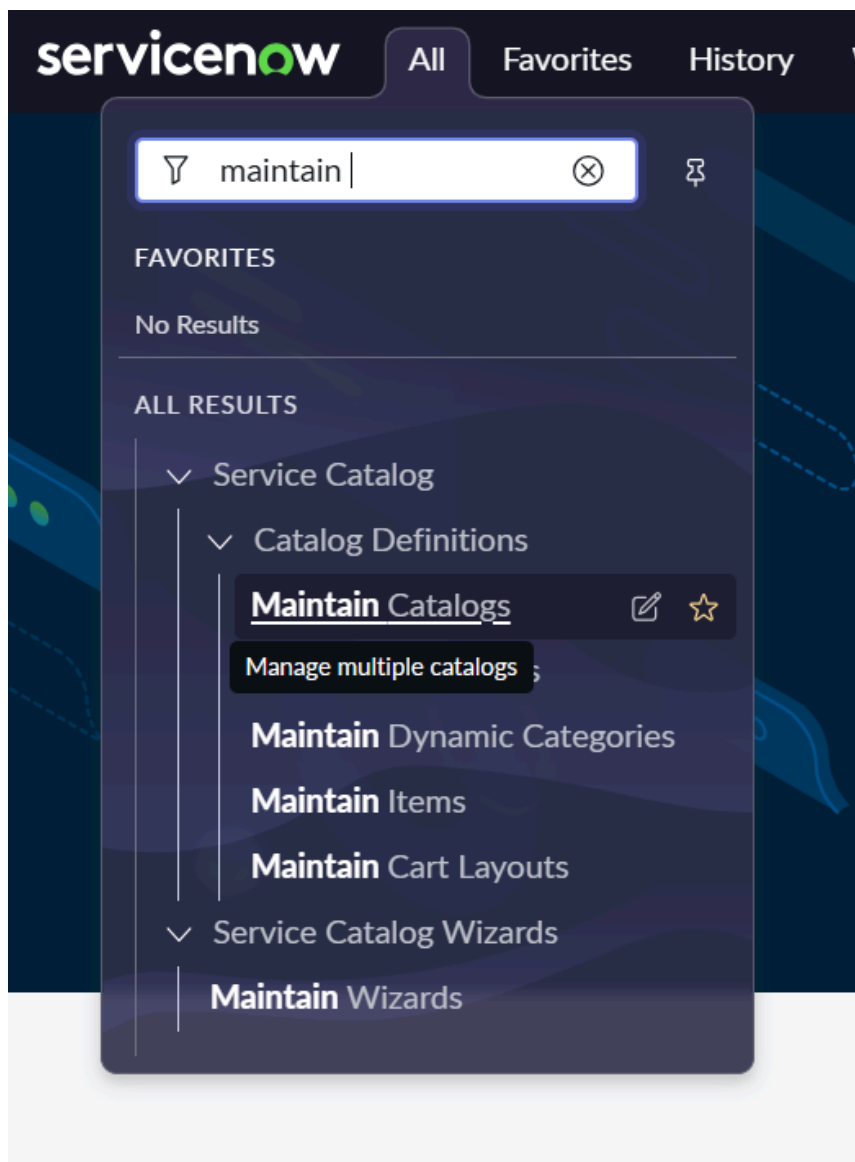


# Project Planning & Scheduling

## Create Catalog

1. Open service now.
2. Click on All >> search for Maintain Catalog.
3. Click on Maintain Catalog under Catalog Definition.
4. After opening Maintain Catalog Click on new.
5. Give Catalog Name as “Mahendra ”.
6. Application should be Global.
7. Give description as it is a car showroom.
8. Click on Submit.



Catalogs for text Search			Actions on selected rows...	New
Title	Description	Active		
Technical Catalog	Products and services for the IT department	true		
Service Catalog	Service Catalog - IT Now	true		

Catalog New record

Catalog - New Record

Search

✱ Title

Mahendra

Manager

Editors

Description

It is a car showroom

Desktop image

Click to add...

'Catalog Home' Page

'Continue Shopping' page

Application

Global

Active

☒

Enable Wish List

☐

## Create Categories

1. After submitting you can see the catalog mahendra in the list.
2. Open Mahendra Catalog Scroll down.
3. Click Categories And Click on New.

Catalog Items

Categories

Catalog Portal Pages (1)

Sites

for text

Search

New

Catalog = KIA

Title

Description

Active

Parent

No records to display

<≡Category  
Sudden

✱ Title

Sudden

Catalog

Mahendra

Q

①

Location

Q

Description

Application

Global

①

Active

☒

Parent

Q

Desktop image

Click to add...

