

ASSIGNMENT - 11

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TASK -1

Create a category called “ IT Gadgets ” by All ->maintain categories ->new.

The screenshot shows the 'Category - IT gadgets' form. The title is 'IT gadgets'. The catalog is 'Service Catalog'. The location is empty. The description is 'In detail about IT gadgets'. The application is 'Global'. The active checkbox is checked. The parent is empty. There are links for 'Desktop image', 'Header icon', and 'Icon' to add images.

And then create a two catalog items are “iphone16” and “iphone17” .

| Catalog item | Short description | Active | Roles | Price | Type |
|--------------|---|--------|-------|----------|------|
| iphone 17 | Upcoming flagship phone with advanced fe... | true | | \$850.00 | Item |
| iphone 16 | Features AI, new A18 chip, and camera bu... | true | | \$799.00 | Item |

iphone - 16

The screenshot shows the 'iphone 16' item details form. The name is 'iphone 16'. The application is 'Global'. The active checkbox is checked. The fulfillment automation level is 'Unspecified'. The short description is 'Features AI, new A18 chip, and camera buttons.' The description is 'The iPhone 16, released in September 2024, features the new A18 chip and an updated camera system with a 48MP main sensor, enabling spatial video for the Apple Vision Pro. It also introduces the Action button and a new Camera Control button for easier photo and video capture.'

Item Details **Process Engine** Picture Pricing Portal Settings

Select the appropriate process engine for the catalog item. Only one engine can be selected.

Flow

Workflow workflow of iphone

[Execution Plan](#)

Adding a picture

Checked out: -- None --


Owner: System Administrator

Item Details Process Engine **Picture** Pricing Portal Settings

Add an icon and picture for display

Icon [Click to add...](#)

Picture [Update](#) [Delete](#)



Item Details Process Engine Picture **Pricing** Portal Settings

Price \$ [Edit](#)

Recurring price \$ [Edit](#)

Recurring price frequency: -- None --

[Copy](#) [Try It](#) [Update](#) [Edit in Catalog Builder](#) [Delete](#)

Related Links

create a variables to the variable set .

Variables (1) **Variable Sets (1)** Catalog UI Policies Catalog Client Scripts (2) Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items

Assigned Topics

Order Search

Catalog Item = iphone 16

| Variable set | Order |
|--------------|-------|
| iphone | 100 |

1 to 1 of 1

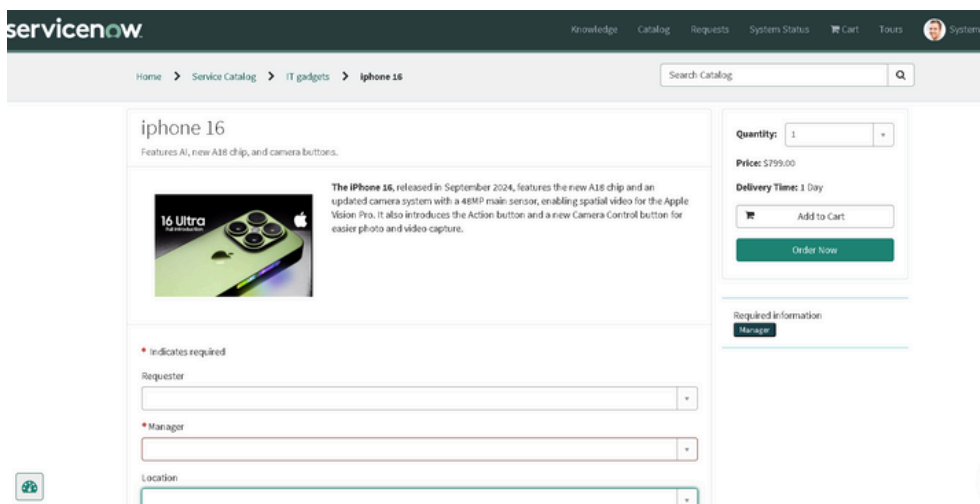
[Update](#) [Delete](#)

Variables (3) Catalog UI Policies Catalog Client Scripts Included In (2) Catalog Data Lookup Definitions

