



# 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**  
The corporate standard laptop for developers. High performance processing and storage.

**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**

**Add to Cart**

**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

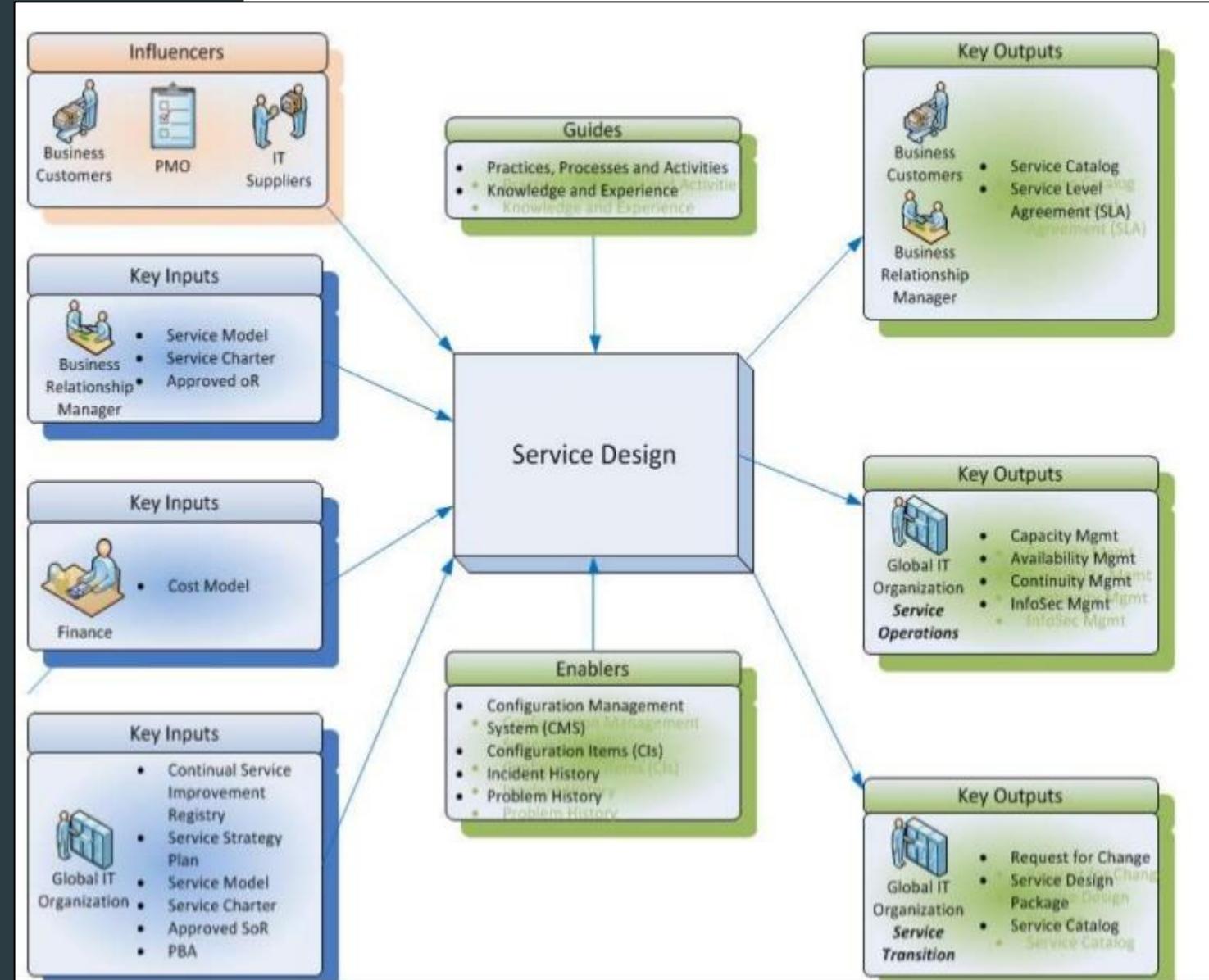
# Service Design Model Framework

- ▶ 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
	Account Administration		Multi-language <input type="checkbox"/> Spanish <input type="checkbox"/> French <input type="checkbox"/> Japanese
Network	Wireless Devices	Information Security	<input type="checkbox"/> Wireless Devices <input type="checkbox"/> Lenovo S6000 <input type="checkbox"/> iPad Air <input type="checkbox"/> Samsung Galaxy S5 <input type="checkbox"/> iPhone 5s
	Cloud Storage		<input type="checkbox"/> Service Support Level <input type="checkbox"/> Gold <input type="checkbox"/> Silver
	Cloud Computing		

# 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

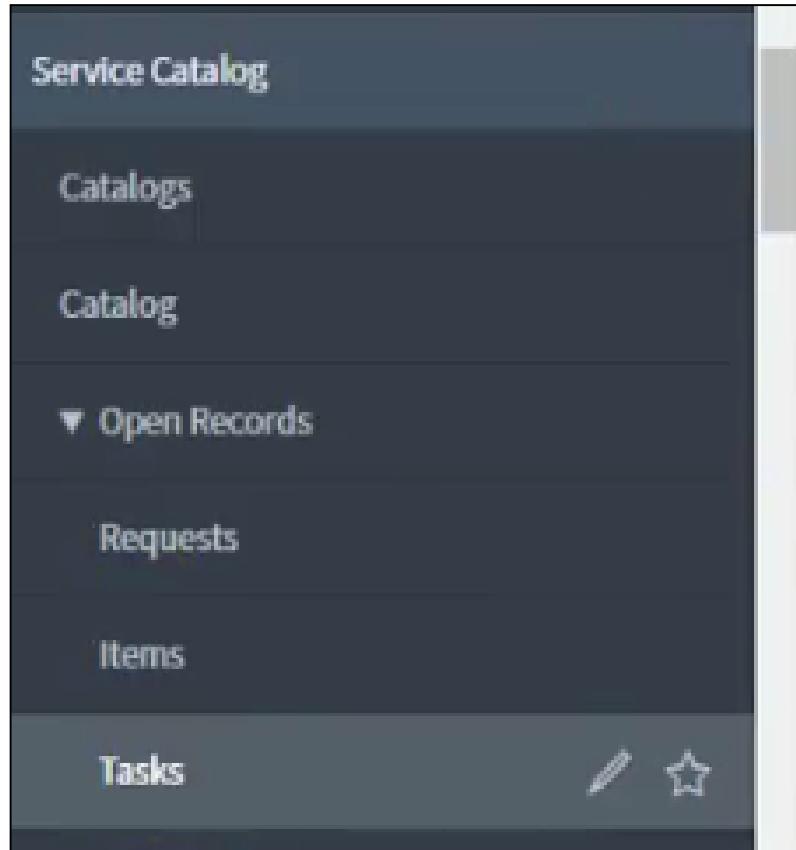
Service Catalog home page

Service Catalog  +

<b>Services</b>  Services Document production services. Create and produce high-quality, professional documents.	<b>Hardware</b>  Hardware Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.	<b>Top Requests</b>  Access  Standard Laptop  Apple iPad 3  Cisco Jabber 10.5  Google Nexus 7
<b>Can We Help You?</b>  Can We Help You? Your IT gateway. Report issues and submit requests.	<b>Software</b>  Software A range of software products available for installation on your corporate laptop or desktop computer.	<b>Shopping Cart</b> Empty
<b>Office</b>  Office Office services such as printing, supplies requisition and document shipping and delivery.	<b>Desktops</b>  Desktops Desktop computers for your work area.	
<b>Peripherals</b>  Peripherals End user peripherals such as mobile phone cases, dongles, and cables	<b>Mobiles</b>  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, a filter bar shows '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 number REQ0000001, requested for 'System Administrator' by 'System Administrator', in an 'Approved' state, due on 2018-02-23 12:58:43. A yellow circle highlights the 'REQ0000001' number.

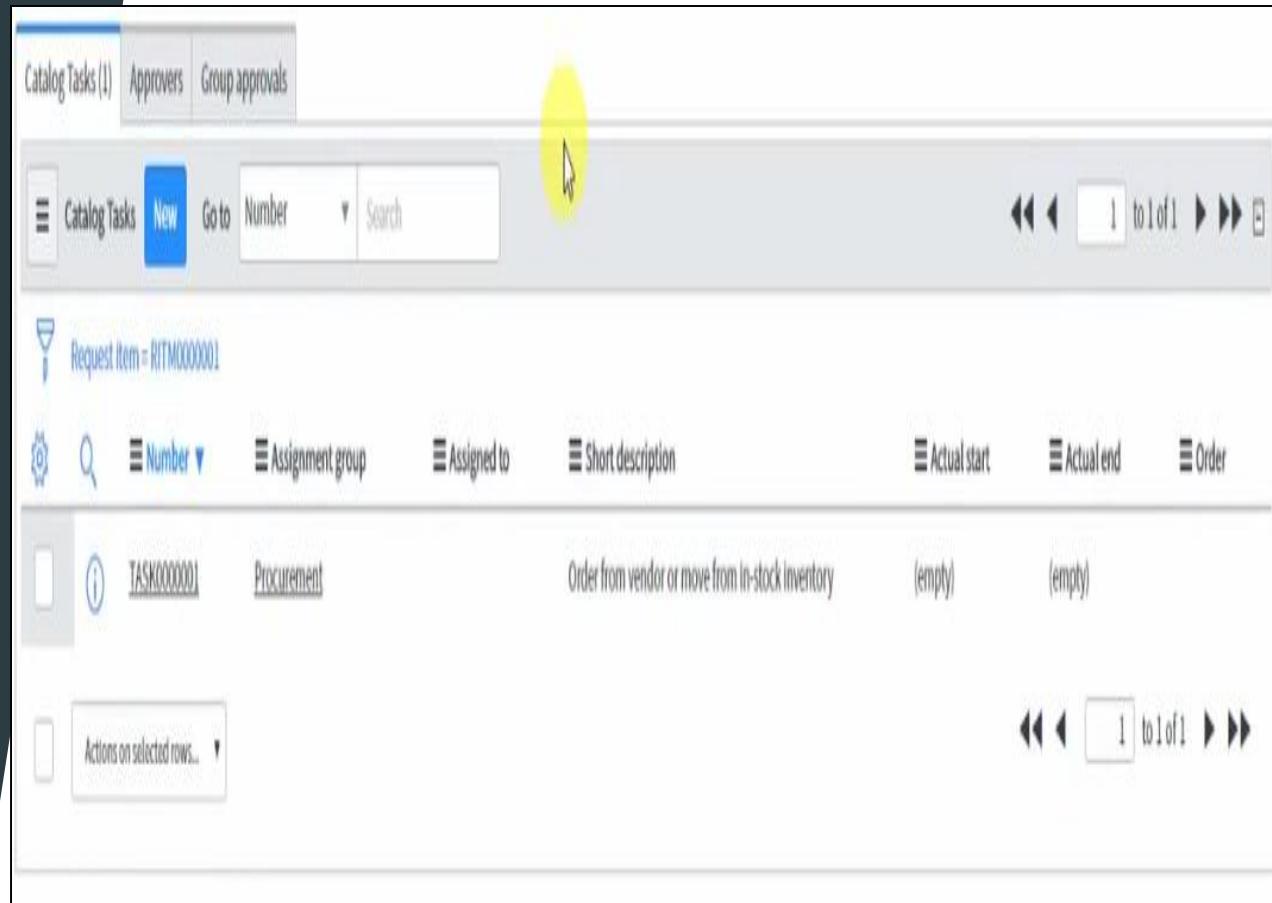
Number	Requested for	Opened by	Request state	Due date
REQ0000001	System Administrator	System Administrator	Approved	2018-02-23 12:58:43

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, a filter bar shows 'Request = REQ0000001'. The main table has columns: 'Number', 'Quantity', 'Catalog', 'Item', 'Due date', 'Price', 'Assigned to', and 'Stage'. A single row is displayed with the 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 'System Administrator', and stage 'In Progress' (indicated by a green checkmark icon). A yellow circle highlights the 'RITM0000001' number.

Number	Quantity	Catalog	Item	Due date	Price	Assigned to	Stage
RITM0000001	1	Apple iPad 3	Apple iPad 3	2018-02-23 12:58:43	\$600.00	System Administrator	In Progress

# 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: 'Number', 'Assignment group', 'Assigned to', 'Short description', 'Actual start', 'Actual end', and 'Order'. The first row of data shows a task with the number 'TASK0000001', assigned to 'Procurement', with a short description of 'Order from vendor or move from in-stock inventory'. The 'Actual start' and 'Actual end' fields are both '(empty)'. The 'Order' column is empty. At the bottom of the table is a button labeled 'Actions on selected rows...'. Navigation icons at the bottom right indicate '1 to 1 of 1'.

