

SERVICENOW PROJECT SUBMISSION

ORDERING A WIFI ROUTER VIA SERVICE NOW SERVICE CATALOG

Submitted by

Boya.Ramanjineyulu au723921243008

C.madhu kumar au723921243010

B.ganesh au723921243005

R.chaitanya au 723921243048



**Arjun College of Technology,
Coimbatore**



Project Title: ORDERING A WIFI ROUTER VIA SERVICENOW SERVICE CATALOG

Project Overview:

The objective of this project is to develop an efficient and user-friendly process for ordering Wi-Fi routers through the ServiceNow Service Catalog. This project aims to enhance the experience of end users by streamlining the ordering process, ensuring it is simple, intuitive, and fully integrated into the ServiceNow platform. By using the ServiceNow Service Catalog, the project aims to reduce manual efforts, improve order tracking, and enhance user satisfaction by offering a self-service option that allows users to quickly and easily request Wi-Fi routers as needed. The project will involve creating catalog items, defining approval workflows, and ensuring that users are able to successfully submit requests for Wi-Fi routers, with appropriate tracking and fulfillment procedures in place.

Objectives:

Simplify the Wi-Fi Router Ordering Process:

- Enable users to easily order Wi-Fi routers from the ServiceNow Service Catalog.
- Ensure the catalog item is user-friendly and includes all necessary details for successful order fulfillment.
- **Standardize and Automate Approvals:**
 - Automate approval workflows to ensure requests are reviewed and processed quickly.
 - Implement role-based approval to ensure appropriate checks are in place for device requests.
- **Enhance Visibility and Tracking:**
 - Provide real-time updates on the status of Wi-Fi router orders.
 - Implement tracking for requests from submission to fulfillment.
- **Improve User Experience:**
 - Streamline the catalog item interface to ensure a seamless experience for users requesting routers.
 - Provide a knowledge base to guide users on how to submit requests and track progress.

Key Features and Concepts Used:

- **ServiceNow Service Catalog:**



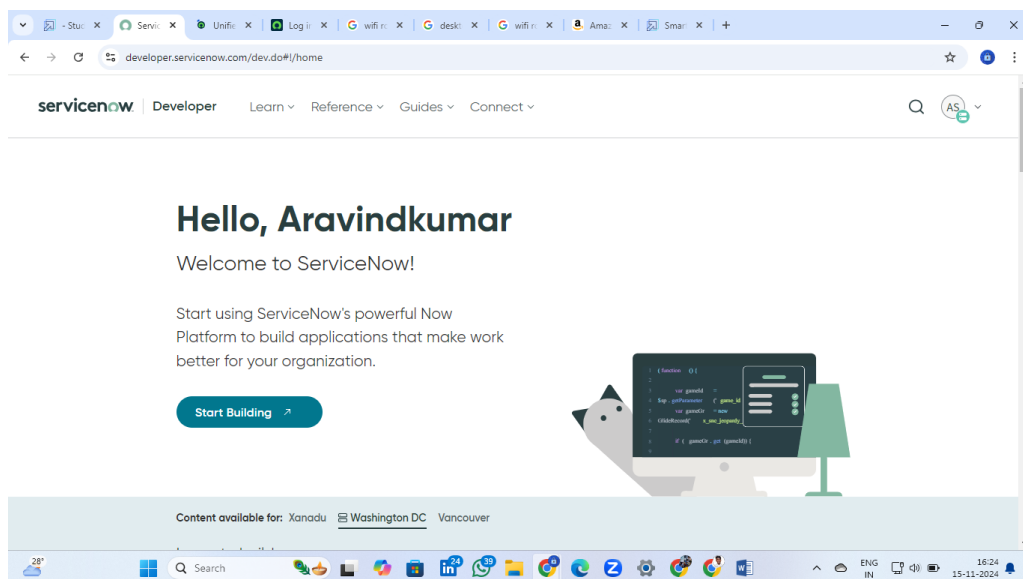
- Use ServiceNow's Service Catalog to create a **catalog item** for Wi-Fi router orders.
- **Approval Workflows:**
 - Implement role-based approval workflows for the router requests.
- **Knowledge Base:**
 - Create a Knowledge Article to assist users with the ordering process and guide them through any troubleshooting steps.
- **Catalog Item Management:**
 - Ability to configure and manage catalog items to ensure that the router request process is standardized.

Detailed Steps to Solution Design:

IMPLEMENTATION

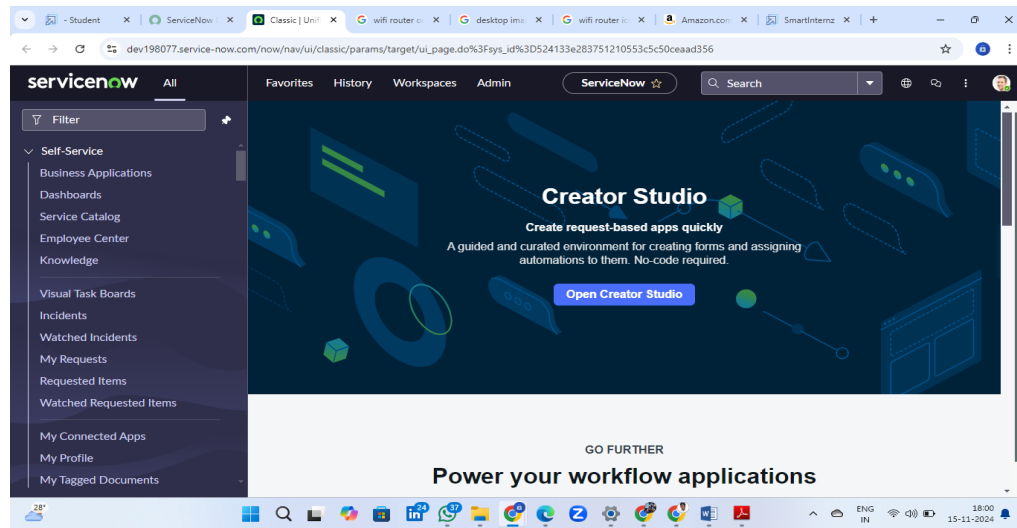
- **Step: 1**

Log in to your ServiceNow instance using the provided credentials.

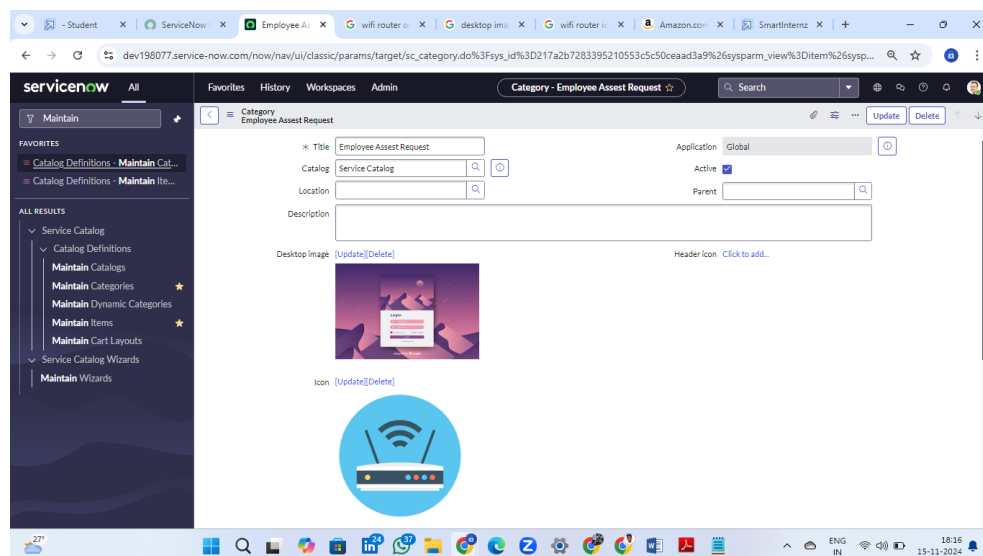


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Now you will navigate to the ServiceNow, Pin the Menu