Header icon

Click to add...

Icon

Click to add...

4.Give Title as Sudden.

5.Search and add catalog as Mahendra.

6.Click on submit.

7.Create two more categories as XUV and Sports.

8.Click on Catalog Items and Click on new.

9.Give it a name as polo.

10.Select catalog as Mahendra.

11.Select category as Sudden.

12.Short description as Volkswagen Polo - Compact Hatchback with Superior Comfort and Efficiency.

13.Give Description The Volkswagen Polo is a stylish and compact hatchback known for its agile performance, modern design, and premium features. Equipped with a 1.0-liter TSI engine, the Polo offers an impressive balance of power and fuel efficiency, making it an ideal choice for urban driving and longer journeys alike. This model includes advanced safety features, a touchscreen infotainment system, and spacious seating, ensuring comfort and convenience for all passengers. The Polo stands out with its sporty look, LED headlights, and alloy wheels, reflecting Volkswagen’s commitment to quality and design.

14. Click on Picture and add image

Catalog Items (6)Categories (3)Catalog Portal Pages (1)Sites

≡

for text

Search

⊙

Actions on selected rows...

New

Catalog = Mahendra

<input type="checkbox"/>	<input type="text"/>	Title	Description	Active	Parent
<input type="checkbox"/>	<input type="text"/>	XUV		true	(empty)
<input type="checkbox"/>	<input type="text"/>	Sudden		true	(empty)
<input type="checkbox"/>	<input type="text"/>	Sports		true	(empty)

ActivateDeactivate

<<<1 to 3 of 3>>>



19. Give it a name as Thar.

20. Select catalog as Mahendra.

21. Select category as XUV.

22. Short description Mahindra Thar - 4x4 Off-Road SUV with Modern Features

23. Description The Mahindra Thar is a rugged, off-road SUV built for adventure and performance. With a 2.0L mStallion petrol engine or a 2.2L mHawk diesel engine, it offers the perfect balance between power and fuel efficiency. The Thar comes with modern features like a touchscreen infotainment system, automatic climate control, and advanced safety features such as ABS and dual airbags. Its 4x4 drivetrain, high ground clearance, and water-wading capability make it a perfect choice for both city driving and off-road expeditions. Available in multiple trims, the Thar is designed to be the ultimate combination of style, comfort, and functionality.

<

≡

Catalog Item  
Thar

🔗 ⚙️ ⋮

Update

Copy

Try It

Edit in Catalog Builder

Delete

↑

↓

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

Thar

Catalogs

🔒 Mahendra

Category

XUV

🔍

ⓘ

State

-- None --

Checked out

-- None --

Owner

System Administrator

🔍

ⓘ

Application

Global

ⓘ

Active

☒

Fulfillment automation level

Unspecified

▼

Item Details

Process Engine

Picture

Pricing

Portal Settings

Request method

Request

▼

Hide 'Add to Cart'

☒

Hide Quantity

☒

Hide Delivery time

☐

Hide 'Save as Draft'

☐

Hide Attachment

☐

Mandatory Attachment

☐

32. Click on Picture and add image.

Item Details

Process Engine

Picture

Pricing

Portal Settings


Add an icon and picture for display

Icon

[Click to add...](#)

Picture

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



33. Click on Pricing and give prices.

34. price 150 to recurring price 170.

Item Details

Process Engine

Picture

Pricing

Portal Settings

Price

\$

150.00

Recurring price

\$

170.00

Recurring price frequency

-- None --

35. Click on Portal settings and request method as Request.

Item Details

Process Engine

Picture

Pricing

Portal Settings

Request method

Request

Hide 'Add to Cart'

☒

Hide Quantity

☒

Hide Delivery time

☐

Hide 'Save as Draft'

☐

Hide Attachment

☐

Mandatory Attachment

☐

36. Give it a name as XUV700.

37. Select catalog as Mahendra.

38. Select category as Sports.

39. Short description Mahindra XUV700 - The Ultimate SUV Experience.

40. Description The Mahindra XUV700 is a premium, high-performance SUV known for its advanced technology, robust build, and superior comfort. Featuring a powerful turbo-petrol engine, it delivers an exhilarating driving experience. With futuristic design elements, a spacious interior, and cutting-edge safety features like ADAS, the XUV700 is built to offer an extraordinary ride. Key highlights include a 10.25-inch digital cockpit, panoramic sunroof, 7-seater option, and superior connectivity with Alexa built-in. Whether it's for city driving or off-road adventures, the XUV700 redefines the SUV experience.