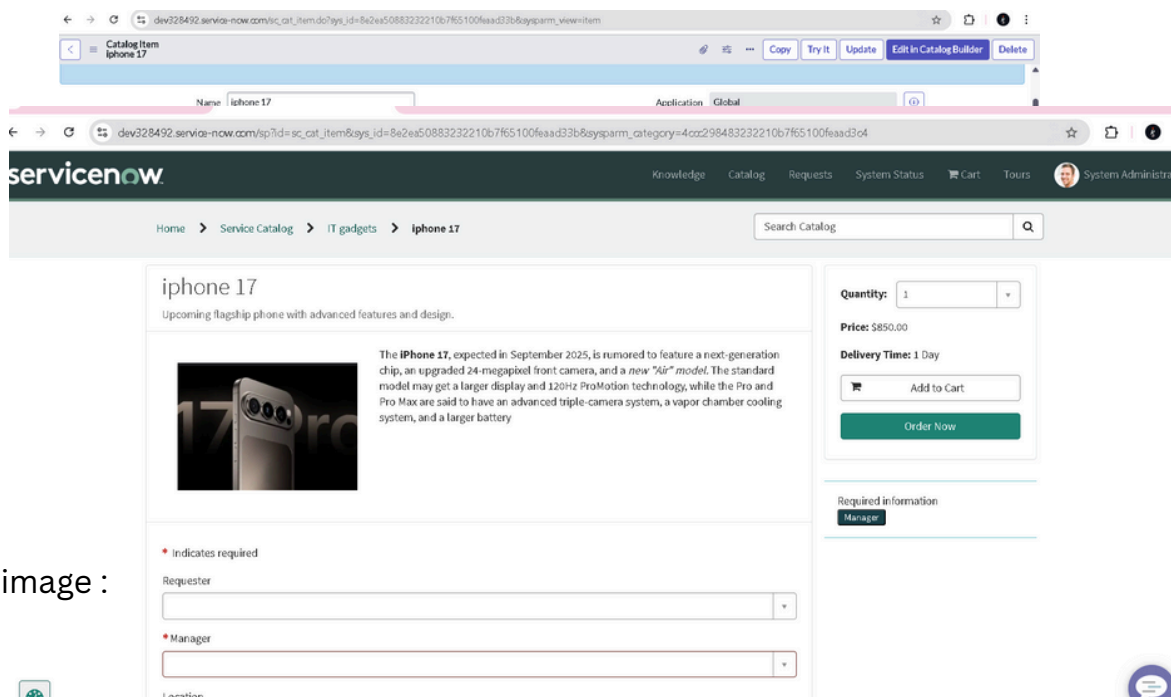
Variable set = iphone

| Name | Type | Question | Order |
|-----------|-----------|-----------|-------|
| requester | Reference | Requester | 100 |
| manager | Reference | Manager | 150 |
| location | Reference | Location | 200 |

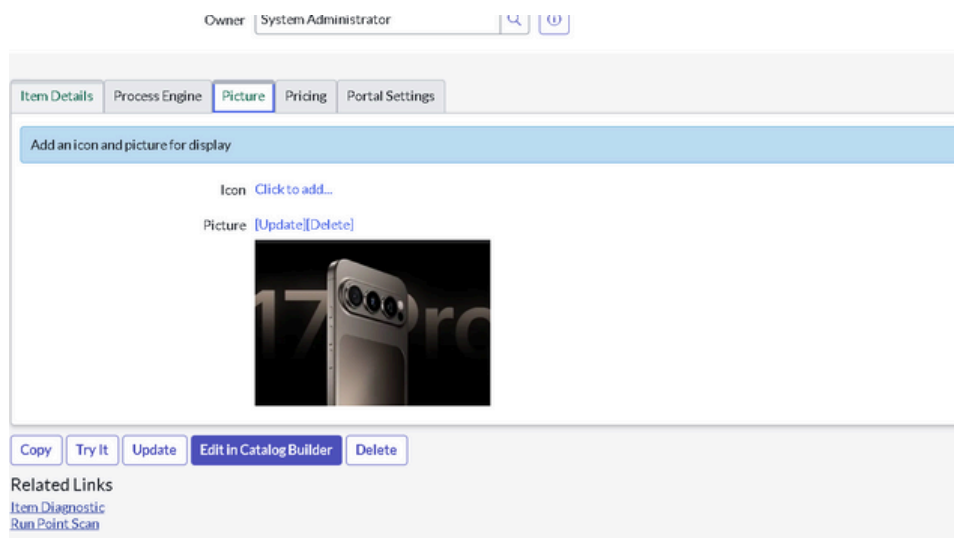
1 to 3 of 3



iphone - 17



add an image :



ServiceNow

Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > Service Catalog > IT gadgets > **iphone 17**

Search Catalog

iphone 17

Upcoming flagship phone with advanced features and design.