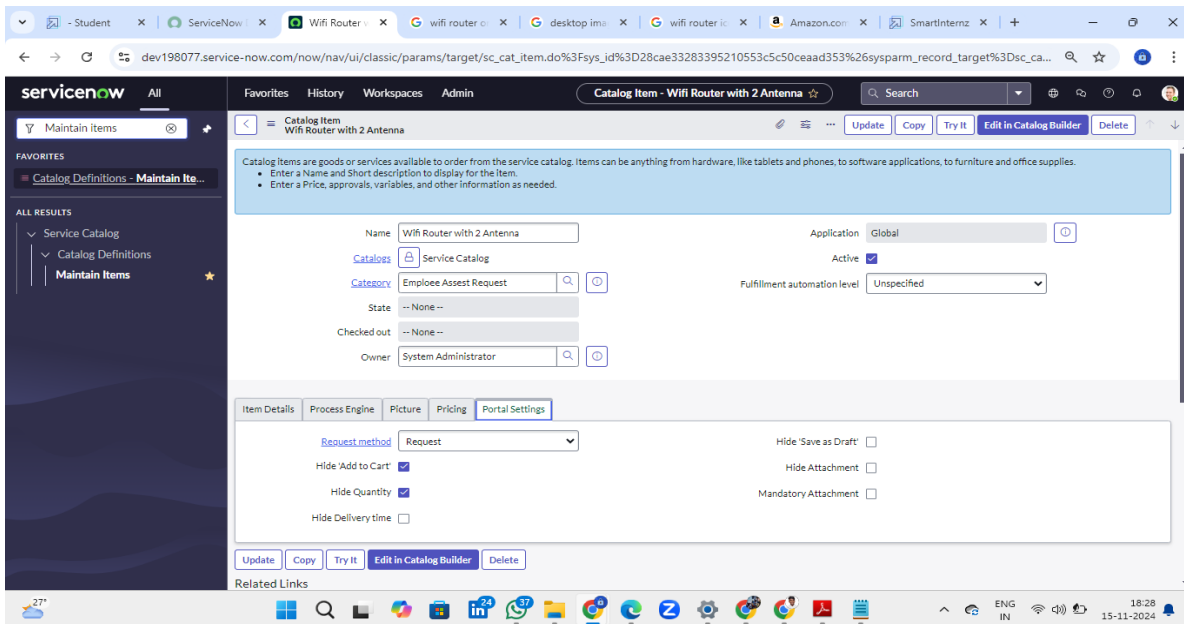
- **Step: 2 Open “Maintain categories” >> New, Fill the details as below**



- **Step: 3 Enter a Title for Category**
 - o Select the Catalog in Which You Are Going to Add
 - o Upload the Desktop Image
 - o Upload the Icon Image
 - o Save



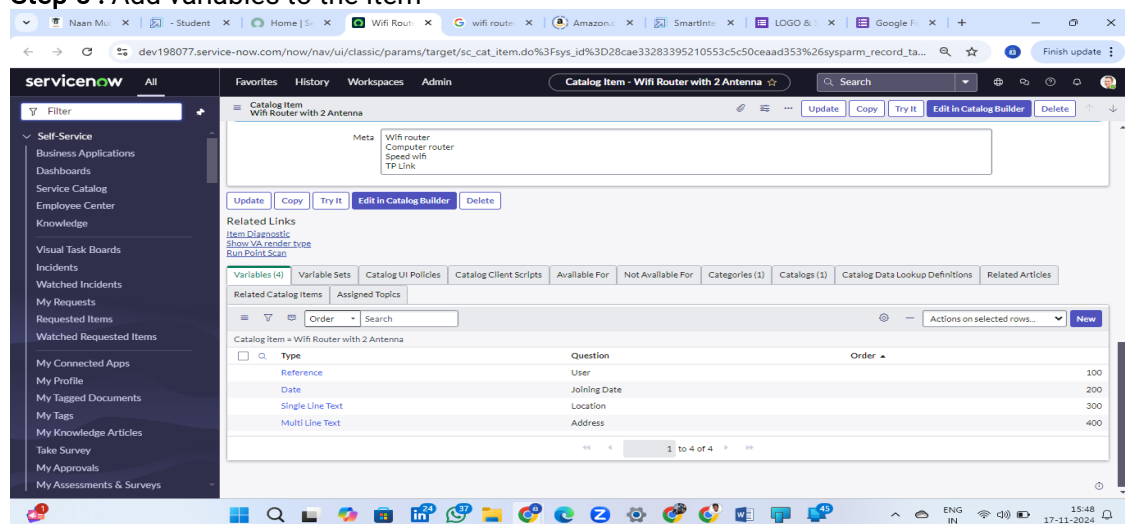
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The screenshot shows the ServiceNow interface for editing a catalog item named "Wifi Router with 2 Antenna". The left sidebar shows the navigation menu with "Maintain Items" selected. The main content area has tabs for "Item Details", "Process Engine", "Picture", "Pricing", and "Portal Settings". The "Item Details" tab is active, showing fields for Name, Application, Catalog, Category, State, Checked out, and Owner. The "Portal Settings" tab is also visible, showing options for Request method, Hide 'Add to Cart', Hide Quantity, Hide Delivery time, Hide 'Save as Draft', Hide Attachment, and Mandatory Attachment.

- **Step: 4 Add a New Service Catalog Item in ServiceNow**
 - o Give a Name for the Catalog Item
 - o Select the Catalog
 - o Select the Category
 - o Save the Item
 - o Go to Portal Settings and select the Request

- **Step 5 : Add variables to the Item**



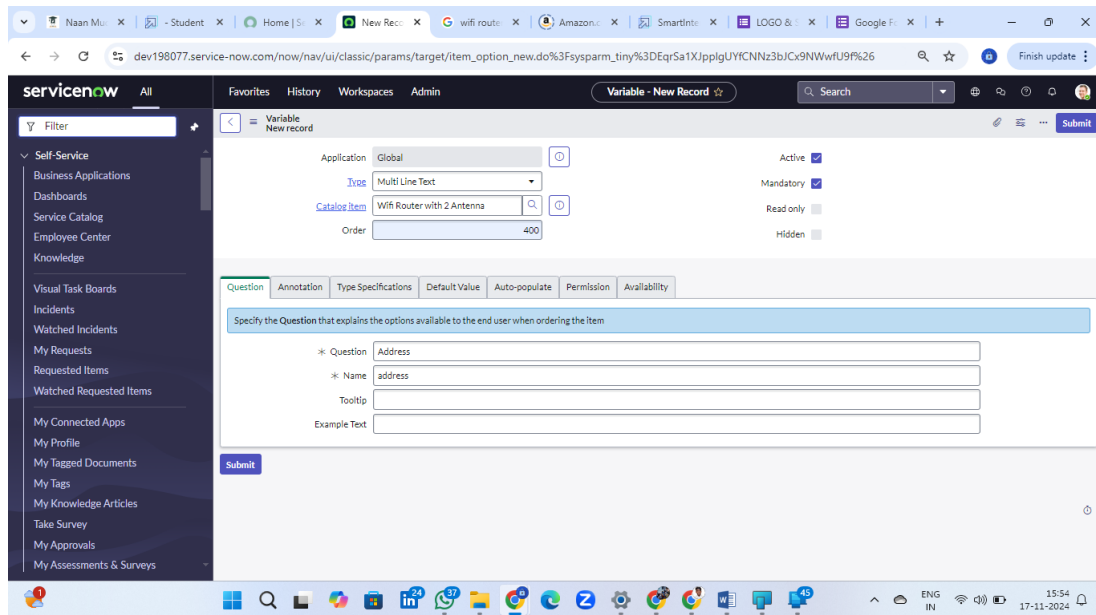
The screenshot shows the ServiceNow interface for editing a catalog item named "Wifi Router with 2 Antenna". The left sidebar shows the navigation menu with "Self-Service" selected. The main content area has tabs for "Item Details", "Process Engine", "Picture", "Pricing", and "Portal Settings". The "Item Details" tab is active, showing fields for Name, Application, Catalog, Category, State, Checked out, and Owner. The "Portal Settings" tab is also visible, showing options for Request method, Hide 'Add to Cart', Hide Quantity, Hide Delivery time, Hide 'Save as Draft', Hide Attachment, and Mandatory Attachment.

