

2.2 Add variables

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

Step1:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below

1. Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

- Click on submit
- Again click on new and add Remaining variables in the above process

2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

4. Variable 4: Accessories Details

Type: Multi line text

Name:accessories_details

Order:400

servicenow

service catalog

Catalogs
Catalog
Open Records
Requests
Items
Tasks
Catalog Definitions
My Catalogs
My Categories
My Items
Maintain Catalogs
Maintain Categories
Renderers
Maintain Dynamic Categories
Maintain Items
My Content Items
Content Items
Ordered Item Links
My Order Guides
Order Guides
My Record Producers
Record Producers

Variable - New Record

Application: Global
Type: Single Line Text
Catalog Item: Laptop Request
Order: 100

Active
Mandatory
Read only
Hidden

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

* Question: Laptop Model
* Name: laptop_model
Tooltip:
Example Text:

Submit Save

Step2:

- After adding above variable which are added to newly created catalog item
- Then save the catalog item form

[illegible]