Number	Assignment group	Assigned to	Short description	Actual start	Actual end	Order
TASK0000001	Procurement		Order from vendor or move from in-stock inventory	(empty)	(empty)	

# 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

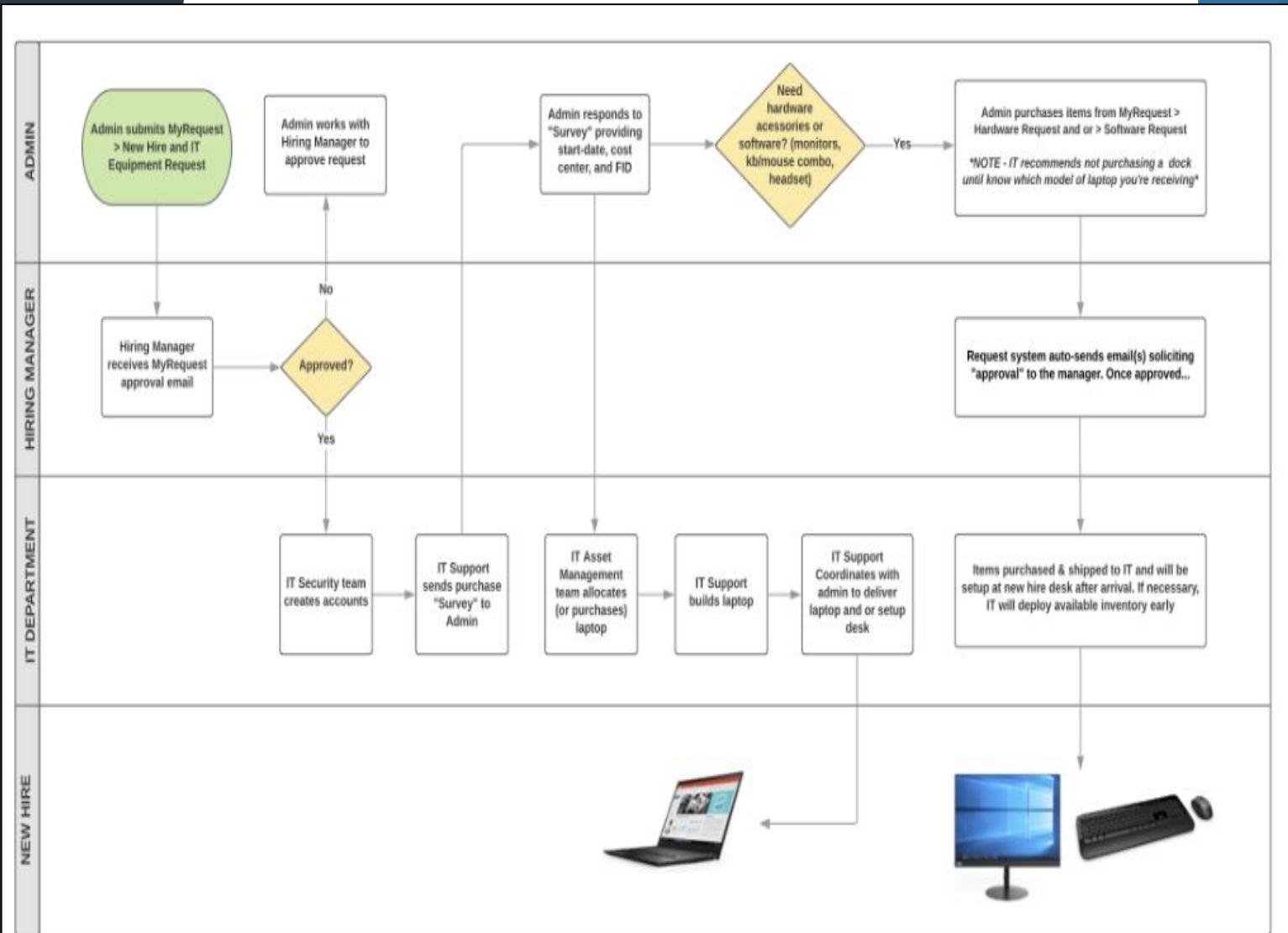
## Individual Service Design Activities



- |                                     |                            |                         |                  |                        |
|-------------------------------------|----------------------------|-------------------------|------------------|------------------------|
| ▪ 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

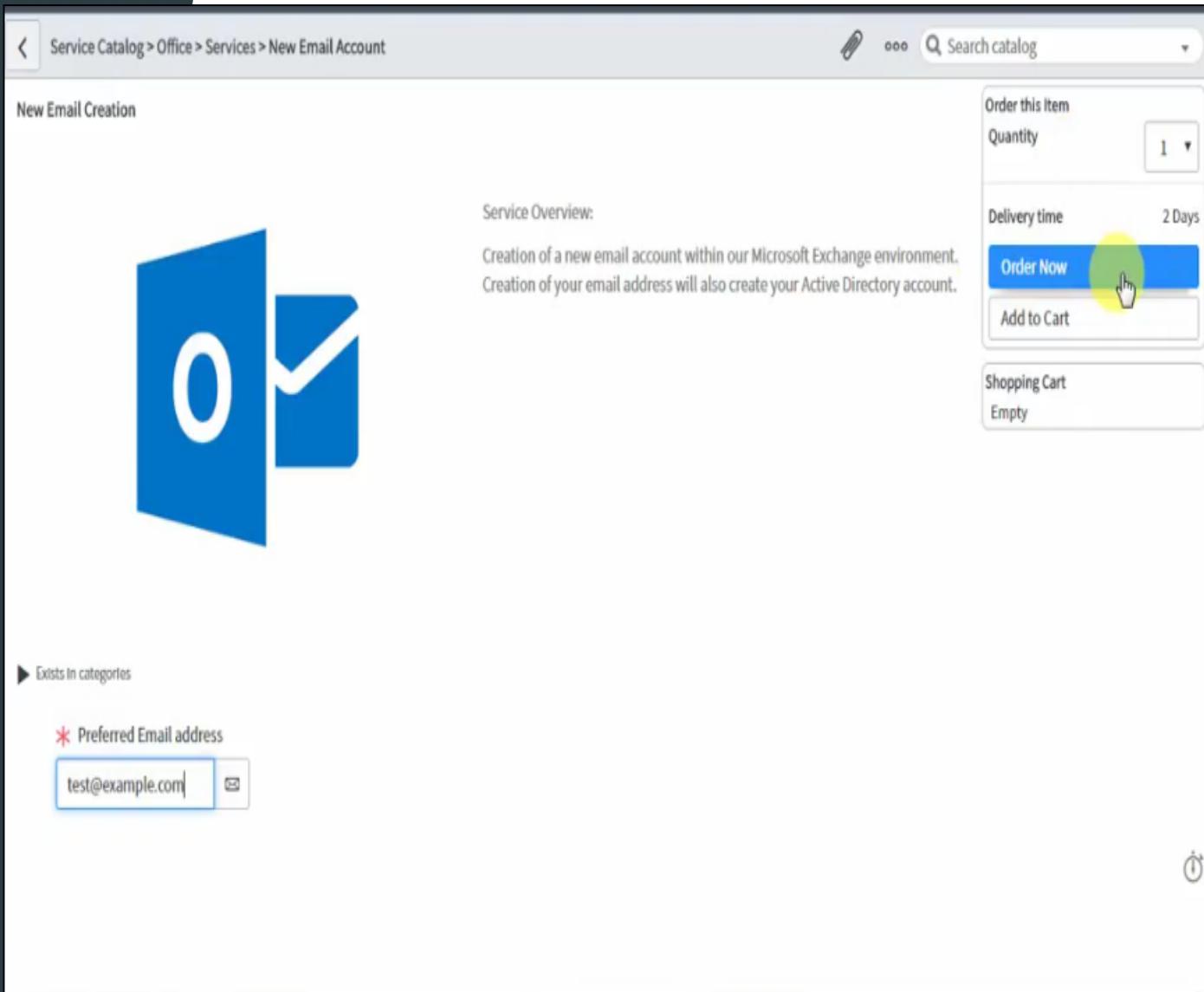
The screenshot shows the Service Catalog interface. At the top right is a search bar labeled "Search catalog". Below it is a "Top Requests" sidebar with icons for Access, Standard Laptop, Apple iPad 3, Cisco Jabber 10.5, and Samsung Galaxy S7 Edge. The main area displays a grid of service categories:

- 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:** Order this item, Quantity (1), Delivery time (2 Days), Order Now (button), Add to Cart (button).
- Shopping Cart:** 1 New Email Account, Edit Cart, Proceed to Checkout (button), Continue Shopping.
- Form Fields:** What software do you need installed? (test), Do you have the software media disks? (No).

A yellow circle highlights the "Request for software installation service" link, and another yellow circle highlights the "Order Now" button.

# 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".
- Breadcrumbs:** Service Catalog > Office > Services > Install Software.
- Search:** Search catalog with a magnifying glass icon.
- Request for software installation service:** A large icon of crossed wrenches.
- Description:** Request software to be installed on your laptop, desktop, mobile or tablet.
- Order this Item:**
  - Quantity: 1
  - Delivery time: 2 Days
  - Order Now** (button)
  - Add to Cart** (button)
- Shopping Cart:** A summary of items:
  - 1 New Email Account
  - 1 Install Software
- Action Buttons:**
  - Edit Cart
  - Proceed to Checkout** (button, highlighted with a yellow circle)
  - Continue Shopping
- Form Fields:**
  - What software do you need installed? (Input field: test)
  - Do you have the software media disks? (Input field: 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	▶ <span style="color: green;">✓</span> <span style="color: blue;">⊕</span> <span style="color: lightblue;">○</span> <span style="color: lightblue;">○</span>		1	
New Email Creation	2018-05-02	▶ <span style="color: green;">✓</span> <span style="color: blue;">⊕</span> <span style="color: lightblue;">○</span> <span style="color: lightblue;">○</span> <span style="color: lightblue;">○</span>		1	
					Total <span style="border: 1px solid black; padding: 2px;"> </span>

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

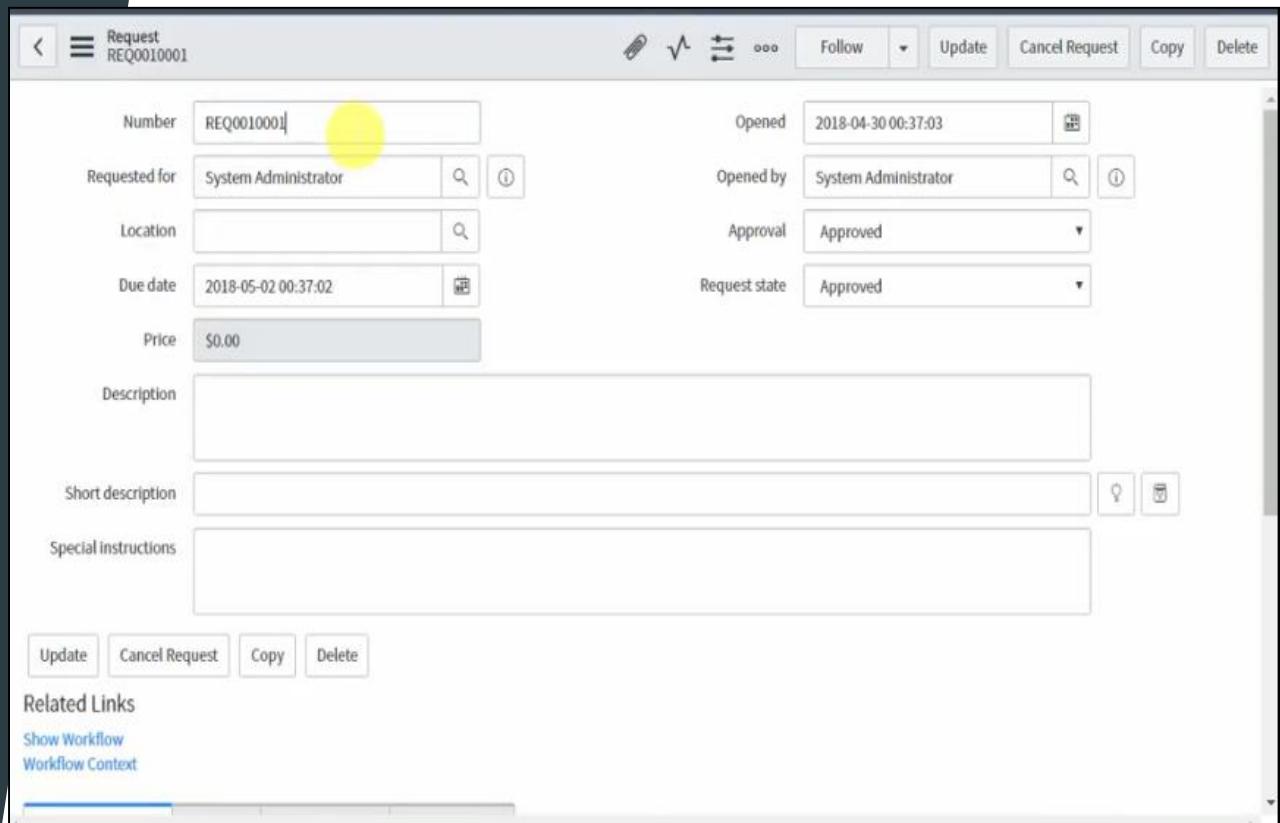
Description:

Short description:

Special instructions:

Update Cancel Request Copy Delete

Related Links:  
Show Workflow  
Workflow Context

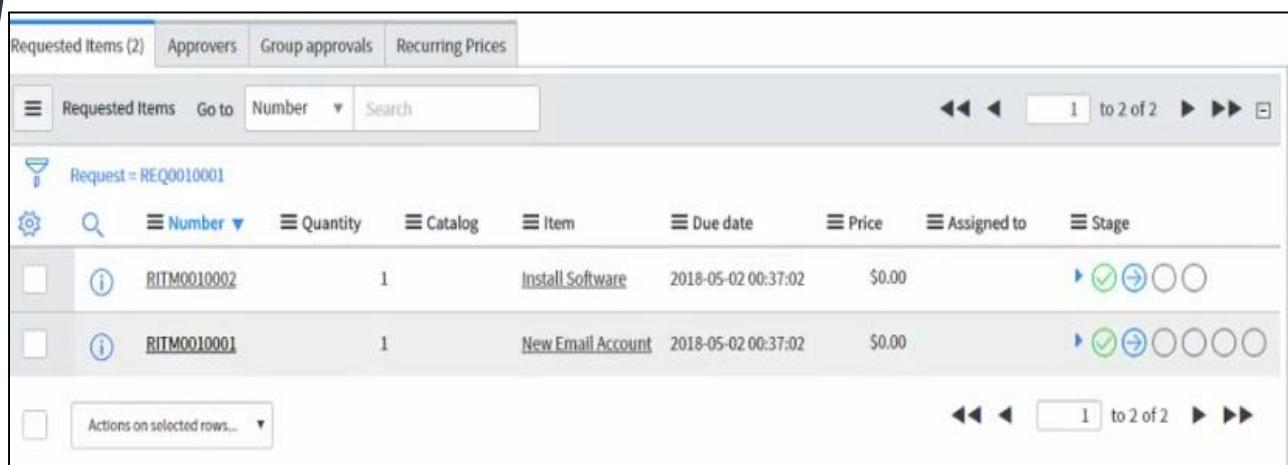


Requested Items (2) Approvers Group approvals Recurring Prices

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 ServiceNow Requested Item screen for item RITM0010002. The top section displays basic item information: Impact 3 - Low, Opened by System Administrator, Priority 4 - Low, and State Open. Below this is a table titled 'Catalog Tasks (2)' showing two tasks:

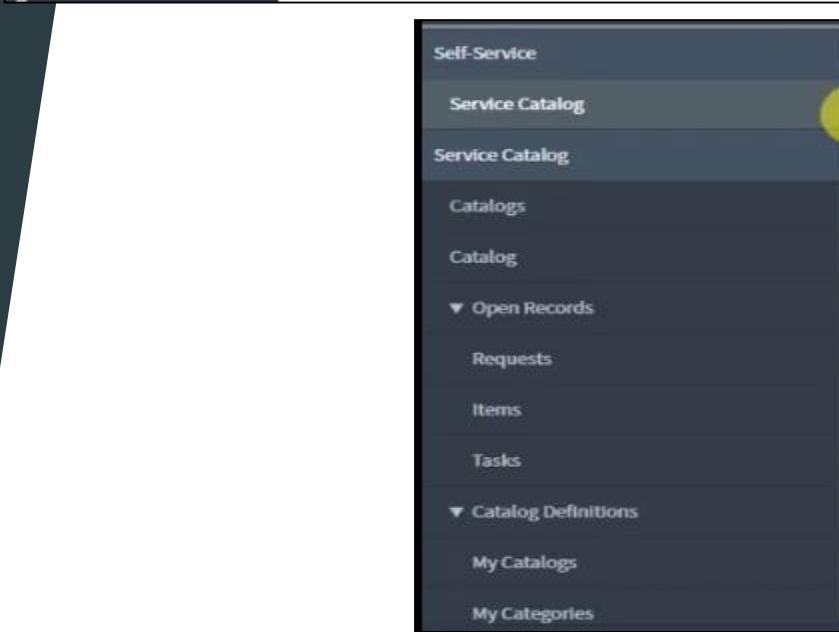
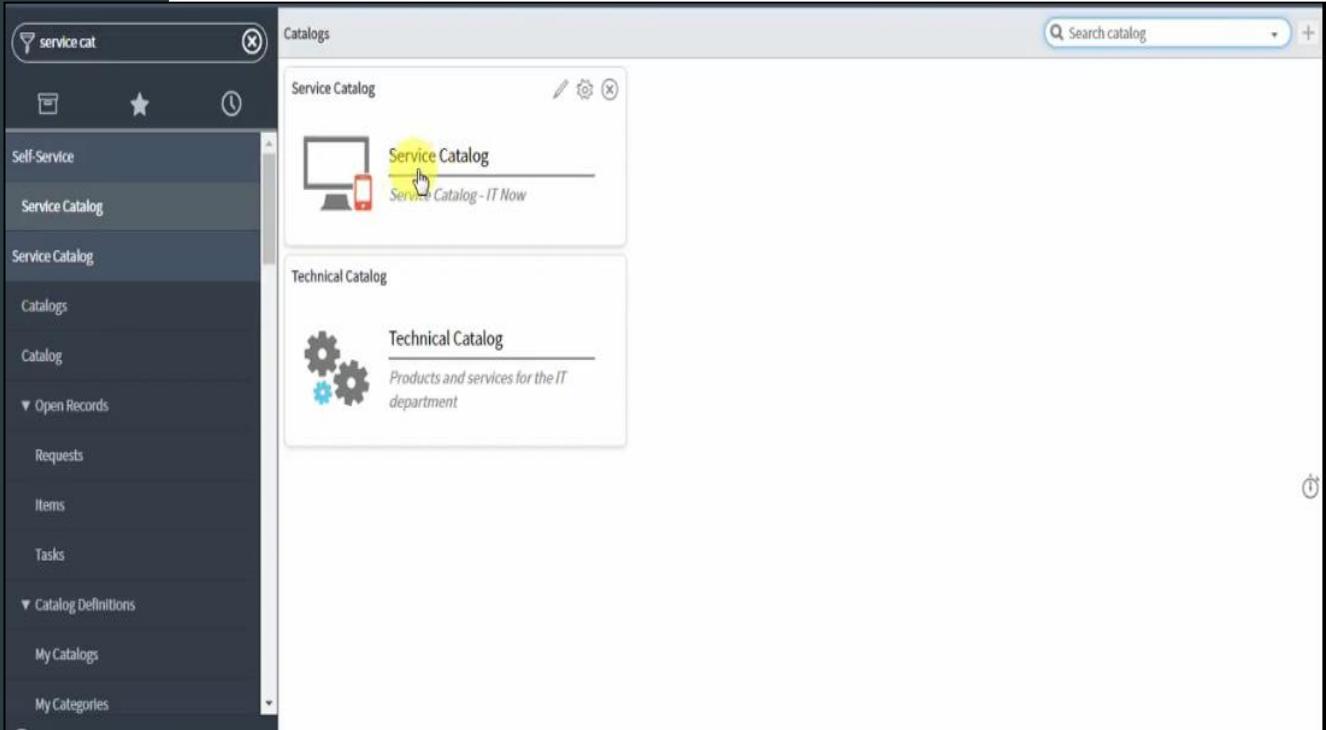
Number	Assignment group	Assigned to	Short description	Actual start	Actual end	Order
SCTASK0010002	Software		Provide requested service	(empty)	(empty)	200
SCTASK0010001	Field Services		Assess or Scope Task	2018-04-30 00:37:04	(empty)	100

This screenshot shows the ServiceNow Requested Item screen for item RITM0010001. The top section displays basic item information: Impact 3 - Low, Opened by System Administrator, Priority 4 - Low, and State Open. Below this is a table titled 'Catalog Tasks (1)' showing one task:

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)	

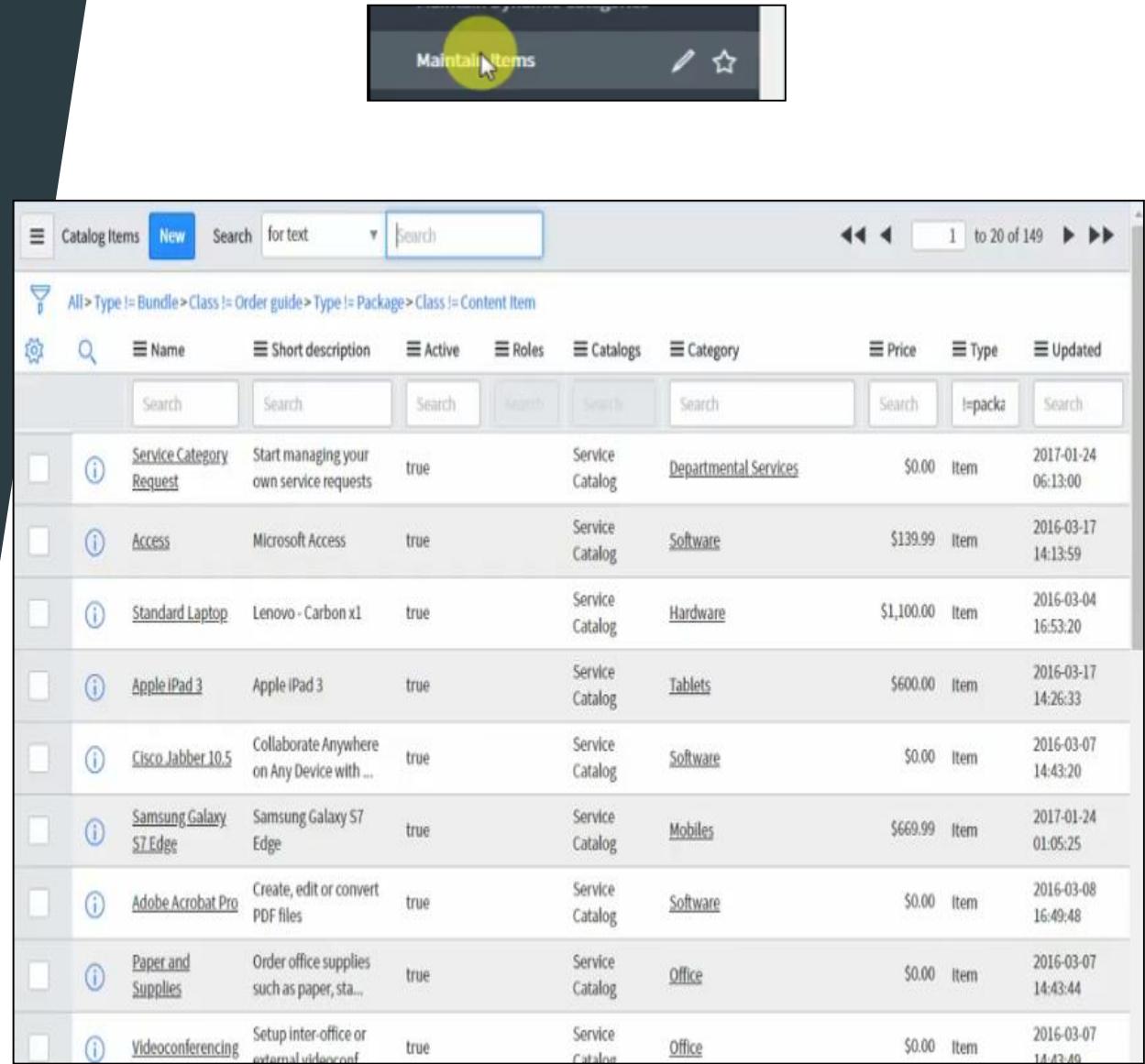
# Service Catalog

- ▶ 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 and time.

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 includes a sub-section "Report an Issue" with a link "preview". A yellow circle highlights the "Report an Issue" 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." Another 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".

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".

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:

	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



# ServiceNow – Design a Catalog item– Live Demo



# Design a Catalog item

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



My ITIL Homepage | Service Catalog | Categories [Item view] | X

Secure | https://dev23818.service-now.com/sc\_category\_list.do?sysparm\_userpref\_module=d12996f1c0a8016501eb8ec165cfac1&sysparm\_view=item&sysparm\_clear\_stack=true

Categories [Item view] New Search for text Search

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

# Design a Catalog item

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

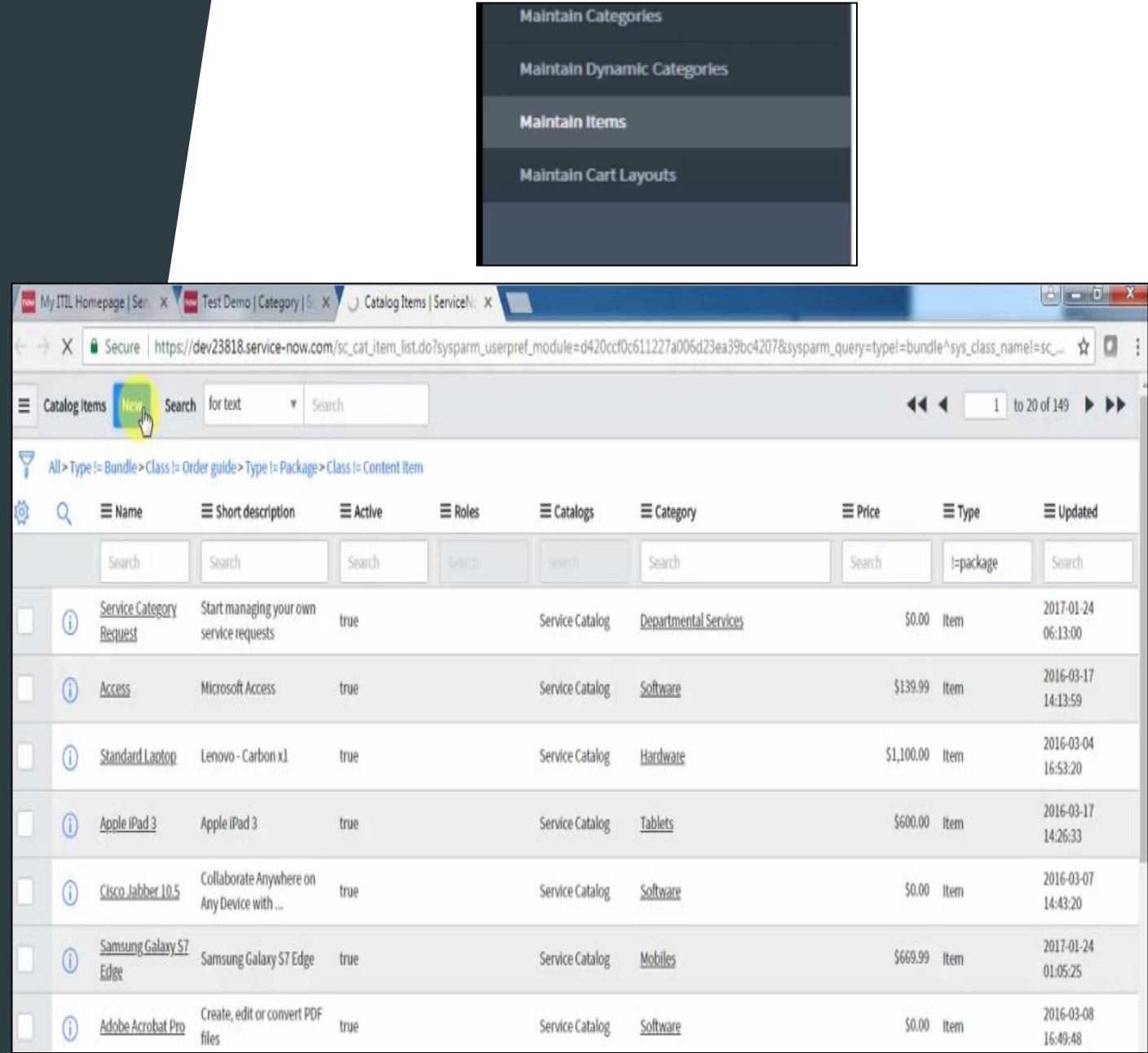
The screenshot shows the 'Category' creation page in ServiceNow. The URL in the browser is [https://dev23818.service-now.com/sc\\_category.do?sys\\_id=-1&sys\\_is\\_list=true&sys\\_target=sc\\_category&sysparm\\_checked\\_items=&sysparm\\_fixed\\_query=&sysparm\\_group\\_sor...](https://dev23818.service-now.com/sc_category.do?sys_id=-1&sys_is_list=true&sys_target=sc_category&sysparm_checked_items=&sysparm_fixed_query=&sysparm_group_sor...). The page title is 'Category | ServiceNow'. The form fields include:

- Title: Test Demo (with a tooltip 'Lookup using list' over the input field)
- Catalog: Service Catalog (with a magnifying glass icon and a help icon)
- 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 (dropdown menu)
- Hide description (mobile browsing):

A blue callout bubble points to the 'Title' input field with the text 'Lookup using list'.

