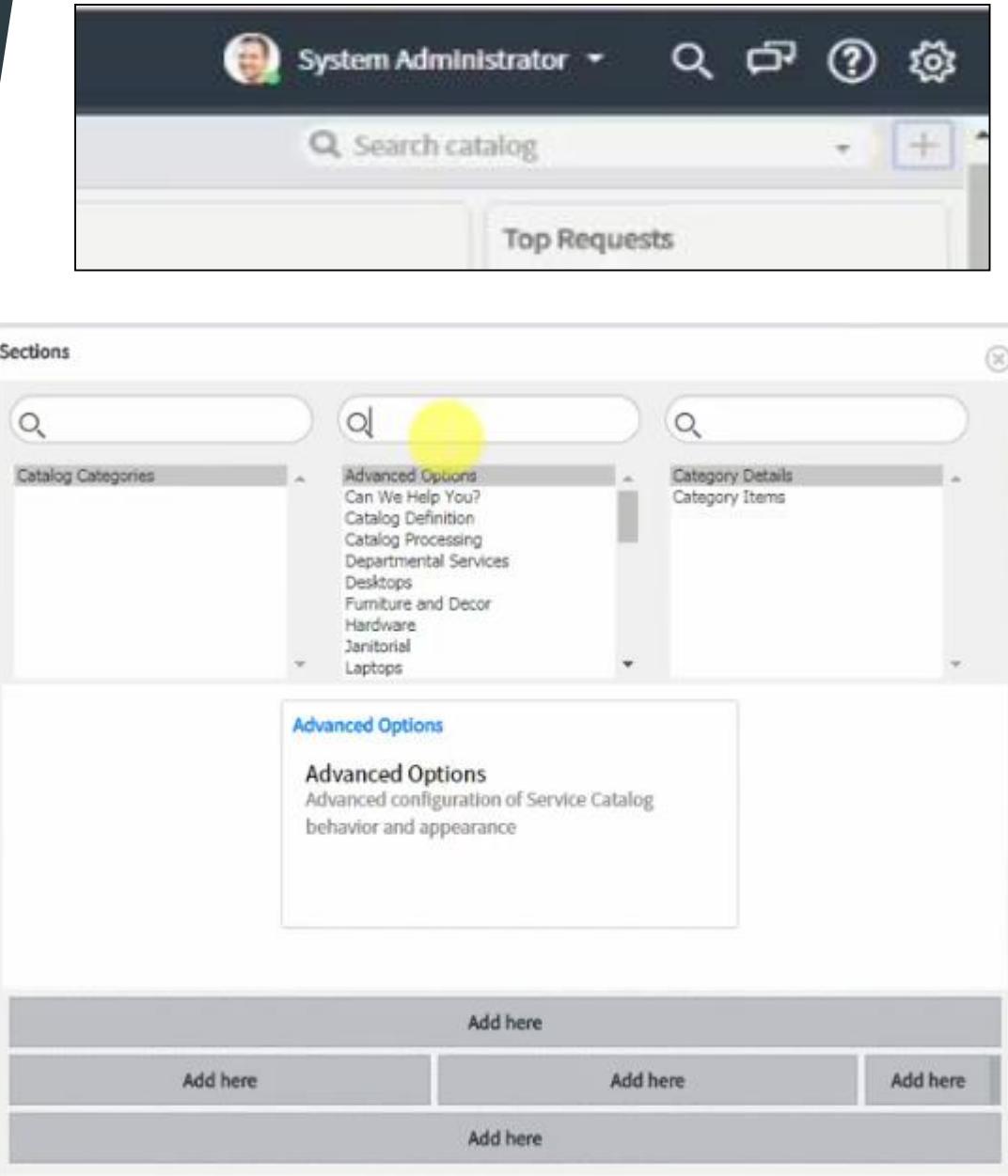
Design a Catalog item

- ▶ We can also attach icon for catalog item
- ▶ Picture also can be attached. Logo can be attached as per clients requirement.
- ▶ Save it
- ▶ Now item is ready to be ordered



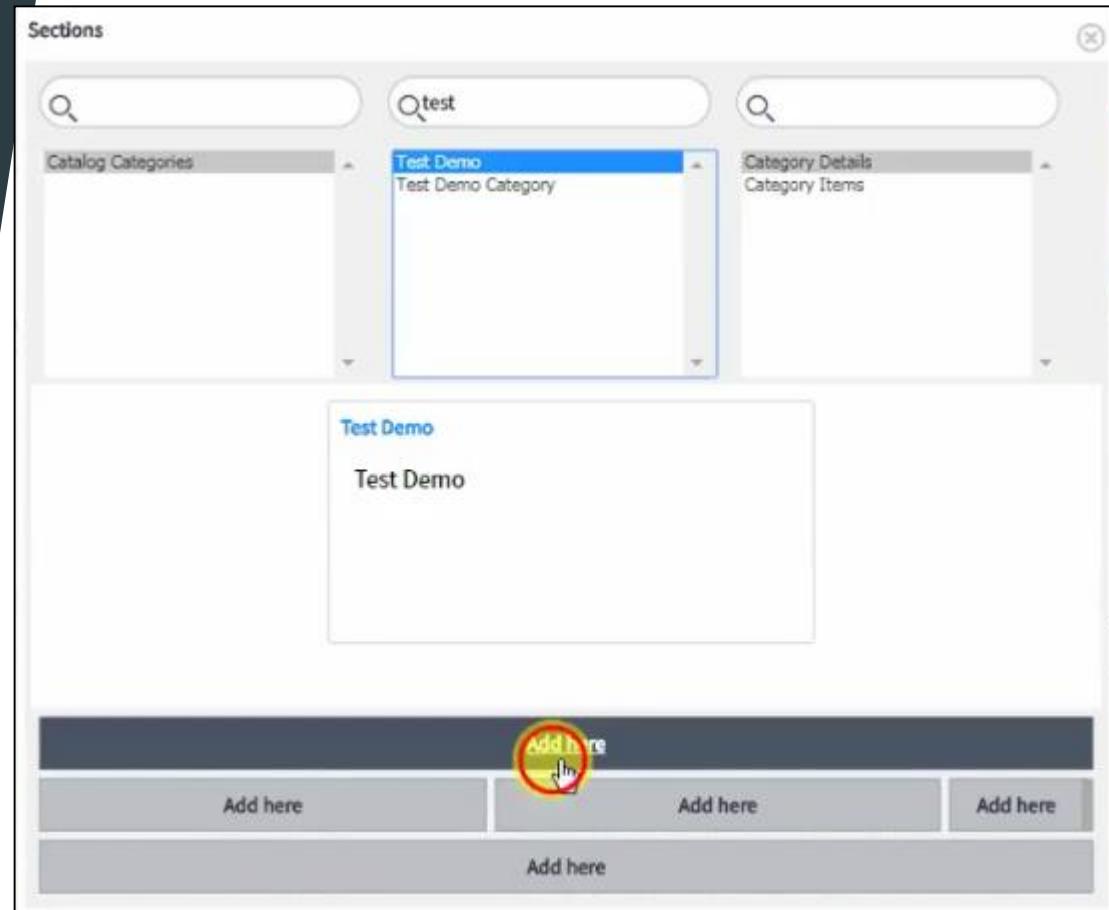
Design a Catalog item

- ▶ Navigate to module Self Service →Service Catalog
- ▶ We observe that the catalog item we added is not available as part of service Catalog
- ▶ To make this available admin needs to add this category.



Design a Catalog item

- ▶ Add the Test Demo category to appropriate layout
- ▶ Click on Add here



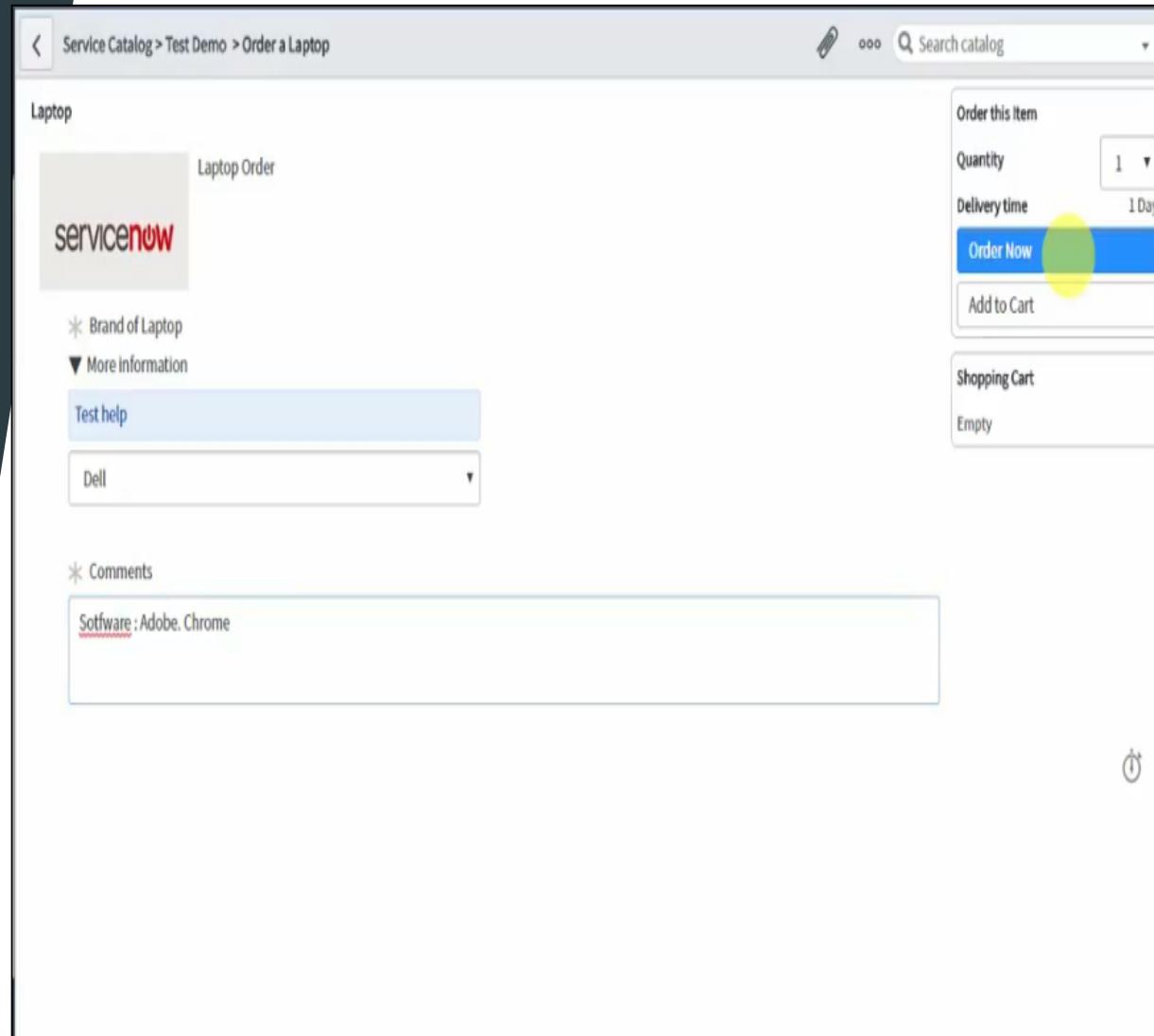
Design a Catalog item

- ▶ Category is added appropriately.

The screenshot shows a service catalog management interface. At the top right, there is a user profile for 'System Administrator' with icons for search, print, help, and settings. Below the header, a search bar says 'Search catalog' with a magnifying glass icon. On the far right, there is a black button labeled 'Add content' with a white arrow pointing up. The main area is titled 'Service Catalog' and contains a card titled 'Test Demo'. This card has a yellow callout bubble with a cursor icon pointing to its top right corner. The card is divided into sections: 'Services' (with a wrench icon), 'Hardware' (with a computer monitor and smartphone icon), 'Software' (with a computer monitor icon), 'Desktops' (with a desktop computer icon), and 'Peripherals' (with a printer icon). To the right of these cards is a sidebar titled 'Top Requests' with a large red circular button containing the word 'now'. Below this are links for 'Laptop', 'Access', 'Standard Laptop', 'Apple iPad 3', 'Cisco Jabber 10.5', and a 'Shopping Cart' section which is currently 'Empty'.

Design a Catalog item

- ▶ On the Catalog item Select brand as Dell and put comments as Software:Adobe,Chrome
- ▶ Submit the order. Order Now



Design a Catalog item

- ▶ After ordering go to the item.

Order Status

Thank you, your request has been submitted

Order Placed: 2018-05-11 21:45:57

Request Number: REQ0010002 

Estimated Delivery Date of 2018-05-12

Complete Order:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Laptop	2018-05-12	 ➤    		1	
			Total		

Back to Catalog Continue Shopping Home



Design a Catalog item

- ▶ We can observe it is in Awaiting Approval stage

Requested Item
RITM0010003

Number: RITM0010003 Opened: 2018-05-11 21:45:57

Item: Order a Laptop Opened by: System Administrator

Request: REQ0010002 Stage: Waiting for Approval

Requested for: System Administrator State: Open

Due date: 2018-05-12 11:45:57 Quantity: 1

Configuration item: Estimated delivery:

Watch list:

Backordered:

Order Guide:

Variables

* Brand of Laptop: Dell

▼ More information

Test help

Dell

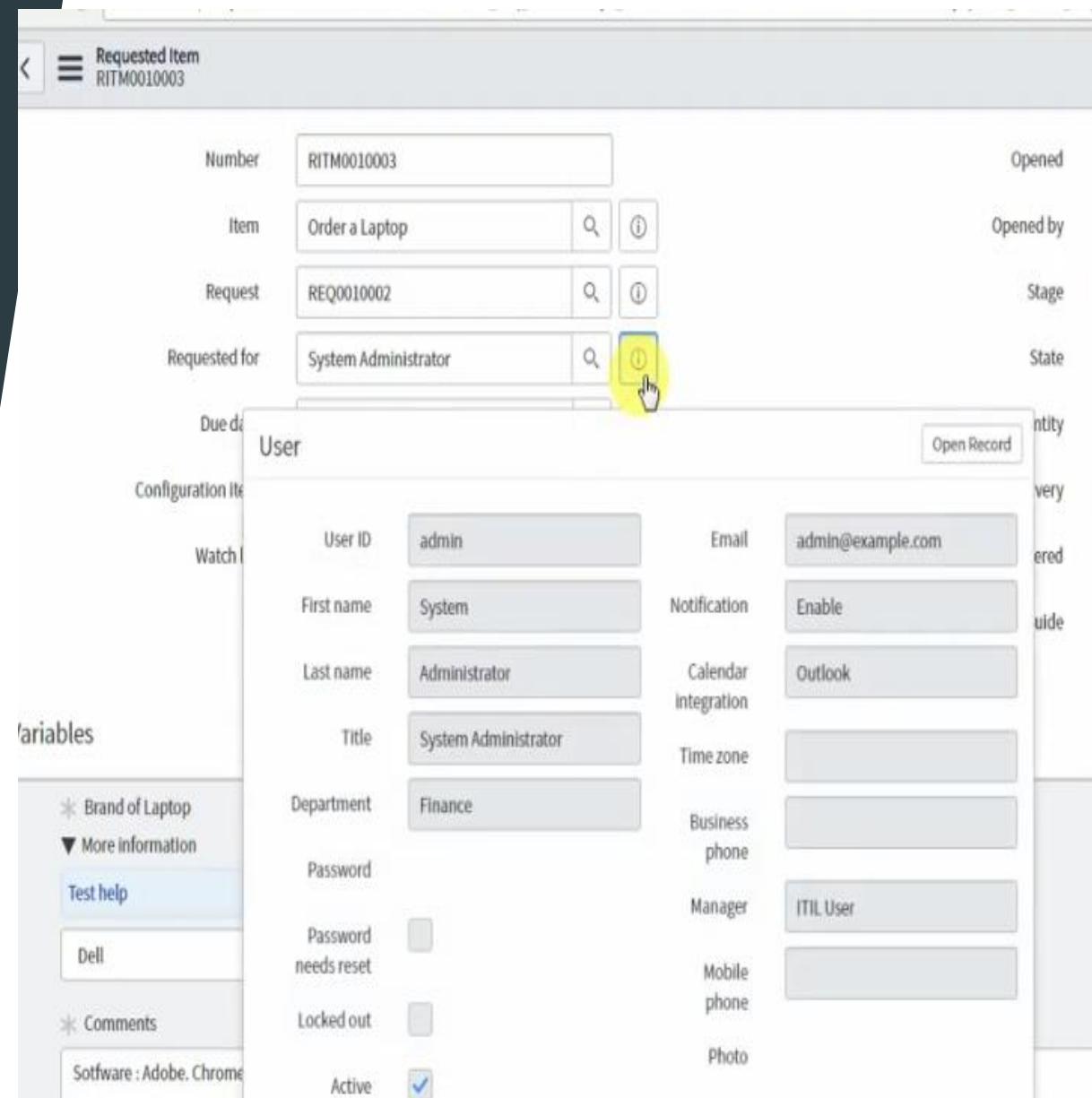
* Comments

Software : Adobe. Chrome



Design a Catalog item

- ▶ Check the manager for System Administrator. It is ITIL User



Design a Catalog item

- ▶ Under Related links→Approvers
- ▶ Approve it with admin privileges.
- ▶ Change State as Work in progress

Requested Item
RITM0010003

Follow Update Delete

Number	RITM0010003	Opened	2018-05-11 21:45:57
Item	Order a Laptop	Opened by	System Administrator
Request	REQ0010002	Stage	Fulfillment
Requested for	System Administrator	State	Work in Progress
Due date	2018-05-12 11:45:57	Quantity	1
Configuration item		Estimated delivery	
Watch list	<input type="checkbox"/> <input checked="" type="checkbox"/>	Backordered	<input type="checkbox"/>
Variables		Order Guide	

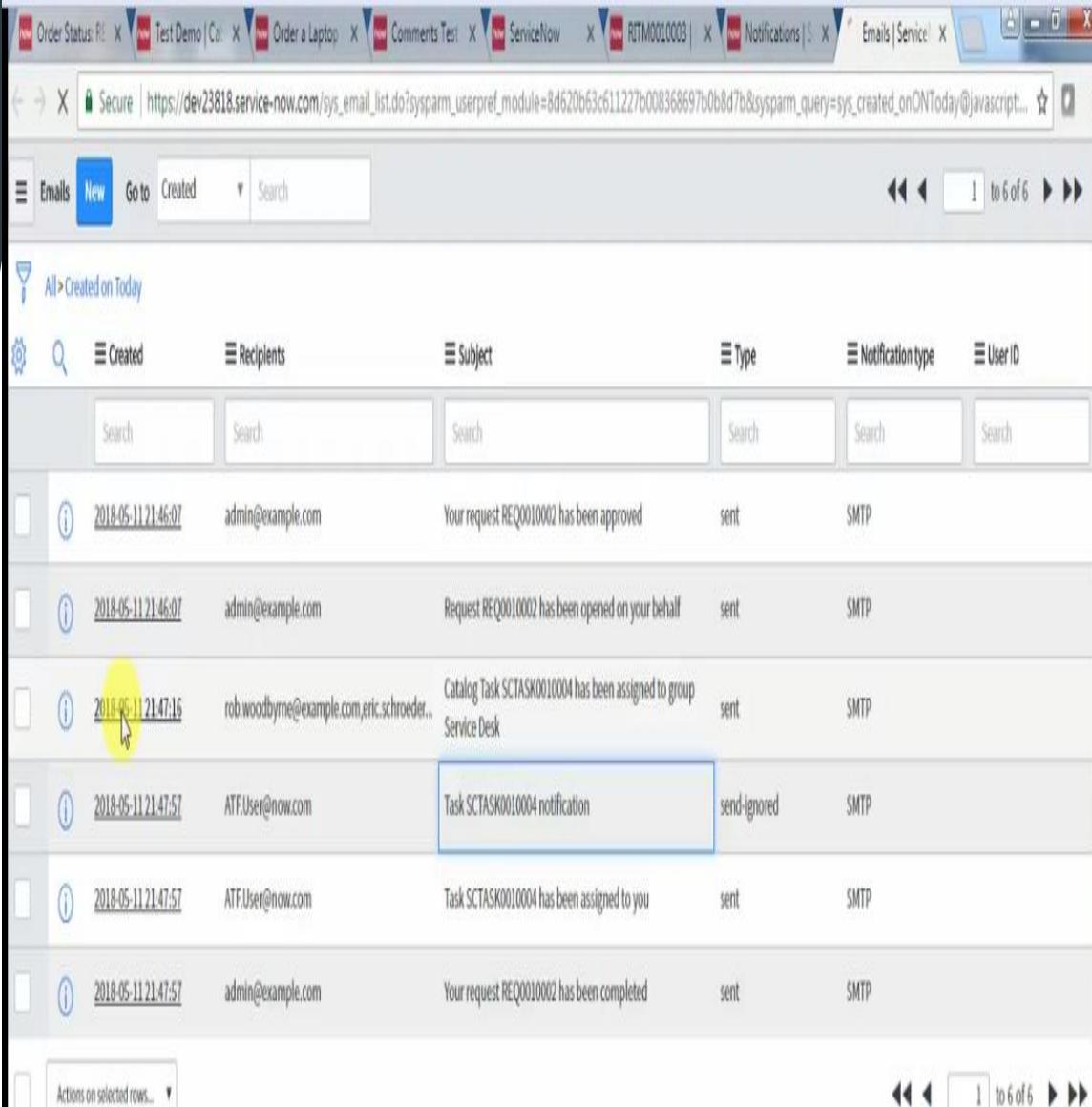
Design a Catalog item

- ▶ We can observe Catalog task being created and assigned to Service desk
- ▶ Open the Catalog task. Assign the task to ATF User and close the task with worknotes.
- ▶ Hence we observe that Catalog item is designed with attached workflow. We also observe which table it needs be attached for catalog item to be ordered

The screenshot shows a ServiceNow Catalog Task interface. The task number is SCTASK0010004. It is assigned to 'ATF User'. The configuration item field is empty. The task is active. The approval status is 'Not Yet Requested', priority is '4 - Low', and the state is 'Open'. The request item is RITM0010003, and it is requested for 'System Administrator'. The short description is 'Fulfillment', and the description is 'test'. The work notes field contains 'test'. A yellow circle highlights the 'Close Task' button in the top right corner. A tooltip 'Lookup using list' points to the magnifying glass icon in the 'Assigned to' field.

Design a Catalog item

- ▶ Few notifications are also configured as part of ordering
- ▶ Go to Email logs and observe the notifications for sent items
- ▶ It may be necessary to customize the notification as per clients need

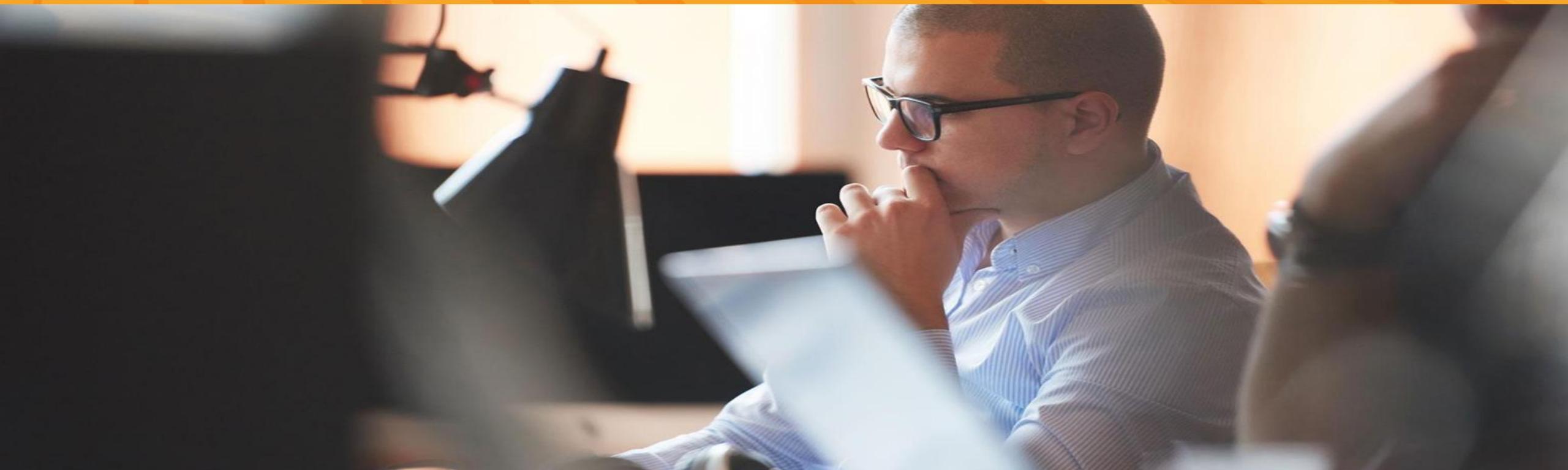


The screenshot shows a ServiceNow interface for viewing email logs. The browser title bar includes tabs for Order Status, Test Demo, Order a Laptop, Comments Test, ServiceNow, RDM0010003, Notifications, and Emails Service. The main window displays a list of emails with the following details:

All > Created on Today	Created	Recipients	Subject	Type	Notification type	User ID
	Search	Search	Search	Search	Search	Search
	2018-05-11 21:46:07	admin@example.com	Your request REQ0010002 has been approved	sent	SMTP	
	2018-05-11 21:46:07	admin@example.com	Request REQ0010002 has been opened on your behalf	sent	SMTP	
	2018-05-11 21:47:16	rob.woodbyne@example.com,eric.schroeder...	Catalog Task SCTASK0010004 has been assigned to group Service Desk	sent	SMTP	
	2018-05-11 21:47:57	ATF.User@now.com	Task SCTASK0010004 notification	send-ignored	SMTP	
	2018-05-11 21:47:57	ATF.User@now.com	Task SCTASK0010004 has been assigned to you	sent	SMTP	
	2018-05-11 21:47:57	admin@example.com	Your request REQ0010002 has been completed	sent	SMTP	

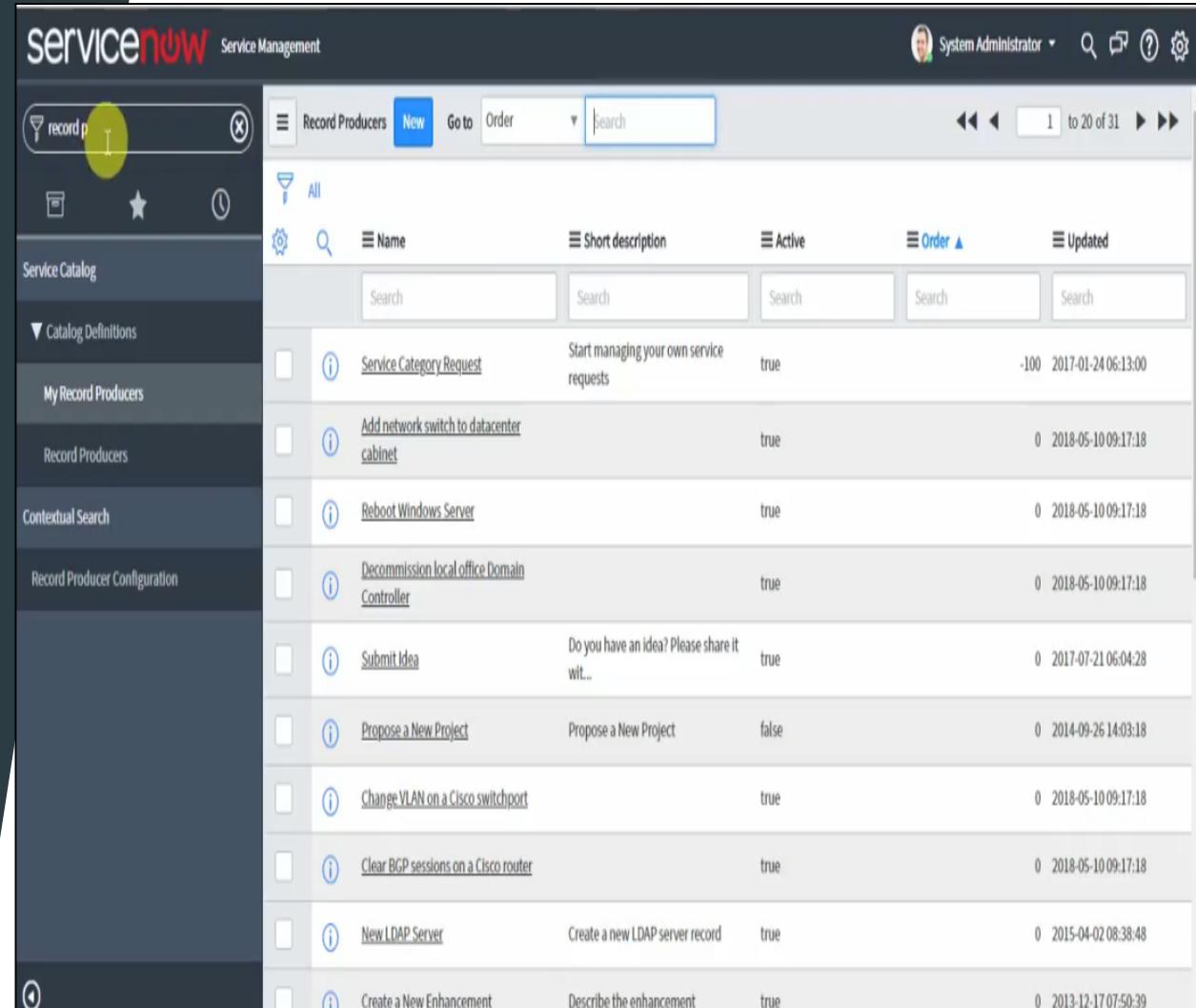


ServiceNow – Design a Record Producer



Design a Record Producer

- ▶ Record producer gives look and feel of Catalog item and can be ordered as catalog item
- ▶ Once ordered it creates task like incident,problem,idea.Thus an entry is created in task table through record producer and after that incident follows its own lifecycle
- ▶ Navigate to Service catalog→Record Producer