Click on Variables >> New

- **Step 6 : Add variables to the Item**
 - Click on Variables >> New

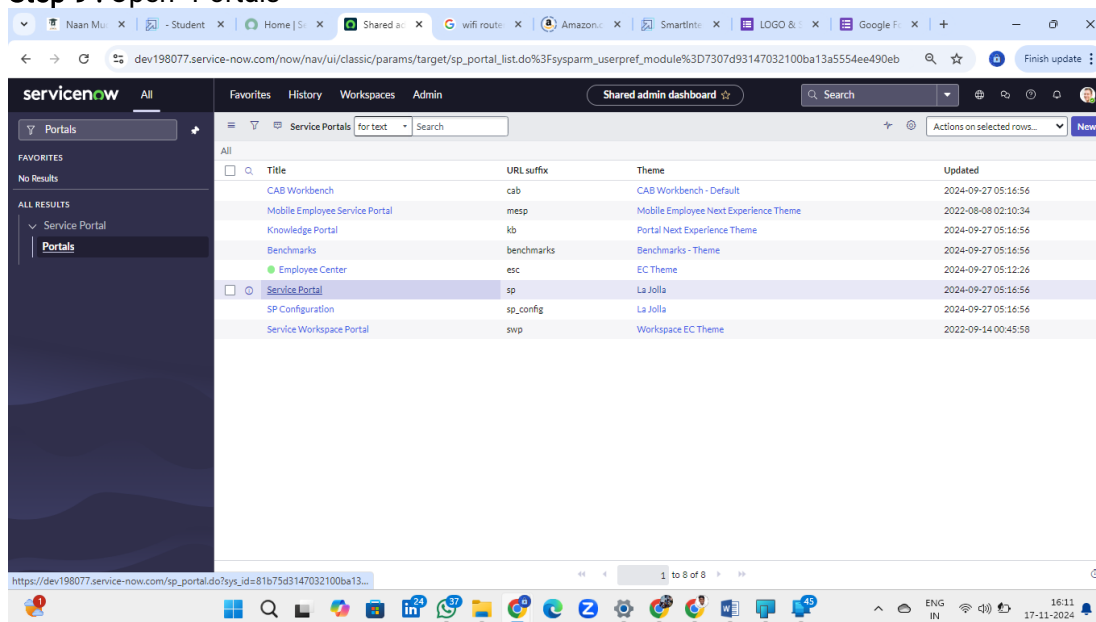


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The screenshot shows the 'Variable - New Record' form in ServiceNow. The left sidebar contains navigation links for Self-Service, Business Applications, Dashboards, Service Catalog, Employee Center, Knowledge, Visual Task Boards, Incidents, Watched Incidents, My Requests, Requested Items, Watched Requested Items, My Connected Apps, My Profile, My Tagged Documents, My Tags, My Knowledge Articles, Take Survey, My Approvals, and My Assessments & Surveys. The main form area has tabs for Question, Annotation, Type Specifications, Default Value, Auto-populate, Permission, and Availability. The 'Question' tab is active, showing fields for Question, Name, Address, and Example Text. The 'Submit' button is at the bottom left.

- **Step 7 :** Fill the details as below
- **Step 8 :** Steps to Add Variable for Catalog Item
Give a Question for Catalog Item
Name is Autopopulated
Save the variable
- **Step 9 :** Open "Portals"



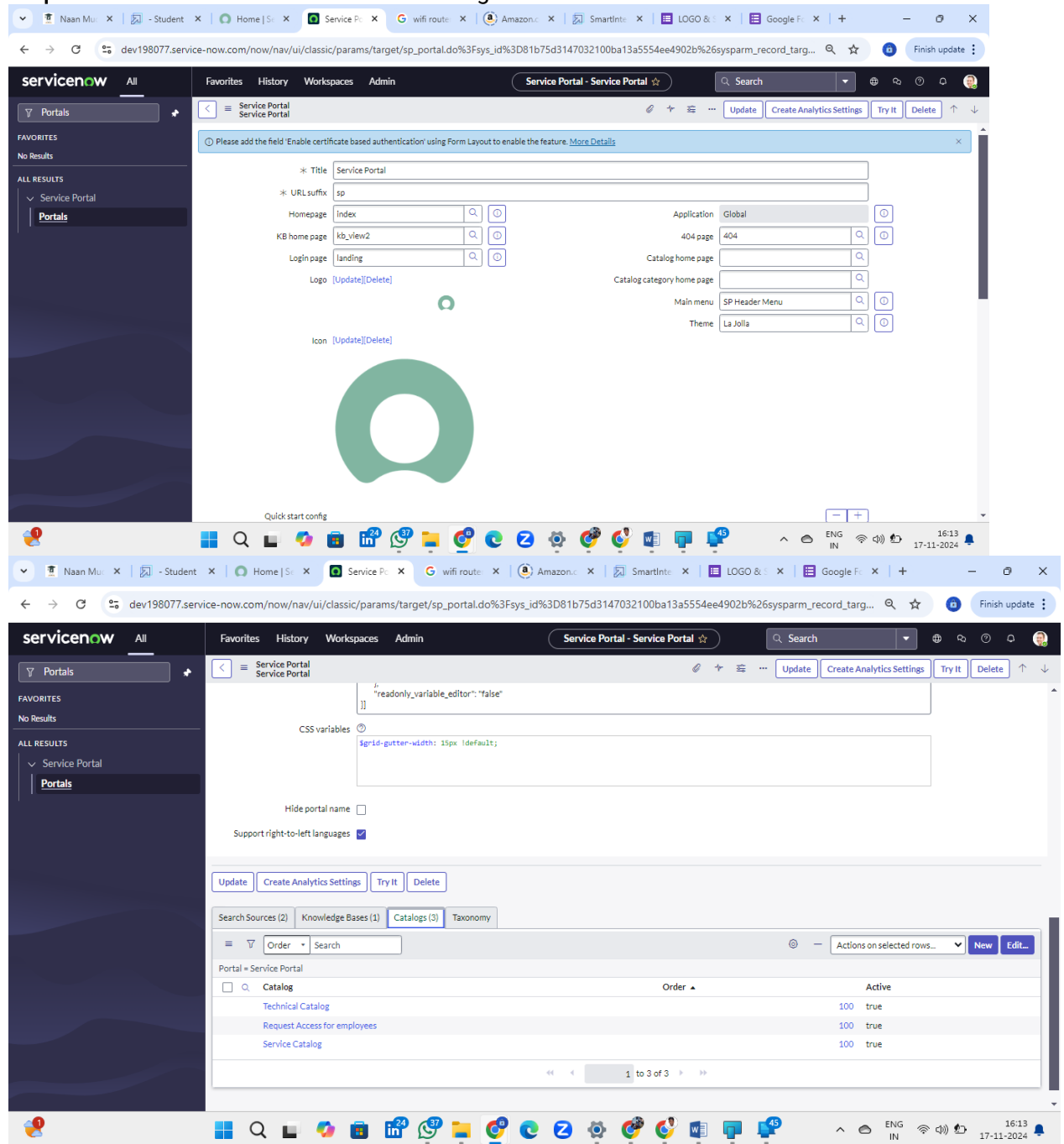
The screenshot shows the 'Service Portals' list in ServiceNow. The left sidebar contains navigation links for Portals, Favorites, No Results, and ALL RESULTS. The main table lists various portals with columns for Title, URL suffix, Theme, and Updated. The 'Service Portal' is highlighted.