# 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

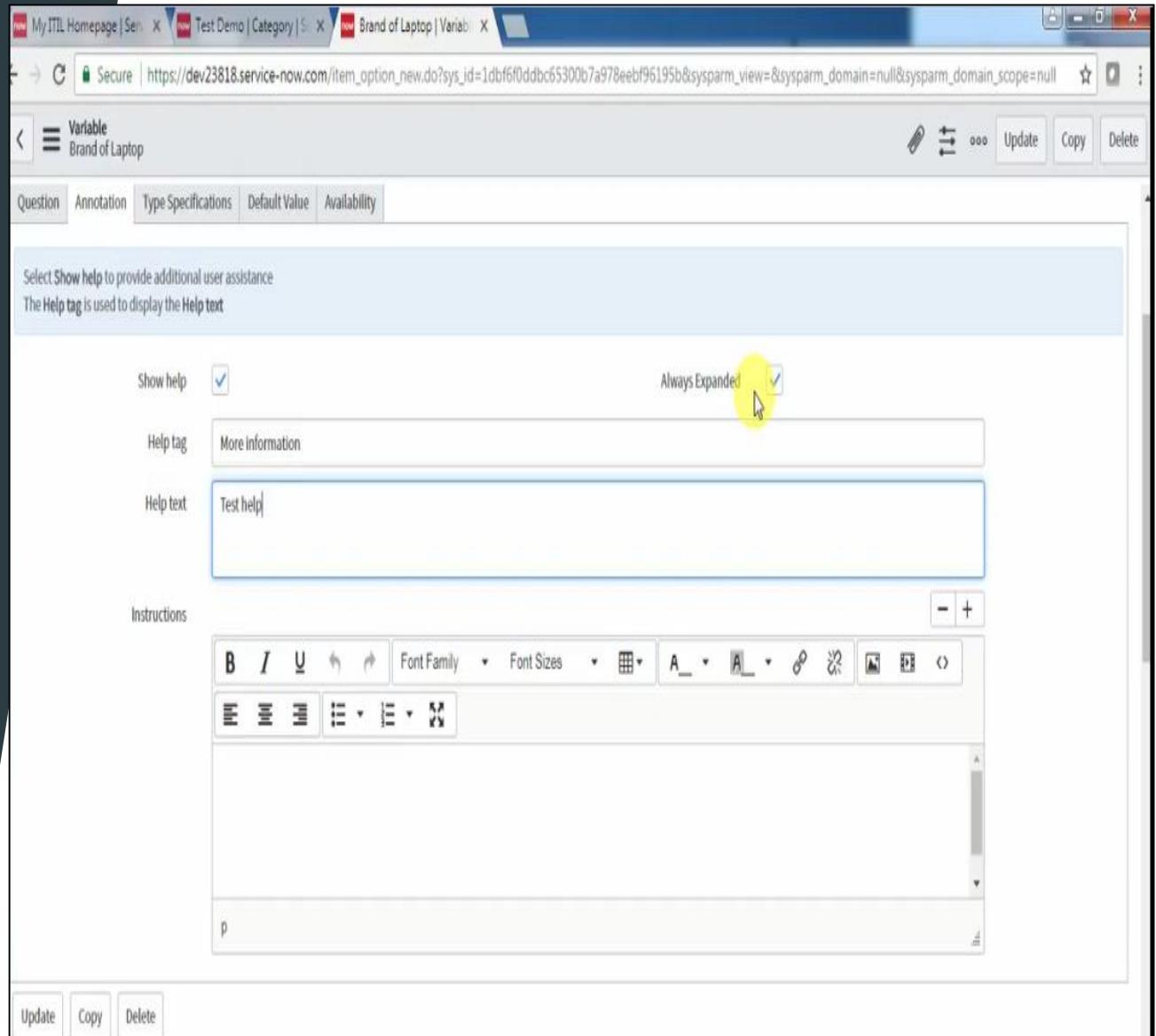
- ▶ Create a Variable with Question:Brand of Laptop  
Name: Brand
- Type: Select box(to make drop down)
- Define Order:100
- Make it Mandatory
- Save it

The screenshot shows the 'Variable' creation screen in ServiceNow. The 'Catalog item' dropdown is set to 'Order a Laptop'. The 'Type' is 'Single Line Text'. The 'Active' checkbox is checked. The 'Question' field contains 'Brand of Laptop', 'Name' is 'brand', and 'Example Text' is empty. The 'Submit' button is visible at the bottom left.

Field	Value
Type	Single Line Text
Catalog item	Order a Laptop
Application	Global
Mandatory	(unchecked)
Active	(checked)
Order	(empty)
Question*	Brand of Laptop
Name	brand
Tooltip	(empty)
Example Text	(empty)

# 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

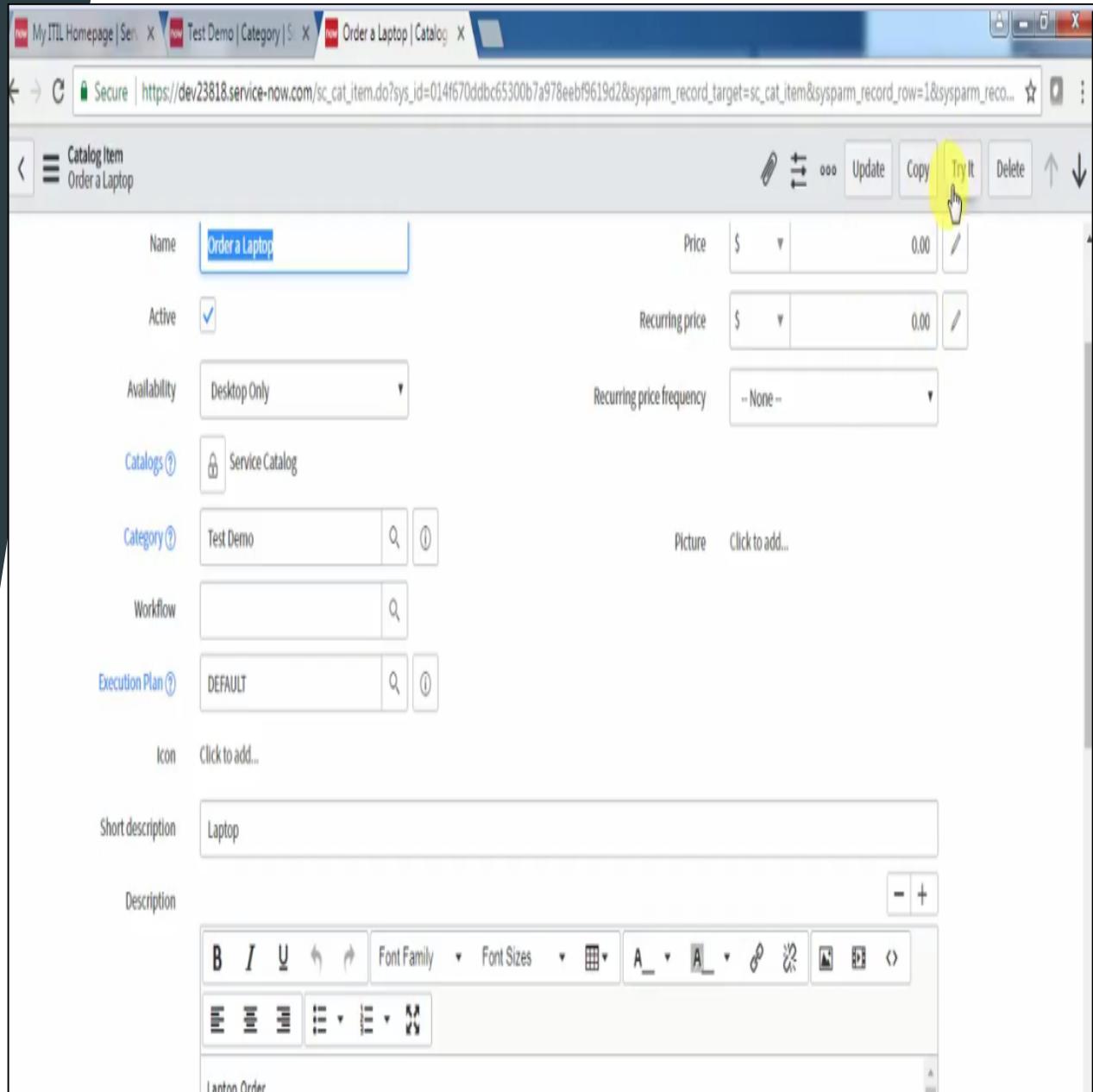
History >

Reload form

Update Delete

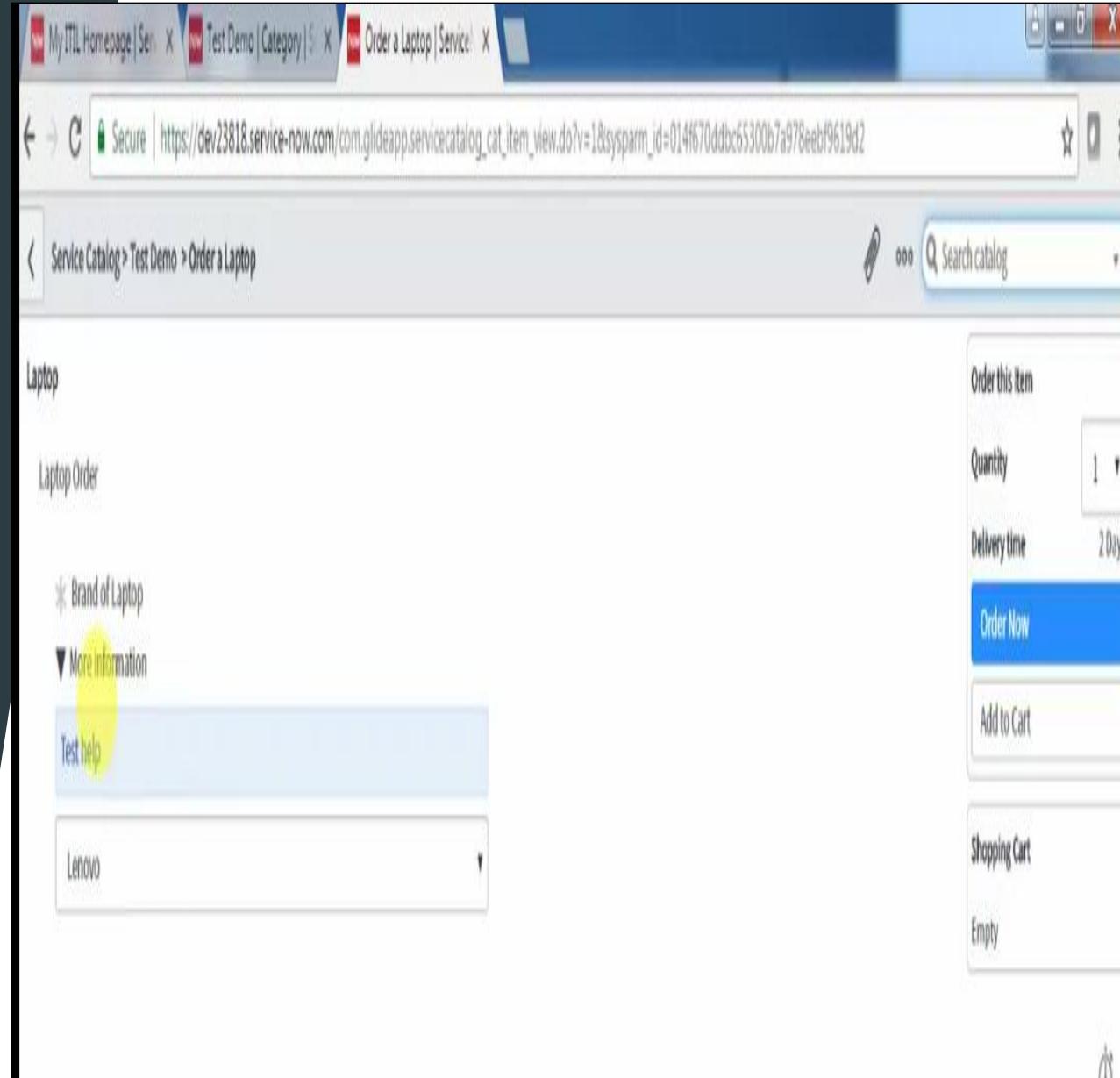
# Design a Catalog item

- ▶ 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

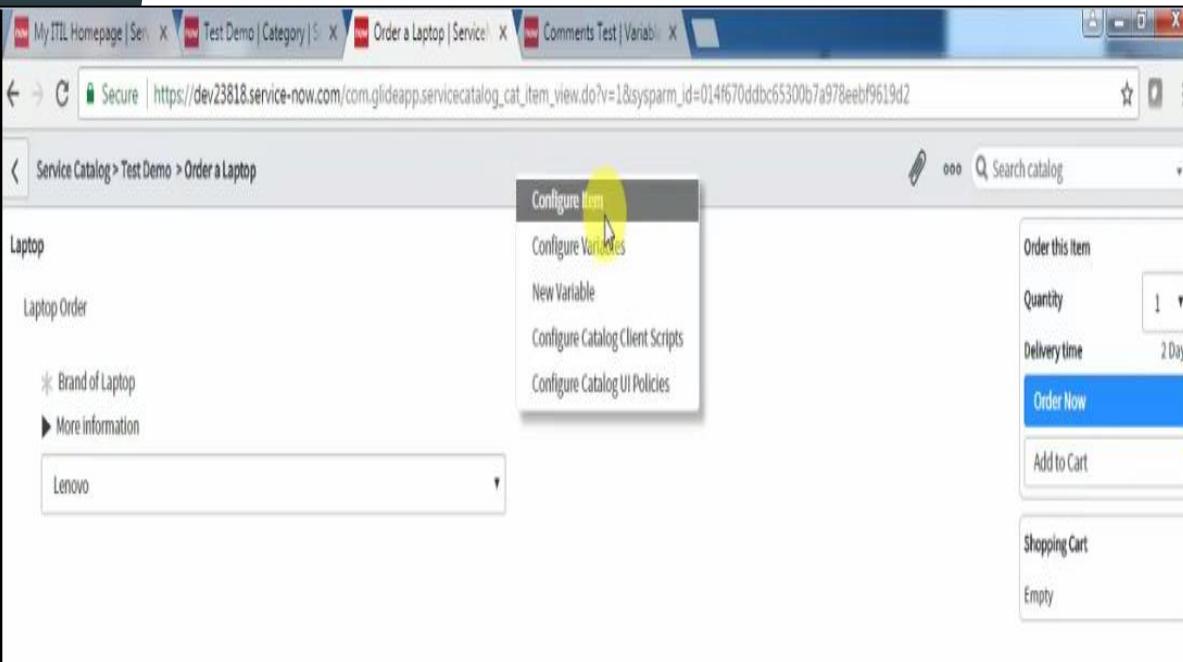
- ▶ Submit it

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' section shows a table with one record: 'Variable set = Comments Test', 'Name' is empty, 'Type' is 'Multi Line Text', and 'Question' is empty. A message 'No records to display' is shown.

The screenshot shows the 'Variable' configuration page for a new record. The 'Type' dropdown is set to 'Single Line Text', which is highlighted with a yellow circle. The 'Variable set' dropdown shows 'mu' and 'Lookup Multiple Choice' is selected. Other options like 'Multi Line Text' and 'Multiple Choice' are also listed. 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 contains fields for 'Question' (Comments), 'Name' (comments), 'Tooltip' (empty), and 'Example Text' (empty). 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 URL in the address bar is [https://dev23818.service-now.com/sc\\_cat\\_item.do?sysparm\\_query=sys\\_id=014f670ddbc65300b7a978eebf9619d2](https://dev23818.service-now.com/sc_cat_item.do?sysparm_query=sys_id=014f670ddbc65300b7a978eebf9619d2). The form fields include:

- Name: Order a Laptop
- Active:
- Availability: Desktop Only
- Catalogs: Service Catalog
- Category: Test Demo
- Workflow:
- Execution Plan: DEFAULT
- Icon: Click to add...
- Short description: Laptop
- Description: (empty)
- Price: \$ 0.00
- Recurring price: \$ 0.00
- Recurring price frequency: -- None --
- Omit price in cart:
- Roles: (empty)
- Picture: Click to add...

