

Service Catalog Item

2.1 Create Local Update set

Date	25 June 2025
Team ID	LTVIP2025TMID29028
Project Name	Laptop Request Catalog Item
Maximum Marks	5 Marks

1. Open service now.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions
4. Click on New.

The screenshot shows the ServiceNow interface for managing Catalog Items. The left-hand navigation pane is open, showing the 'Catalog' section with 'Catalog Definitions' and 'Maintain Items' highlighted. The main content area displays a table of existing catalog items. The table has columns for Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. A 'New' button is located in the top right corner of the table area, indicating where to click to create a new item.

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
401(k) Plan Enrollment	Enroll in or modify your 401(k) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-08-18 10:52:30
401(k) Plan Enrollment Inquiry	Ask a question about your retirement pla...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:56
401(k) Retirement Plan Inquiry	Ask a question about your existing plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:55
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add Beneficiaries	Add or modify your beneficiaries	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-06-13 16:48:57
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-10-21 07:20:03
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Create, edit or convert PDF	Create, edit or convert PDF	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33

5. Fill the following details to create a new catalog item
Name: Laptop Request
Catalog: service Catalog
Category: Hardware
Short Description: Use this item to request a new laptop
6. Click on 'SAVE'

The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form. The left sidebar contains the navigation menu with 'Service Catalog' and 'Catalog Definitions' expanded, and 'Maintain Items' selected. The main form area has a top bar with 'Catalog Item - Laptop Request' and 'Application scope: Global'. Below this is a blue informational box about catalog items. The form fields are as follows:

- Name:** Laptop Request (highlighted with a red box)
- Catalog:** Service Catalog (highlighted with a red box)
- Category:** Hardware (highlighted with a red box)
- State:** --None--
- Checked out:** --None--
- Owner:** System Administrator
- Application:** Global
- Active:** ☒
- Fulfillment automation level:** Unspecified

Below the form fields are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with the text 'Use this item to request a new laptop' (highlighted with a red box) and a 'Description' field with a rich text editor.