knowledge15®
April 19–24, 2015 • Mandalay Bay • Las Vegas, NV

Lab Guide

Catalog 201: Multiple Catalogs, Access, and Content! OH MY!

Gary Van Roy & Steve Ly

Default Login / Password:

admin / Knowledge15

itil / Knowledge15

employee / Knowledge15

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Lab Goal

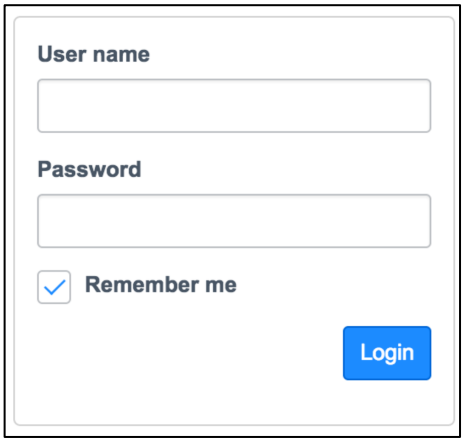
This lab explains how to enable or disable properties to make the Service Catalog:

- Find Catalog Properties

Lab 1.0 Catalog Properties

Log on to Your Training Instance

1. Navigate to the unique instance URL provided.

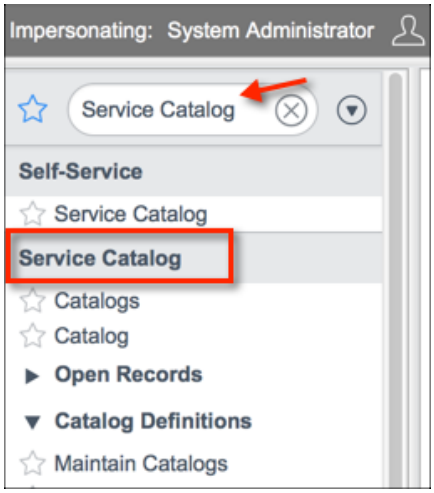


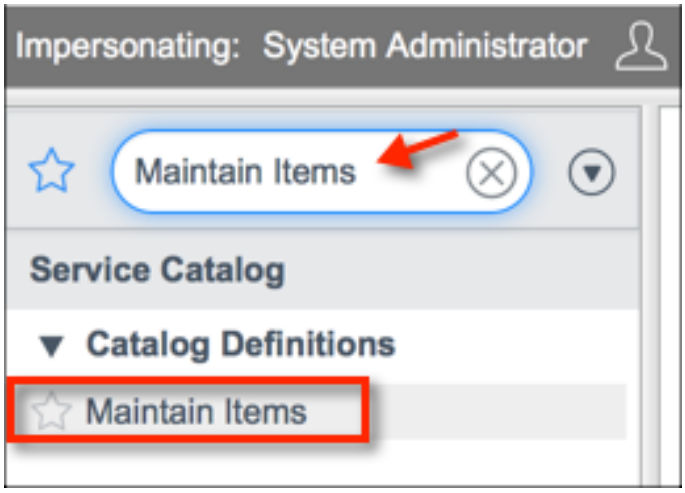
2. Log on with the provided credentials.

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Navigation Tip:

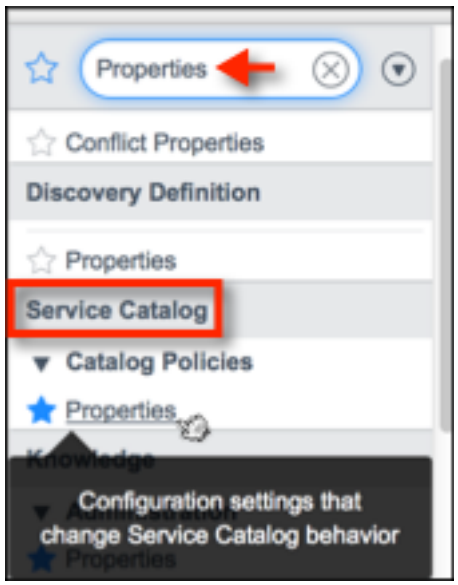
When navigating through ServiceNow, use the filter in the left Navigation pane to limit your options. If you are unsure on how to navigate use this Wiki article.





Find Catalog Properties

1. Filter on **Properties** and navigate to **Service Catalog > Properties**.



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2. Read each scenario below and based on the information change the appropriate property.

Scenario 1:
Bob wants ALL catalog items to go through a validation process before users submit their Items. He wants to users to see all the Items they are about to order, be able to choose a delivery location, and allow them to upload additional attachments.

Scenario 2:
Suzanne has requested that searching the Service Catalog be limited only users with the itil role.

Scenario 3:
David submitted an **Enhancement Request** asking for retired Items to be removed from a user's shopping cart because they are submitted retired items.

Scenario 4:
Romain asked that we start using some kind of logic on all the **Requests** to use **Approvals**. Currently there are no approvals on Requests.

Scenario 5:
You recently upgraded to Fuji and have been creating **User Criteria** records in preparation to use the functionality for the Service Catalog. The big day is here, and you are ready to start using User Criteria records.

Scenario 6:
Bob opened an **Incident** stating users were submitting incorrect information when they submitted requests from Order Guides. You found users would move back to Describe Needs from the Choose Options section of the Order Guide, and the new information was not cascading back to the Variables.

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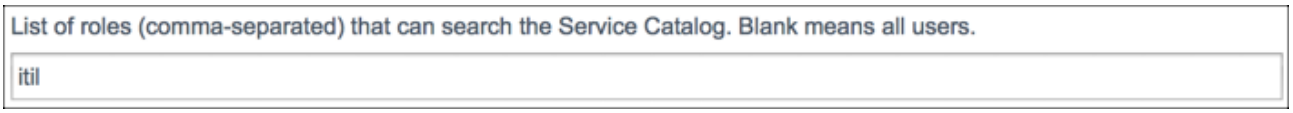
Lab Success Verification

1. Your properties should look like the examples.

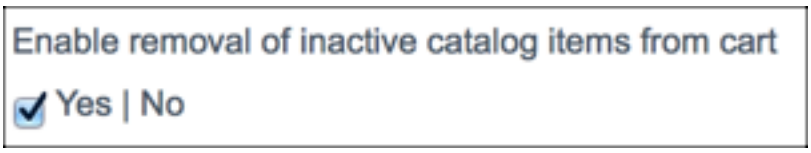
Scenario 1:



Scenario 2:



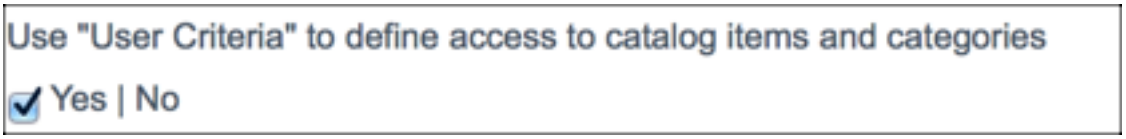
Scenario 3:



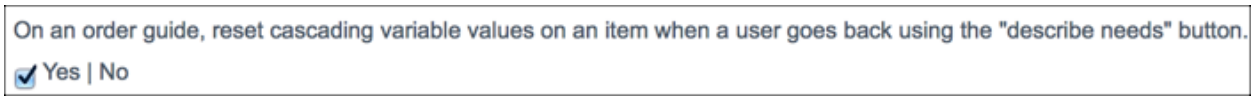
Scenario 4:



Scenario 5:



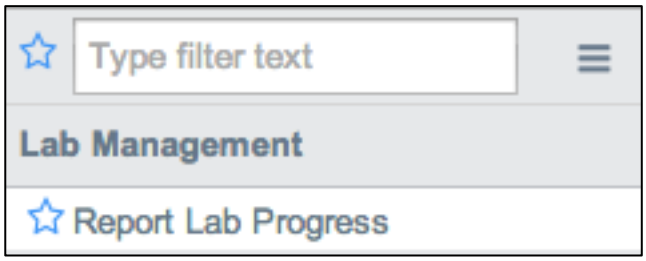
Scenario 6:



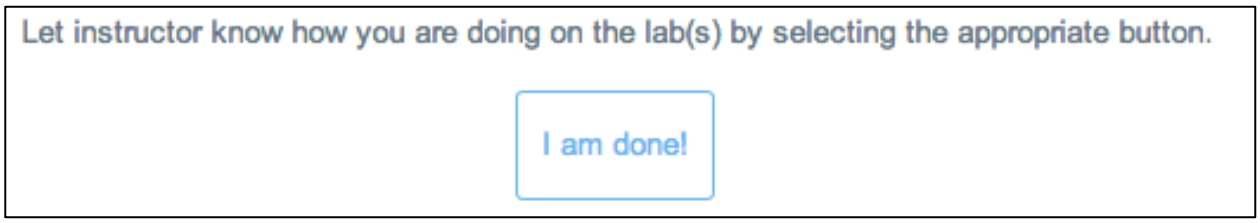
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Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.