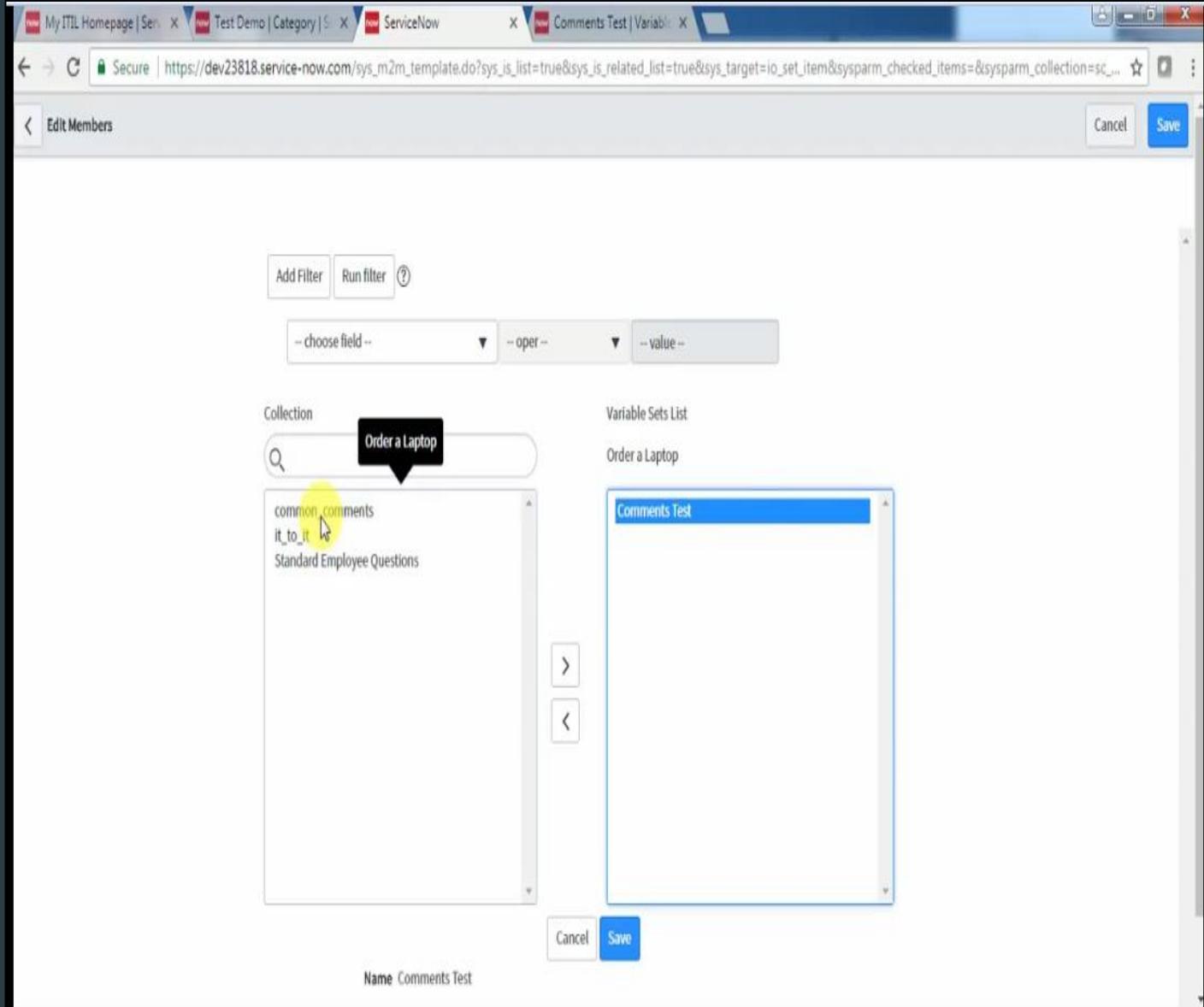
# Design a Catalog item

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

The screenshot shows the 'Catalog Item' configuration page for 'Order a Laptop'. 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'. On the left, there's a sidebar with 'Mobile' settings, including 'Mobile picture type' (set to 'Desktop') and a checkbox for 'Hide price (mobile listings)'. Below this are 'Update', 'Copy', 'Try it', and 'Delete' buttons. A 'Related Links' section includes 'Item Diagnostic'. At the bottom, a 'Related Lists' panel is open for 'Variable Sets'. The 'Edit' button in this panel is highlighted with a yellow box. The panel also shows 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. The 'Edit' button is located in the top right of this sub-panel. The main content area below shows a message 'No records to display'.

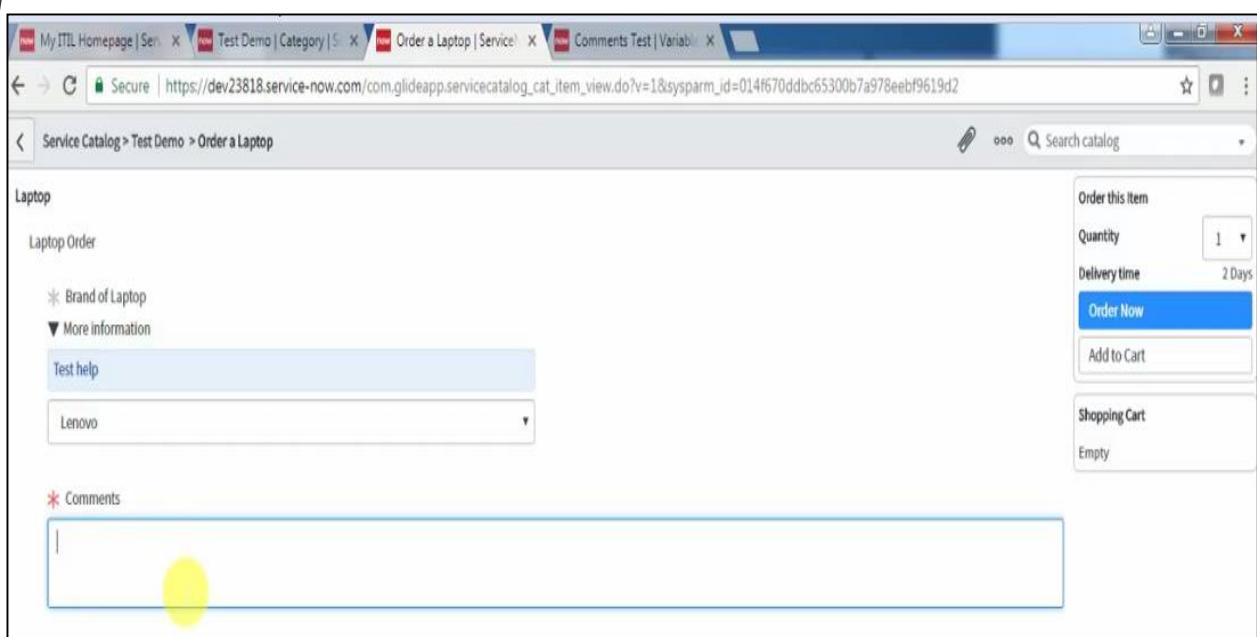
# Design a Catalog item

- ▶ Add the **common\_comments** variable set created
- ▶ Save it



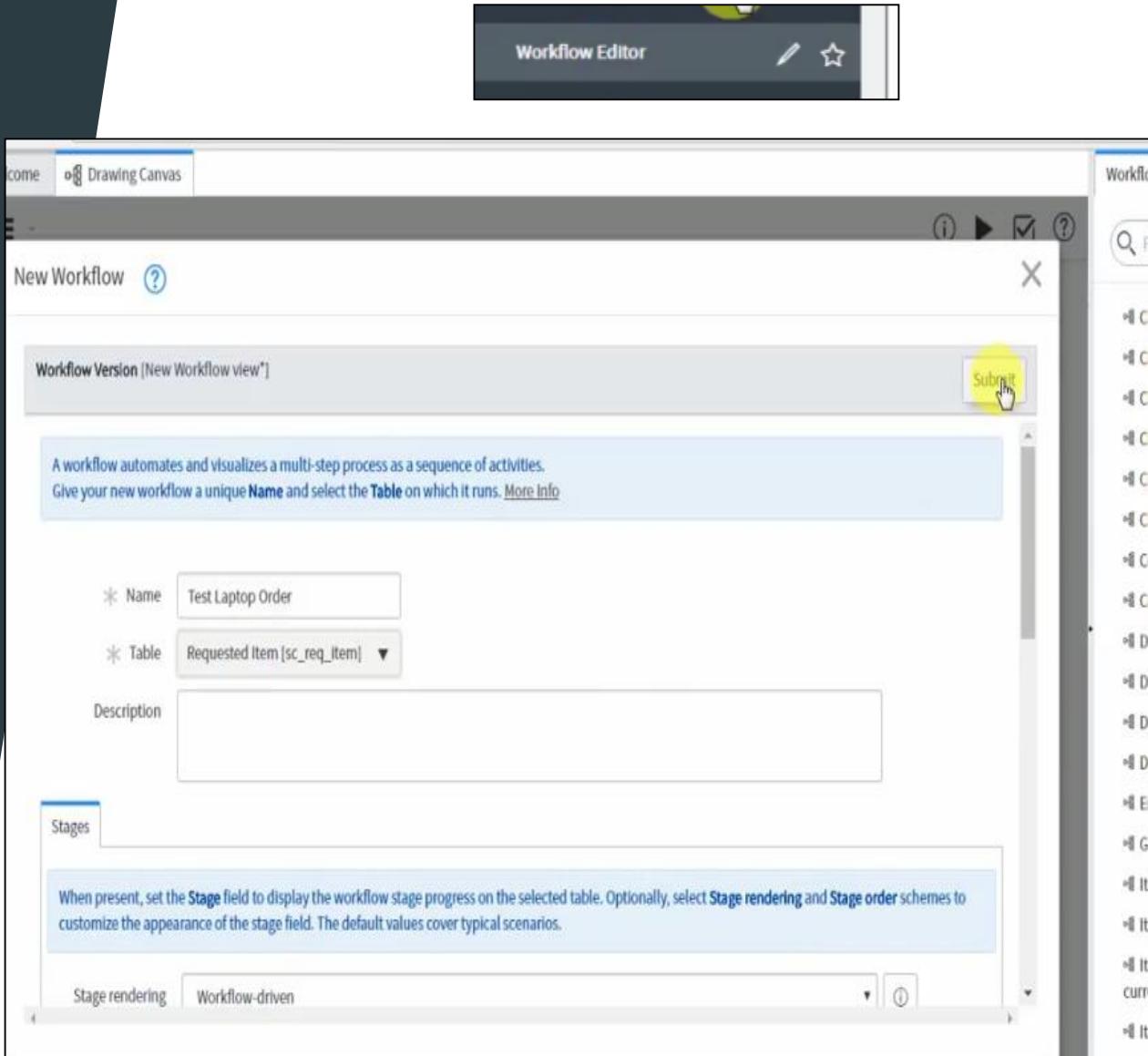
# Design a Catalog item

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



# Design a Catalog item

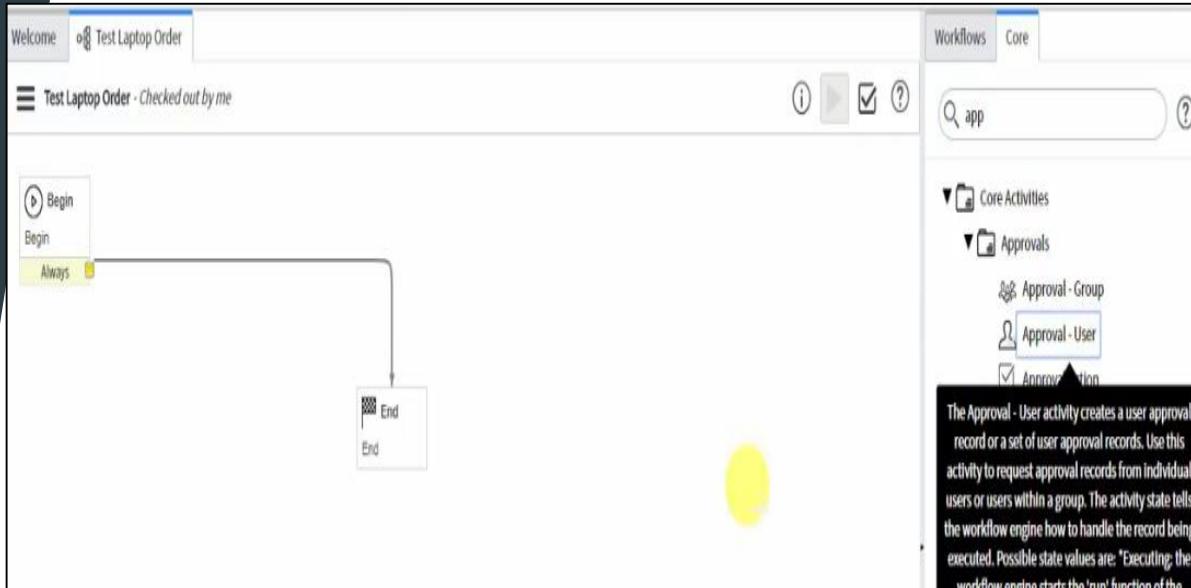
- ▶ Lets design the workflow for this Catalog item
- ▶ Lets create new workflow
  - Name: Test Laptop Order
  - Table: sc\_req\_item
- ▶ Submit it.