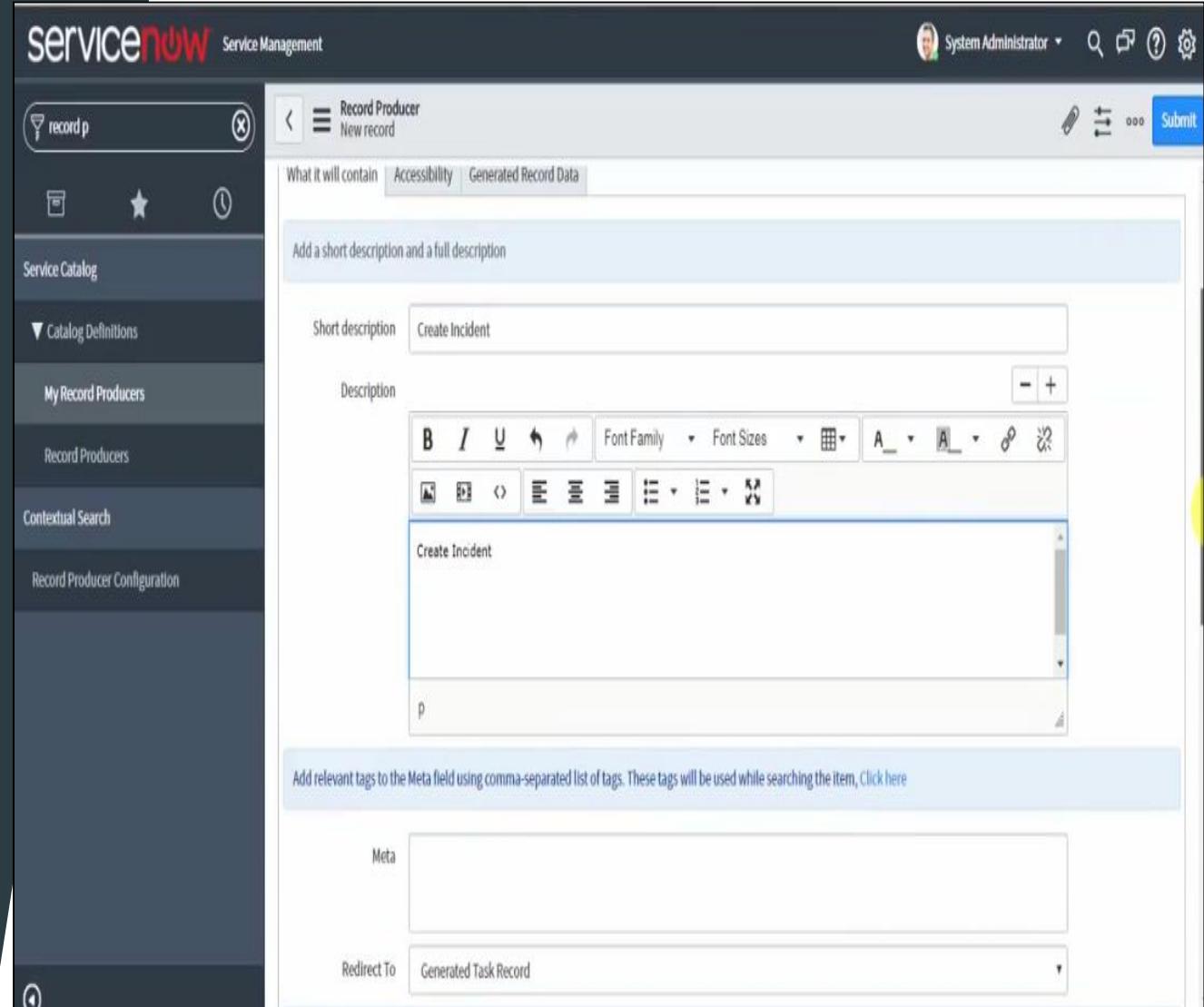


The screenshot shows the ServiceNow Service Management interface with the title "Record Producers". The left sidebar includes links for Service Catalog, Catalog Definitions, My Record Producers (which is selected), Record Producers, Contextual Search, and Record Producer Configuration. The main content area displays a list of record producers with columns for Name, Short description, Active, Order, and Updated. The list includes entries such as "Service Category Request", "Add network switch to datacenter cabinet", "Reboot Windows Server", "Decommission local office Domain Controller", "Submit Idea", "Propose a New Project", "Change VLAN on a Cisco switchport", "Clear BGP sessions on a Cisco router", "New LDAP Server", and "Create a New Enhancement". Each entry has a detailed description and a timestamp indicating when it was last updated.

	Name	Short description	Active	Order	Updated
	Service Category Request	Start managing your own service requests	true	-100	2017-01-24 06:13:00
	Add network switch to datacenter cabinet		true	0	2018-05-10 09:17:18
	Reboot Windows Server		true	0	2018-05-10 09:17:18
	Decommission local office Domain Controller		true	0	2018-05-10 09:17:18
	Submit Idea	Do you have an idea? Please share it wit...	true	0	2017-07-21 06:04:28
	Propose a New Project	Propose a New Project	false	0	2014-09-26 14:03:18
	Change VLAN on a Cisco switchport		true	0	2018-05-10 09:17:18
	Clear BGP sessions on a Cisco router		true	0	2018-05-10 09:17:18
	New LDAP Server	Create a new LDAP server record	true	0	2015-04-02 08:38:48
	Create a New Enhancement	Describe the enhancement	true	0	2013-12-17 07:50:39

Design a Record Producer

- ▶ Create a Record producer with Name: Create Incident
- Table name: Incident(task is created on this table)
- Description:Create incident(same the way we did it on catalog item)
- Description:Create Incident



The screenshot shows the ServiceNow Record Producer configuration interface. The top navigation bar includes the ServiceNow logo, a search bar, and user information for 'System Administrator'. The main title is 'Record Producer' with a sub-label 'New record'. On the left, a sidebar lists 'Service Catalog', 'Catalog Definitions', 'My Record Producers' (selected), 'Record Producers', 'Contextual Search', and 'Record Producer Configuration'. The main content area has tabs for 'What it will contain' (Accessibility and Generated Record Data) and 'Description'. The 'Short description' field contains 'Create Incident'. Below it is a rich text editor toolbar with bold, italic, underline, and other styling options. The main text area contains the placeholder 'Create Incident'. At the bottom, there's a note about adding tags to the 'Meta' field and a 'Redirect To' dropdown set to 'Generated Task Record'.

Design a Record Producer

- ▶ Go to tab Accessibility :
- Catalog:Service Catalog
- Category:Test Demo
- Save it

Record Producer
Create Incident

Name: Create Incident

Table name: Incident [incident]

Model:

Application: Global

Active:

Preview link: [Preview Item](#)

Expand help for all questions:

What it will contain Accessibility Generated Record Data

Catalogs: Service Catalog

Category: Test Demo

View:

Availability: Desktop Only

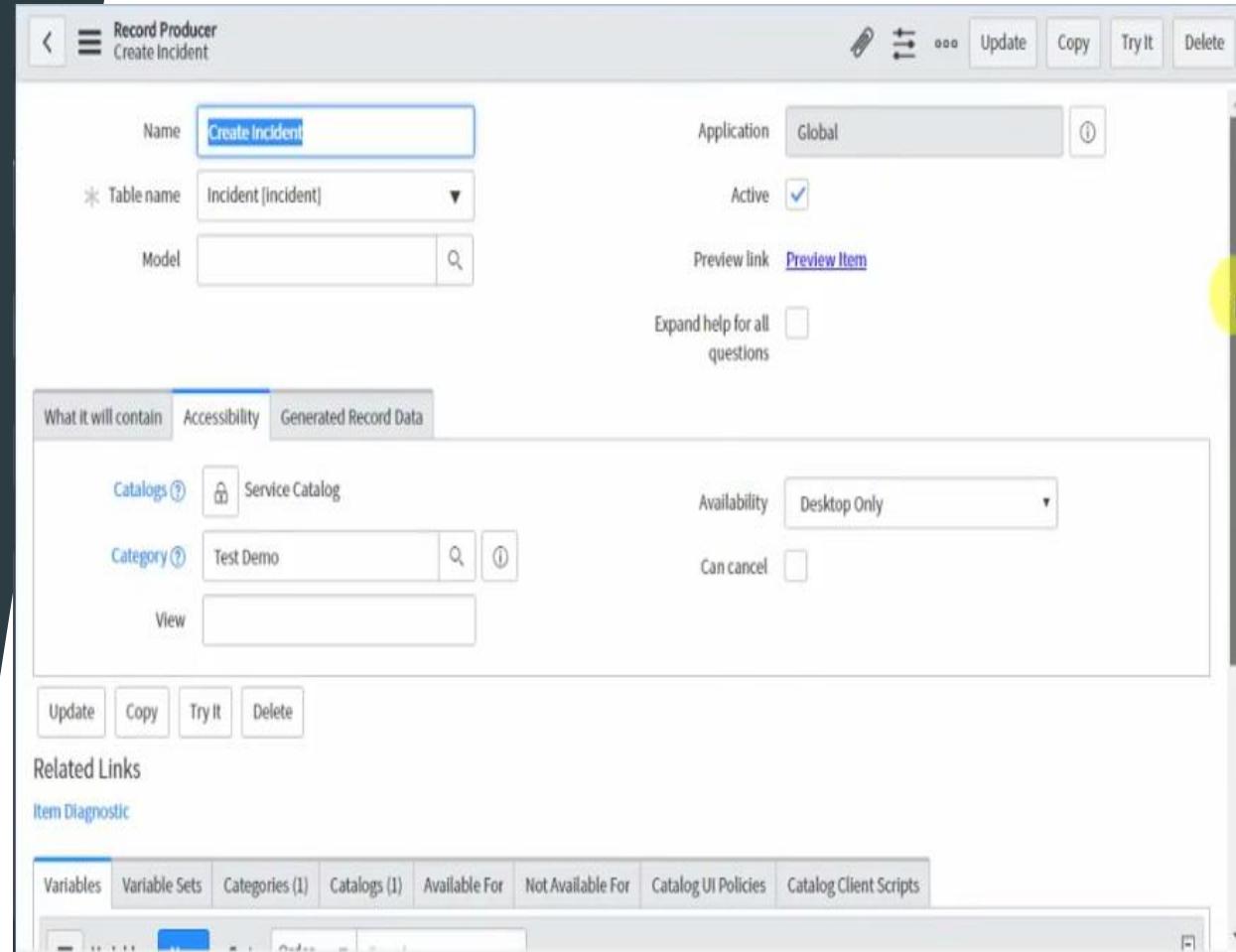
Can cancel:

Update Copy Try It Delete

Related Links

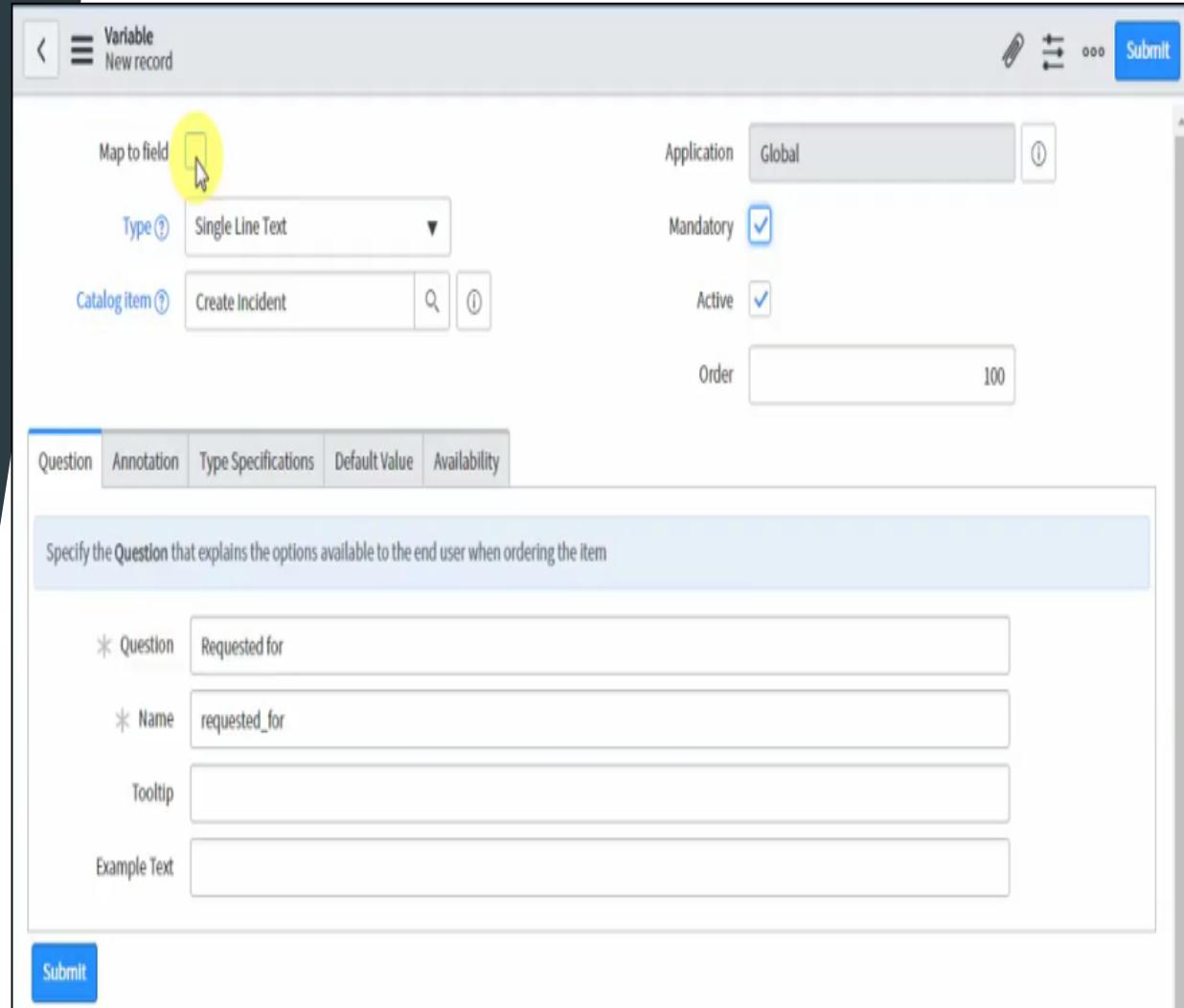
Item Diagnostic

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



Design a Record Producer

- ▶ Lets create Variables like the way we created in Catalog item
- ▶ Question : Requested for
name:Requested_for
Order :100
Mandatory:true



The screenshot shows the 'Variable' configuration interface. At the top, there are settings for 'Application' (Global), 'Mandatory' (checked), 'Active' (checked), and 'Order' (set to 100). Below these are sections for 'Type' (Single Line Text) and 'Catalog item' (Create Incident). A 'Map to field' button is highlighted with a yellow circle. At the bottom, there are tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', and 'Availability'. The 'Question' tab is active, displaying fields for 'Question' (Requested for), 'Name' (requested_for), 'Tooltip', and 'Example Text'. A 'Submit' button is at the bottom left.