The **iphone 17**, expected in September 2025, is rumored to feature a next-generation chip, an upgraded 24-megapixel front camera, and a new "air" model. The standard model may get a larger display and 120Hz ProMotion technology, while the Pro and Pro Max are said to have an advanced triple-camera system, a vapor chamber cooling system, and a larger battery.

Quantity: 1

Price: \$850.00

Delivery Time: 1 Day

Add to Cart

Order Now

Required Information

Manager

Requester

Manager

Location

ServiceNow

Home > Service Catalog > IT gadgets

Search Catalog

IT gadgets

In detail about IT gadgets

Categories

- Business Application Lifecycle Management
- Can We Help You?
- Departmental Services
- Hardware
- IT gadgets**
- Office
- Peripherals
- Quick Links
- Role Delegation
- Software
- Standard Changes

iphone 16

Features AI, new A18 chip, and camera buttons.

View Details \$799.00

iphone 17

Upcoming flagship phone with advanced features and design.

View Details \$850.00

TASK - 2

Create client scripts on_load and on_change for iphone 16 and iphone 17 .

for iphone 16 :

on_load :

After loading the page the current user location and manager fields should be update.

dev328492.servicenow.com/catalog_script_client.do?sys_id=c69d1e4883272210b7f65100faad361&sysparm_view=item&sysparm_record_target=catalog_script_client&sysparm_record_row=1...

Catalog Client Scripts

on_load iphone

Name: on_load iphone

Applies to: A Catalog Item

Active: ☒

UI Type: All

Application: Global

Type: on_load

Catalog Item: iphone 16

Applies on a Catalog Item view: ☒

Applies on Requested Items: ☐

Applies on Catalog Tasks: ☐

Script

```

1 function onload() {
2   g_form.setValue('requester', g_user.userID);
3   g_form.getReference('requester', function(user) {
4     if (user) {
5       g_form.setValue('location', user.location);
6       g_form.setValue('manager', user.manager);
7     } else {
8       g_form.setValue('location', '');
9       g_form.setValue('manager', '');
10    }
11  });
12 }

```

Update Delete

ServiceNow

Home > Service Catalog > IT gadgets > iphone 16

Search Catalog

iphone 16

Features AI, new A18 chip, and camera buttons.

The iPhone 16, released in September 2024, features the new A18 chip and an updated camera system with a 48MP main sensor, enabling spatial video for the Apple Vision Pro. It also introduces the Action button and a new Camera Control button for easier photo and video capture.

Quantity: 1

Price: \$799.00

Delivery Time: 1 Day

Add to Cart

Order Now

Requester: System Administrator

*Manager: Hilario Cassa

Location: United Kingdom

More Information

On_change :

whoever the requester selected the location and manager of the selected requester fields should be update .

Catalog Client Scripts

on_change:iphone

Name: on_change:iphone

Applies to: A Catalog Item

Active: ☒

UI Type: All

Application: Global

Type: onChange

Catalog Item: iphone 16

Variable name: iphone + requester

Applies on a Catalog Item view: ☒

Applies on Requested Items: ☐

Applies on Catalog Tasks: ☐

```

1 function onchange(control, oldvalue, newvalue, isloading) {
2   // Check if the form is just loading or if the new value is empty.
3   if (isloading || newvalue === '') {
4     return;
5   }
6   g_form.getReference('requester', function(user) {
7     if (user) {
8       g_form.setValue('location', user.location);
9       g_form.setValue('manager', user.manager);
10    } else {
11      g_form.setValue('location', '');
12      g_form.setValue('manager', '');
13    }
14  });
15 }

```

ServiceNow

Home > Service Catalog > IT gadgets > iphone 16

Search Catalog

iphone 16

Features AI, new A18 chip, and camera buttons.

The iPhone 16, released in September 2024, features the new A18 chip and an updated camera system with a 48MP main sensor, enabling spatial video for the Apple Vision Pro. It also introduces the Action button and a new Camera Control button for easier photo and video capture.

Quantity: 1

Price: \$799.00

Delivery Time: 1 Day

Add to Cart

Order Now

Requester: Jewel Agresta

*Manager: Lucius Bagnoli

Location: 3 Whitehall Court, London

More Information

on_load :

The screenshot shows a ServiceNow catalog item page for the "iPhone 17". The header includes the ServiceNow logo and navigation links like Knowledge, Catalog, Requests, System Status, Cart, Tours, and a user profile for "System Administrator". The breadcrumb trail reads: Home > Service Catalog > IT gadgets > iPhone 17. A search bar contains the text "Search Catalog".