2. Click **I am done!**



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Lab Goal

This lab explains how to determine which type of Catalog Content is the most appropriate option based on the requirements by:

- Showing you how to identify Catalog Content

Lab 2.0 Identify Catalog Content

Identify Catalog Content

Read each scenario and determine what type of content you would use to fulfill the requirements. In some cases there may be more than one answer, but the details in the request drive you to the most appropriate answer.

Scenario 1:
Bob needs a new form to allow users to submit Incidents. There are quite a few fields that the user would not know how to fill in if access was given to the existing form. The administrators do not want to maintain two different views of the same form. There needs to be a way to gather enough information from the user to at least generate an Incident to the Service Desk.

Scenario 2:
Erin needs a quick way for the Asset team to make new Hardware Models available to purchase through the Service Catalog. Erin thought the Asset Management Plugin had some way of making this possible.

Scenario 3:
Suzanne's fulfillment group has a high volume of generic Service Requests coming in for new medical equipment, which is not fulfilled internally by the organization. There is a Knowledge Base (KB) article explaining the process to users, but they just submit a generic Catalog Item. She requests a Catalog Item to capture these requests separately so her group can just send the KB article to the end user.

Scenario 4:
Romain requests that one should be able to order Computers, Software, Cellphones, and Business Cards all in one form.

Scenario 5:
David requests a way for users to go to Amazon from the Service Catalog.

Scenario 6:
Di submits a request for new form to order lab tests.

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Lab Success Verification

Review the following suggestions for each scenario.

Scenario 1: Record Producer
Record Producers allow you to create a simple form that will generate any type of Task record needed. Using Variables allows you to ask questions and easily map the answers to fields on your existing form. This is an excellent solution for those processes that are outside of Request Fulfillment. Common uses:

- Self-Service Incident Form
- Requesting a Knowledge Base Article
- Emergency Change Request

Scenario 2: Product Catalog Item or Catalog Item if not using Asset Management
Think of the Product Catalog is an extension of the Service Catalog. Items in the Product Catalog are tied to Models from Asset Management and can be displayed in your Service Catalog. From your Models in Asset Management, there is baseline functionality that allows you to create a Product Catalog Item from the model and tie it to your Service Catalog. Having the Model associated to the Item gives access to attributes on the Model allows for easier scripting within Workflows as well. Common uses:

- Computer Hardware Requests
- Consumable Requests
- Software Requests

Scenario 3 and 5: Content Item
Your organization might not fulfill all requests, but Content Items still allow the Service Catalog to be the one stop shop for your end users. Content Items are useful when the request is really about directing the user to information in the Knowledge Base or outside of ServiceNow to sites like Amazon. Common uses:

- Driving users to Knowledge Base Articles
- Providing access to external/internal sites

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Scenario 4: Order Guide

Order Guides are a great way to bundle several different Catalog Items and Product Catalog Items into one request. Order Guides are split in two sections. The first is the **Describe Needs** portion. Here you use Variables to capture general information about what the user needs. Based on what the user fills out in this section, you can then associate forms to their choices. When the user moves to the next screen **Choose Options**, the appropriate forms become visible for the user to submit. Depending on what is captured on the first screen, you can have much of the information prepopulate into the forms. This is the **Cascade Variables** functionality. Common uses:

- Onboarding (New Employee, Hardware, Software, Access)
- New Equipment (Computer, Software, Peripherals)
- Terminations (Removal of Access, Equipment Retrieval)

Scenario 6: Catalog Item

Catalog Items are the really the main content of the Service Catalog. Catalog Items allow you to capture required information and generate a repeatable process to be fulfilled by a group or groups. Product Catalog Items are the same, but tie to a Model. Common uses:

- Access Request
- Hardware/Software Requests (If not using Asset Management)
- New Employee Request

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am done!**

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Lab Goal

Lab 2.1 Record Producer

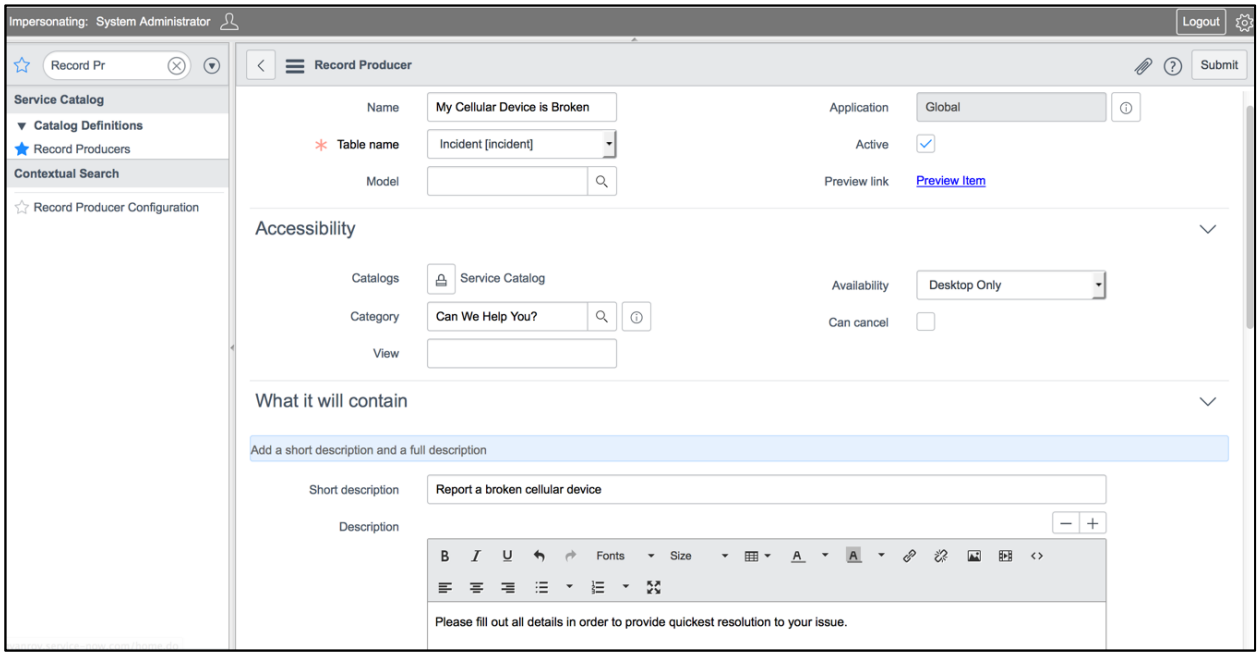
This lab explains how to:

- Create a simple Record Producer for Incidents
- Create a Record Producer for a Standard Change Request (Optional)

Create a Record Producer

1. Navigate to **Service Catalog > Catalog Definitions Record Producers**. Click **New**.

2. Complete the form with the information below:
   Title: **My Cellular Device is Broken**
   Table name: **Incident**
   Catalogs: **Service Catalog**
   Category: **Can We Help You?**
   Short description: **Report a broken cellular device**
   Description: **Please fill out all details in order to provide quickest resolution to your issue.**