Design a Record Producer

- ▶ We need to create mapping ,Once it is submitted where the requested_for is saved in the incident form.
- ▶ Click on the field Map to field and Select the field of target table Caller
- ▶ Type: Reference
- ▶ As caller field is reference field we will now go select users as requested for i.e Reference→sys_user
- ▶ Submit the variable

The screenshot shows the SAP Fiori Record Producer configuration interface. At the top, a callout box highlights the 'Map to field' button. Below it, a dropdown menu is open, showing various fields from the 'Record producer table'. The 'Caller' field is selected and highlighted with a yellow circle. In the main configuration area, the 'Field' dropdown is set to 'Caller', and the 'Record producer table' is set to 'incident'. The 'Type' dropdown is set to 'Reference'. A search bar shows 'sys_user', and the 'User [sys_user]' option is selected and highlighted with a yellow circle. Other options listed include 'Group [sys_user_group]', 'Group Member [sys_user_grmember]', 'Group Type [sys_user_group_type]', 'Pending Users [sys_user_pending_license]', 'Role [sys_user_role]', and 'Subscription User Set [sys_user_set]'. The 'Reference' section at the bottom has a dropdown set to 'None'.

Design a Record Producer

- ▶ Create another variable

Question : Description

Map to field:True

Field :Short description

Mandatory:True

Order :200(visible after requested for)

- ▶ Submit it

The screenshot shows the SAP Fiori Variable Configuration interface. A yellow circle highlights the 'Application' field, which is set to 'Global'. Other visible settings include:

- Map to field:** Short description (selected)
- Record producer table:** Incident
- Type:** Single Line Text
- Catalog item:** Create Incident
- Mandatory:** Checked
- Active:** Checked
- Order:** 200

Below the main configuration area, there are tabs for Question, Annotation, Type Specifications, Default Value, and Availability. The Question tab is active, containing fields for Question (Description), Tooltip, and Example Text.

Design a Record Producer

- ▶ Lets create another field named as comments
- ▶ Name: comments

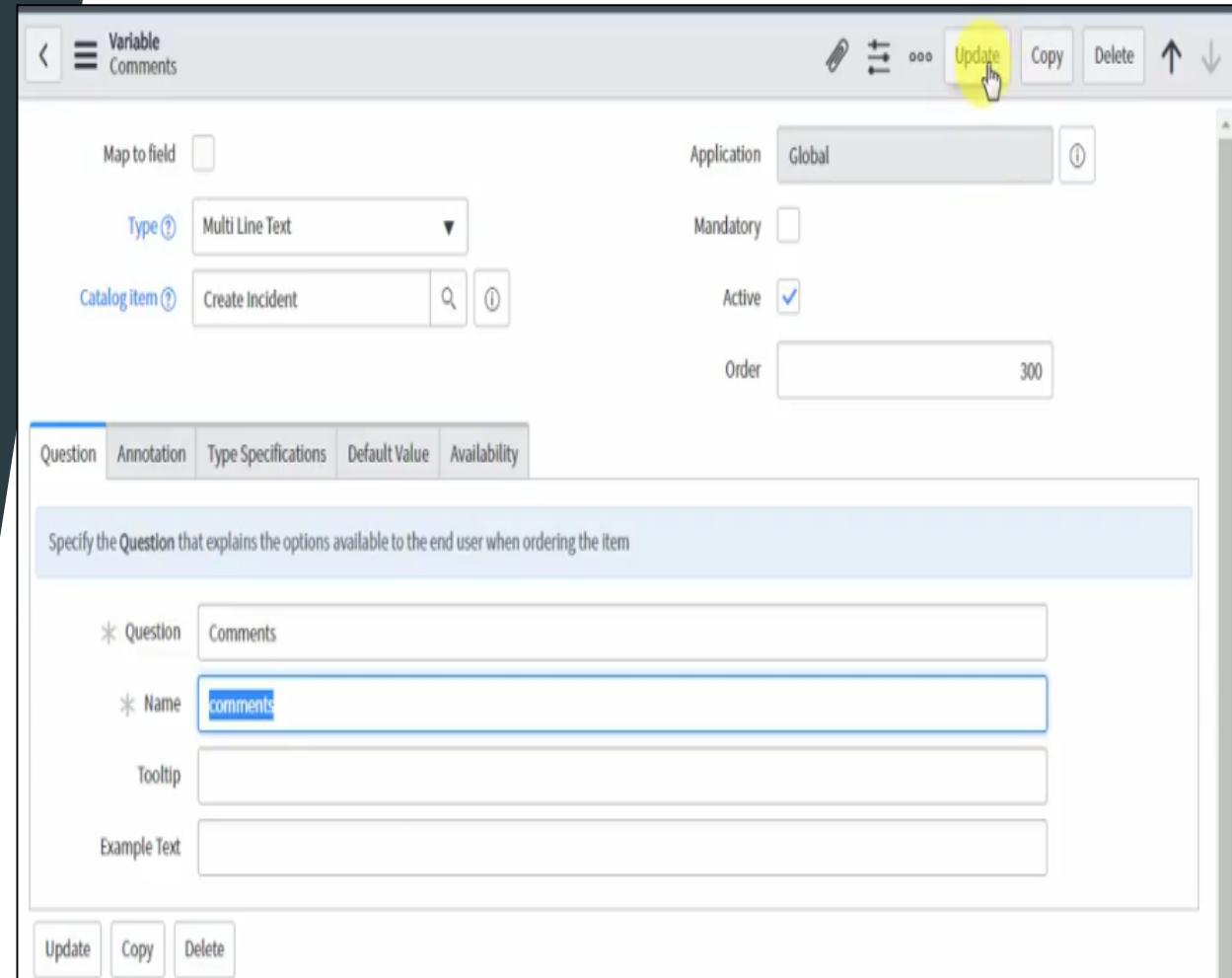
Description : comments

Order :300

Do not map to field(lets use it using scripting showcasing how to map through scripts)This is done in situation where direct mapping is not present in target form