Title	URL suffix	Theme	Updated
CAB Workbench	cab	CAB Workbench - Default	2024-09-27 05:16:56
Mobile Employee Service Portal	mesp	Mobile Employee Next Experience Theme	2022-08-08 02:10:34
Knowledge Portal	kb	Portal Next Experience Theme	2024-09-27 05:16:56
Benchmarks	benchmarks	Benchmarks - Theme	2024-09-27 05:16:56
Employee Center	esc	EC Theme	2024-09-27 05:12:26
Service Portal	sp	La Jolla	2024-09-27 05:16:56
SP Configuration	sp_config	La Jolla	2024-09-27 05:16:56
Service Workspace Portal	swp	Workspace EC Theme	2022-09-14 00:45:58



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- **Step 10 : Select Service Portal Select Catalogs**



The screenshot displays the ServiceNow 'Service Portal - Service Portal' configuration page. The top section contains various configuration fields:

- Title:** Service Portal
- URL suffix:** sp
- Homepage:** Index
- KB home page:** kb_view2
- Login page:** landing
- Logo:** [Update][Delete]
- Application:** Global
- 404 page:** 404
- Catalog home page:** [Empty]
- Catalog category home page:** [Empty]
- Main menu:** SP Header Menu
- Theme:** La Jolla

The bottom section shows the 'Catalogs' tab with a table of catalogs:

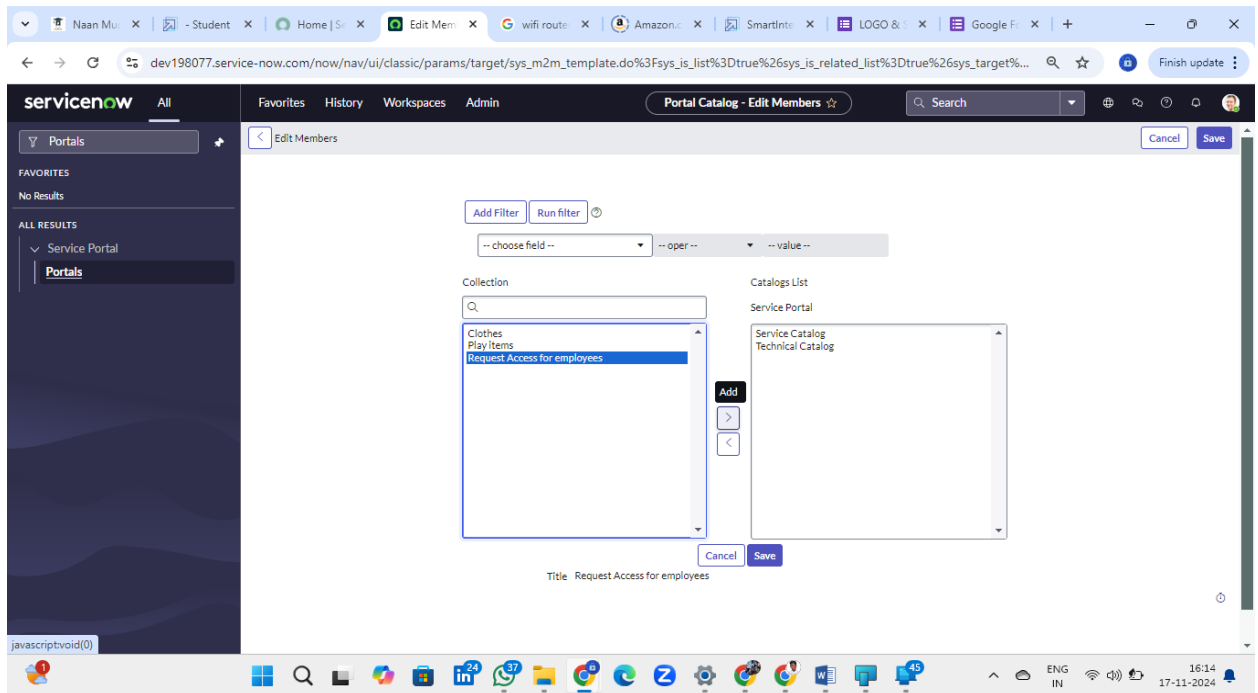
Order	Active
Technical Catalog	100 true
Request Access for employees	100 true
Service Catalog	100 true

- **Step 11 : Select Edit**

Select the Category and Add to Service Portal and Save

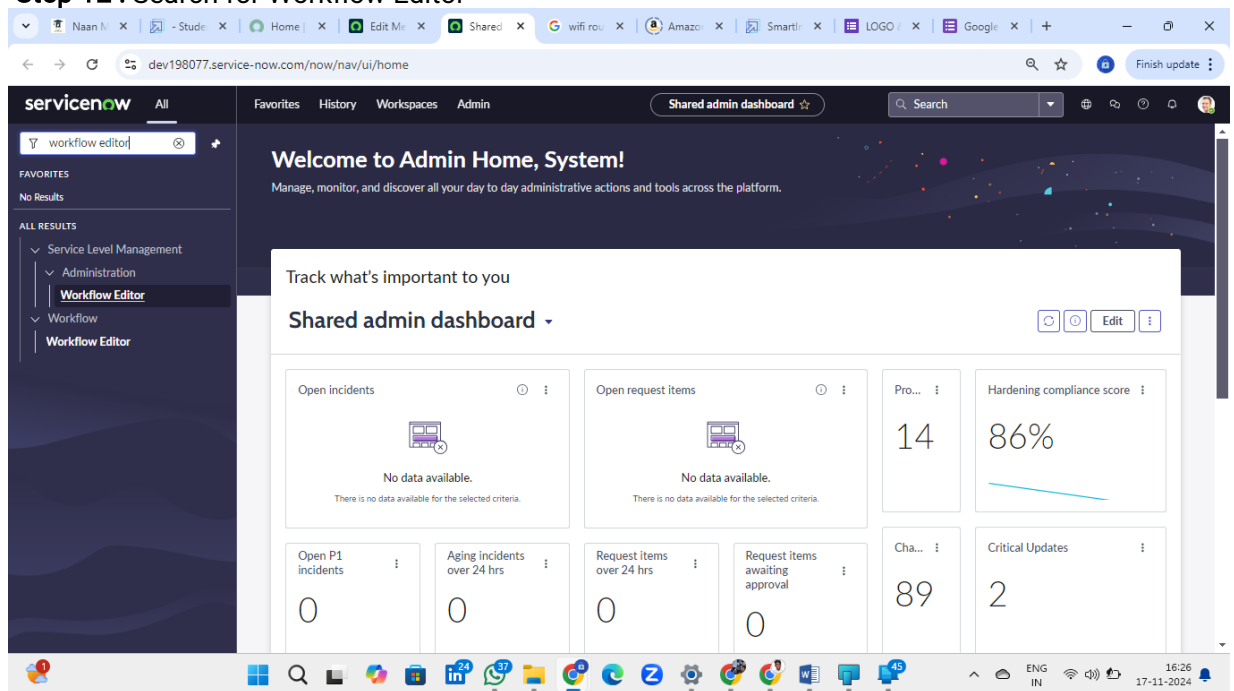


Edit with WPS Office



The screenshot shows the ServiceNow 'Portal Catalog - Edit Members' interface. The left sidebar contains a navigation menu with 'Portals' selected. The main area displays a 'Collection' list with items like 'Clothes', 'PlayItems', and 'Request Access for employees'. A 'Catalogs List' on the right shows 'Service Portal' and 'Technical Catalog'. A filter is applied to the collection, and the 'Request Access for employees' item is highlighted. The bottom status bar shows the title 'Request Access for employees'.