41. Click on Picture and add image of car.

Item Details

Process Engine

Picture


Pricing

Portal Settings

Add an icon and picture for display

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

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



42. Click on Pricing give price 200 to recurring price 211

Item Details

Process Engine

Picture

Pricing

Portal Settings

Price

\$

70.00

Recurring price

\$

90.00

Recurring price frequency

-- None --

43. Click on Portal Setting and give the Request method as Request.

Item Details

Process Engine

Picture

Pricing

Portal Settings

[Request method](#)

Request

Hide 'Add to Cart'

Hide Quantity

Hide Delivery time

Hide 'Save as Draft'

Hide Attachment

Mandatory Attachment



# Create a User

- 44. Open service now.
- 45. Click on All >> search for Users.
- 46. Click on Users>> under System Security.
- 47. Click on new, give userId as 01 and name as sales person and add the role emp1.
- 48. Save and Submit.

servicenow

AllFavoritesHistoryWorkspacesAdmin

Users

Search

Actions on selected rows...

New

User ID	Name	Email	Active	Created	Updated
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-06-02 03:03:47
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-06-02 03:03:48
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-06-02 03:03:45
aileen.mottern	Aileen Mottern	aileen.mottern@example.com	true	2012-02-17 19:04:49	2025-06-02 03:03:47
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-06-02 03:03:46
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2025-06-02 03:03:48
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2025-06-02 03:03:48
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-06-02 03:03:45
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2025-06-02 03:03:47
allan.schwantd	Allan Schwantd	allan.schwantd@example.com	true	2012-02-17 19:04:53	2025-06-02 03:03:48
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-06-02 03:03:48
allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-06-02 03:03:45
alva.pennigton	Alva Pennigton	alva.pennigton@example.com	true	2012-02-17 19:04:50	2025-06-02 03:03:49
alyssa.biasotti	Alyssa Biasotti	alyssa.biasotti@example.com	true	2012-02-17 19:04:52	2025-06-02 03:03:46
amelia.caputo	Amelia Caputo	amelia.caputo@example.com	true	2012-02-17 19:04:52	2025-06-02 03:03:48
amos.linnan	Amos Linnan	amos.linnan@example.com	true	2012-02-17 19:04:51	2025-06-02 03:03:47
andrew.jackson	Andrew Jackson	andrew.jackson@example.com	true	2013-07-23 17:34:44	2025-06-02 03:03:47
andrew.och	Andrew Och	andrew.och@example.com	true	2025-04-09 09:45:02	2025-06-02 03:03:47
angelique.schermerhorn	Angelique Schermerhorn	angelique.schermerhorn@example.com	true	2012-02-17 19:04:53	2025-06-02 03:03:47
angelo.ferentz	Angelo Ferentz	angelo.ferentz@example.com	true	2012-02-17 19:04:53	2025-06-02 03:03:47

User New record

Submit

To set up the User's password, save the record and then click Set Password.

User ID01

First namesales person

Last name

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Email

Language

Calendar integration

Time zone

Date format

Business phone

Mobile phone

Photo

Submit

Related Links

# Create Roles

49. Click on the Servicenow logo and click on all and search for roles.
50. Click on Roles >>Under system security.
51. Click on new and give the name as emp1.

The screenshot shows the 'Role' form in ServiceNow. The 'Name' field is set to 'emp1'. The 'Application' dropdown is set to 'Global'. The 'Elevated privilege' checkbox is unchecked. There are 'Update' and 'Delete' buttons at the top right and bottom left. Below the form, there is a 'Related Links' section with a link to 'Run Point Scan'.

# Create group

1. Click on All>>Search for groups.
- 2.Click on groups>>under Security System.
3. Click on new and give the group's name as showroom.
4. Give the group manager as Abraham lincoln. And Submit.
5. Add group members as Salesperson, Salesperson2 and 3.And update.

The screenshot shows the 'Groups' list page in ServiceNow. A search filter 'groups' is applied to the 'All' view. The table displays a list of groups with columns: Description, Active, Manager, Parent, and Updated. The 'Groups' section is expanded in the left sidebar, showing 'System Security' and 'Users and Groups'.