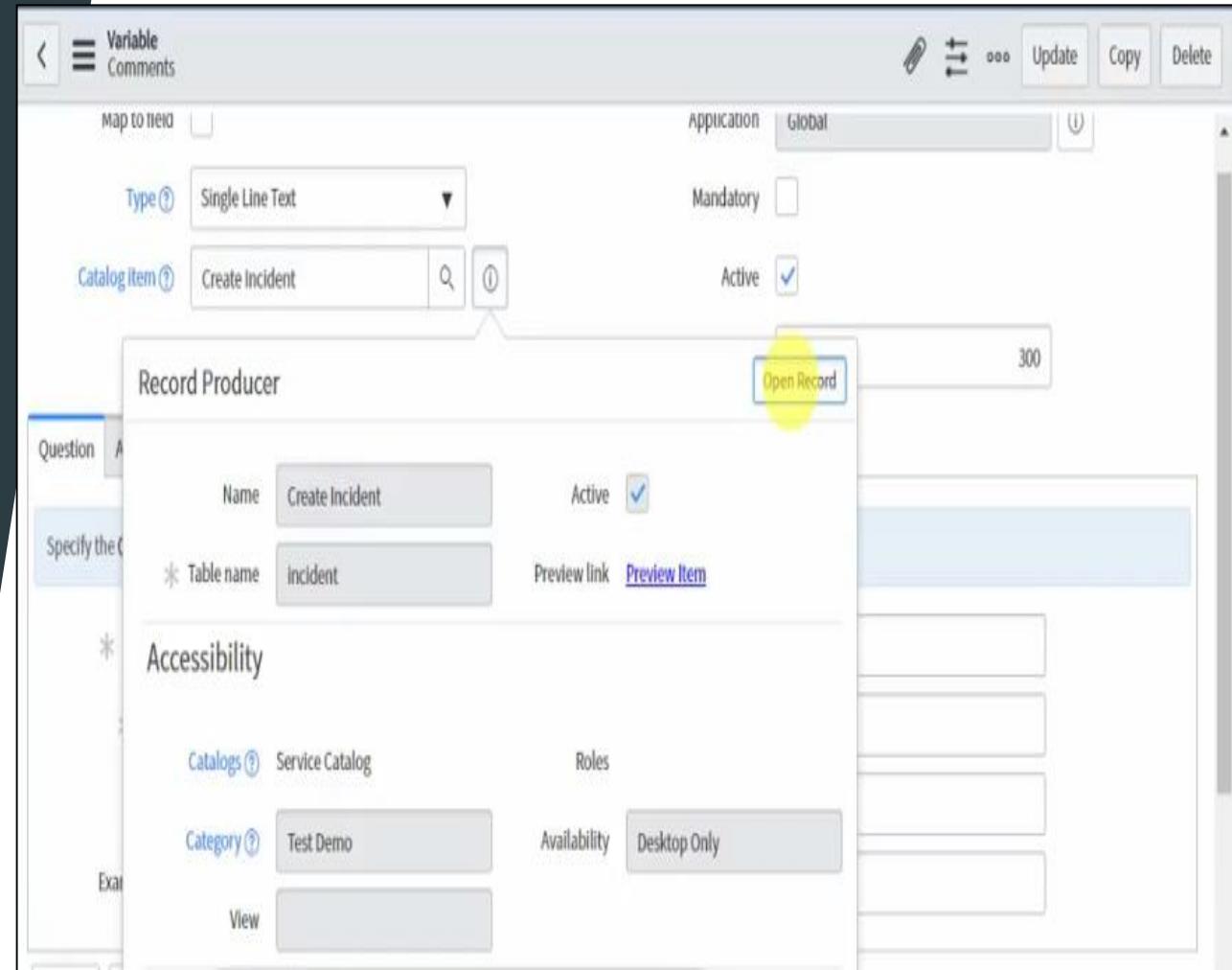
Type: Multi Line Text

- ▶ Submit it



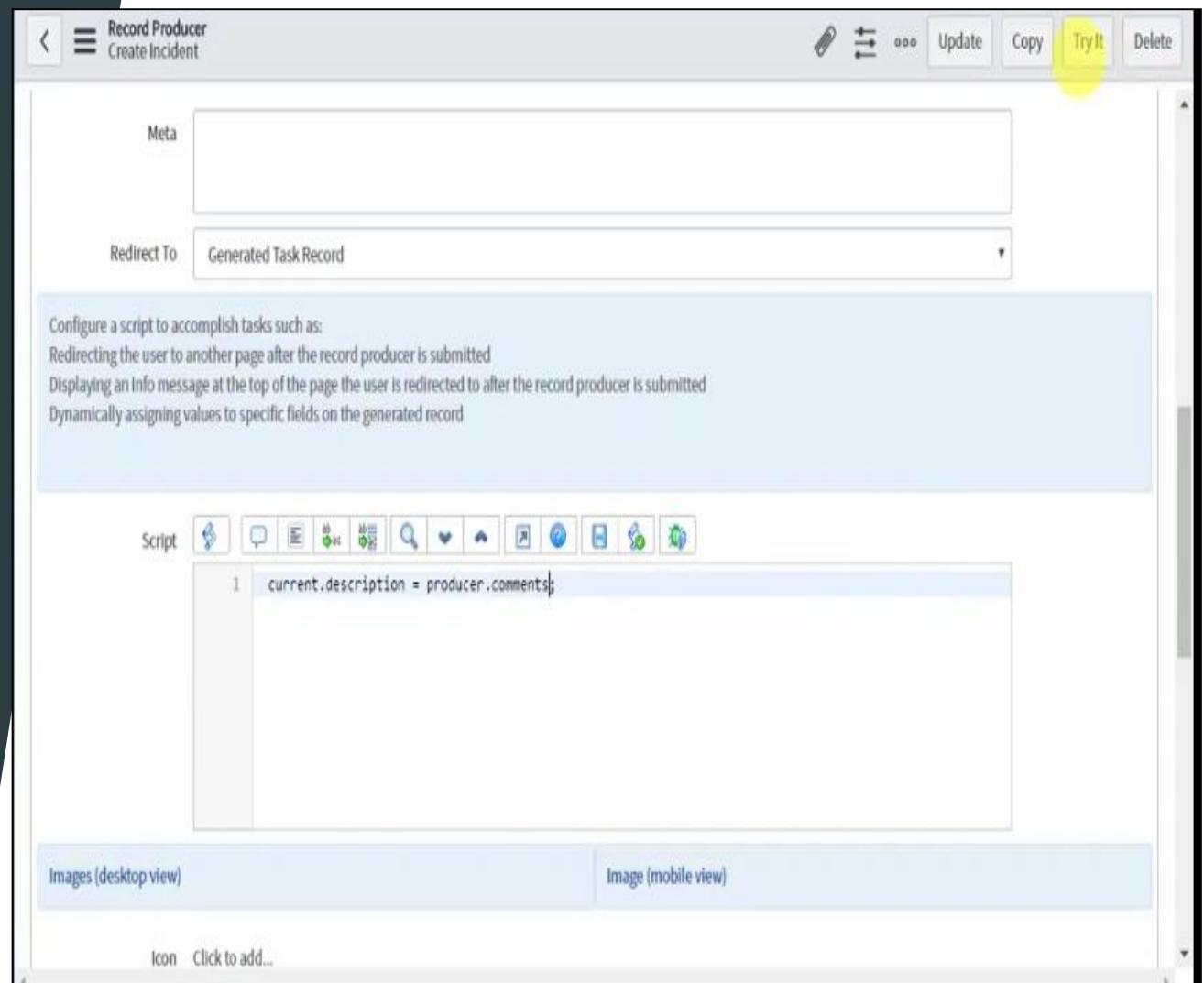
Design a Record Producer

- ▶ Navigate from variables directly to record producer



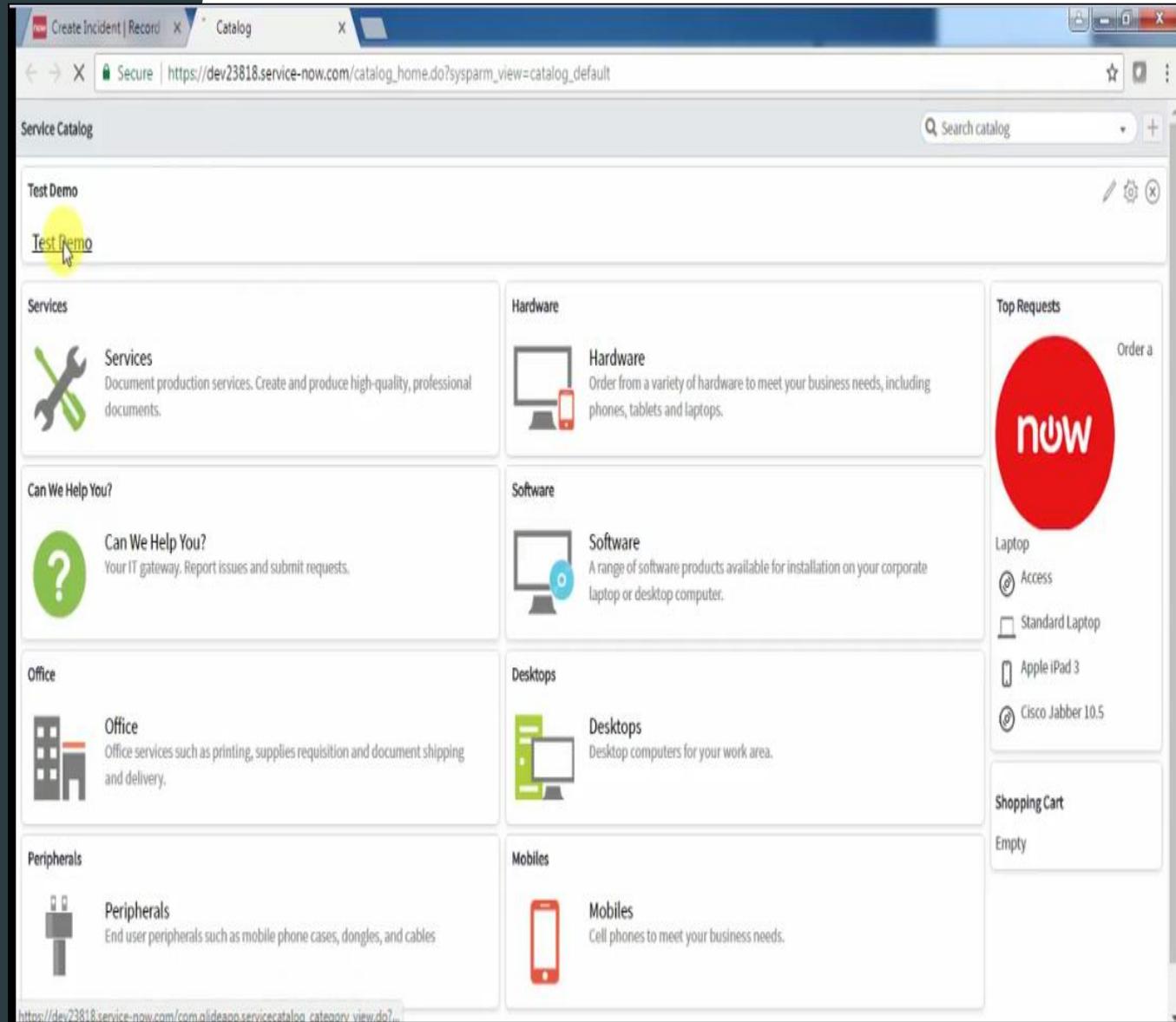
Design a Record Producer

- ▶ In the record producer go to tab What it will contain
- ▶ Go to script section where we need to map the comments field of record producer using description of incident using script
- ▶ Current.description = producer.comments
- ▶ Save it



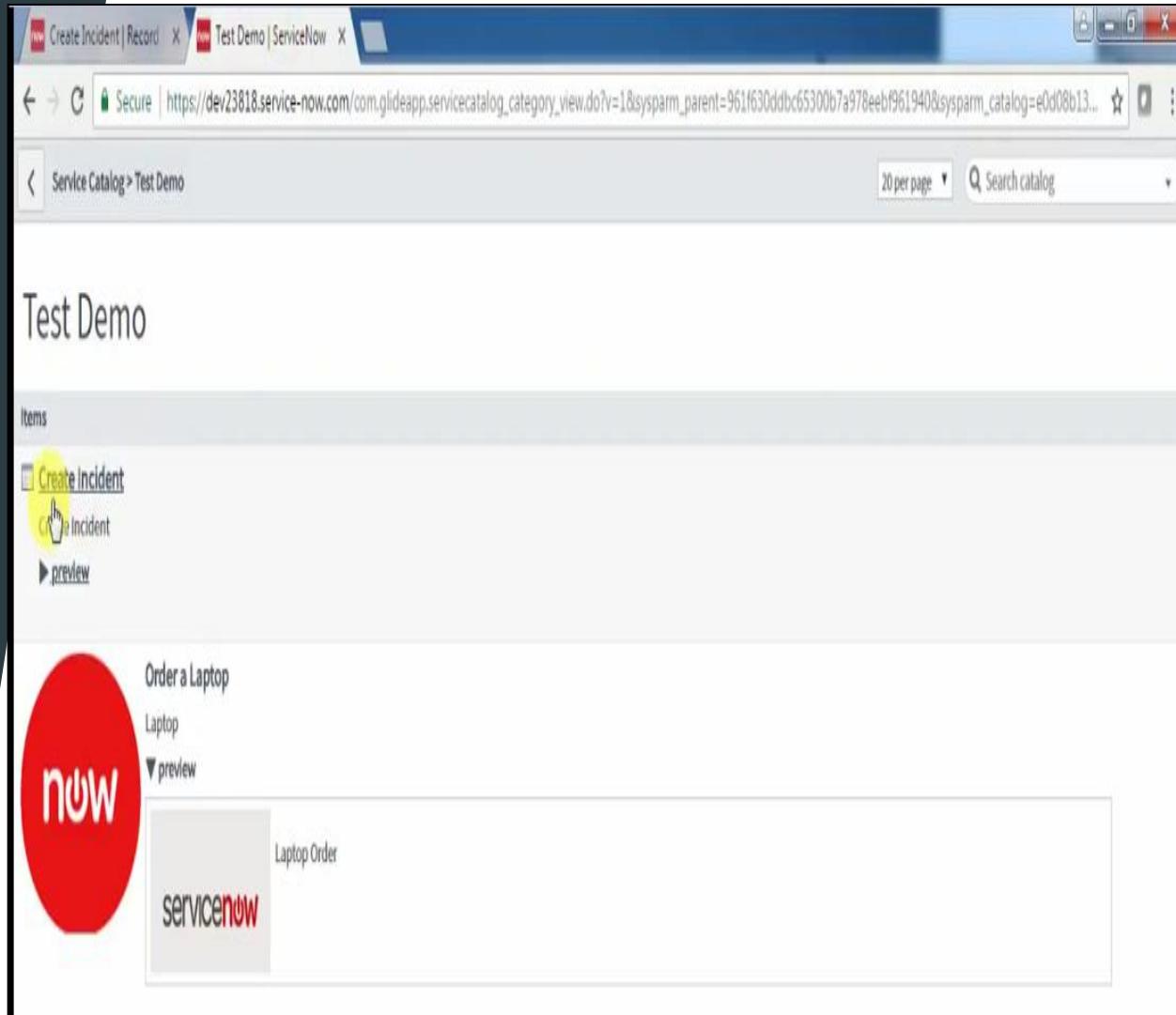
Design a Record Producer

- ▶ Go to Service Catalog and lets submit a record producer from Service Catalog



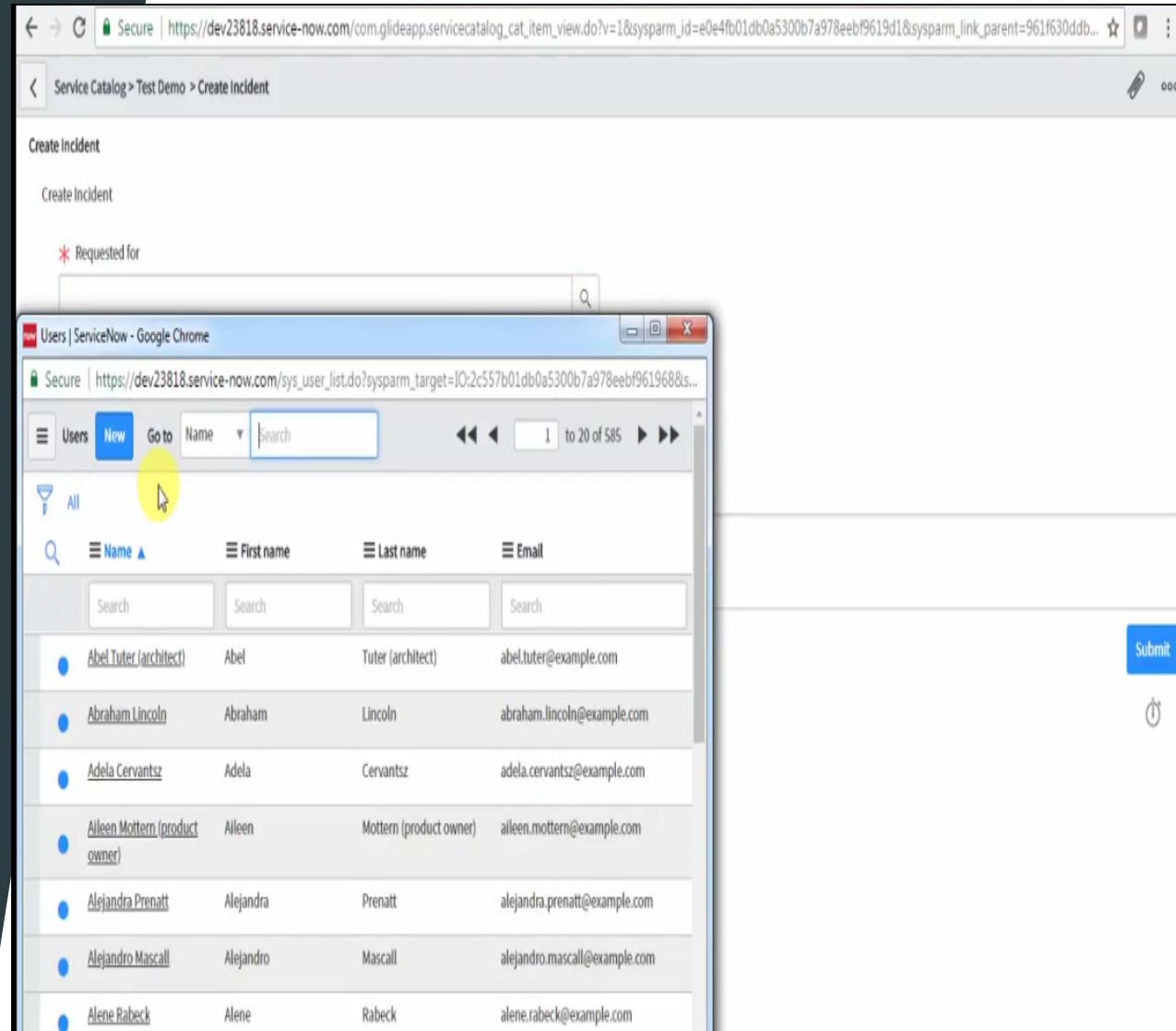
Design a Record Producer

- ▶ We have Create incident Record producer.
- ▶ Go ahead and create a incident



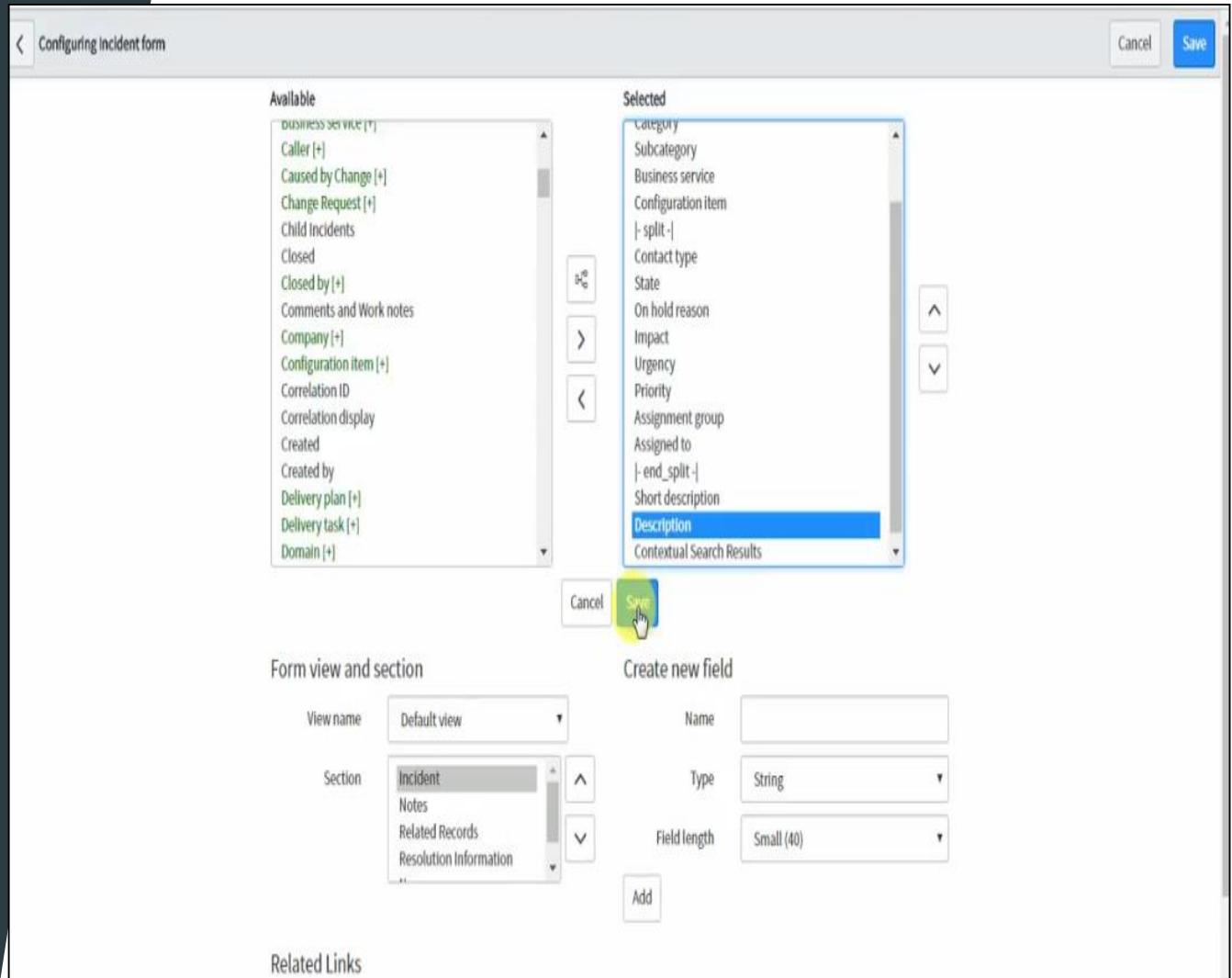
Design a Record Producer

- ▶ Use requested for :Abel tuter.
- ▶ Description :test record producer
- Comments : test comments
- ▶ Submit it