3. Right-click the header and click **Save**.

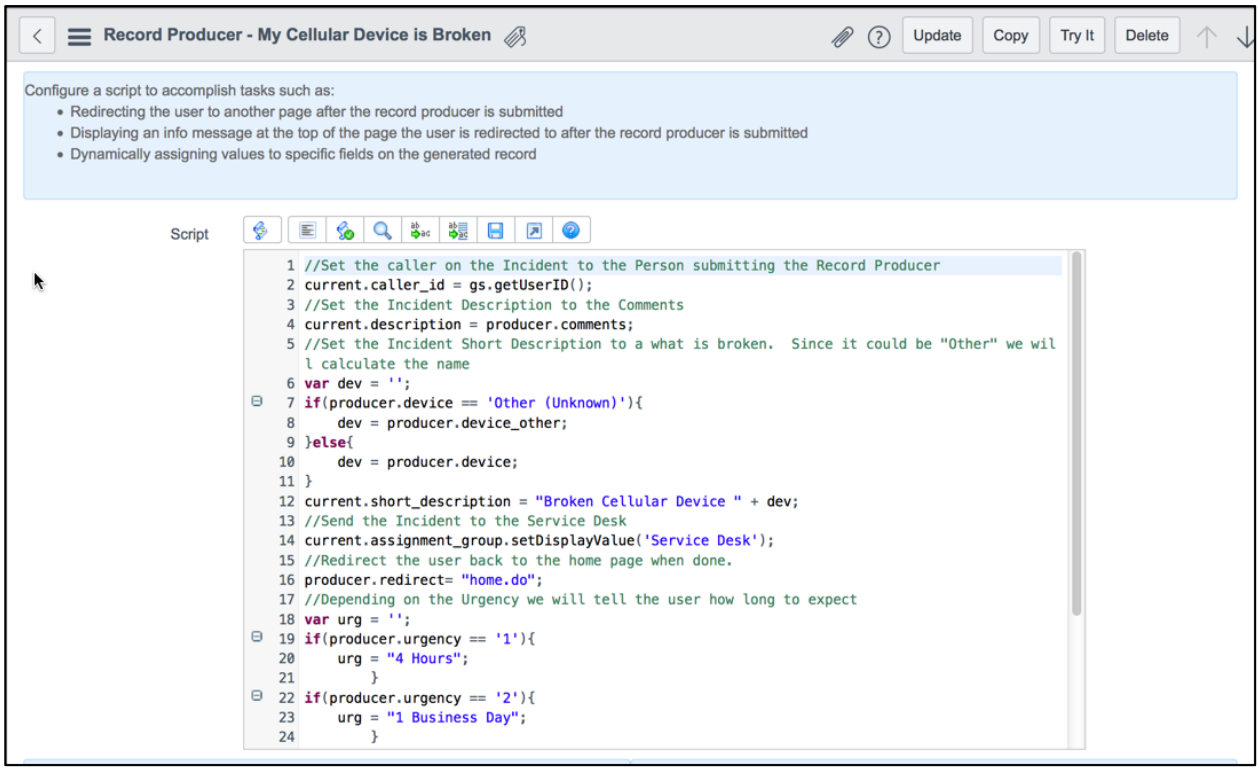
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4. Populate **Script** with the code below. Then, right-click the header and click **Save**.

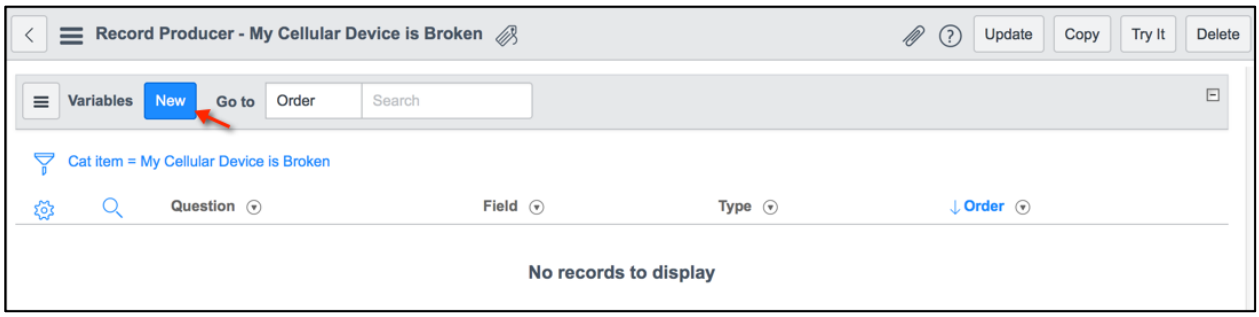
```
//Set the caller on the Incident to the Person submitting the Record Producer
current.caller_id = gs.getUserID();
//Set the Incident Description to the Comments
current.description = producer.comments;
//Set the Incident Short Description to a what is broken.  Since it could be
"Other" we will calculate the name
var dev = '';
if(producer.device == 'Other (Unknown)'){
   dev = producer.device_other;
}else{
   dev = producer.device;
}
current.short_description = "Broken Cellular Device " + dev;
//Send the Incident to the Service Desk
current.assignment_group.setDisplayValue('Service Desk');
//Redirect the user back to the home page when done.
producer.redirect= "home.do";
//Depending on the Urgency we will tell the user how long to expect
var urg = '';
if(producer.urgency == '1'){
   urg = "4 Hours";
         }
if(producer.urgency == '2'){
   urg = "1 Business Day";
         }
if(producer.urgency == '3'){
   urg = "3 Business Days";
         }
//Set the Contact Type to Self Service
current.contact_type = 'self-service';
//Add a message for the user after they submit the Incident
gs.addInfoMessage("Your Incident " + current.number + ", has been submitted.
You will be contacted by the Service Desk within " + urg + ".");
```

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5. The Script should look like the example.



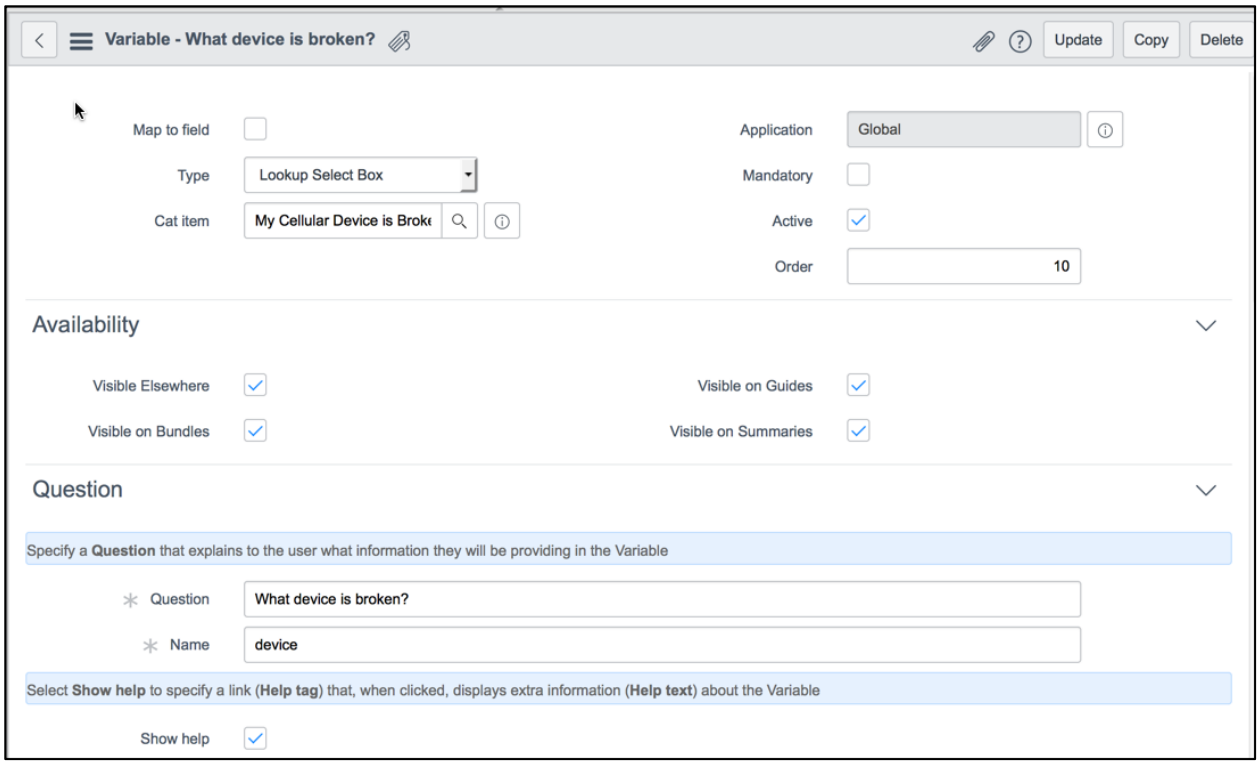
6. Click **New** on the Variables Related List.