- Step 12 : Search for Workflow Editor

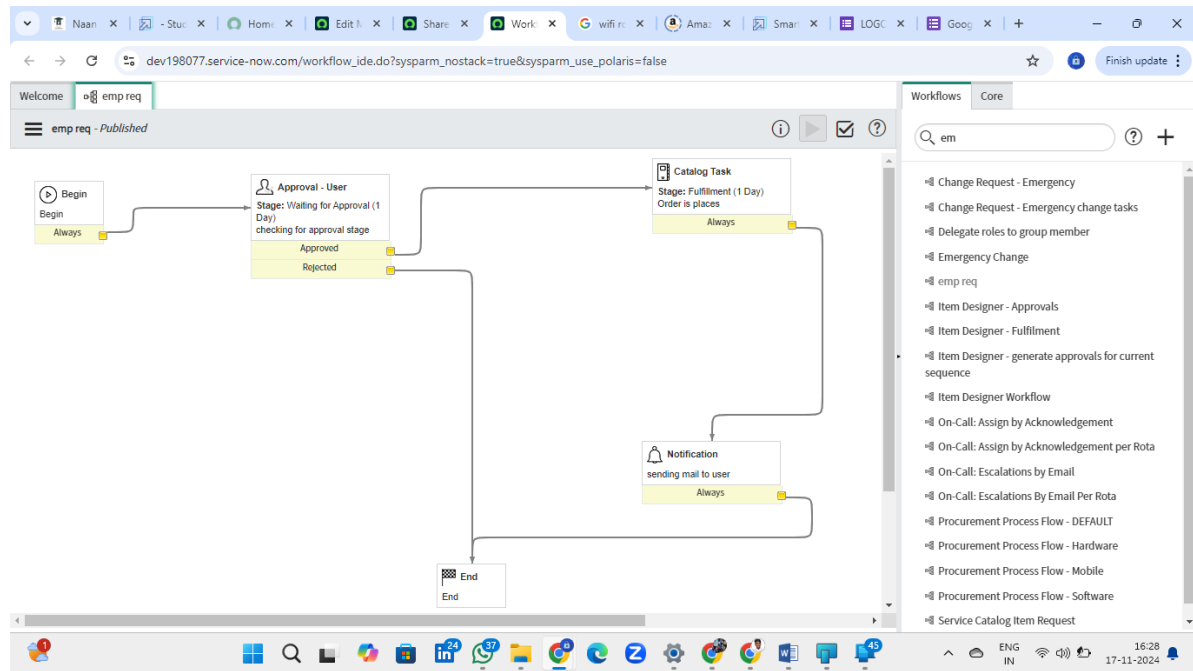


The screenshot shows the ServiceNow 'Admin Home' dashboard. The left sidebar has 'Workflow Editor' selected under the 'Workflow' section. The main area displays a 'Shared admin dashboard' with various metrics and charts. The dashboard includes sections for 'Open incidents', 'Open request items', 'Pro...', 'Hardening compliance score', 'Open P1 incidents', 'Aging incidents over 24 hrs', 'Request items over 24 hrs', 'Request items awaiting approval', 'Cha...', and 'Critical Updates'. The 'Open incidents' and 'Open request items' sections show 'No data available'.

- Step 13 : Open Workflow Editor >> New Workflow



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Create a workflow for process Automation

Step-by-Step Implementation :

1. Item Request by User:

- A user submits a request for an item through a form or a specific request interface.

2. Approval Workflow:

- The request goes into a pending state, awaiting approval from an authorized user or admin.
- Notifications can be sent to potential approvers to review the request.

3. Catalog Task Creation:

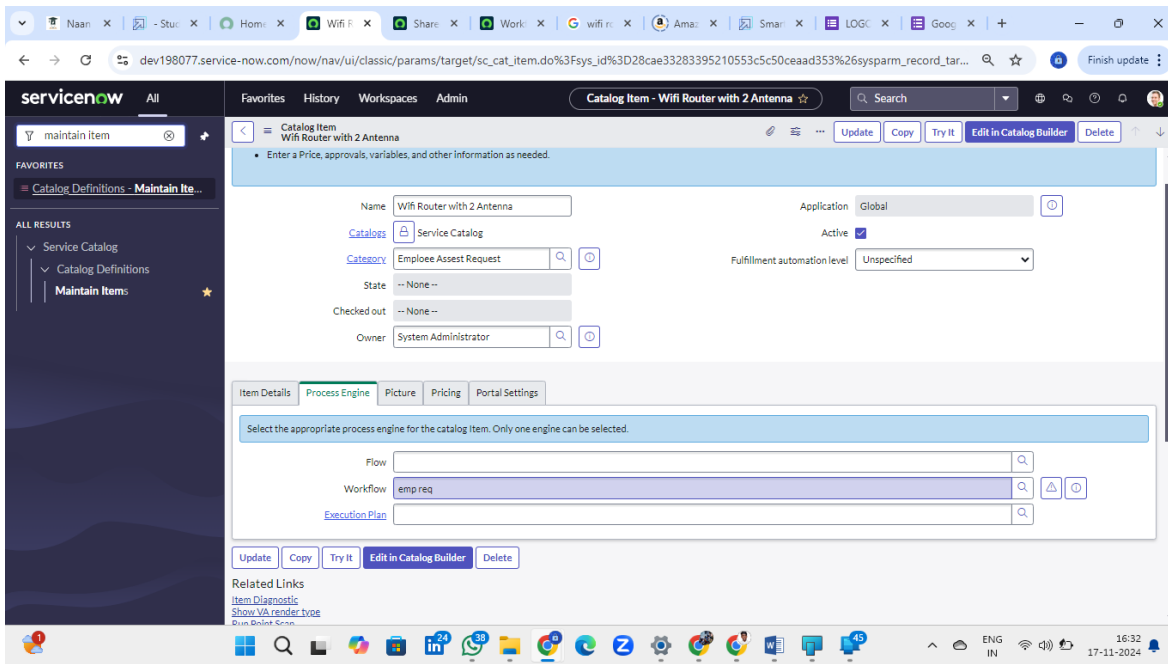
- Upon approval, a task is created in the catalog or inventory system to process the request.
- This task involves verifying item availability, preparing the item for delivery, etc.

4. Email Notification:

- Once the catalog task is completed and the order is successfully placed, an email is sent to the user notifying them of the successful placement of their order.

Step 14: Add the workflow to the item





dev198077.servicenow.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D28cae33283395210553c5c50cead353%26sysparm_record_tar...

servicenow All

maintain Item

FAVORITES

Catalog Definitions - Maintain It...

ALL RESULTS

Service Catalog

Catalog Definitions

Maintain Items

Catalog Item - Wifi Router with 2 Antenna

Enter a Price, approvals, variables, and other information as needed.

Name: Wifi Router with 2 Antenna

Application: Global

Category: Service Catalog

Category: Employee Asset Request

State: -- None --

Checked out: -- None --

Owner: System Administrator

Active: ☒

Fulfillment automation level: Unspecified

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: emp req

Execution Plan:

Update | Copy | Try It | Edit in Catalog Builder | Delete

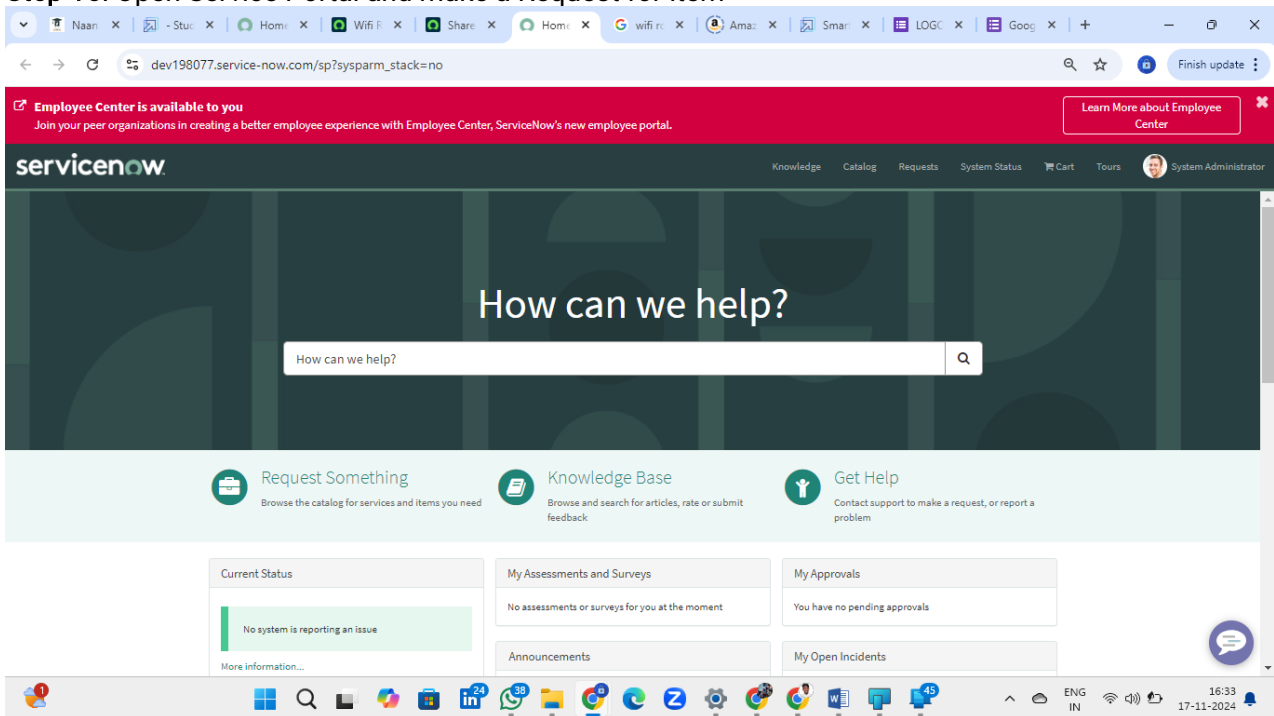
Related Links

Item Diagnostic

Show VA render type

Run Diagnostics

Step 15: Open Service Portal and make a Request for item



dev198077.servicenow.com/sp?sysparm_stack=no

Employee Center is available to you

Join your peer organizations in creating a better employee experience with Employee Center, ServiceNow's new employee portal.

