ServiceNow System Administrator
Project Documentation

1.Introduction:

Project Title: ServiceNow Car Showroom Service Catalog System

Team Members:

Team ID : LTVIP2026TMIDS80028

Team Size: 4

Team Leader: PVS Sripriya

Team Member: P Kusuma

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2.Project Overview

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The purpose of this project is to automate the car booking process using the ServiceNow platform. The system enables users to request a car through the Service Catalog and ensures structured multi-level approval before fulfillment.

Features:

Car selection through Service Catalog

Categorized vehicles (Sedan, XUV, Sports)

Two-level approval workflow

Automatic task generation after approval

Email notifications for approval/rejection

Role-based access control

3. Architecture

Frontend:

The frontend is implemented using ServiceNow Service Portal / Service Catalog interface, where users can:

Browse categories

Fill booking forms

Submit requests

Track request status

Backend:

The backend logic is handled by:

ServiceNow Workflow Engine

Approval Activities

Business Rules (if implemented)

Task Management System

Database:

The project uses ServiceNow internal tables:

sc_request

sc_req_item

sc_task

sys_user

sysapproval_approver

Data flows from catalog submission to request item table and then through approval workflow.

4. Setup Instructions

Prerequisites:

ServiceNow Developer Instance

Admin Access

Basic knowledge of Service Catalog and Workflow Editor

Installation / Setup Steps:

Login to ServiceNow instance.

Create new Catalog.

Create Categories (Sedan, XUV, Sports).

Create Catalog Items (e.g., Mahindra Thar, XUV700).

Add Variables to forms.

Design Workflow:

Begin

Level 1 Approval (Sales)

Level 2 Approval (Supervisor)

Create Task

End

Attach Workflow to Catalog Item.

Configure Email Notifications.

Test the request process.

5. Folder Structure (Logical Structure in ServiceNow)

Catalog Structure:

- ➢ Service Catalog
- ➢ Categories
- ➢ Sedan
- ➢ XUV
- ➢ Sports
- ➢ Catalog Items
- ➢ Individual Car Forms

Backend Structure:

- ➢ Workflow Editor
- ➢ Approval Activities
- ➢ Business Rules
- ➢ Notifications

6. Running the Application

Since this is a ServiceNow-based project:

Login to ServiceNow instance.

Navigate to Self-Service → Service Catalog.

Select a car and submit booking request.

Workflow automatically executes.

No separate frontend/backend server required.

7. API Documentation

This project primarily uses internal ServiceNow APIs and tables.

Main Data Flow Tables:

sc_request – Stores request

sc_req_item – Stores requested item

sc_task – Stores fulfillment task

sysapproval_approver – Stores approval records

Request Flow: User → Catalog Item → RITM → Approval → Task Creation → Notification

8. Authentication

Authentication is handled by ServiceNow's built-in user management system.

Authorization is managed through:

Roles

Groups (Sales, Supervisor)

Access Control Rules (ACLs)

Only authorized users can:

Approve requests

Modify workflow

Access admin features

9. User Interface

The User Interface includes:

Service Catalog Homepage

Car Booking Form

10. Testing

Testing performed:

Functional Testing (Request submission)

Approval Flow Testing

Rejection Scenario Testing

Task Creation Verification

Notification Testing

All workflow scenarios were validated successfully.

11. Known Issues

Limited UI customization in default catalog.

Basic workflow does not include payment integration.

No dashboard analytics implemented.

12. Future Enhancements

Integration with payment gateway

Implementation using Flow Designer

Reporting dashboard

Mobile application integration

Advanced validation using client scripts

Real-time inventory management integration