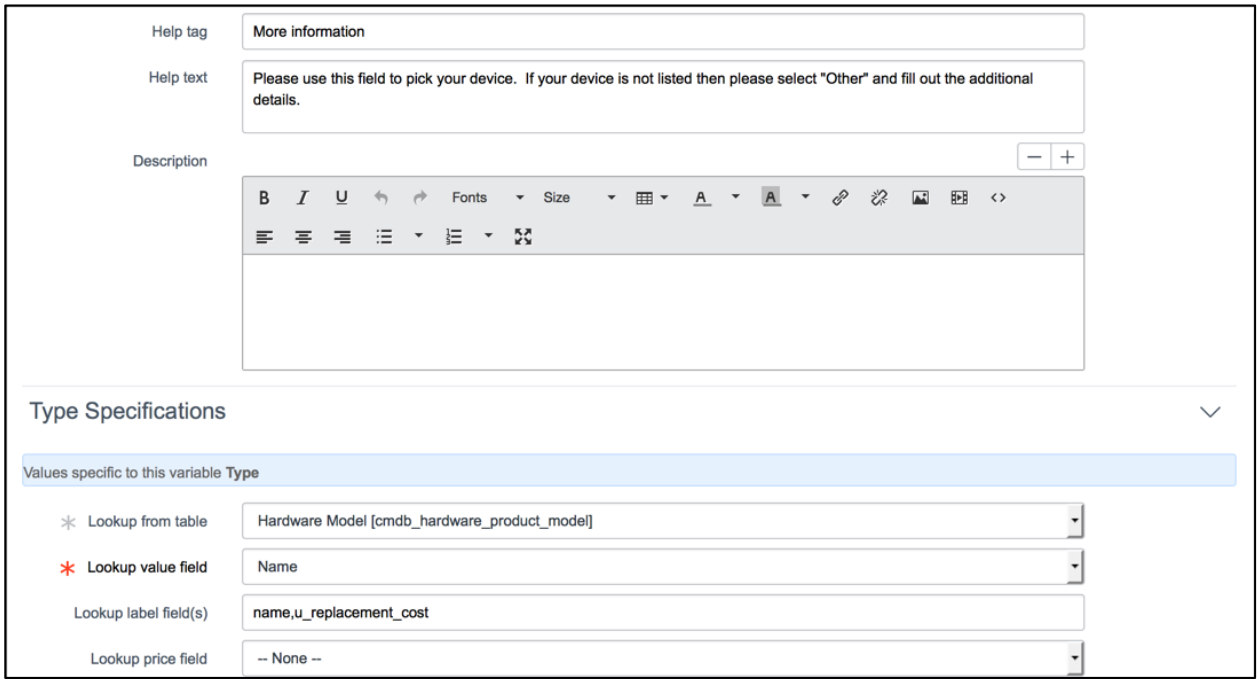
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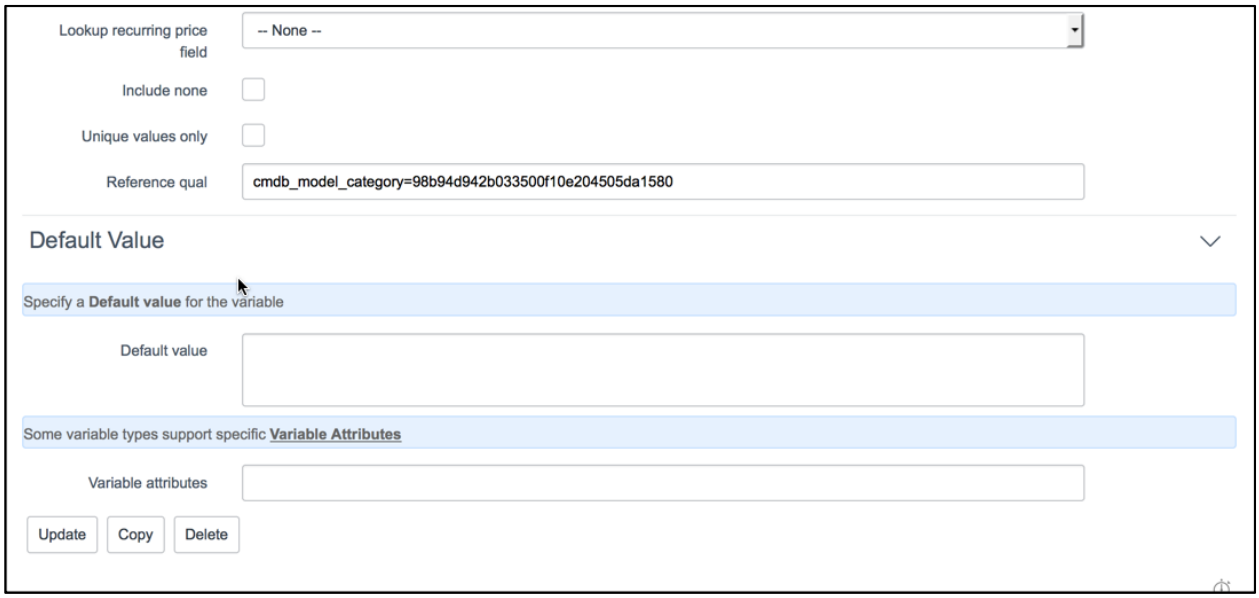
7. Create a new Variable with the information below and click **Submit**.

   Type: **Lookup Select Box**
   Order: **10**
   Question: **What device is broken?**
   Name: **device**
   Show Help: **True**
   Help Text: **Please use this field to pick your device. If your device is not listed then please select "Other" and fill out the additional details.**
   Lookup from table: **Hardware Model**
   Lookup value field: **Name**
   Lookup label field(s): **name,u_replacement_cost**
   Reference **qual: cmdb_model_category=98b94d942b033500f10e204505da1580**



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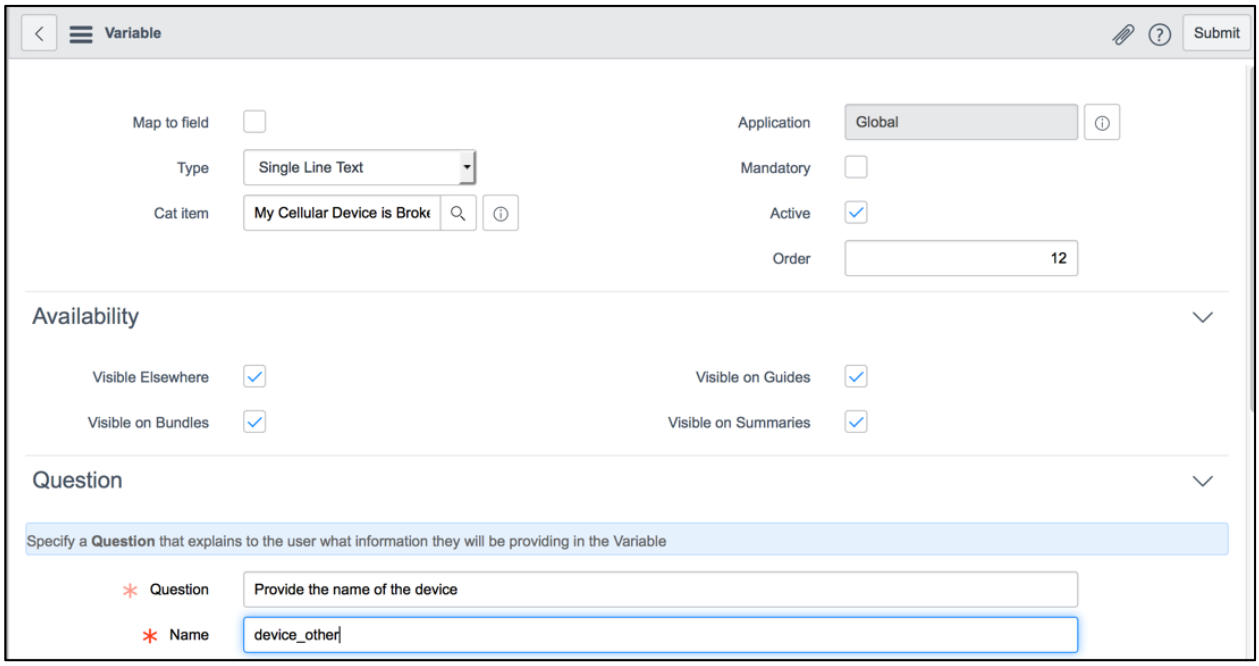




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8. Repeat step 7 and use the information below:

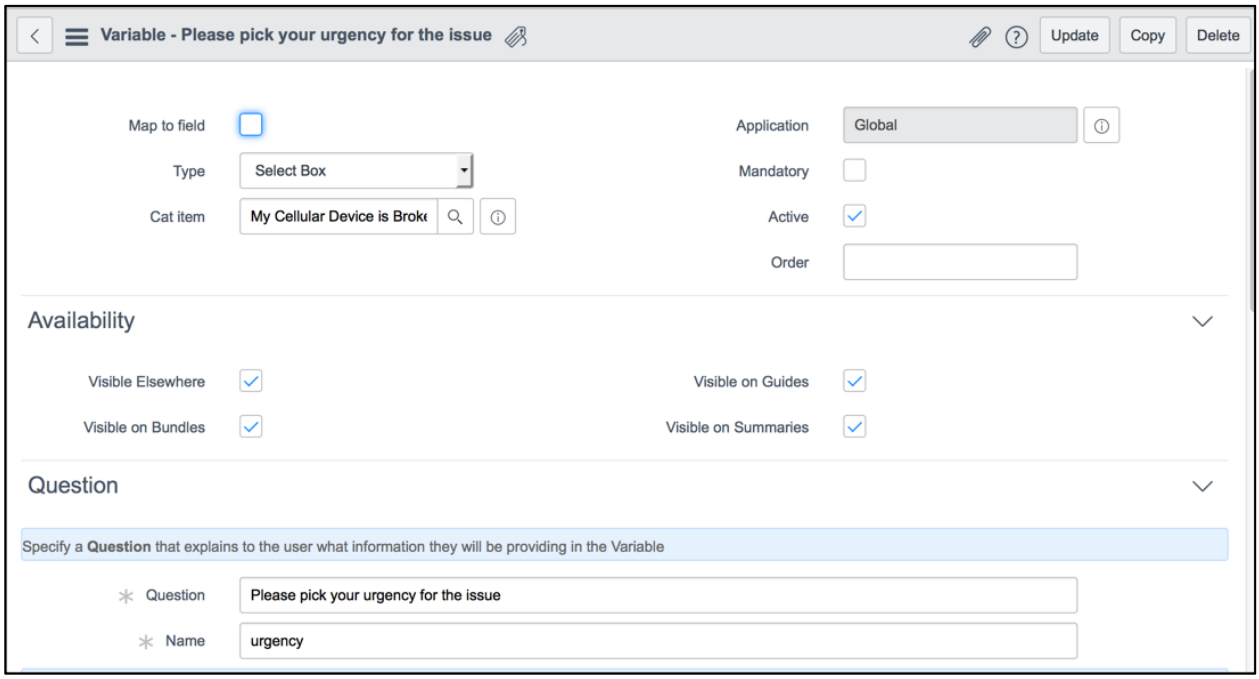
   Type: **Single Line**
   Order: **12**
   Question: **Please provide the name of the device**
   Name: **device_other**



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9. Repeat step 7 and use the information below:

   Type: **Select Box**
   Order: **20**
   Question: **Please pick your urgency for the issue**
   Name: **urgency**



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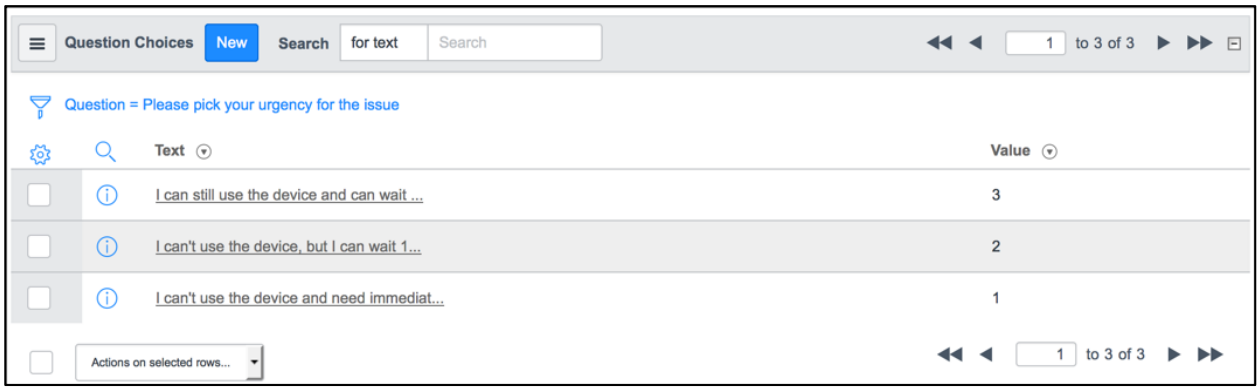
10. Add the following **Questions** to the **Select Box. Submit** and repeat for the values below.



Price: **0.00**
Order: **100**
Text: **I can still use the device and can wait 3 business days for service**
Value: **3**
Submit

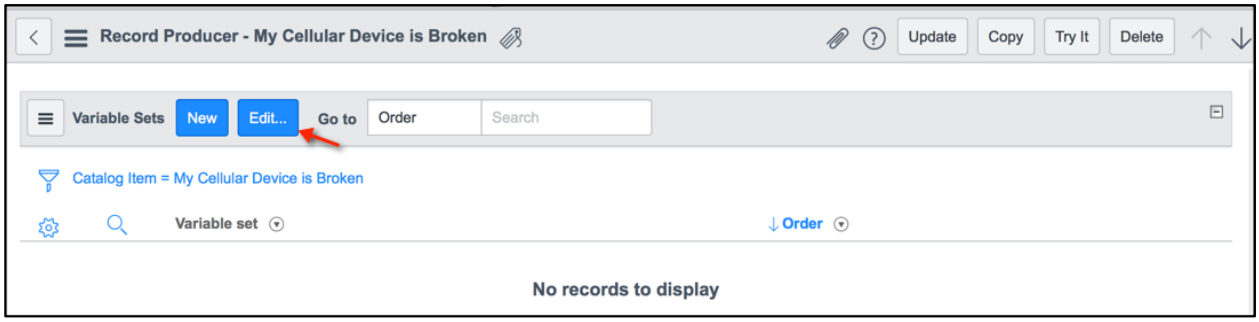
Price: **50.00**
Order: **200**
Text: **I can't use the device, but I can wait 1 business day for service**
Value: **2**
Submit

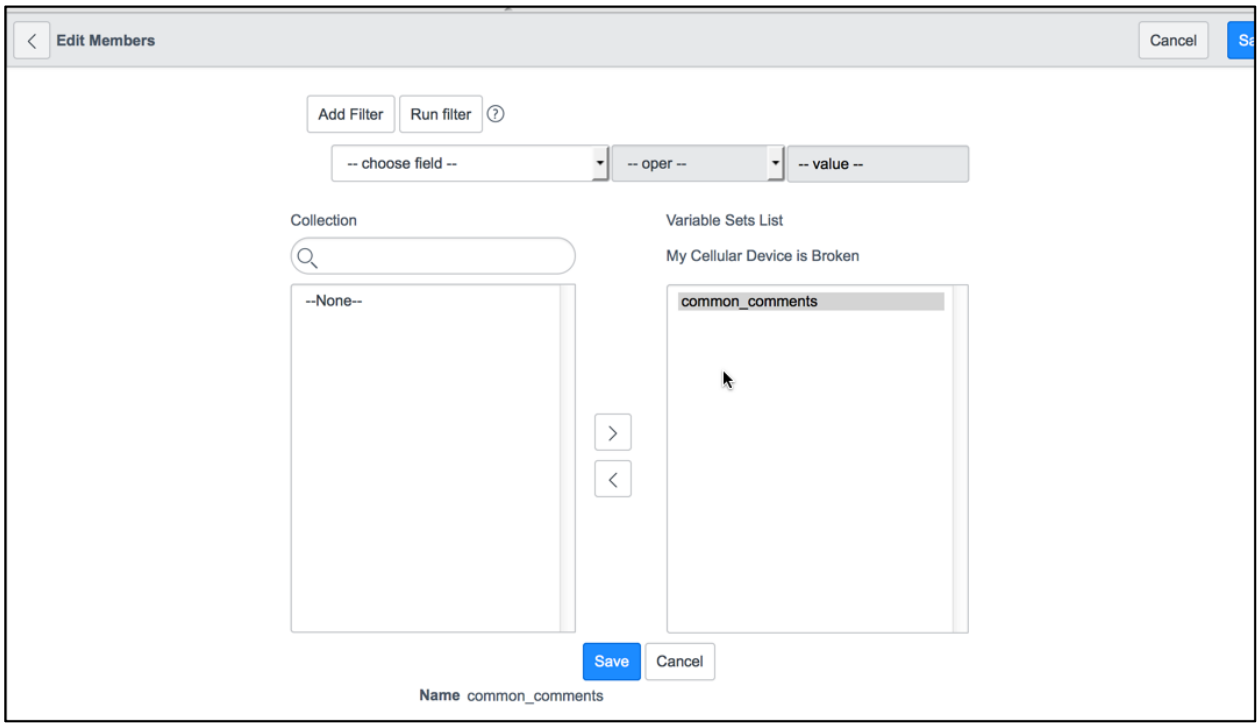
Price: **100.00**
Order: **300**
Text: **I can't use the device and need immediate service**
Value: **1**
Submit