# Design a Catalog item

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

Stage : Waiting for Approval



New Activity: Approval - User [?](#)

Workflow Activity  
New record [Diagrammer view]

Name Manager Approval

Stage [Waiting for Approval](#) [Search](#) [Edit](#)

When to run

Specify the conditions that, when met, cause a user approval to be generated. [More Info](#)

Condition [Add Filter Condition](#) [Add "OR" Clause](#)

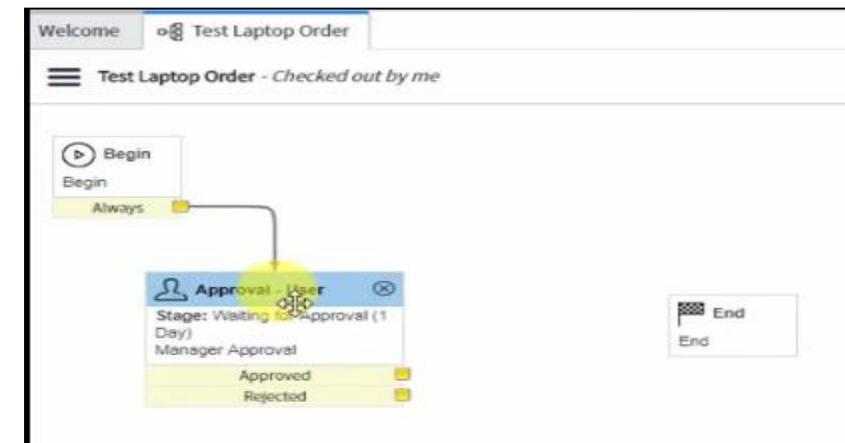
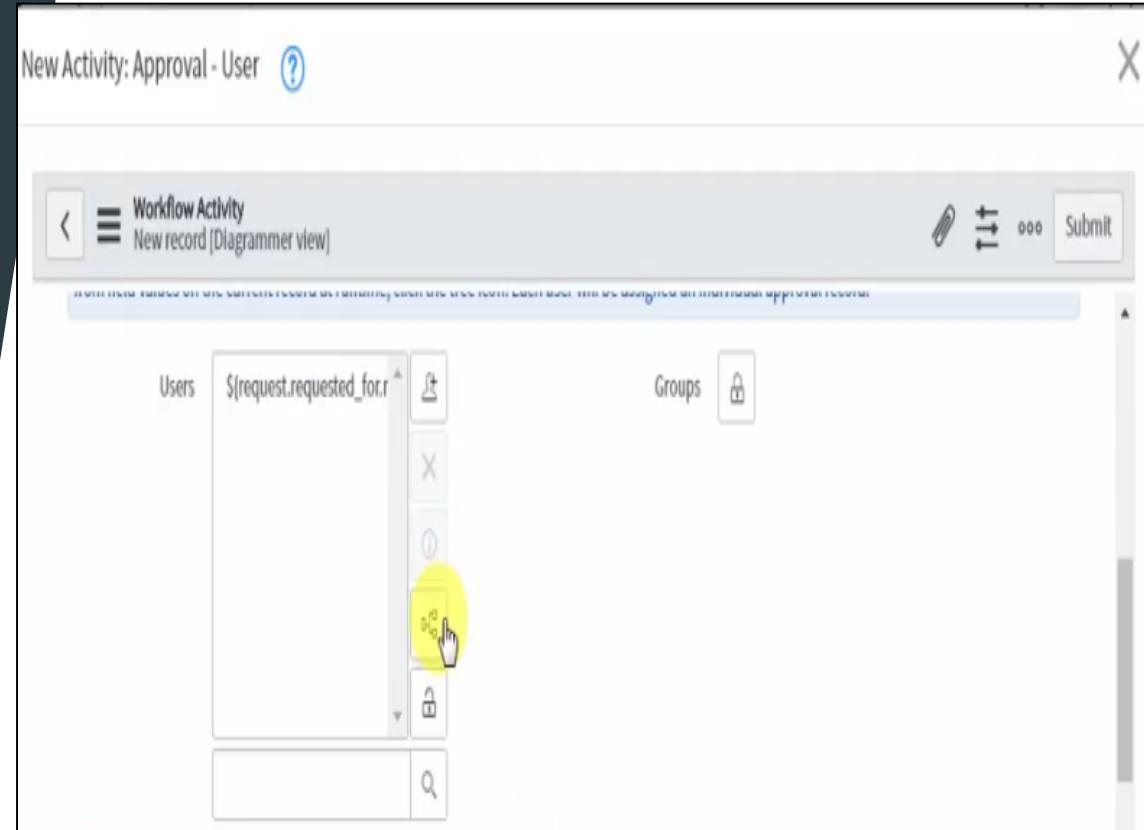
-- choose field -- ▼ -- oper -- -- value --

Approvers

Specify the users whose approval will be requested. To edit this field, click the lock icon. To select specific users by name, use the lookup list. To select users

# Design a Catalog item

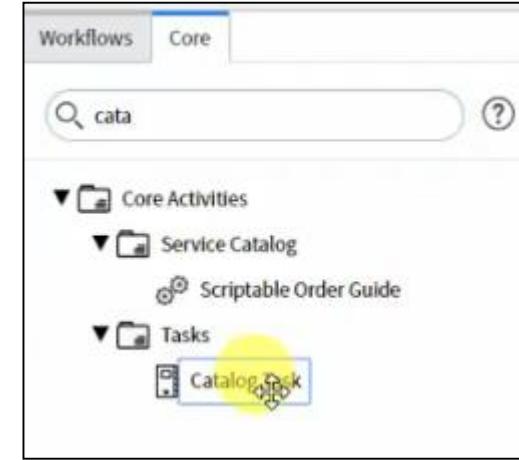
- ▶ Approval is needed in the requested level and not item level.
- ▶ Hence Select users for approver is Requested for manager
- ▶ Dot walking :Request→Requested for→manager.
- ▶ Submit the workflow and connect with approver



# Design a Catalog item

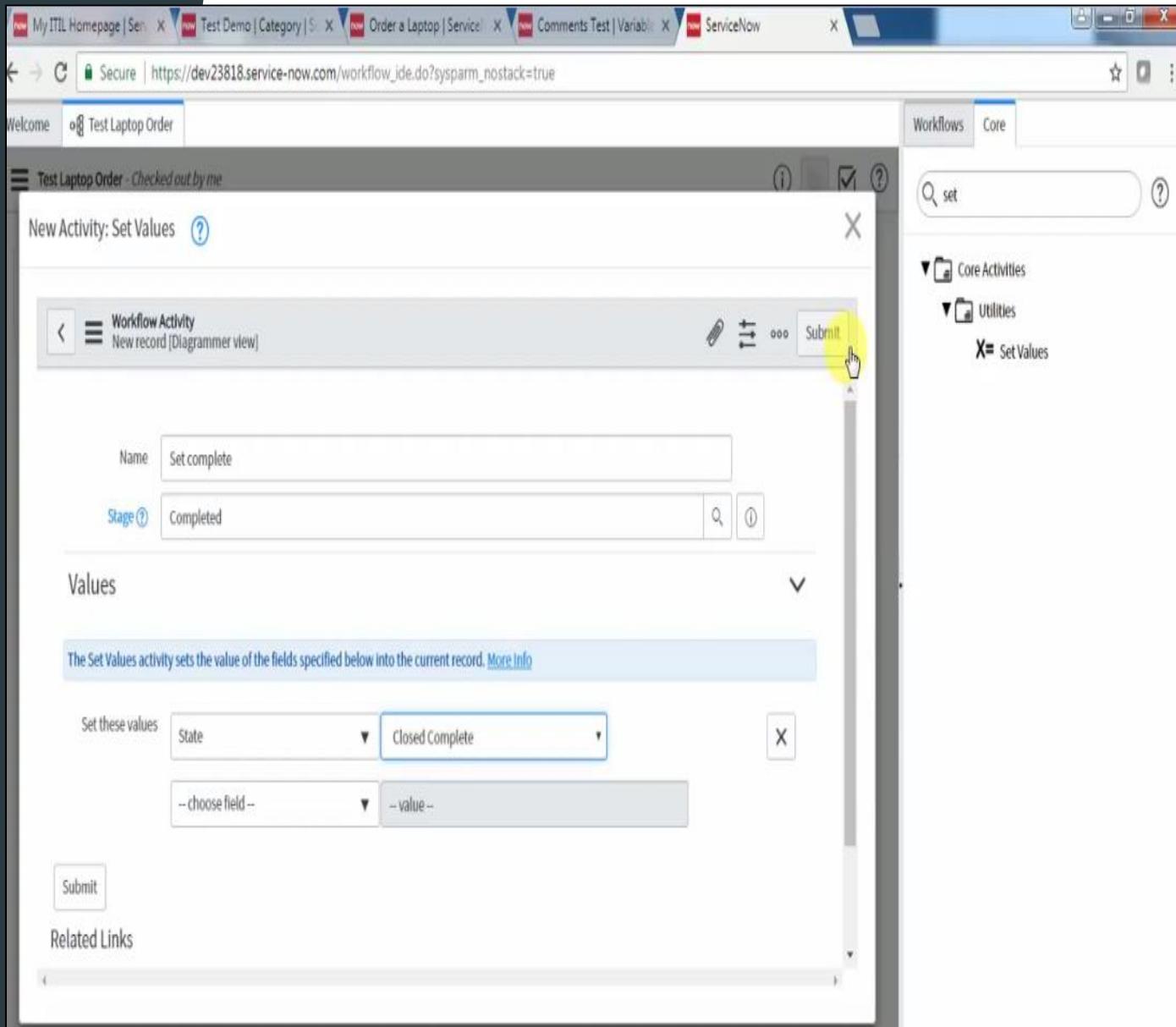
- ▶ Once the request is approved a catalog task must be given to fulfillment team
- ▶ Name : Fullfillment Task
- ▶ Stage : Fullfillment
- ▶ Short description : Fullfillment
- ▶ Fulfillment group:Service Desk
- ▶ Submit it

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 about the Catalog Task activity creating a catalog task for the current record. It also mentions the priority will be set on the new catalog task and whether to wait for completion. The 'Task Table' is set to 'sc\_task', 'Priority' is 'None', and 'Wait for completion' is checked (indicated by a yellow circle). A scroll bar on the right side of the dialog box is partially visible.