Description	Active	Manager	Parent	Updated
Group for all people who have the Ana...	true	(empty)	(empty)	2020-03-17 04:39:14
Users who can review and approve tasks r...	true	(empty)	(empty)	2021-06-28 12:12:44
Users who are able to edit applications ...	true	(empty)	(empty)	2022-09-29 07:23:25
Users who are able to access App Engine ...	true	(empty)	(empty)	2020-04-16 09:51:20
Team Develops ITSM Applications in London	true	Bushra Akhtar	(empty)	2025-04-09 09:42:02
ATF_TestGroup_Network	true	(empty)	(empty)	2019-07-13 09:01:15
ATF_TestGroup_ServiceDesk	true	(empty)	(empty)	2018-08-30 01:35:11
Approval group for Business Application ...	true	(empty)	(empty)	2020-07-28 21:02:26
CAB approvers	true	(empty)	(empty)	2011-09-30 09:30:34
This is the group of users that need to ...	true	(empty)	(empty)	2020-09-09 18:11:42
This is a group of users that need to ap...	true	(empty)	(empty)	2020-09-09 18:11:50
Change Management Group	true	(empty)	(empty)	2015-06-09 22:35:12
Provides access to the Creator Studio de...	true	(empty)	(empty)	2023-12-07 15:58:22
Provides access to the Creator Studio de...	true	(empty)	(empty)	2023-12-07 15:48:42
Manages databases hosted in Atlanta	true	Don Goodliffe	(empty)	2022-06-15 19:02:18
Manages databases hosted in San Diego	true	(empty)	Database	2023-07-03 11:47:18
Manages databases hosted in San Diego	true	(empty)	Database	2023-07-03 11:46:37
eCAR Approvers	true	(empty)	(empty)	2011-09-30 01:46:44

**servicenow** All Favorites History Workspaces Admin Group - showroom

Search

Application scope: Global  
Update set: Default [Global]

Primary email device created for sales person

Name:  Group email:

Manager:  Parent:

Description: cars showroom sales rooms

Update Delete

Roles Group Members (3) Groups

User Search

Group = showroom

User
sales person
sales person 2
sales person 3

1 to 3 of 3

## Create a table

1. Click on All>>Search for Tables.
2. Click on Tables>>under System definition.
3. Click on the new give name as cars fulfillment.
4. Give extended table as Task table.
5. Save and Submit.

**servicenow** All Favorites History Workspaces Admin Tables

Search

Actions on selected rows... New

Name	Extends table	Extensible	Updated
adaptive_auth_event	(empty)	false	2025-04-10 13:27:52
agent_assist_recommendation	Application File	false	2025-04-10 13:29:25
agent_file	(empty)	false	2025-04-10 13:10:58
aisa_rp_config	Application File	false	2025-04-10 13:33:30
aisa_ui_action	Application File	false	2025-04-10 13:33:29
ais_acl_overrides	Application File	false	2025-04-10 12:49:03
ais_active_table_ingestion_tracker	(empty)	false	2025-04-10 12:49:01
ais_async_genius_result	(empty)	false	2025-04-10 12:49:06
ais_async_request	(empty)	false	2025-04-10 12:49:06
ais_child_table	Application File	false	2025-04-10 12:49:04
ais_configuration_attribute	(empty)	false	2025-04-10 12:49:01
ais_connection	(empty)	false	2025-04-10 12:49:06
ais_country_to_search_language	Application File	false	2025-04-10 12:49:06
ais_custom_matcher	Application File	false	2025-04-10 12:49:04
ais_datasource	Application File	false	2025-04-10 12:49:05
ais_datasource_attribute	Application File	false	2025-04-10 12:49:01
ais_datasource_field_attribute	Application File	false	2025-04-10 12:49:02
ais_datasource_stats	(empty)	false	2025-04-10 12:49:03
ais_dictionary	Application File	false	2025-04-10 12:49:02
ais_dictionary_term	Application File	false	2025-04-10 12:49:05

1 to 20 of 5122

[More Info](#)

### Controls

1 to 20 of 71 — New

Q

Q

Column label	Type	Reference	Max length	Default value	Display
Expected start	Date/Time	(empty)	40		false
Workflow activity	Reference	Workflow Activity	32		false
Approval history	Journal	(empty)	4,000		false
Location	Reference	Location	32		false
Updated	Date/Time	(empty)	40		false
Urgency	Integer	(empty)	40	3	false
Watch list	List	User	4,000		false
Configuration item	Reference	Configuration Item	32		false
Business duration	Duration	(empty)	40		false
User input	User Input	(empty)	4,000		false
Additional comments	Journal Input	(empty)	4,000		false