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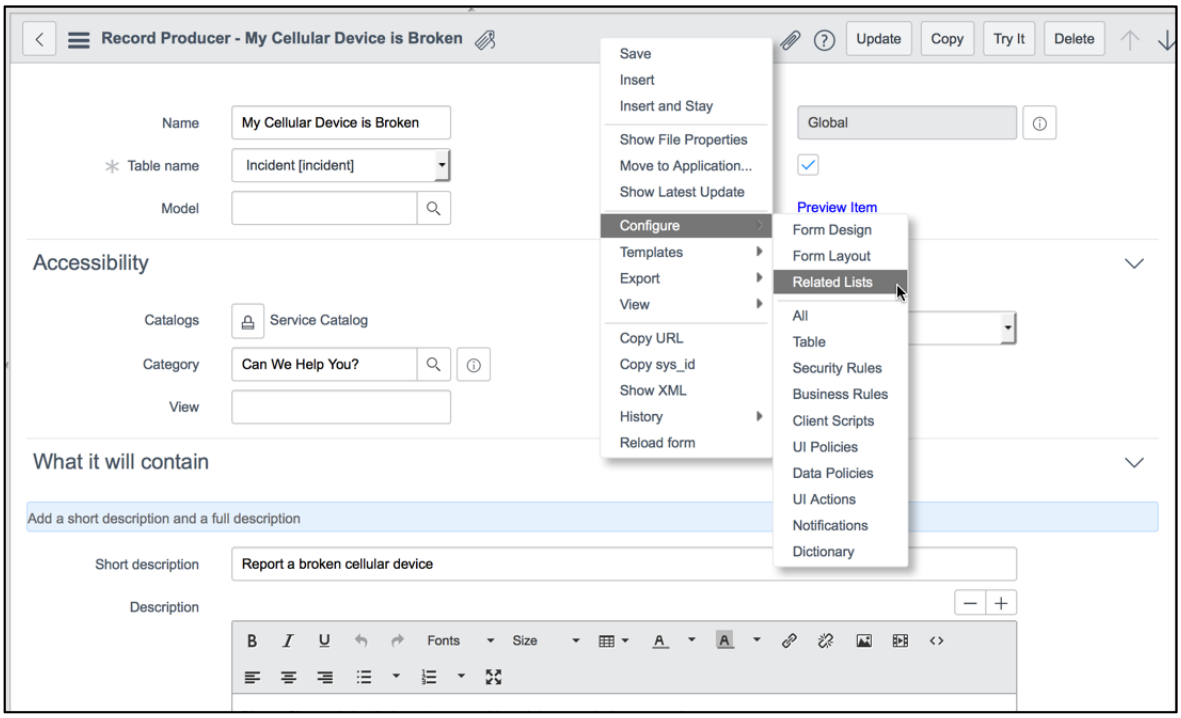
11. Return to the **Record Producer** and **Edit** the **Variable Set** to add **common_comments**.



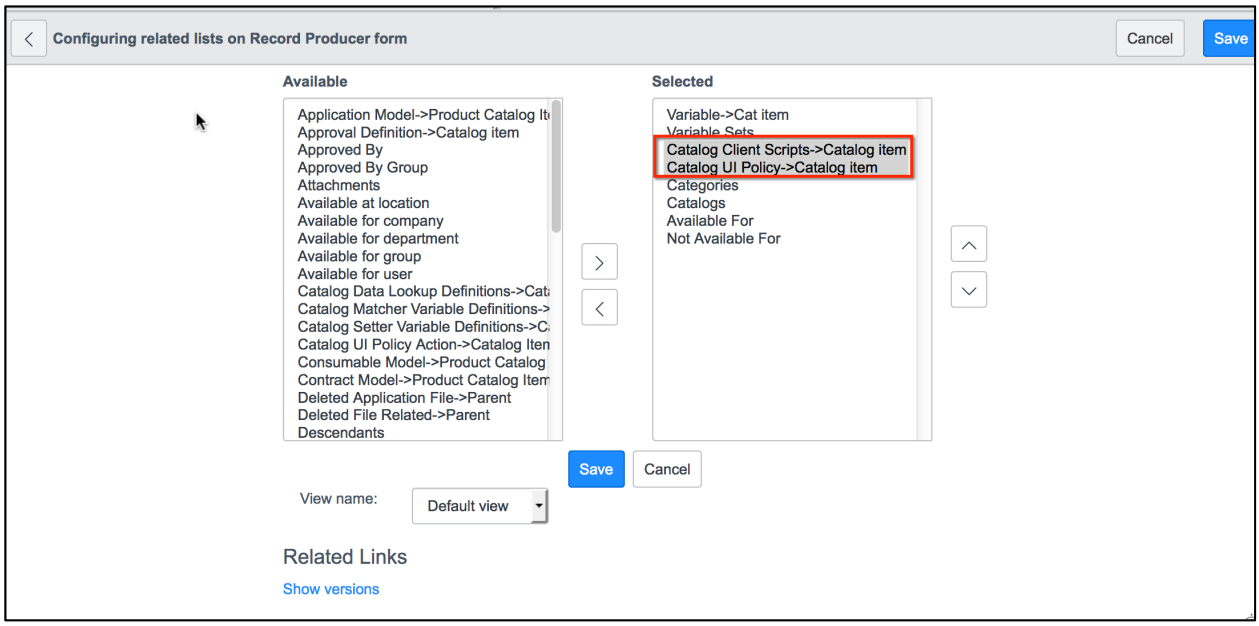


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12. In the **Record Producer** right-click the header and select **Configure > Related Lists**.

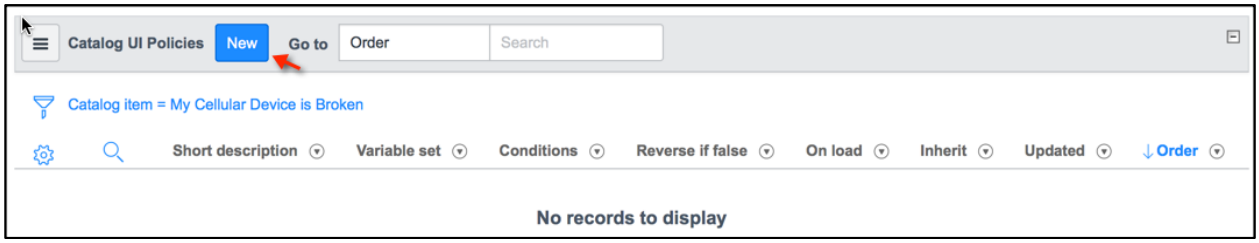


13. Select **Catalog Client Scripts** and **Catalog UI Policies** from the **left** list and move them to the **right** list. This makes getting to UI Policies and Catalog Client Scripts easier.



