How to use the ServiceNow Service Catalog

Article ID: KB0026420
Created: 2024-08-21 18:31:55
Updated: 2024-08-21 18:33:57
Author: {'link':
'https://fmcnadev.service-now.com/api/now/table/sys_user/fc3e5dd71b226810d19f74c51a4bcb2b',
'value': 'fc3e5dd71b226810d19f74c51a4bcb2b'}
Category: {'link':
'https://fmcnadev.service-now.com/api/now/table/kb_category/b8052f431b20025899fd6288b04bcbd5',
'value': 'b8052f431b20025899fd6288b04bcbd5'}

PURPOSE: This document shows what steps are needed to both access and navigate within the ServiceNow Service Catalog. The Service Catalog contains a collection of products that can be ordered. It is an end-user-facing view of the available service and product offerings provided by departments within the organization.

FOLLOW THESE STEPS:

In your browser navigate to the ServiceNow PortalOn the ServiceNow Portal choose I Need Something.Once at the Service Catalog you will see a column of Categories on the left-hand side. These Categories house individual Catalog items that will clustered/group for a specific topic/area.   You can choose to navigate through the various categories. If you do not wish to navigate through the categories and have a partial name (or whole name) of the catalog item, you can enter it in the "Search Catalog" in the upper right corner of your screen. After entering your partial or whole name of the catalog item, you should be presented with a short list to pick from. Select the desired catalog item. Fill out the request and click the Submit button. You are done.