

How to create a new ServiceNow Catalog Request Item.

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Submitting a Request Steps:

To submit a catalog item request in ServiceNow, the following steps are typically required:

In ServiceNow, navigate to the following URL to begin the process:

New Catalog Request

You will be required to provide the following information:

Requested ForSuggested name of the catalog itemA detailed description of the purpose of the catalog item.
Name of the point of contact for the catalog item

Overview:

In ServiceNow, a service catalog item request refers to the process of submitting a request for a specific service or item available in the service catalog. The service catalog acts as a centralized portal where users can browse and request various services provided by an organization. These services can range from simple items like hardware or software requests to more complex processes such as onboarding requests, access provisioning, or change management.

When a user needs a particular service or item, they can navigate through the service catalog and locate the relevant item. Once they find the desired service catalog item, they can submit a request for it. The request typically involves filling out a form with relevant information, such as the quantity, desired delivery date, and any additional details specific to the item or service being requested.

After submitting the request, it typically goes through an approval process, which may involve one or more levels of authorization or review. The approvers assess the request based on predefined criteria and decide whether to approve or reject it. If approved, the service catalog item request progresses to the fulfillment stage, where the necessary actions are taken to deliver the requested item or service to the user.

ServiceNow provides automation and workflow capabilities to streamline the service catalog item request process. It enables organizations to define service catalog items, configure associated workflows, establish approval rules, and track the progress of requests from submission to fulfillment. This helps improve efficiency, reduce manual effort, and enhance the user experience when requesting services within an organization.

What to expect next:

Per our existing process, a Business Analyst (BA) will schedule a meeting to discuss the needed details for the catalog item. A spreadsheet will be provided that, when properly completed, will provide the ServiceNow Developers with everything they need to build the desired catalog item.

The spreadsheet will contain the following information:

Form title – Catalog item Name Short Description Description Icon – if applicable Meta data tags – searchable key words to aid users in locating the catalog if they cannot remember the name. Catalog Category Catalog Sub-Category Available in catalogs and categories – catalog item can exist in more than one category. Access restriction – all users, specific users, certain groups, or specific departments and so on. Assignment group (Case ownership) Owner – point of contact in case there is a problem with the catalog item. Approvals - refer to the process of obtaining authorization or permission for a requested item or service before it can be fulfilled. Fulfillment group – the support group in ServiceNow that will be fulfilling the request. List of field types – customizable fields or inputs that allow users to provide specific information or make selections during the request process. Here are some examples of field inputs that can be used:

Text: Allows users to enter free-form text. Single Line Text: Enables users to enter a single line of text. Dropdown: Provides a list of predefined options, and users can select one from the list. Checkbox: Presents a checkbox that users can mark or unmark. Date/Time: Allows users to choose a specific date or date and time. Attachment: Enables users to attach files or documents.

Development Expectations:

After meeting with the BA to provide requirements for the catalog item, the BA will then have a meeting with the development team to answer any questions the development team may have regarding this effort. If the developers need more information, the BA will reach out to retrieve answers to those questions.