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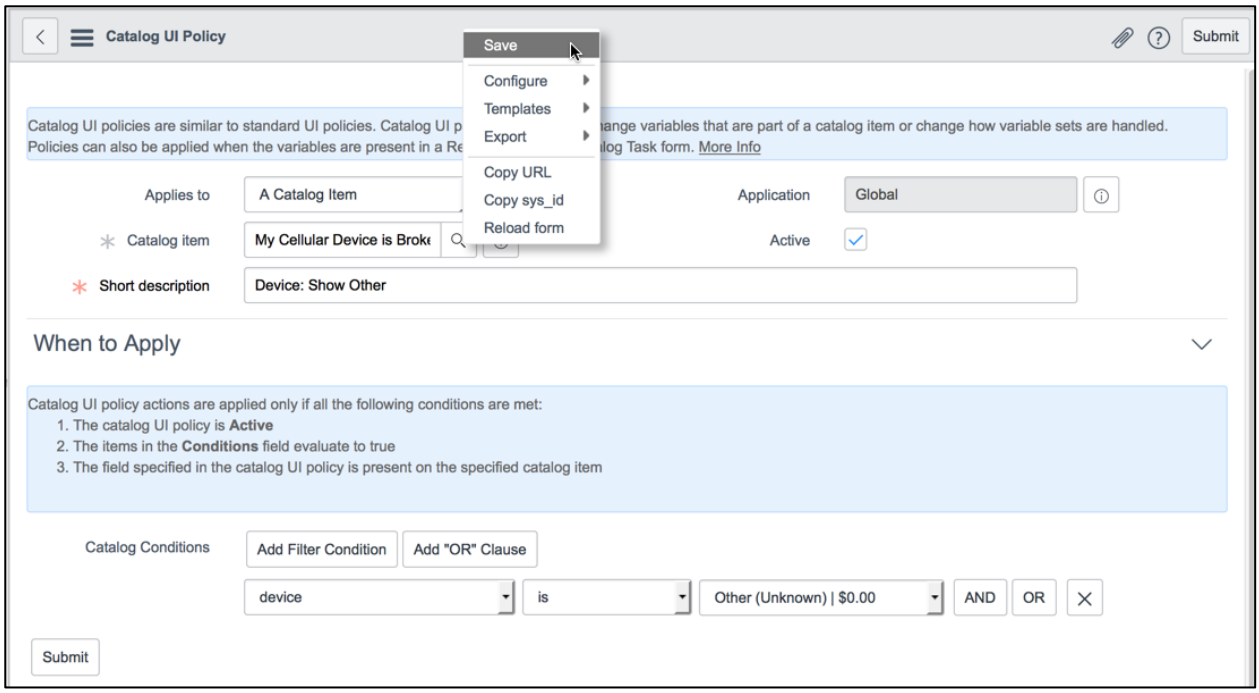
14. In the **Record Producer** go to **Catalog UI Policies** and click **New**.



15. Set up the following **UI Policy**.

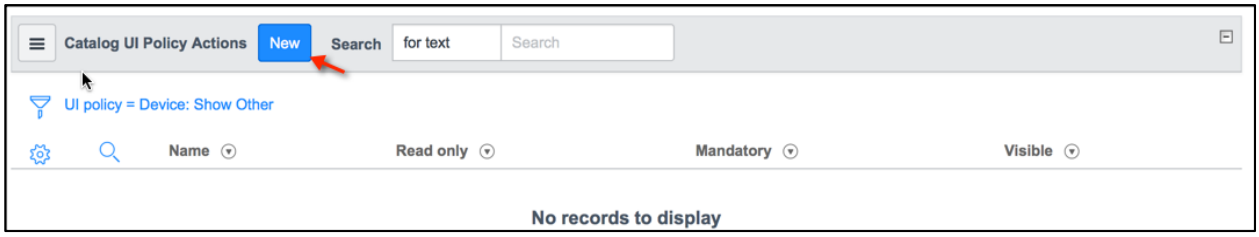
    Short Description: **Device: Show Other**
    Condition: **device is Other**

16. Right-click the header and **Save**.



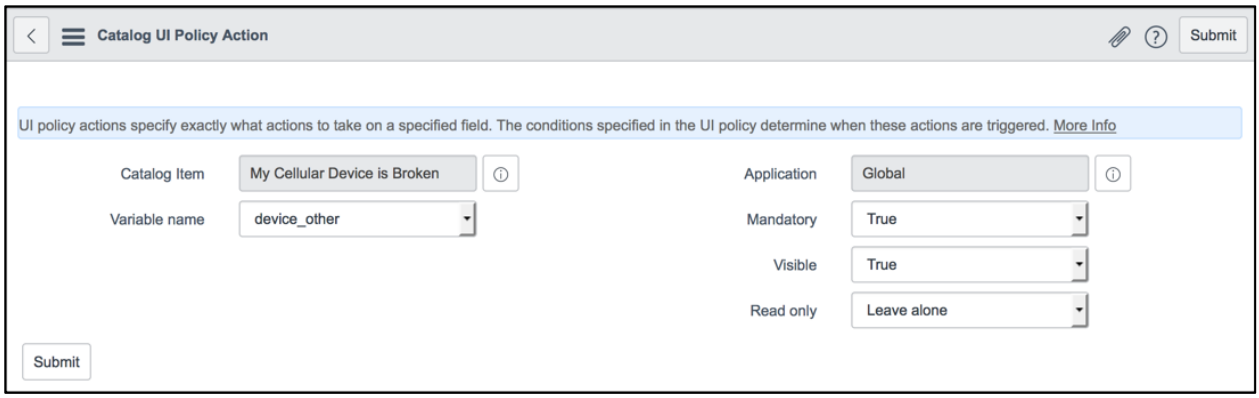
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17. Click **New** on the Catalog UI Policy Actions Related List.



18. Set up the following **UI Policy Action**.

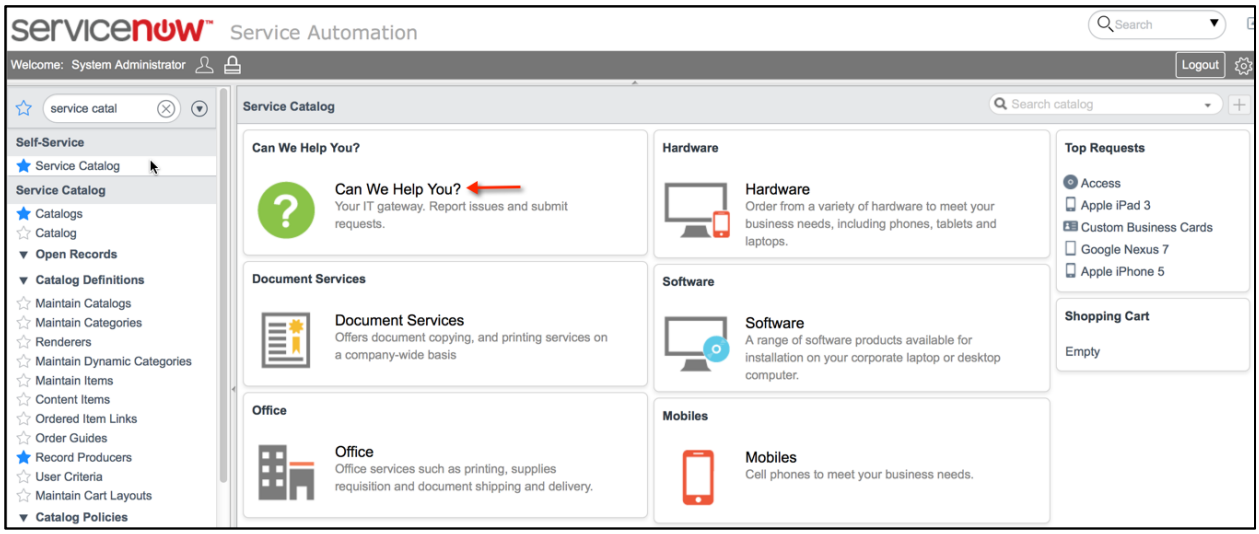
Variable name: **device_other**
Mandatory: **True**
Visible: **True**



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Lab Success Verification

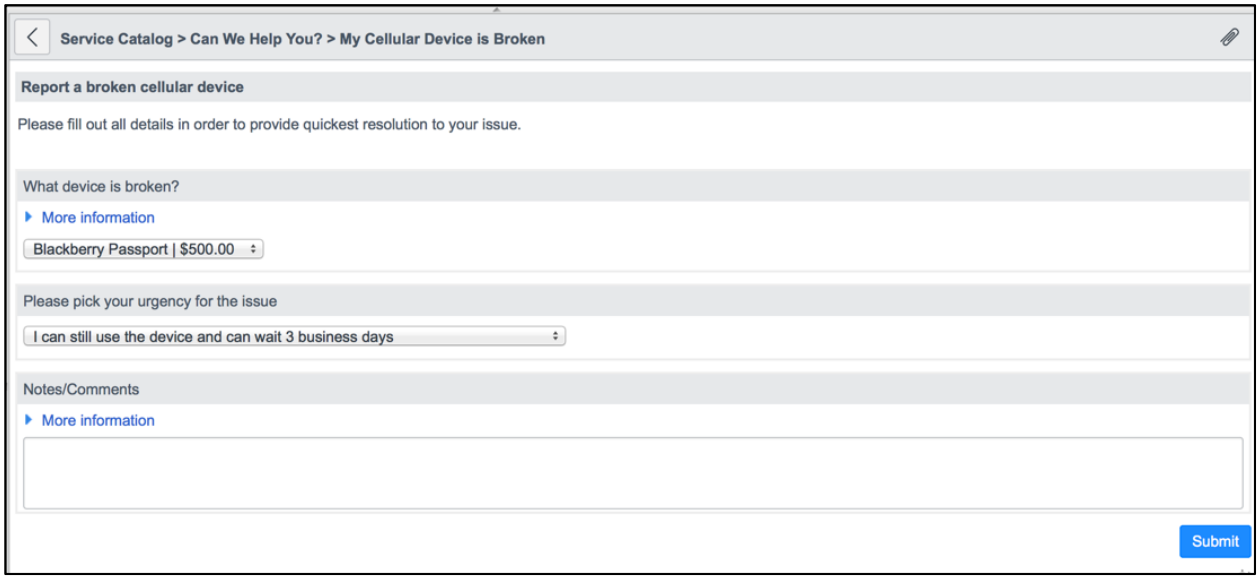
1. Navigate to **Self-Service > Service Catalog** and click the **Can We Help You?** category.