The main content area features the title "iphone 17" and a subtitle "Upcoming flagship phone with advanced features and design.". Below this is an image of the iPhone 17 Pro. To the right of the image, descriptive text states: "The **iPhone 17**, expected in September 2025, is rumored to feature a next-generation chip, an upgraded 24 megapixel front camera, and a new '6.6' model. The standard model may get a larger display and 120Hz ProMotion technology, while the Pro and Pro Max are said to have an advanced triple-camera system, a vapor chamber cooling system, and a larger battery."

Below the image, there are three dropdown menus for selection:

- Requester:** System Administrator
- * Manager:** Hilario Cassa
- Location:** United Kingdom

At the bottom left, there is a link for "More Information". On the right side, a pricing and delivery summary box displays:

- Quantity:** 1
- Price:** \$850.00
- Delivery Time:** 1 Day
- Action Buttons:** Add to Cart, Order Now

On_change

dev328492.service-now.com/catalog_script_client.do?sys_id=4c7f5a083272210b7f65100fead35e&sysparm_view=item&sysparm_record_target=catalog_script_client&sysparm_record_row=28...

Catalog Client Scripts on change

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

| | | | |
|------------|---------------------------------------|---------------|--------------------|
| Name | <input type="text" value="onChange"/> | Application | Global |
| Applies to | A Catalog Item | Type | onChange |
| Active | <input checked="" type="checkbox"/> | Catalog item | iphone 17 |
| UI Type | All | Variable name | iphone > requester |

Applies on a Catalog Item view ☒

Applies on Requested Items ☐

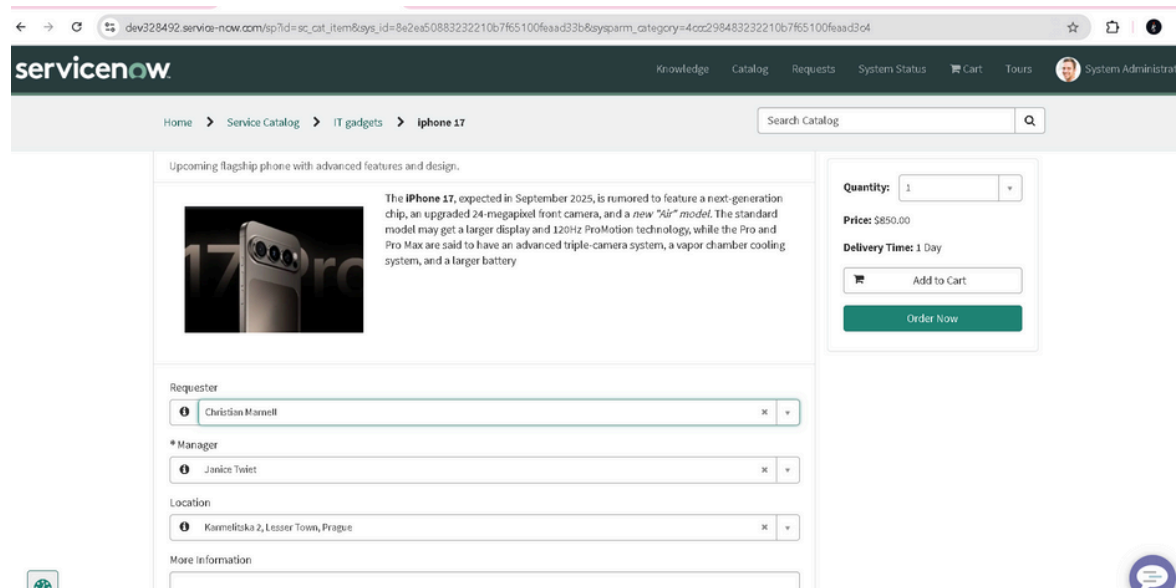
Applies on Catalog Tasks ☐

Script

```

1 function onChange(control, oldValue, newValue, isLoading) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   q_form.getReference('requester', function(user) {
6     if (user) {
7       q_form.setValue('location', user.location);
8       q_form.setValue('manager', user.manager);
9     } else {
10      q_form.setValue('location', '');
11      q_form.setValue('manager', '');
12    }
13  });
14 }