Learn More about Employee Center

servicenow

Knowledge | Catalog | Requests | System Status | Cart | Tours | System Administrator

How can we help?

How can we help?

Request Something

Browse the catalog for services and items you need

Knowledge Base

Browse and search for articles, rate or submit feedback

Get Help

Contact support to make a request, or report a problem

Current Status

No system is reporting an issue

More information...

My Assessments and Surveys

No assessments or surveys for you at the moment

My Approvals

You have no pending approvals

Announcements

My Open Incidents

Enter additional variables (such as quantity, preferred delivery date, and comments) below the item field in a request form and then submit the request.



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Step 16: Placing Request

dev198077.service-now.com/sp?id=sc_cat_item&sys_id=28cae33283395210553c5c50cead353

Employee Center is available to you
Join your peer organizations in creating a better employee experience with Employee Center, ServiceNow's new employee portal.

Learn More about Employee Center

Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > All Catalogs > Service Catalog > Employee Asset Request > Wifi Router with 2 Antenna

Search Catalog

TP-Link N300 Wireless Extender, Wi-Fi Router (TL-WR841N) - 2 x 5dBi High Power Antennas, Supports Access Point, WISP, Up to 300Mbps

Visit the TP-Link Store
4.3 4.3 out of 5 stars 76,734 ratings
[Search this page]
200+ bought in past month

\$19.99

\$38.03 Shipping & Import Fees Deposit to India Details

Available at a lower price from other sellers that may not offer free Prime shipping.

Brand TP-Link
Model Name TL-WR841N
Special Feature Access Point Mode, WPS
Frequency Band Class Single-Band
Wireless Communication 802.11bgn
Standard
Compatible Devices Personal Computer
Frequency 2.4 GHz
Recommended Uses Gaming
For Product
Included Components 300Mbps Wireless N Router
Connectivity Technology Wi-Fi

See more

Price: \$19.00
Delivery Time: 1 Day
Save as Draft
Request

Required information
User Joining Date Location Address

About this item
Wireless N speed up to 300 Mbps ideal applications for video streaming, online gaming VoIP, web browsing and multi-tasking

dev198077.service-now.com/sp?id=sc_request&is_new_order=true&table=sc_request&sys_id=95fd3aeb83bd1610553c5c50cead319

Employee Center is available to you
Join your peer organizations in creating a better employee experience with Employee Center, ServiceNow's new employee portal.

Learn More about Employee Center

Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > Request Summary

Search Catalog

Submitted : 2024-11-17 03:17:23
Request Number : REQ0010002
Estimated Delivery : 2024-11-17

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Wifi Router with 2 Antenna	2024-11-17	<div>Request Approved (Approved)</div> <div>Waiting for Approval (Skipped)</div> <div>Fulfillment Waiting for Catalog Task: Order is places (In progress)</div>	\$19.00	--	\$19.00
					Total: \$19.00

Step 17: Open "My Requests"



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dev198077.service-now.com/now/nav/ui/classic/params/target/task_list.do%3Fsysparm_fixed_query%3Dsys_id%253AgetMyRequestDs...

servicenow All

My request

FAVORITES No Results

ALL RESULTS

- Self-Service
- My Request
- System Mobile
- Now Mobile App
- My Request Filters
- Service Catalog
- Catalog Administration
- My Request Filter

Tasks View: My Request

Number	Priority	State	Assigned to	Short description	Task type
REQ0000001	4 - Low	Open	(empty)		Request
REQ0010001	4 - Low	Open	(empty)		Request
REQ0010002	4 - Low	Open	(empty)		Request

https://dev198077.service-now.com/sc_request.do?sys_id=95fd3aeb83bd1610553c5c50ceaad319&sysparm_view=my_request&sysparm_record_target=task&sysparm_record_row=3&sysparm_record_rows=3&sysparm_record_list=sys_id%253AgetMyRequestDs...

Step 18: Open Request Record

dev198077.service-now.com/now/nav/ui/classic/params/target/sc_request.do%3Fsys_id%3D95fd3aeb83bd1610553c5c50ceaad319%26sysparm_view%3Dm...

servicenow All

My request

FAVORITES No Results

ALL RESULTS

- Self-Service
- My Request
- System Mobile
- Now Mobile App
- My Request Filters
- Service Catalog
- Catalog Administration
- My Request Filter

Request - REQ0010002

Price \$19.00

Description

Short description

Special instructions

Update Cancel Request Copy Delete

Related Links

Show Workflow

Workflow Context

Requested Items (1) Approvers

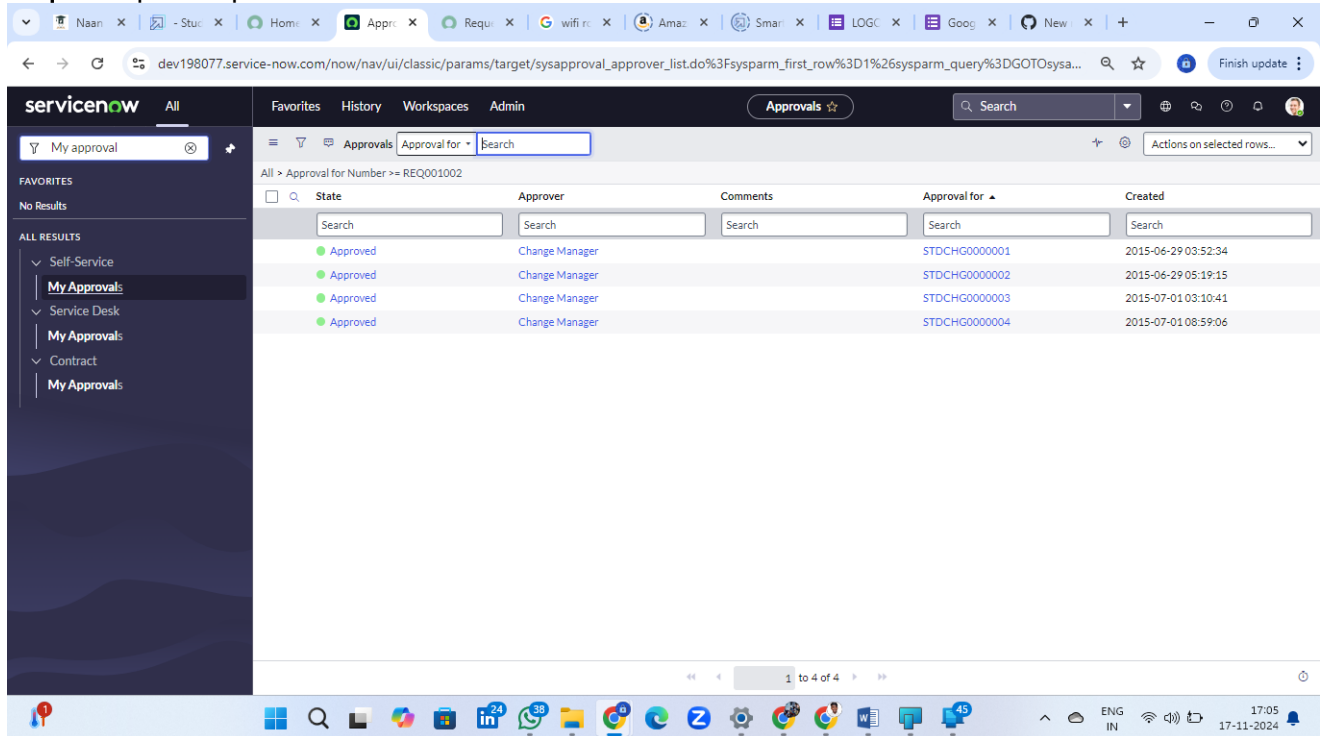
Number	Quantity	Catalog	Item	Due date	Price	Assigned to	Stage
RITM0010002	1	(empty)	Wifi Router with 2 Antenna	2024-11-17 17:23	\$19.00	(empty)	✓