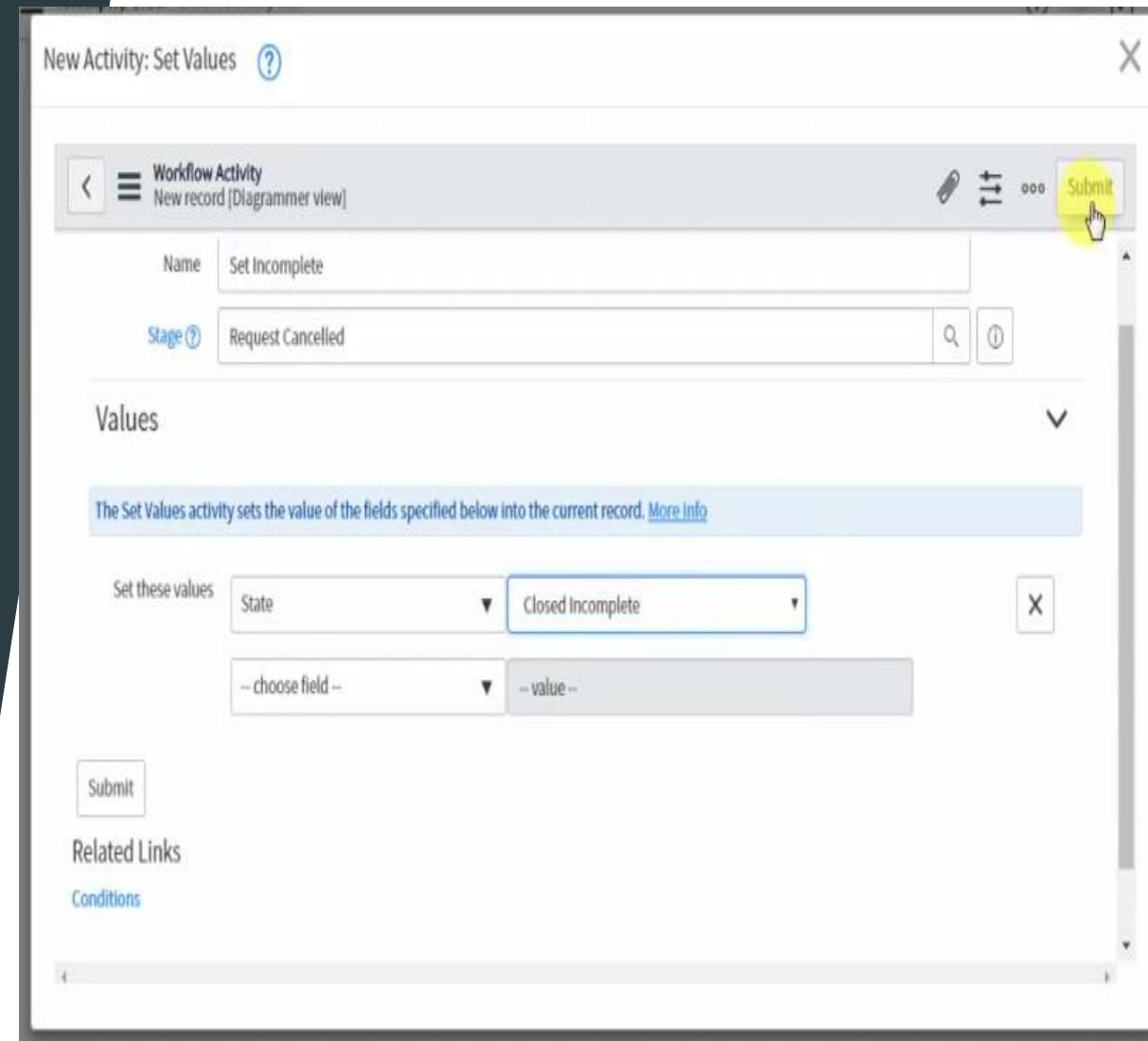
# Design a Catalog item

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



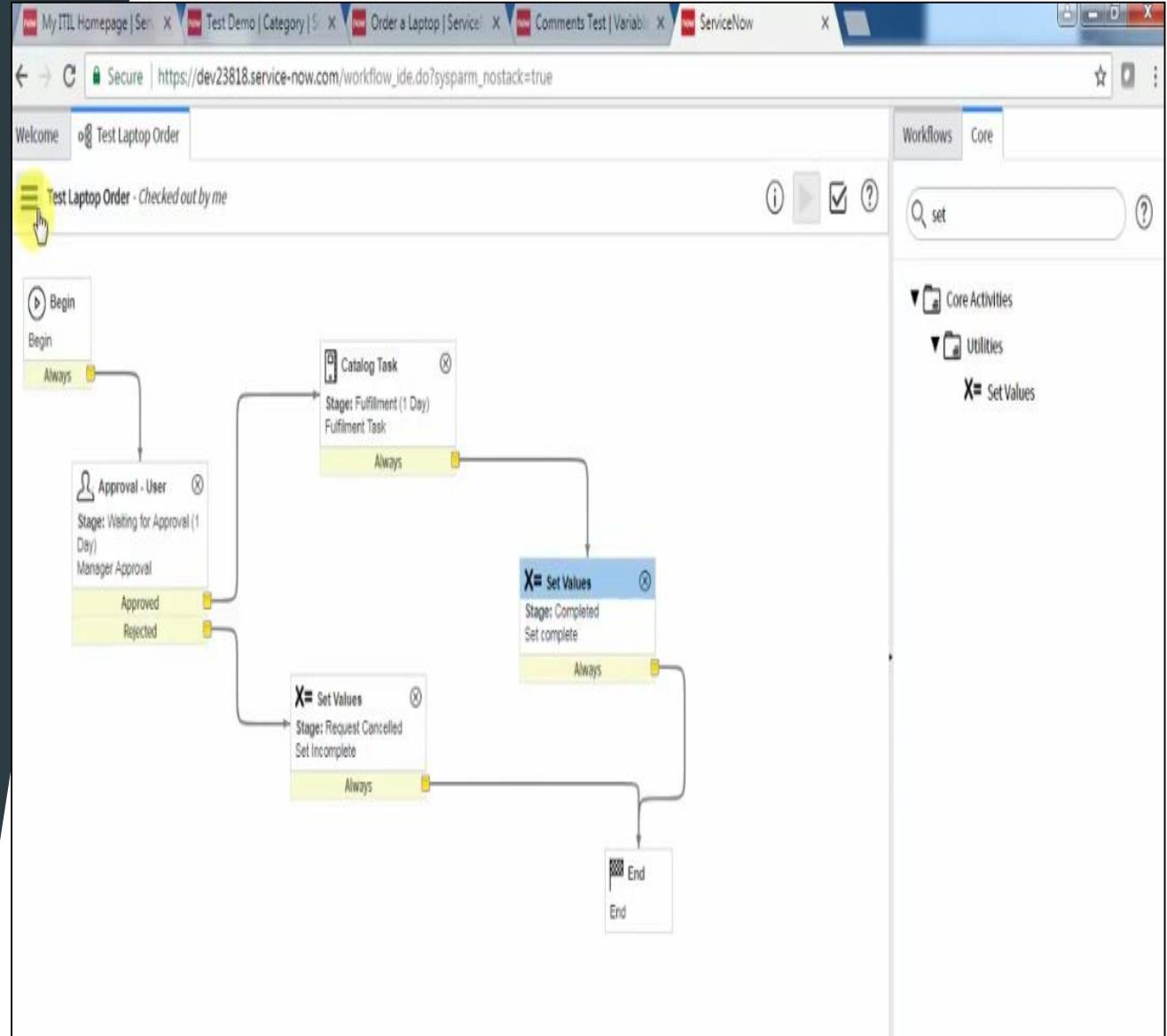
# Design a Catalog item

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



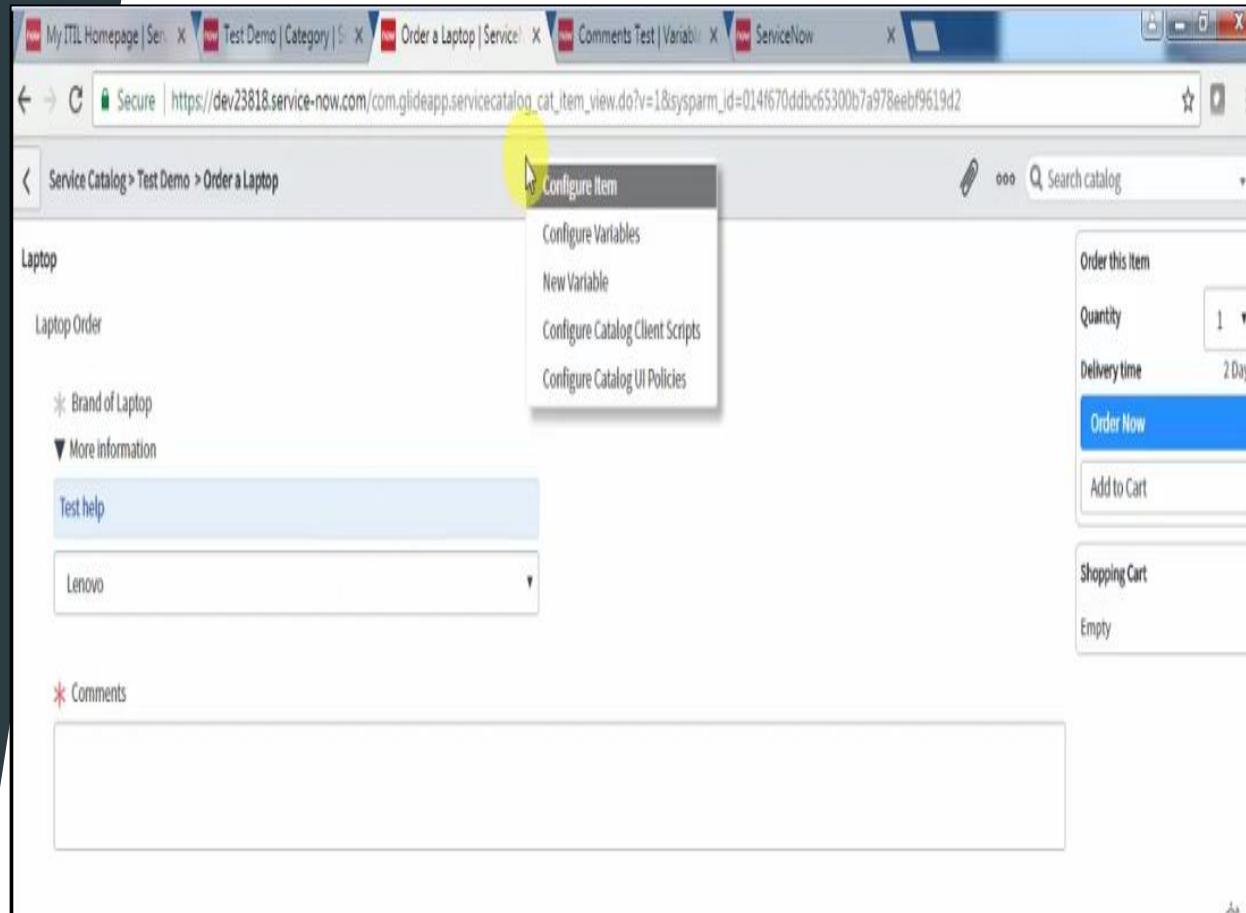
# Design a Catalog item

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



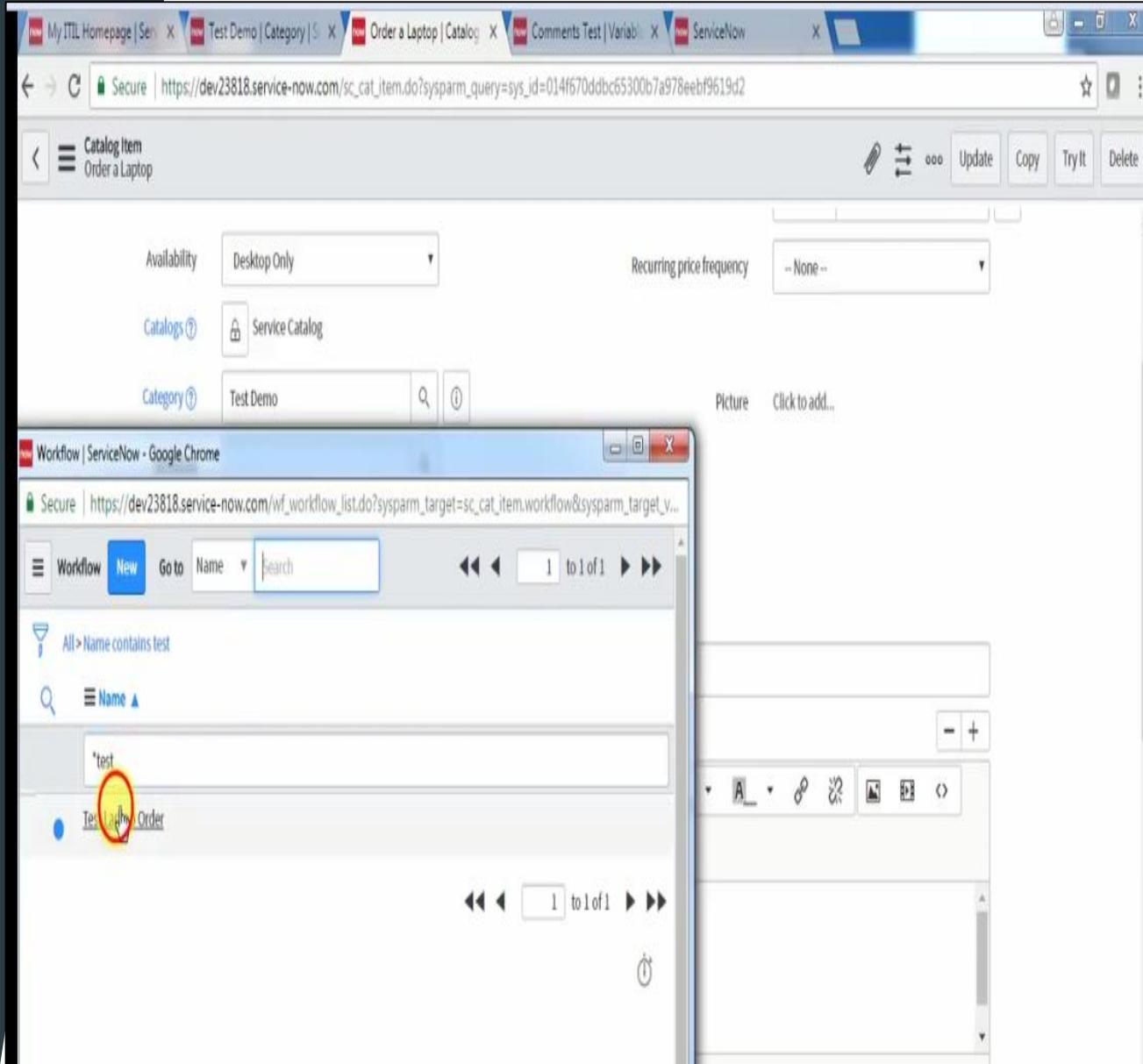
# Design a Catalog item

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



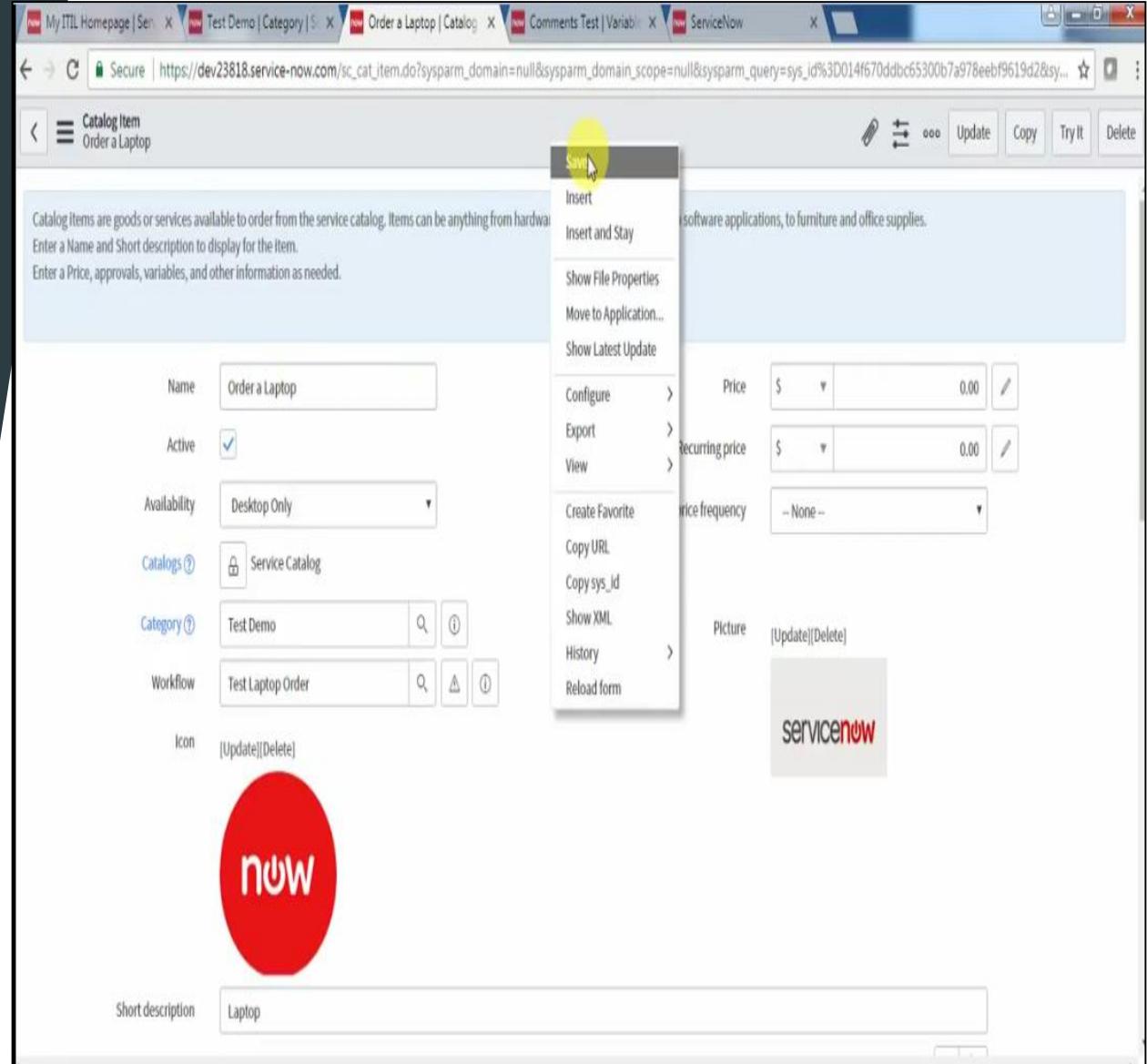
# Design a Catalog item

- ▶ 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



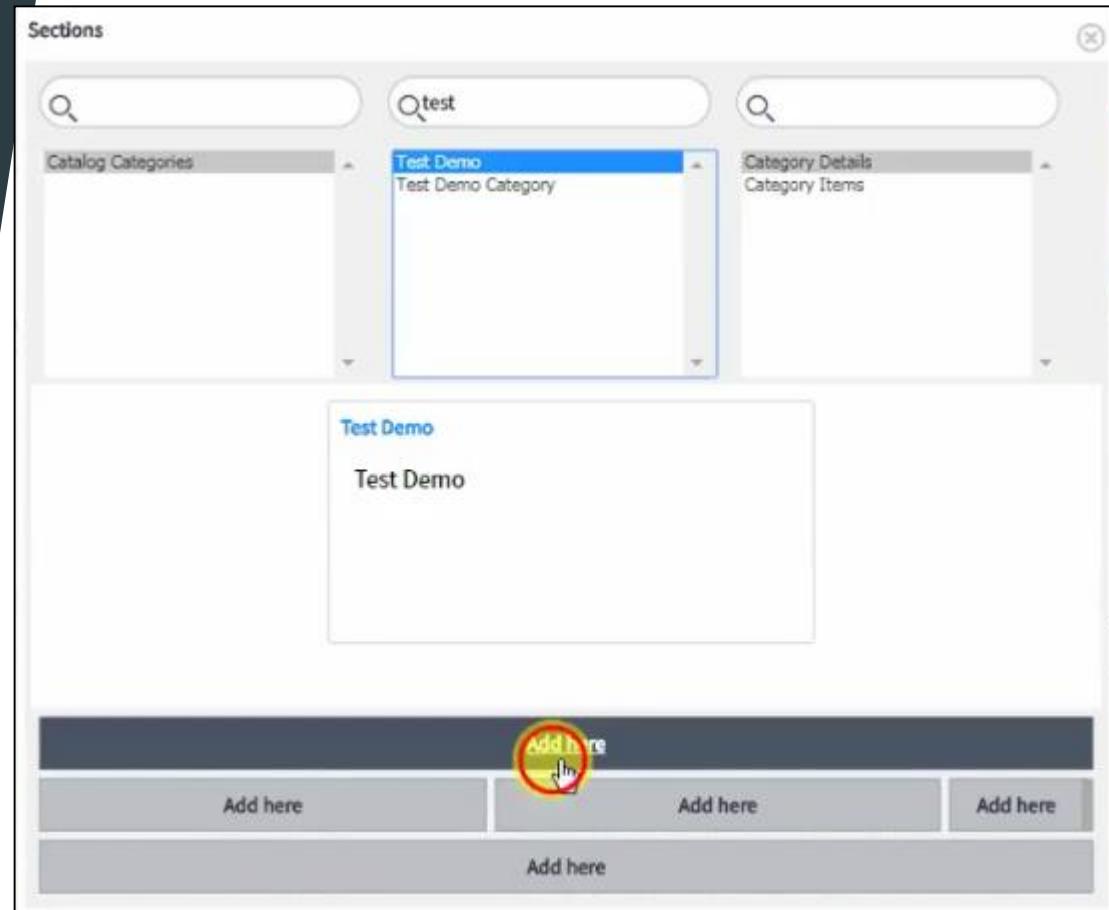
# Design a Catalog item

- ▶ 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.