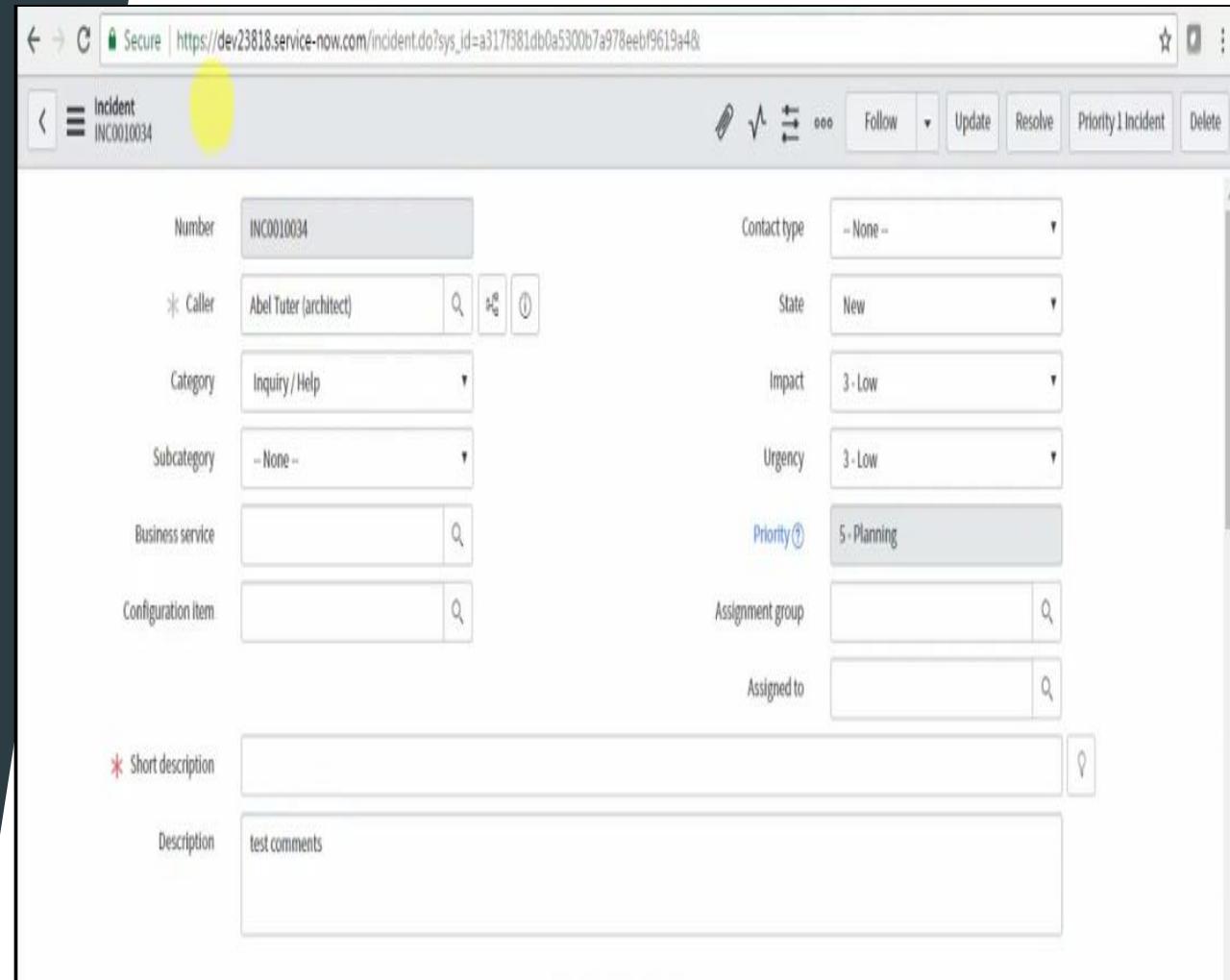
Design a Record Producer

- ▶ Configure the form to display Description field



Design a Record Producer

- ▶ We can observe test comments being populated with description



The screenshot shows a ServiceNow incident record interface. At the top, there's a header with a back arrow, a refresh button, and a URL: "Secure | https://dev23818.service-now.com/incident.do?sys_id=a317f381db0a5300b7a978eebf9619a4&". Below the header, the title "Incident" and ID "INC0010034" are displayed. A yellow circle highlights the title area. To the right of the title are several buttons: "Follow", "Update", "Resolve", "Priority 1 Incident", and "Delete". The main form contains the following fields:

Number	INC0010034	Contact type	- None -
* Caller	Abel Tuter (architect)	State	New
Category	Inquiry / Help	Impact	3 - Low
Subcategory	- None -	Urgency	3 - Low
Business service		Priority	5 - Planning
Configuration item		Assignment group	
* Short description		Assigned to	
Description		test comments	

Design a Record Producer

- ▶ Create another record producer.

Service Catalog > Test Demo > Create Incident

Create Incident

* Requested for

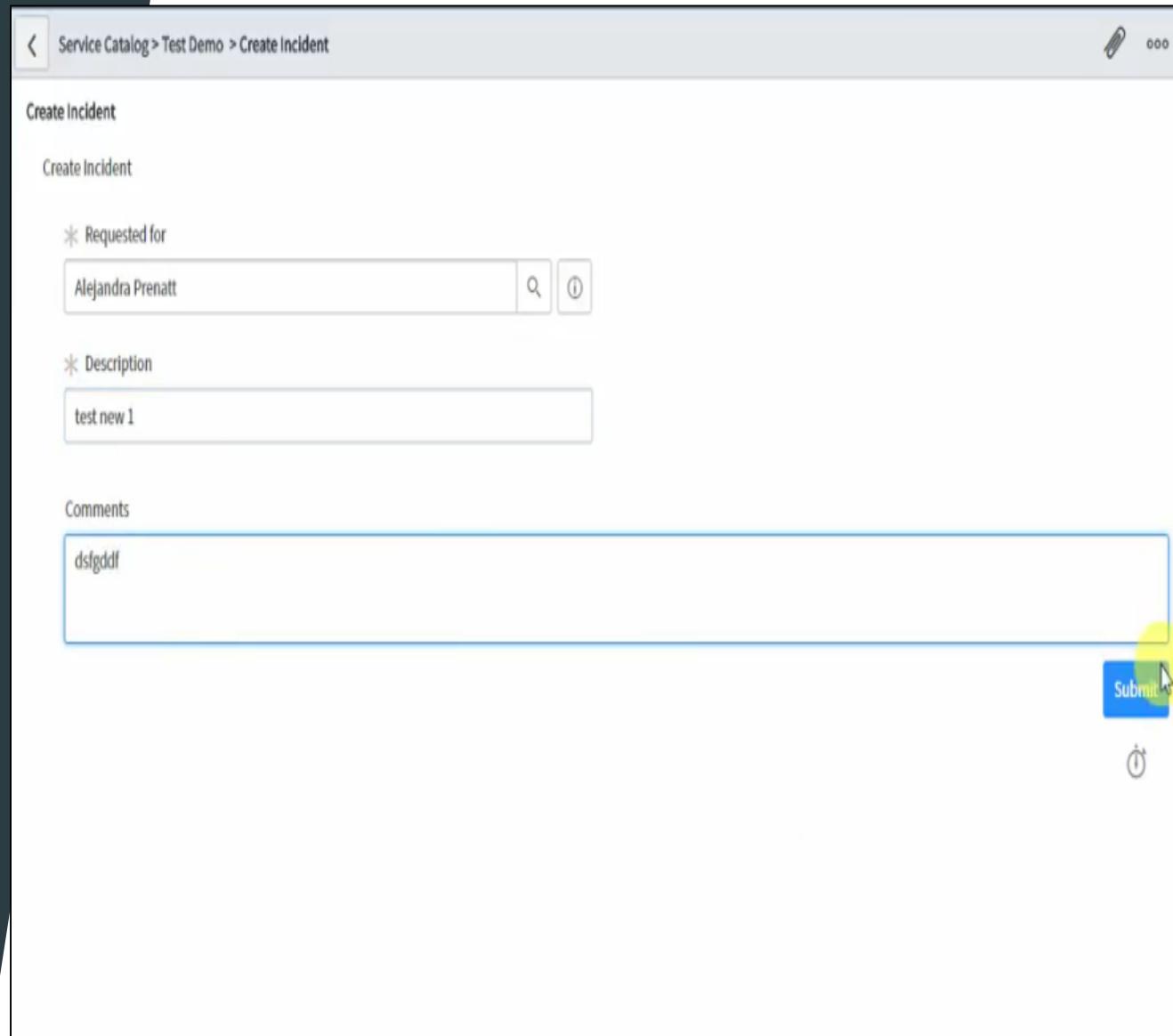
Alejandra Prenatt

* Description

test new 1

Comments

dslfgddf



Design a Record Producer

- ▶ We can observe Caller,Short description ,Description populated using concepts of reference,field mapping and script mapping for creating a record producer

The screenshot shows a ServiceNow incident record creation interface. At the top, it displays the title "Incident" and the ID "INC0010035". The header includes standard buttons like Follow, Update, Resolve, Priority 1 Incident, and Delete. Below the header, there is a note: "Hello, this is my first script include." A large yellow circle highlights the "Description" field, which contains the text "dsfgdd". Other visible fields include:

Field	Value
Number	INC0010035
Contact type	-- None --
Caller	Alejandra Prenatt
State	New
Category	Inquiry / Help
Impact	3 - Low
Subcategory	-- None --
Urgency	3 - Low
Business service	
Priority	5 - Planning
Configuration item	
Assignment group	
Assigned to	
Short description	test new 1
Description	dsfgdd

At the bottom right, there is a "Related Search Results" button.



ServiceNow – Order Guide Designing



Order Guide Designing

- ▶ Order guides are basically used when we have multiple request items need to be catered in one request Ex: Onboarding - creating userid for user, phone assignment, Laptop request, software request.
- ▶ Thus it helps to submit the bundled request

The screenshot shows an 'Order Status' page with the following details:

Order Placed: 2018-05-11 22:21:23
Request Number: REQ0010003 [☆](#)
Estimated Delivery Date of: 2018-05-12
Complete Order:

Description	Order guide	Delivery Date	Stage	Price (ea.)	Quantity	Total
test	IT Request	2018-05-12	▶		1	
Laptop	IT Request	2018-05-12	▶		1	

Buttons at the bottom: Back to Catalog, Continue Shopping, Home. A yellow hand cursor icon is positioned over the 'Home' button.

Order Guide Designing

- ▶ Lets include one more catalog item apart from laptop request so that it can be referenced in Order guide.
- ▶ Name : Software item Demo
- ▶ Short Description : Test
- ▶ Save it

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

Enter a Name and Short description to display for the item.
Enter a Price, approvals, variables, and other information as needed.

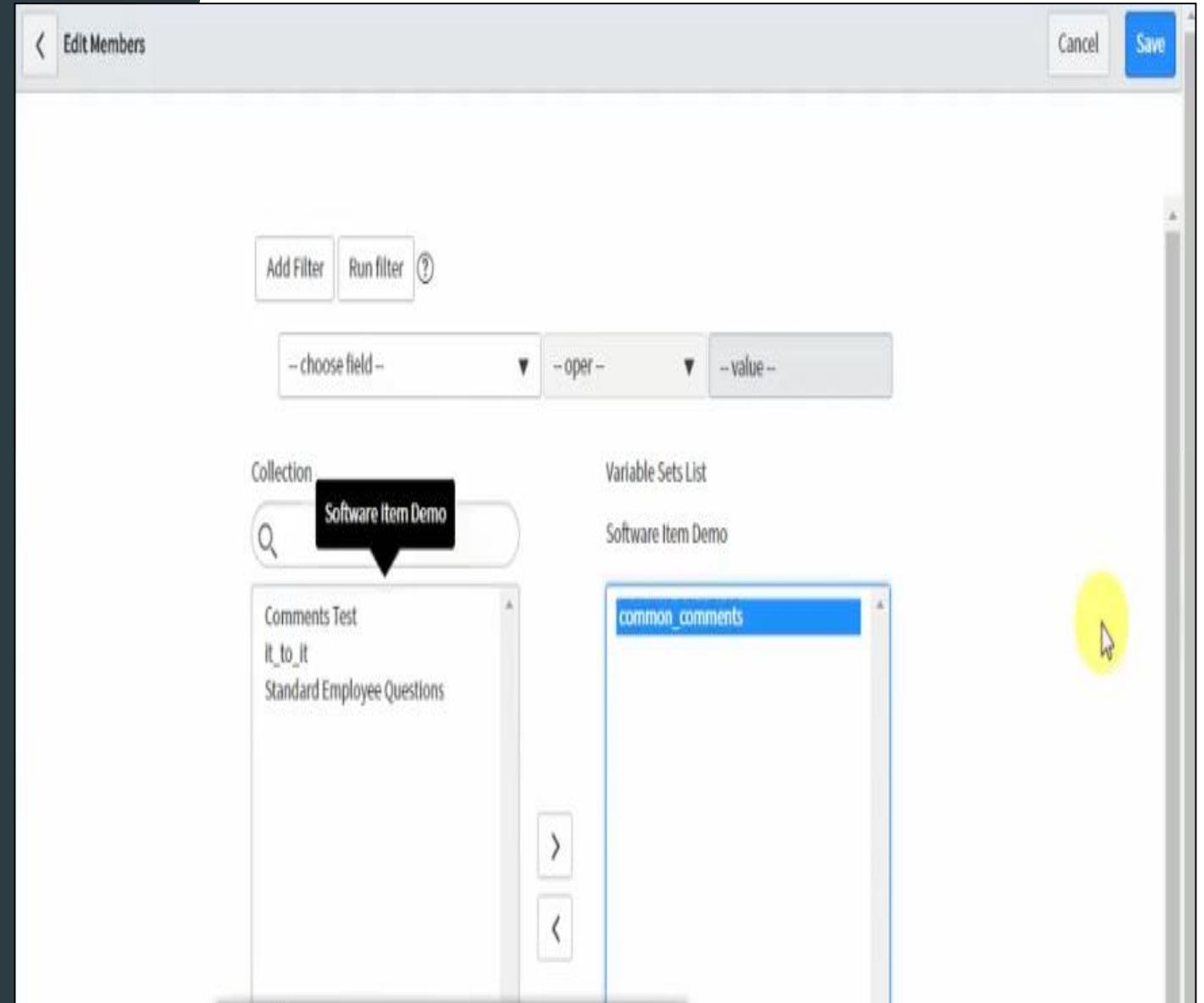
Name	Software Item Demo	Price	\$ 0.00
Active	<input checked="" type="checkbox"/>	Recurring price	\$ 0.00
Availability	Desktop Only	Recurring price frequency	-- None --
Catalogs		Picture	Click to add...
Category		If you want users to be able to search for this item, add it to a Category	
Workflow			

Submit **Try It**



Order Guide Designing

- ▶ Lets include the variable sets common_comments
- ▶ Include the variable set using edit option in variable sets



Order Guide Designing

- ▶ Include the same workflow we included for laptop order

The image displays two screenshots of the ServiceNow interface. The top screenshot shows the 'Catalog Item' screen for creating a new item named 'Software Item Demo'. It includes fields for Name (set to 'Software Item Demo'), Active (checked), Availability (set to 'Desktop Only'), Catalogs (locked), Category (empty), and a note about adding it to a category for searchability. The bottom screenshot shows the 'Workflow' search results for 'test', where 'Test Laptop Order' is listed at the top. Both screenshots have a yellow circle highlighting the 'Test Laptop Order' entry.