1 to 1 of 1



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Step 19: Open Request item

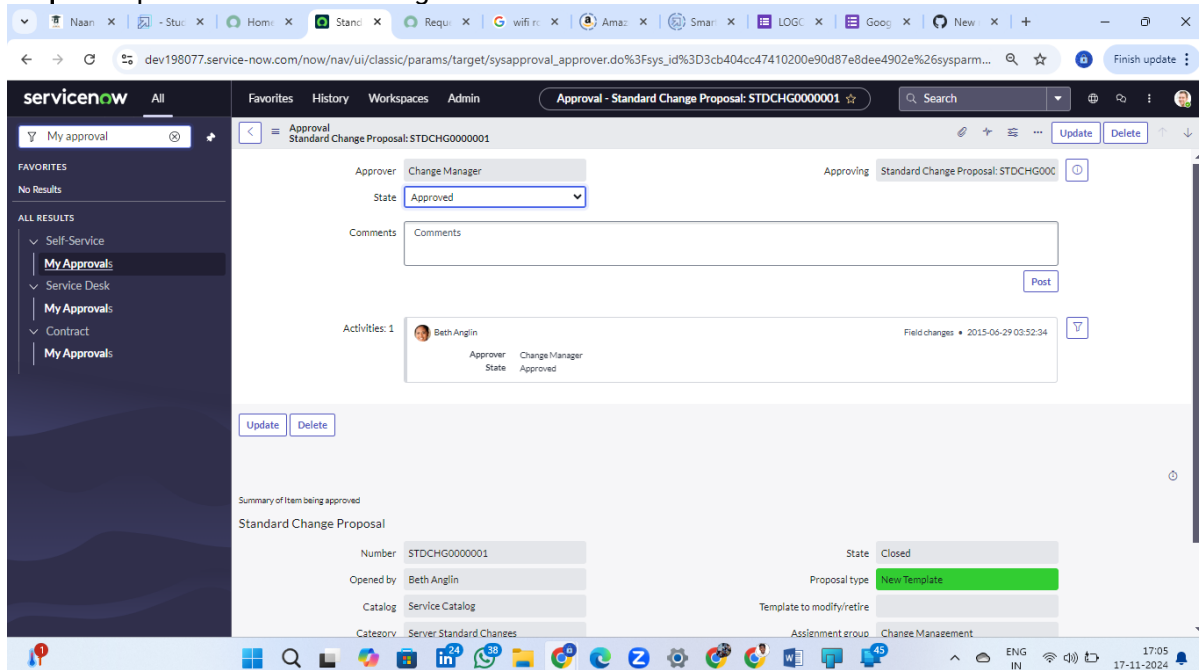


The screenshot shows the ServiceNow interface with the 'Approvals' tab selected. The table displays the following data:

State	Approver	Comments	Approval for	Created
Approved	Change Manager		STDCHG0000001	2015-06-29 03:52:34
Approved	Change Manager		STDCHG0000002	2015-06-29 05:19:15
Approved	Change Manager		STDCHG0000003	2015-07-01 03:10:41
Approved	Change Manager		STDCHG0000004	2015-07-01 08:59:06

Step 20: waiting for approval
Then task is created

Step 21: Open the Service Catalog Task



The screenshot shows the ServiceNow interface with the 'Approval - Standard Change Proposal: STDCHG0000001' task open. The task details include:

- Approver: Change Manager
- State: Approved
- Comments: Comments
- Activities: 1 (Beth Anglin, Change Manager, Approved)
- Field changes: 2015-06-29 03:52:34

Summary of item being approved:

Field	Value
Number	STDCHG0000001
Opened by	Beth Anglin
Catalog	Service Catalog
Category	Server Standard Changes
State	Closed
Proposal type	New Template
Template to modify/retire	
Assignment group	Change Management