The screenshot shows the SAP Fiori interface for the Service Catalog. At the top, there is a header bar with a user profile icon, the text "System Administrator", and several icons for search, message, help, and settings. Below the header is a search bar labeled "Search catalog" and a "Top Requests" button. The main content area is titled "Sections". It features three search input fields. The left field has a dropdown menu open showing "Catalog Categories" and a list of categories: Advanced Options, Can We Help You?, Catalog Definition, Catalog Processing, Departmental Services, Desktops, Furniture and Decor, Hardware, Janitorial, and Laptops. The middle field has a yellow circle highlighting its search icon. The right field has a dropdown menu open showing "Category Details" and "Category Items". Below these fields is a callout box for "Advanced Options" with the subtext "Advanced configuration of Service Catalog behavior and appearance". At the bottom of the screen, there are several "Add here" buttons arranged in a grid.

# Design a Catalog item

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



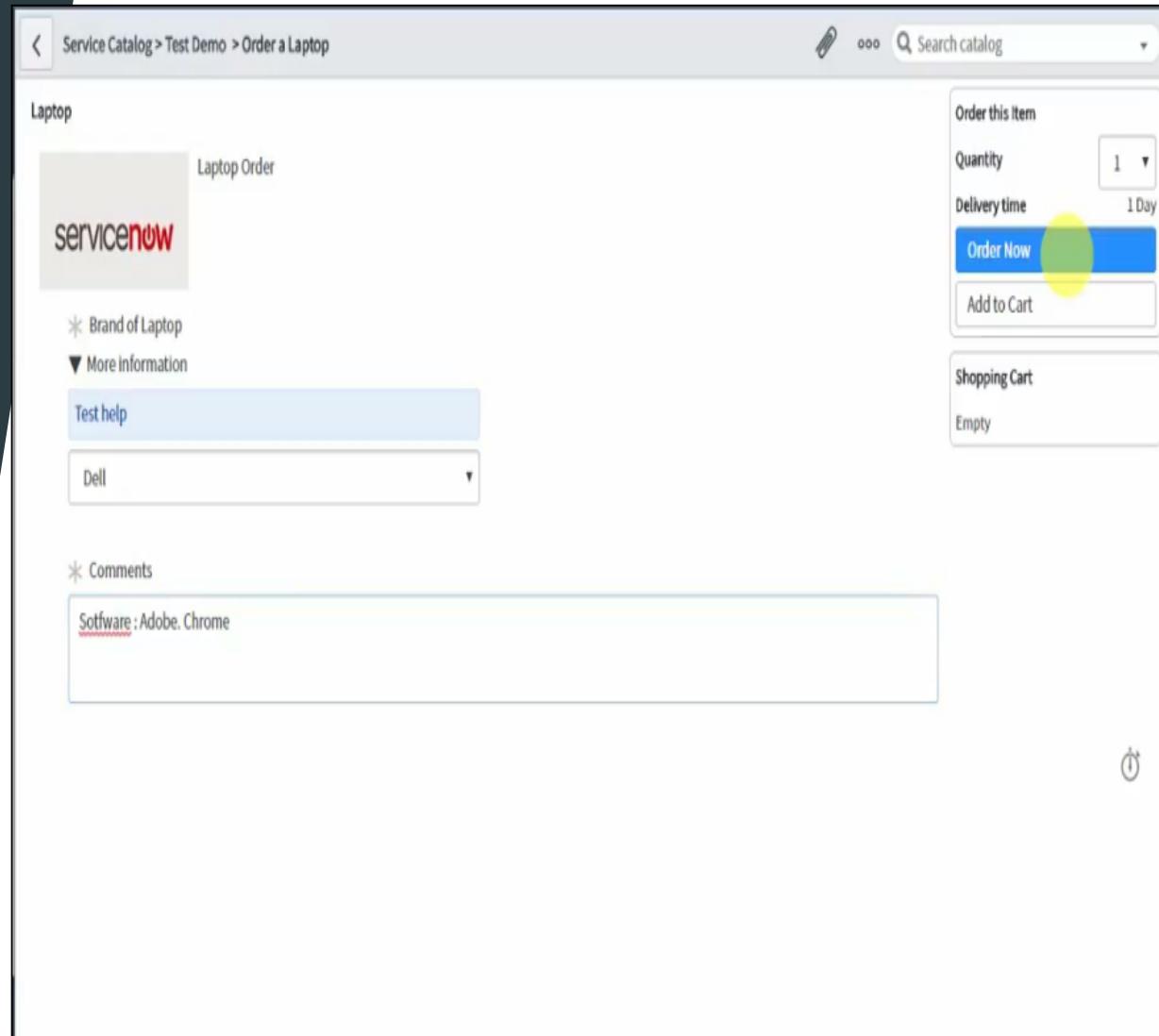
# Design a Catalog item

- ▶ Category is added appropriately.

The screenshot shows a service catalog management interface. At the top right, there's 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's 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

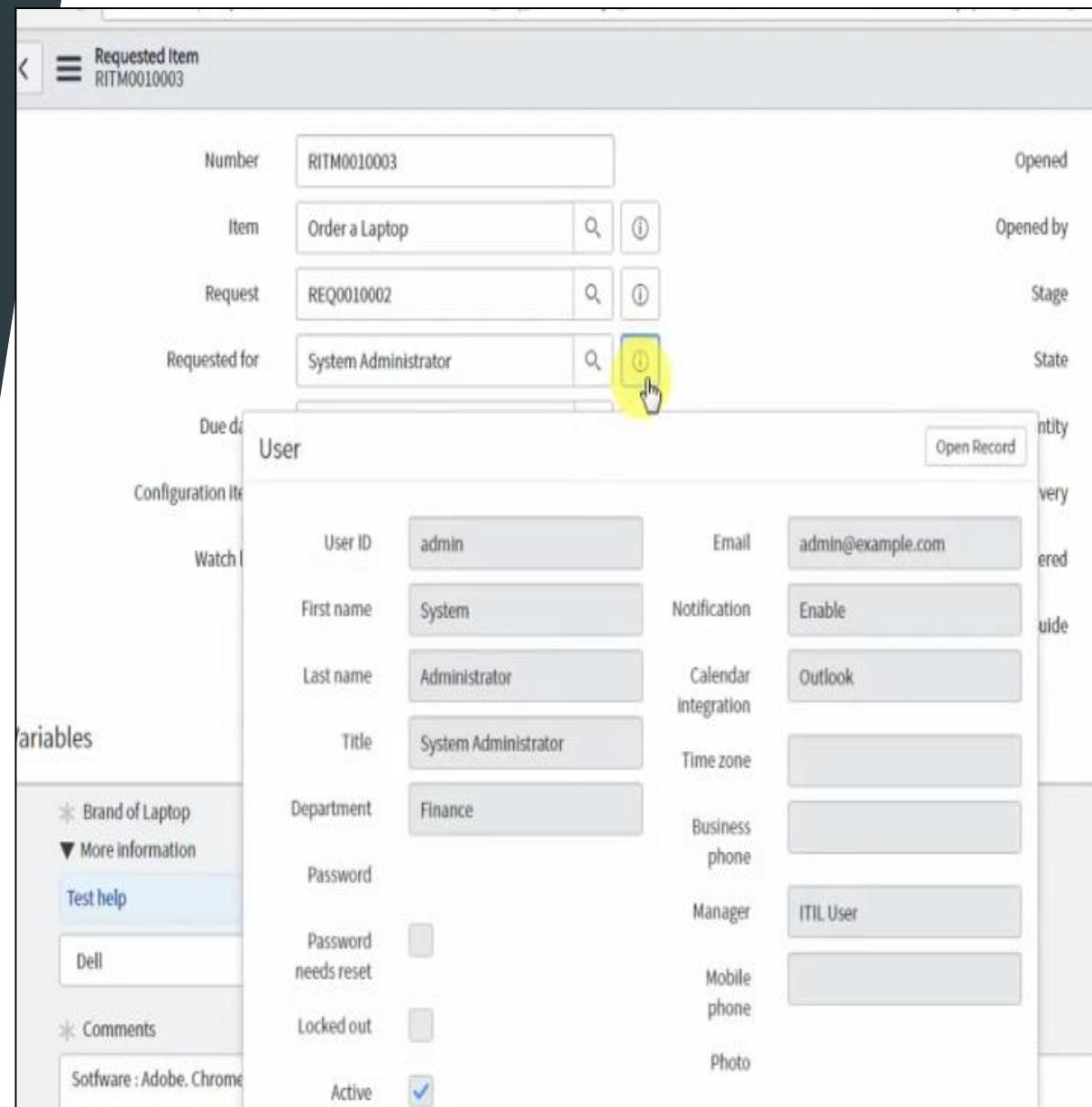
Test help: Dell

\* 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="button" value="Lock"/> <input type="button" value="UnLock"/>	Backordered	<input type="checkbox"/>
Variables		Order Guide	

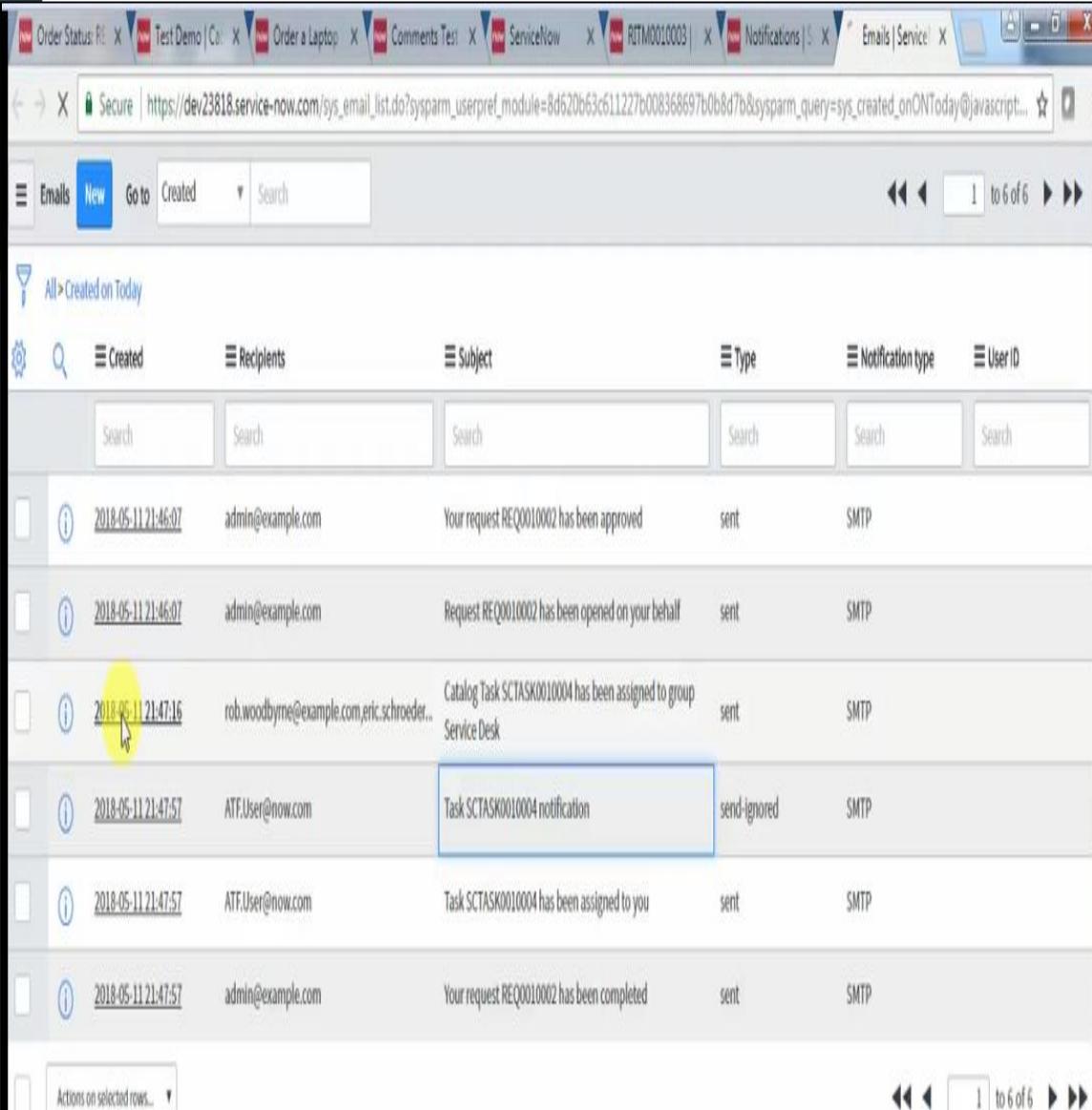
# Design a Catalog item

- ▶ 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. At the top, there's a navigation bar with several tabs. Below it, the main area is titled "Catalog Task" with the number "SCTASK0010004". The interface contains various input fields and dropdown menus. A callout bubble points to the "Assigned to" field, which has "ATF User" selected. The "Active" checkbox is checked. In the top right corner, there's a toolbar with icons for edit, follow, update, close task, and delete. A yellow circle highlights the "Close Task" button. The bottom section contains descriptive fields: "Short description" (Fulfillment), "Description" (test), and "Work notes" (test). A "Post" button is located at the bottom right of the main form area.

# 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



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	

Thankyou