Catalog Item
Software Item Demo

Catalog Items are goods or services available to order from the service catalog. Items can be office supplies. Enter a Name and Short description to display for the item. Enter a Price, approvals, variables, and other information as needed.

Name: Software Item Demo

Active:

Availability: Desktop Only

Catalogs:

Category:

If you want users to be able to search for this item, add it to a Category

Workflow:

Workflow | ServiceNow - Google Chrome

All > Name starts with test

Name: test

Test Laptop Order

Recording... 00:02:08

Order Guide Designing

- ▶ Lets now create Order guide
- ▶ Navigate to Service Catalog→Order Guides
- ▶ New order guide

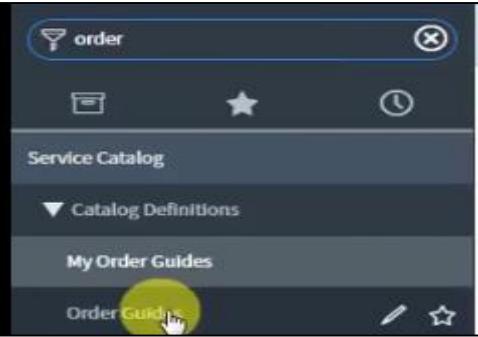
Name : IT Request

Catalog: Service Catalog

Category: Test Demo

Short Description: Order Laptop and software

Description: Order Laptop and software

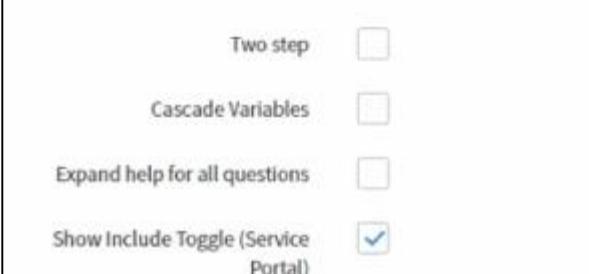


Order guides		New	Search for text	Search
All		Name	Short description	
Search		Search	Search	
<input type="checkbox"/> Request Developer Project Equipment		Request hardware and software to support...		
<input type="checkbox"/> New Hire		New Hire Order Guide		

The screenshot shows the 'Order guide' creation form. The 'Name' field is set to 'IT Request'. The 'Catalogs' dropdown is set to 'Service Catalog'. The 'Category' field is set to 'Test Demo'. The 'Icon' section has a placeholder 'Click to add...'. The 'Application' is set to 'Global'. The 'Active' checkbox is checked. The 'Two step' checkbox is unchecked. The 'Cascade Variables' and 'Expand help for all questions' checkboxes are unchecked. The 'Show Include Toggle (Service Portal)' checkbox is checked. The 'Short description' field contains 'order laptop and software'. The 'Description' field also contains 'order laptop and software'. A rich text editor toolbar is visible above the description field.

Order Guide Designing

- ▶ Cascade variables - If the same questions need to be available for all Catalog items, we include it as part of Cascade variables
- ▶ Create new variable in the variable tab.
- ▶ Question: Laptop
Name: Laptop
Order: 100
Type: Checkbox
- ▶ Save it.



The screenshot shows the 'Variable' configuration screen in Oracle Service Portal. At the top right, there is a settings panel with four checkboxes:

- Two step (unchecked)
- Cascade Variables (unchecked)
- Expand help for all questions (unchecked)
- Show Include Toggle (Service Portal) (checked)

Below this, the main configuration area for a variable named 'IT Request' is shown. The 'Type' is set to 'Single Line Text'. The 'Catalog Item' is set to 'IT Request'. The 'Application' is set to 'Global'. The 'Mandatory' and 'Active' checkboxes are unchecked. The 'Order' field contains the value '100'. A yellow circle highlights the 'Order' field. Below the configuration area, there is a section for specifying the question and name for the variable.

Question*	Name	Tooltip	Example Text
Laptop	laptop		

Submit

Order Guide Designing

▶ Make another variable question

▶ Name: Software

Question: Software

Order:200

Type: Checkbox

Insert and Stay

The screenshot shows the 'Variable' tab of the 'Software' item option in the ServiceNow interface. The configuration includes:

- Map to field: Unchecked
- Type: CheckBox
- Catalog item: IT Request
- Application: Global
- Mandatory: Unchecked
- Active: Checked
- Order: 100

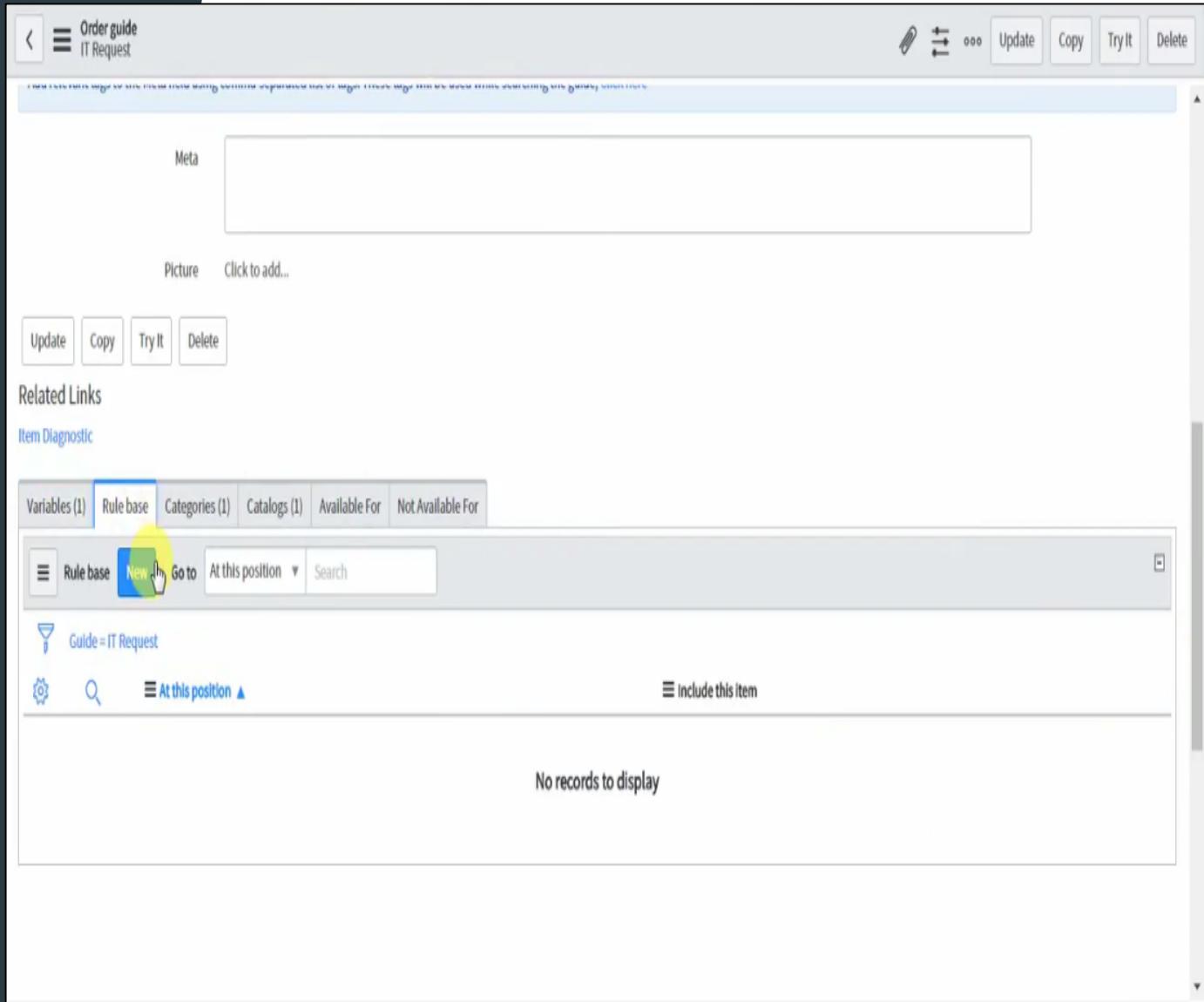
The 'Question' tab is selected, displaying the following fields:

- * Question: Software
- * Name: software
- Tooltip: (empty)

At the bottom of the screen, there are 'Update', 'Copy', and 'Delete' buttons.

Order Guide Designing

- ▶ Lets create Rule base.
- ▶ Rule base helps to include catalog items based on conditions



Order Guide Designing

- ▶ Put Rule base Laptop is true
Include this item:Order a Laptop
At this Position :1
- ▶ Save it

Rule New record

Guide IT Request

If this condition is true Add Filter Condition Add "OR" Clause

laptop is true AND OR X

Include this item Order a Laptop Application Global

Ignore Mandatory Evaluation At this position 1

Use cart layout

Quantity 1

Submit

The screenshot shows a software interface for creating a rule. The top bar includes a back arrow, a 'Rule' icon, and a 'New record' button. On the right are edit, delete, and submit buttons. The main area has sections for 'Guide' (set to 'IT Request'), 'If this condition is true' (with buttons for 'Add Filter Condition' and 'Add "OR" Clause'), and a dropdown menu showing 'laptop' is 'true'. To the right are buttons for 'AND', 'OR', and 'X'. Below this is a section for 'Include this item' with 'Order a Laptop' selected under 'Application Global'. There's also an 'Ignore Mandatory Evaluation' checkbox and an 'At this position' field set to 1. A yellow circle highlights the 'Use cart layout' checkbox, which is checked. At the bottom is a 'Quantity' field set to 1 and a 'Submit' button.

Order Guide Designing

- ▶ Include another rule base
- ▶ Put Rule base Software is true
Include this item:Order a Laptop
At this position :2
- ▶ Save it

Rule New record

Guide: IT Request

If this condition is true:

software is true

Include this item: Software Item Demo

Application: Global

Ignore Mandatory Evaluation

At this position: 2

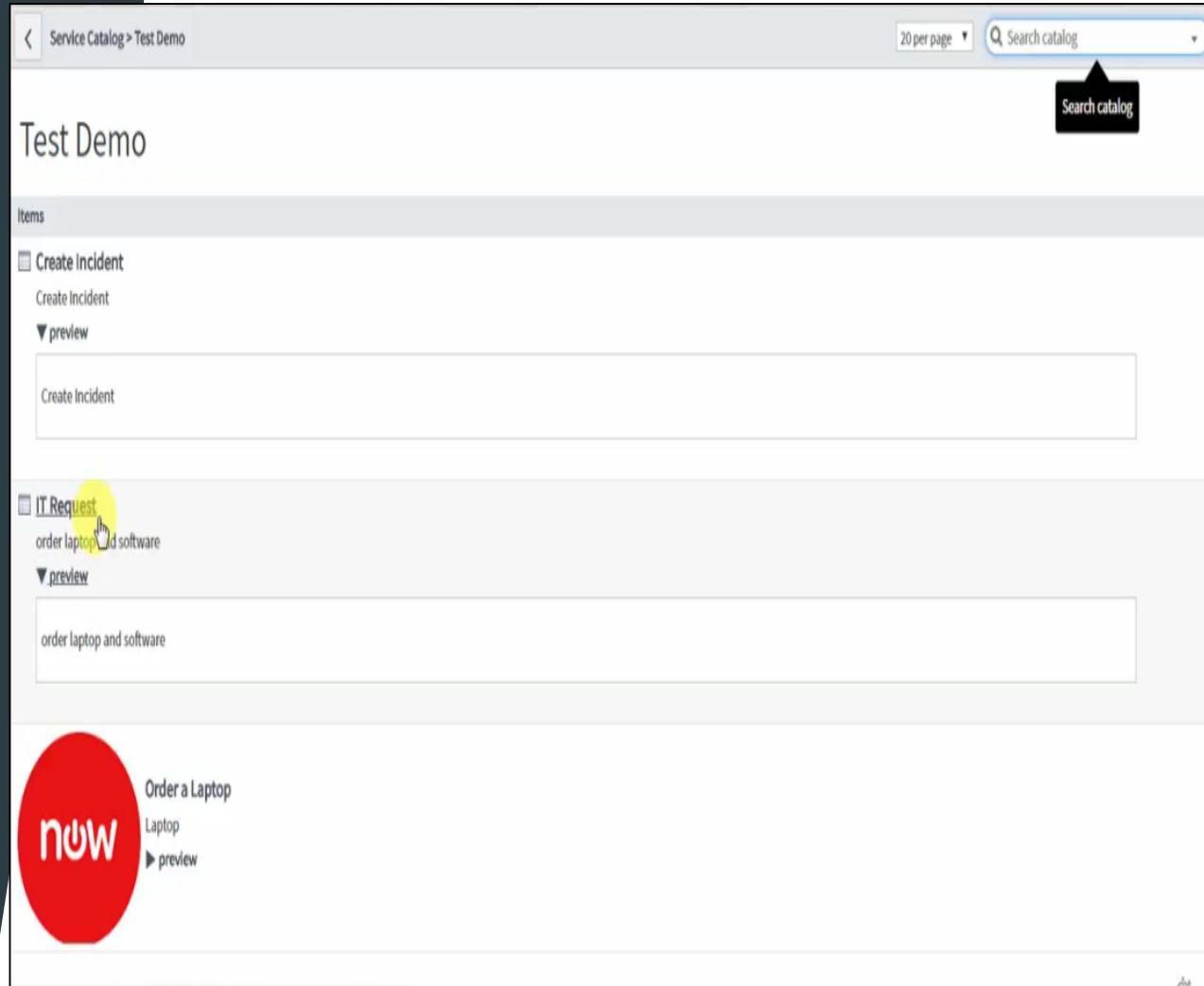
Use cart layout

Quantity: 1

Submit

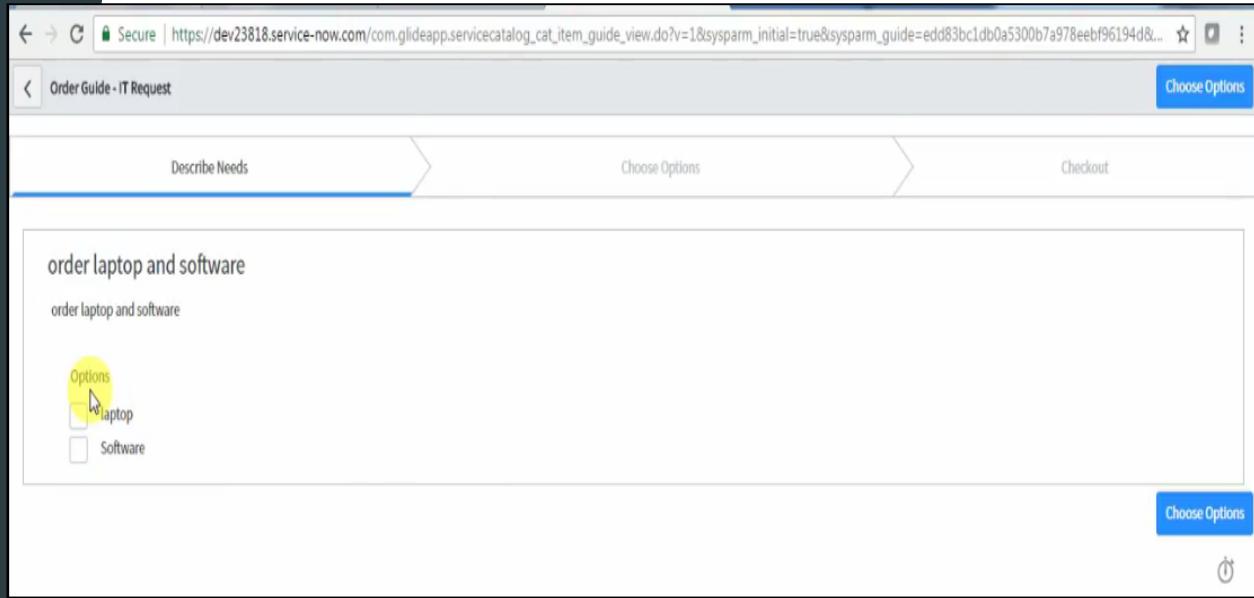
Order Guide Designing

- ▶ Lets test using try it the order guide
- ▶ Navigate to Service Catalog
- ▶ Under Test Demo we observe IT Request



Order Guide Designing

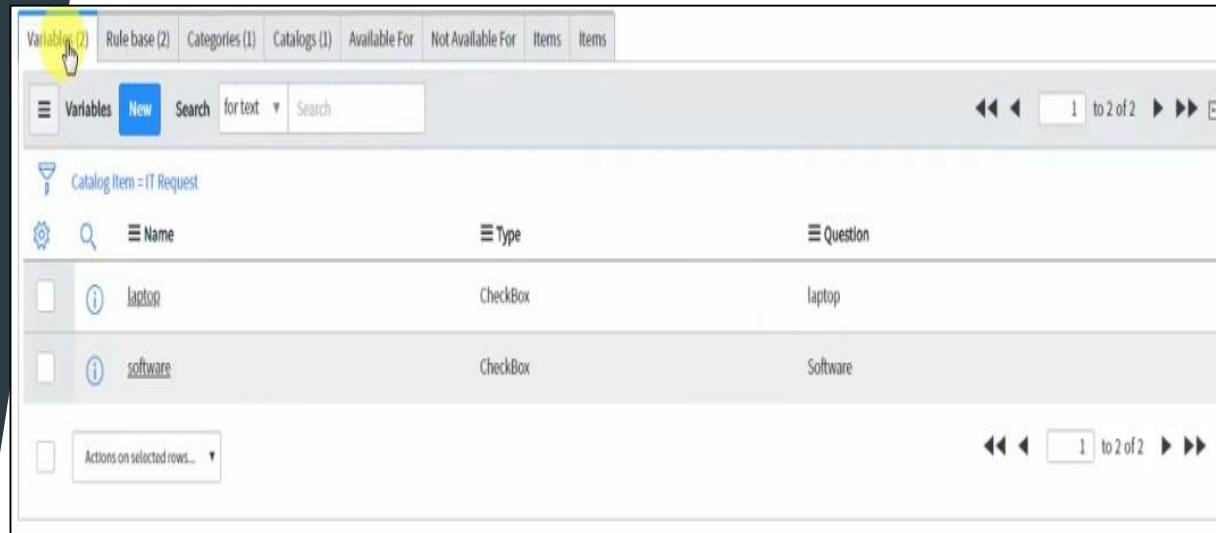
- ▶ Thus there will 2 option checkbox created for catalog items
- ▶ These are coming through rule base



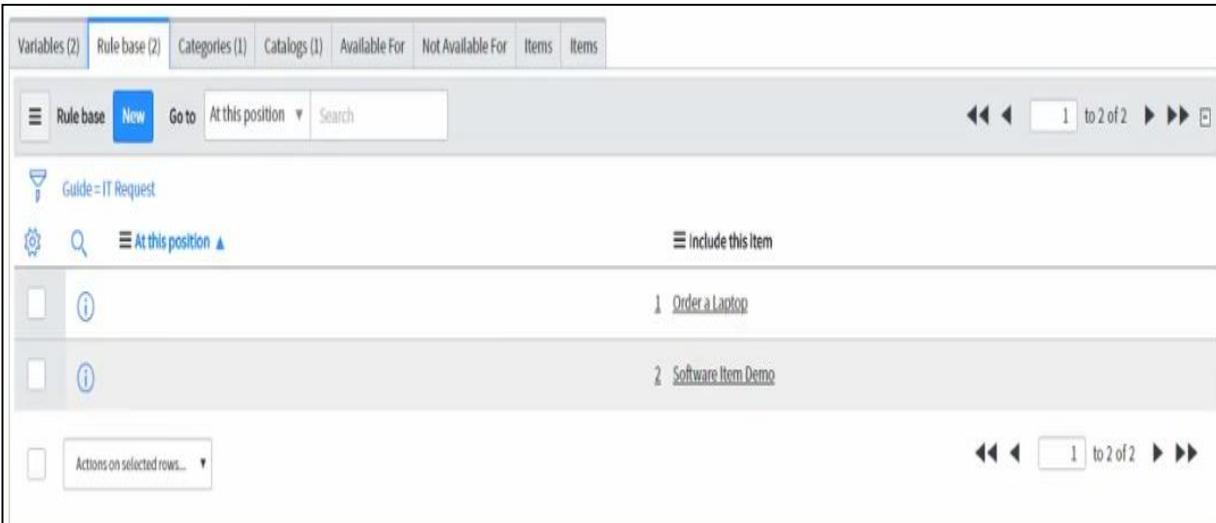
The screenshot shows a continuation of the "Order Guide" interface, specifically for ordering a laptop. The title bar says "Order Guide - Order a Laptop". The main navigation tabs are "Describe Needs" (highlighted in blue), "Choose Options" (highlighted in red), and "Checkout". The "Choose Options" tab contains a sub-step titled "Laptop". Within this sub-step, there is a "Laptop Order" section with a "serviceNow" logo. Below it, there is a dropdown menu labeled "Brand of Laptop" with "Lenovo" selected. To the right of the "Laptop Order" section, there is a panel with the text "This Item" and "Delivery time 1 Day". At the bottom of the screen, there are three buttons: "Describe Needs", "Next Tab" (highlighted in blue), and "Checkout".

Order Guide Designing

- ▶ Hence we created 2 variables and either of variables are true add the catalog item accordingly



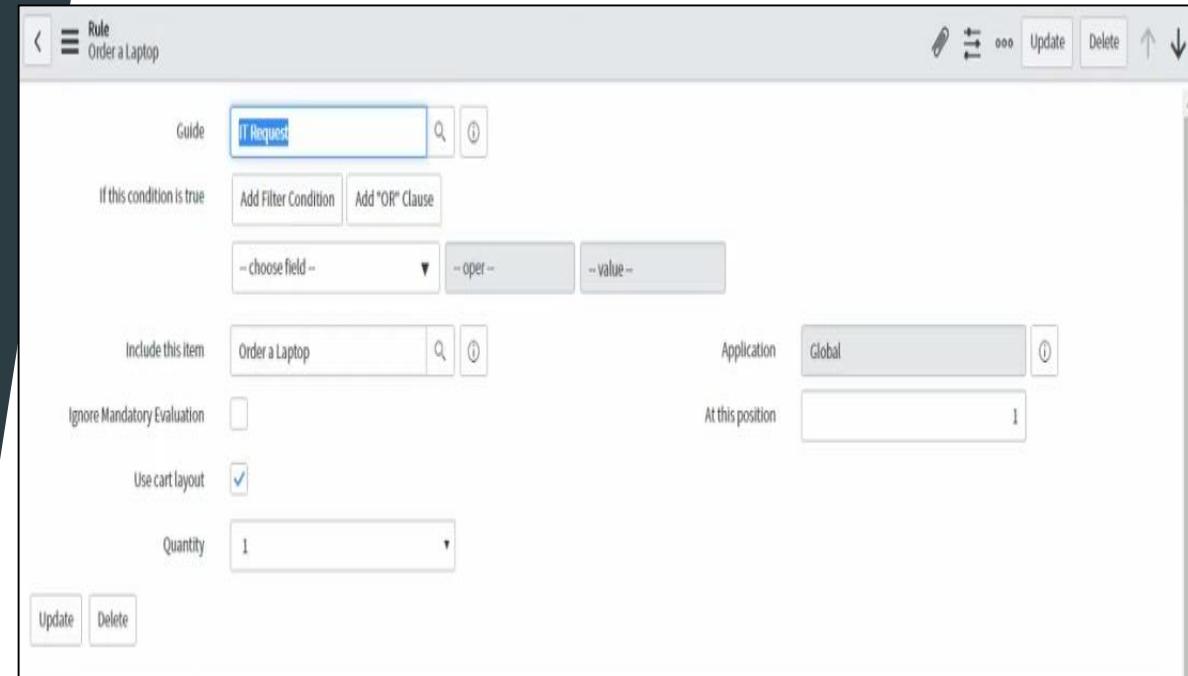
Name	Type	Question
laptop	CheckBox	laptop
software	CheckBox	Software



At this position	Include this item
At this position	1 Order a Laptop
	2 Software Item Demo

Order Guide Designing

- ▶ Now remove the rule base condition for laptop
- ▶ Still we would be able to see the laptop as Default item.
- ▶ We can delete rule base and check the availability



Order Guide Designing

- ▶ Hence there is option of adding rule base condition or making default conditions for catalog items to appear
- ▶ Hence we observe Variables control the questions and options to variables are controlled by rule based.

Shopping Cart

Describe Needs ✓ Choose Options ✓ Checkout

Are the contents of your cart correct? Please double check the items and remove and edit where appropriate

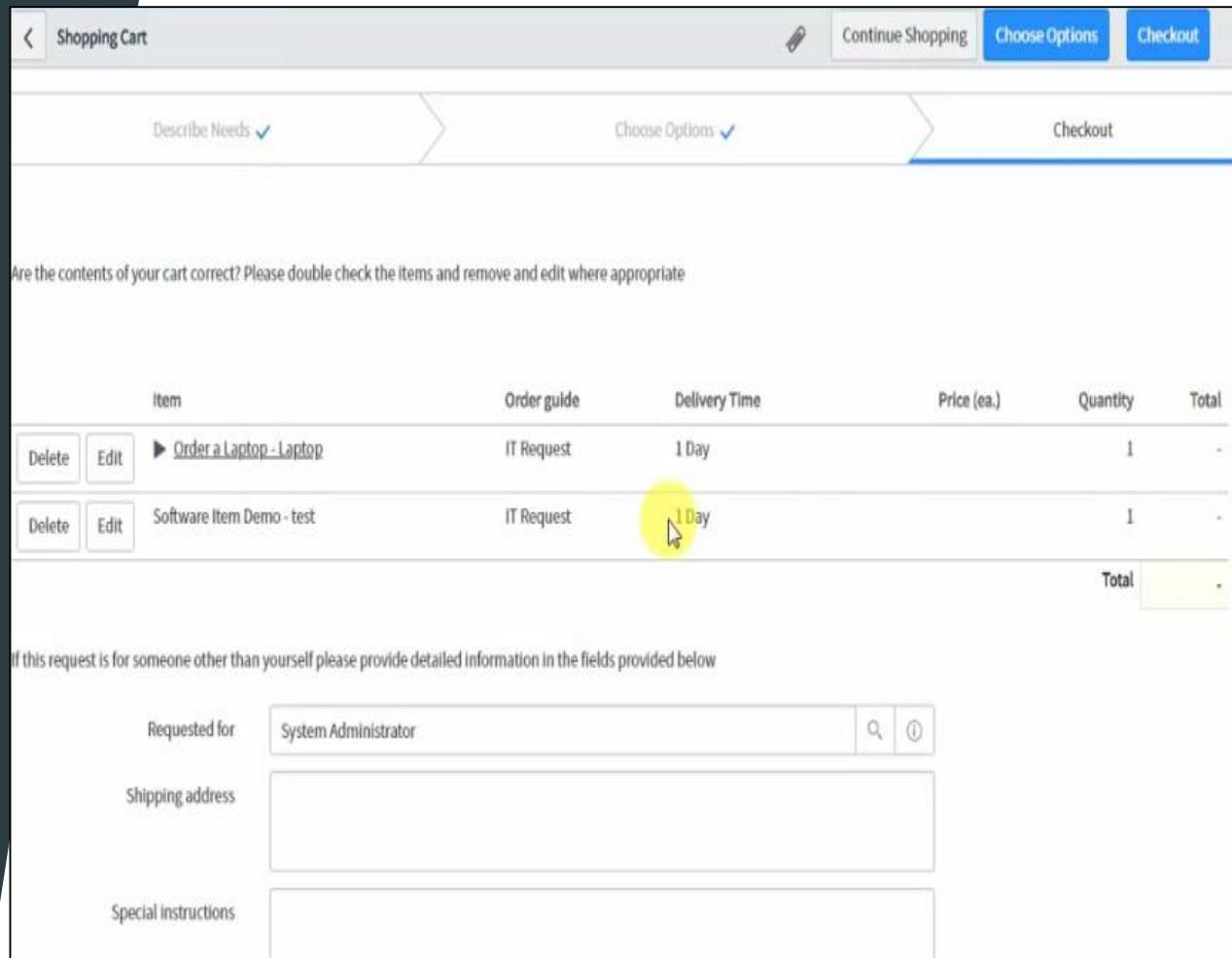
Item	Order guide	Delivery Time	Price (ea.)	Quantity	Total
Delete Edit ► Order a Laptop - Laptop	IT Request	1 Day		1	-
Delete Edit Software Item Demo - test	IT Request	1 Day		1	-
Total					

If this request is for someone other than yourself please provide detailed information in the fields provided below

Requested for: System Administrator

Shipping address:

Special Instructions:



Thankyou