Click on Close task

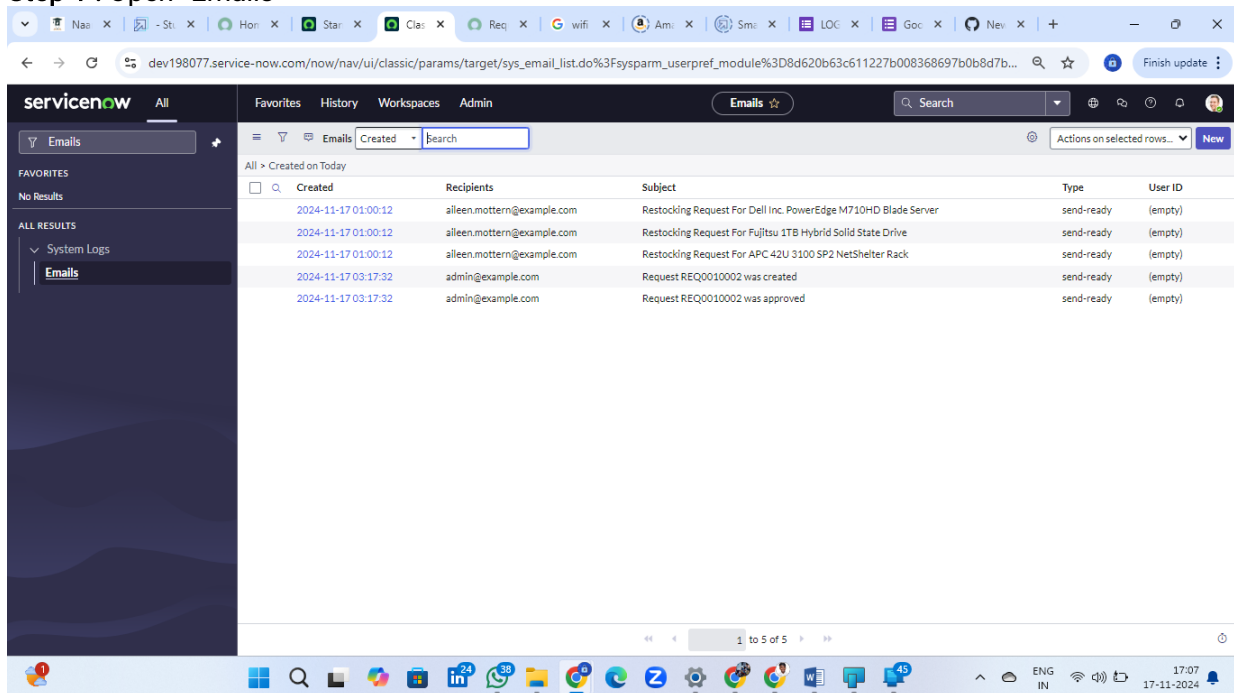
Result

Email Notification will be sent



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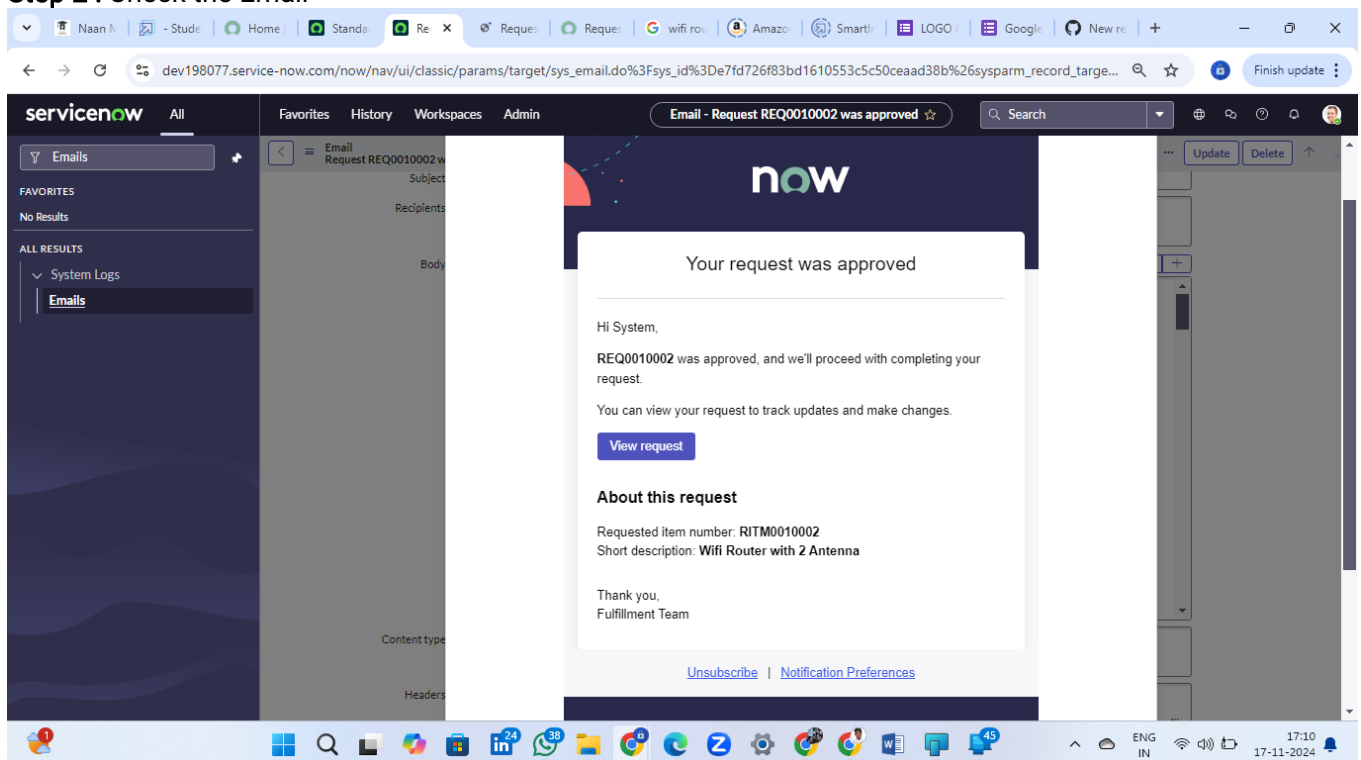
Step 1 : Open "Emails"



The screenshot shows the ServiceNow interface with the 'Emails' tab selected. The table displays a list of emails created on the day of the screenshot. The table has columns for Created, Recipients, Subject, Type, and User ID.

Created	Recipients	Subject	Type	User ID
2024-11-17 01:00:12	alileen.mottern@example.com	Restocking Request For Dell Inc. PowerEdge M710HD Blade Server	send-ready	(empty)
2024-11-17 01:00:12	alileen.mottern@example.com	Restocking Request For Fujitsu 1TB Hybrid Solid State Drive	send-ready	(empty)
2024-11-17 01:00:12	alileen.mottern@example.com	Restocking Request For APC 42U 3100 SP2 NetShelter Rack	send-ready	(empty)
2024-11-17 03:17:32	admin@example.com	Request REQ0010002 was created	send-ready	(empty)
2024-11-17 03:17:32	admin@example.com	Request REQ0010002 was approved	send-ready	(empty)

Step 2 : Check the Email



The screenshot shows the ServiceNow interface with the 'Email - Request REQ0010002 was approved' tab selected. A modal window displays the email content.

Your request was approved

Hi System,

REQ0010002 was approved, and we'll proceed with completing your request.

You can view your request to track updates and make changes.

[View request](#)

About this request

Requested item number: RITM0010002
Short description: Wifi Router with 2 Antenna

Thank you,
Fulfillment Team

[Unsubscribe](#) | [Notification Preferences](#)

Request was Approved and
Order is placed successfully

Result:



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- **Wi-Fi Router Order Request Process:**
 - A fully functional Wi-Fi router order request system through the ServiceNow Service Catalog.
 - Users can easily request a Wi-Fi router by selecting the item from the catalog, submitting necessary information, and awaiting approval.
- **Approval Process:**
 - The approval workflow ensures that all router orders are reviewed and approved by designated personnel before being processed.
- **Knowledge Management:**
 - Users have access to a detailed knowledge article that guides them through the ordering process and answers common questions.

OVERVIEW OF PROJECT:

Create Catalog Item for Wi-Fi Router Order

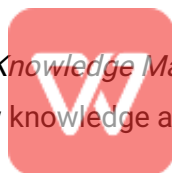
1. Navigate to the ServiceNow platform.
2. Go to *Service Catalog > Catalog Definitions > Maintain Items*.
3. Click on *New* to create a new catalog item.
4. Fill in the required fields:
 - **Name:** Wi-Fi Router Order
 - **Description:** Request a Wi-Fi router for personal or office use.
 - **Category:** Hardware
 - **Price:** (\$19)
 - **Short Description:** Request a Wi-Fi router.
5. In the *Available For* section, select the appropriate user roles or groups that will have access to this catalog item.
6. **Save** the catalog item.

Activity 2: Configure Approval Workflow

1. Go to *Workflow > Workflow Editor*.
2. Create a new workflow for the Wi-Fi router catalog item.
3. Define the approval process, such as routing requests to a specific manager or IT team for review.
4. Configure email notifications to notify the requester when the order has been approved or rejected.
5. Publish the workflow.

Activity 3: Define Knowledge Article for Wi-Fi Router Ordering Process

1. Navigate to *Knowledge Management > Knowledge Articles*.
2. Create a new knowledge article with instructions on how to order a Wi-Fi router through the Service Catalog.



3. Include details on:
 - o The types of Wi-Fi routers available.
 - o Instructions on how to select the correct model.
 - o How to submit a request.
 - o Estimated fulfillment time.
4. Link the knowledge article to the Wi-Fi router catalog item for easy access.

Activity 4: Testing the Catalog Item and Workflow

1. Test the Wi-Fi router ordering process by submitting a request as a user.
2. Verify that the approval workflow is triggered and that the request is properly routed to the right approvers.
3. Ensure that the catalog item is displayed correctly in the Service Catalog and that the user is able to submit requests easily.
4. Check if the Knowledge Article is linked and accessible to the user.

Activity 5: Monitor and Validate Fulfillment

1. Track the order status through the *Requests* and *Tasks* modules in ServiceNow.
2. Verify that the approval process is functioning as expected and that the order is fulfilled within the expected timeframe.
3. Gather feedback from users on the ease of use of the ordering system.

Testing and Validation:

- **Catalog Item Testing:**
 - o Verified that users can successfully submit Wi-Fi router requests from the Service Catalog.
 - o Checked that the catalog item displays correctly and that users are guided with appropriate details.
- **Approval Workflow Testing:**
 - o Validated that the approval workflow is triggered and notifications are sent to both the requester and the approver.
- **Knowledge Article Validation:**
 - o Ensured that the Knowledge Article provides accurate, helpful, and clear instructions on how to place a router request.



Key Scenarios Addressed by ServiceNow in the Implementation Project:

- **Wi-Fi Router Ordering and Tracking:**
 - Scenario: Users need to order a Wi-Fi router and track the progress of their request. ServiceNow provides an integrated system to manage requests, approvals, and order fulfillment.
- **Approval Workflow Automation:**
 - Scenario: Router requests require approval from designated personnel before processing. ServiceNow automates the approval process to ensure that requests are reviewed and authorized efficiently.
- **Self-Service Capability:** Scenario: End users want to place router orders without relying on IT support. The ServiceNow Service Catalog provides a self-service interface where users can place requests directly, improving efficiency and reducing the workload on IT teams.

Conclusion:

The implementation of an ordered Wi-Fi router request process via the ServiceNow Service Catalog provides a streamlined and efficient method for users to request hardware items, such as Wi-Fi routers, while ensuring that the approval and fulfillment processes are automated and tracked. By utilizing ServiceNow's powerful catalog management, workflow automation, and knowledge management features, organizations can provide a seamless self-service experience for users, reduce manual intervention, and enhance operational efficiency.

This project not only simplifies the ordering process for Wi-Fi routers but also contributes to a more efficient and organized workflow, improving both user satisfaction and IT operational performance. Ultimately, by leveraging ServiceNow's capabilities, organizations can enhance their service delivery and ensure better management of hardware requests within the IT service ecosystem.

