Project Report

ServiceNow Car Showroom Service Catalog System

1. INTRODUCTION

1.1 Project Overview

The ServiceNow Car Showroom Catalog System is designed to simulate a real-time car booking process using the ServiceNow platform. The system allows users to browse car categories, select a car model, submit booking requests, and go through a structured multi-level approval workflow. Once approved, fulfillment tasks are automatically generated, and notifications are sent to relevant users.

This project demonstrates the implementation of Service Catalog, Workflow Automation, Approval Mechanisms, and Task Management within ServiceNow.

1.2 Purpose

The purpose of this project is to:

Automate the car booking request process.

Implement multi-level approvals.

Reduce manual tracking of requests.

Demonstrate workflow automation using ServiceNow.

Provide a structured and controlled request fulfillment process.

2. IDEATION PHASE

2.1 Problem Statement

Traditional car booking processes involve manual approvals, paperwork, and communication delays. This leads to inefficiencies, lack of tracking, and miscommunication between departments.

The problem is to design a centralized system that automates the booking and approval process while maintaining transparency and accountability.

2.2 Empathy Map Canvas

Users (customers/employees) need:

Easy car selection process.

Quick approval.

Clear communication of booking status.

Transparency in request tracking.

Approvers need:

Structured approval flow.

Clear request details.

Easy approve/reject options.

Administrators need:

Control over workflow.

Automated task creation.

Notification system.

2.3 Brainstorming

The following ideas were considered:

Using Service Catalog for booking requests.

Implementing two-level approval workflow.

Creating automatic fulfillment tasks.

Sending email notifications.

Role-based access control.

The ServiceNow platform was selected as it supports workflow automation and approval management efficiently.

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

1. User logs into ServiceNow.
2. Navigates to Service Catalog.
3. Selects car category (Sedan, XUV, Sports).
4. Fills booking form and submits request.
5. Sales approval (Level 1).
6. Supervisor approval (Level 2).

7. Task creation for fulfillment.
8. Notification sent to user.

3.2 Solution Requirement

Functional Requirements:

User should be able to submit car booking request.

System must trigger multi-level approval.

System must generate task after approval.

Email notification must be sent.

Non-Functional Requirements:

System must be reliable.

Secure role-based access.

Easy user interface.

Fast workflow execution.

3.3 Data Flow Diagram (Explanation)

User → Service Catalog → Request Table (sc_req_item) →

Workflow → Approval Table → Task Table (sc_task) → Notification → User

The system processes user input, triggers workflow, creates tasks, and updates status accordingly.

3.4 Technology Stack

ServiceNow Platform

Service Catalog

Workflow Editor

Approval Activities

Email Notifications

User Roles & Groups

4. PROJECT DESIGN

4.1 Problem Solution Fit

The designed system directly addresses inefficiencies in manual booking processes by automating approvals and task management.

4.2 Proposed Solution

The proposed solution is a ServiceNow-based Car Showroom Catalog that:

Allows car selection.

Triggers two-level approval.

Generates fulfillment tasks.

Sends notifications for tracking.

4.3 Solution Architecture

User Interface (Service Catalog)

→ Workflow Engine

→ Approval System

→ Task Creation Module

→ Notification System

The architecture ensures smooth data flow between request submission and fulfillment.

5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

Phase 1: Requirement Analysis

Phase 2: Catalog Creation

Phase 3: Workflow Design

Phase 4: Approval Configuration

Phase 5: Testing

Phase 6: Documentation

Estimated duration: 2–3 weeks.

6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing

Verified request creation.

Checked multi-level approval flow.

Tested task auto-generation.

Validated email notification triggers.

Confirmed rejection handling.

System performed successfully under normal testing conditions.
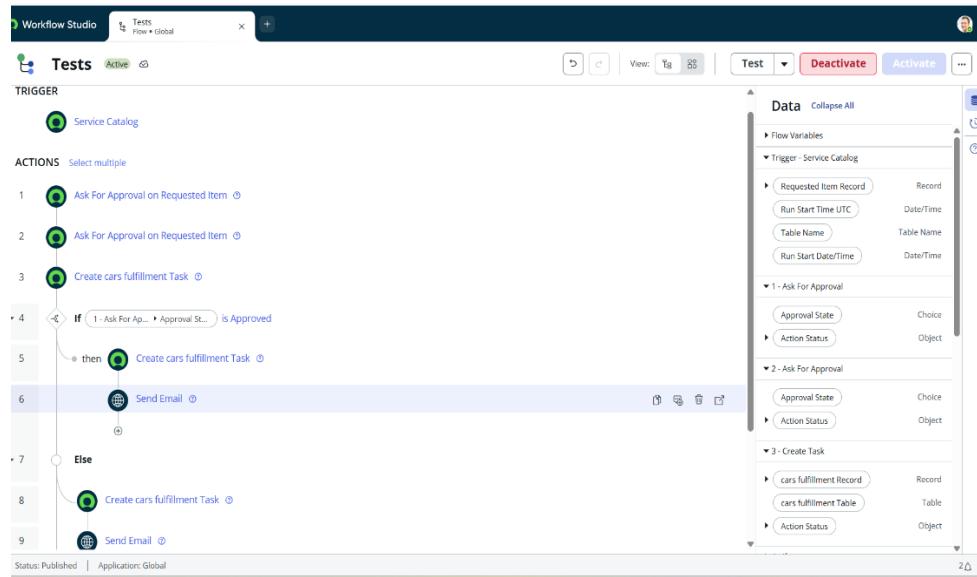
7. RESULTS

7.1 Output

Service Catalog Page

Car Booking Form

Workflow Design

The project successfully automated the car booking approval process.

8. ADVANTAGES & DISADVANTAGES

Advantages:

Automation reduces manual effort.

Transparent approval tracking.

Faster processing.

Structured workflow management.

Disadvantages:

Dependent on ServiceNow platform.

Requires user training.

Limited customization in basic workflow.

9. CONCLUSION

The ServiceNow Car Showroom Catalog project successfully demonstrates workflow automation, approval management, and task generation using ServiceNow. The system improves efficiency, transparency, and process control.

10. FUTURE SCOPE

Integration with payment gateway.

Dashboard reporting.

Flow Designer implementation.

Mobile application integration.

Advanced validation using scripts.

11. APPENDIX

GitHub & Project Demo Link:

 https://github.com/sripriya956/ServiceNow-Car-Showroom-Catalog