```



TASK - 3

Create a workflow for iphone16 and iphone17 All → workflow editor:

Workflow Editor Screenshot:

Workflow Name: workflow of iphone

Table: Requested Item [sc_req_item]

Updated by: admin

Updated: 2025-08-19 01:14:14

Published: false

Application: Global

Activity Properties: Approval - User

Workflow Activity: Approval for user [Diagrammer view]

Users: [icon]

Groups: [icon]

Check 'Advanced' to use a script for creating additional user approvals. When you check Advanced, a text box appears where you can enter your script. In the script, set the variable 'answer' to a comma-separated list or an array of user and/or group ids.

Advanced: ☒

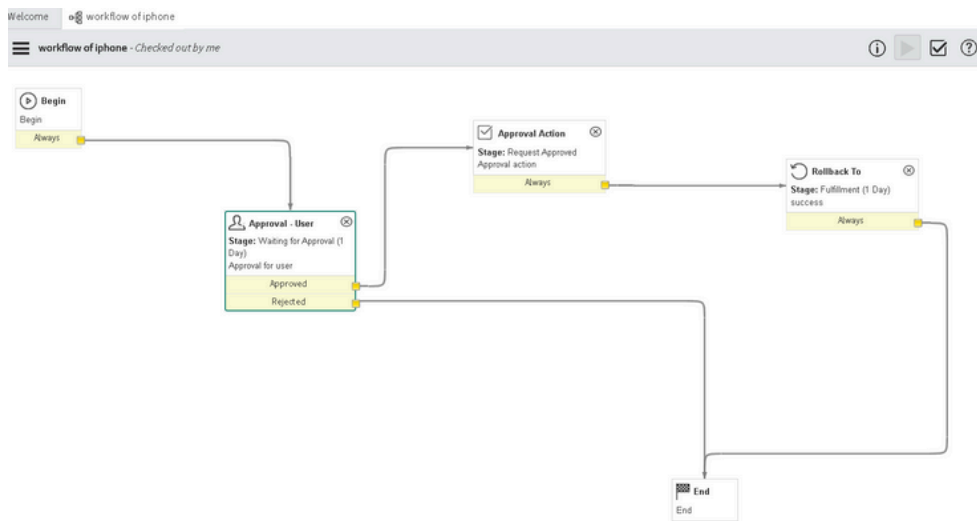
Additional approvers script: ☒ Turn on ECMAScript 2021 (ES12) mode

```

1 (function execute(current, workflow){
2   answer= "6816f79cc0a8016401c5a33be04be441";
3 })(current, workflow);

```

Condition for approval



For Approval:

Request REQ0010028

Description

Short description

Special instructions

Update Cancel Request Copy Delete

Related Links

Show Workflow

Workflow Context

Requested Items (1) Approvers

Number Search

Request = REQ0010028

Expected date from assigned to

| Number | Quantity | Catalog | Item | Due date | Price | Assigned to | Stage |
|-------------|----------|---------|-----------|---------------------|----------|-------------|-------|
| RITM0010028 | 1 | (empty) | iphone 16 | 2025-08-19 22:05:12 | \$799.00 | (empty) | |

1 to 1 of 1

Requested Item RITM0010028

Activities: 1

System Administrator

Field changes • 2025-08-19 08:05:12

Impact 3 - Low

Opened by System Administrator

Priority 4 - Low

State Open

Update Delete

Related Links

Show Workflow

Workflow Context

Catalog Tasks Approvers (1) Group approvals

State Search

Approval for = RITM0010028

| State | Approver | Comments | Created |
|-----------|----------------------|----------|---------------------|
| Requested | System Administrator | | 2025-08-19 08:05:13 |




1 to 1 of 1

1

| Country | Percentage |
|---------|------------|
| U.S. | 65 |
| China | 45 |

100

Submitted: 2025-08-19 08:10:44
Request Number: REQ0010029
Estimated Delivery: 2025-08-19

| Item | Delivery Date | Stage | Price (each) | Quantity | Total |
|-----------|---------------|--|--------------|----------|-----------------|
| iphone 17 | 2025-08-19 | <div><div></div><div><div> Request Approved (Approved)</div><div> Waiting for Approval (Rejected)</div><div>Approver: System Administrator (Rejected)</div></div></div> | \$850.00 | 1 | \$850.00 |
| | | | | | Total: \$850.00 |