2. Click **My Cellular Device is Broken**.



3. The form should look like the example



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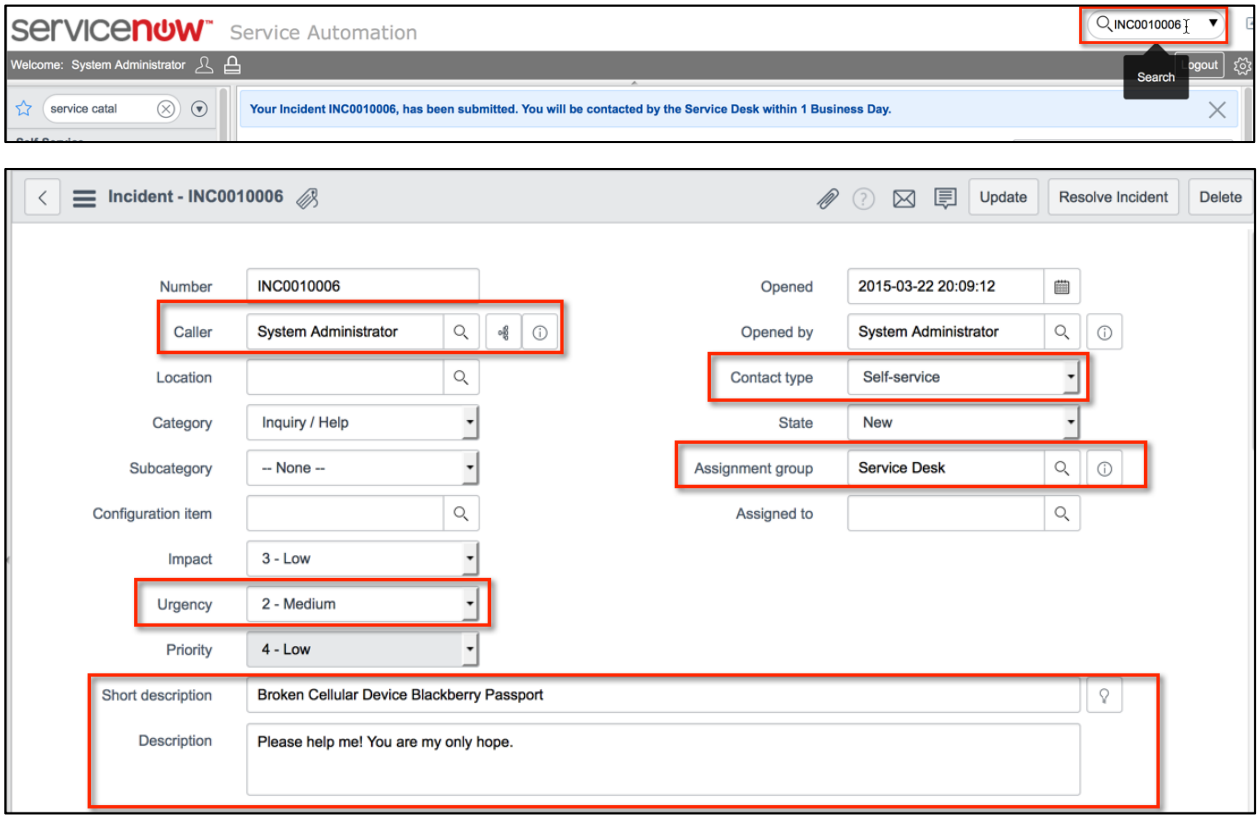
4. Fill out the Record Producer with the information below and click **Submit**

   What device is broken?: **Blackberry Passport**
   Please pick your urgency for the issue: **I can't use the device, but I can wait 1 business day for service**
   Notes/Comments: **Please help me! You are my only hope.**

5. After submitting the Record Producer you should see the message below.



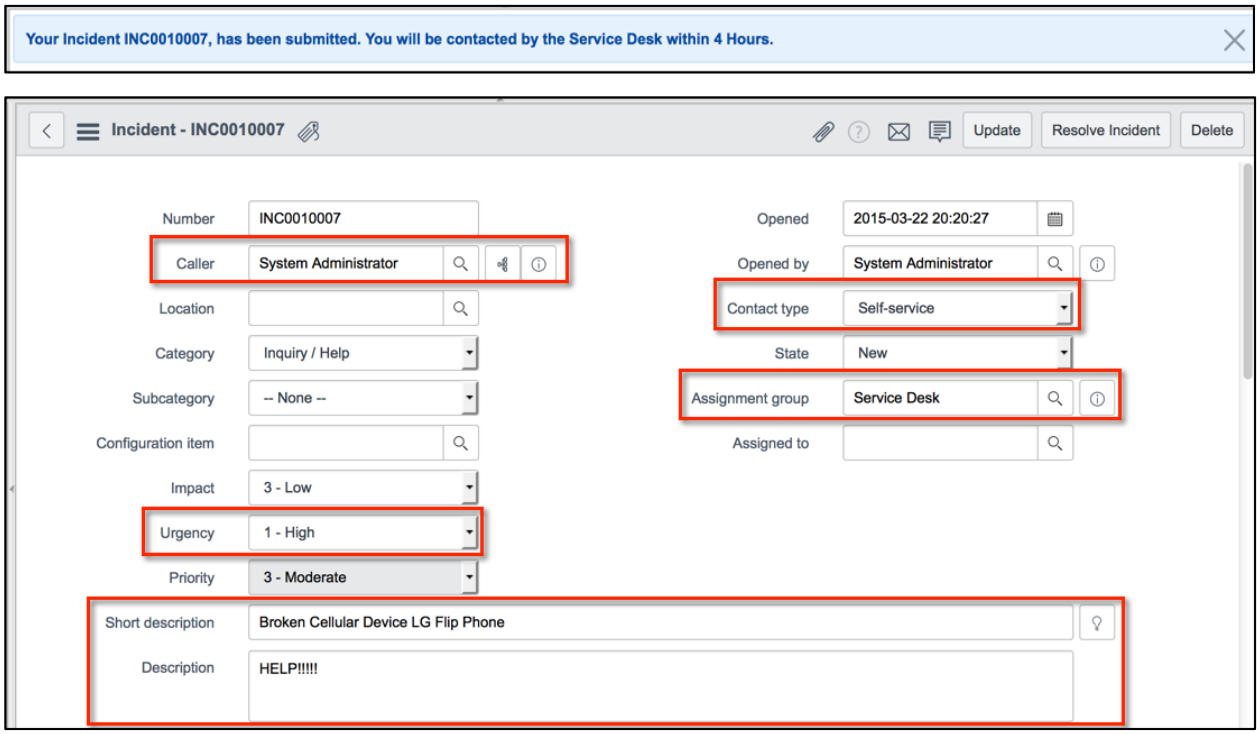
6. In the **Global Text Search Box** put in the **Incident Number** that was generated and **Search**. The Incident form should look like the one below. Notice how the **Variables** mapped from both the **Script** and using a **Variable** with a corresponding field on the **Incident** form.



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7. Repeat step 4, 5, and 6 with the information below

   What device is broken?: **Other**
   Provide the name of the device: **LG Flip Phone**
   Please pick your urgency for the issue: **I can't use the device and need immediate service**
   Notes/Comments: **HELP!!!!!**



Optional

If you have additional time create a Standard Change **Record Producer** using the same concepts.

Progress Report

1. Navigate to Lab Management> Report Lab Progress.

2. Click I am done!

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Lab Goal

This lab explains how to:

- Create a Content Item to go to a Knowledge Base Article
- Create a Content Item to go to an External Website

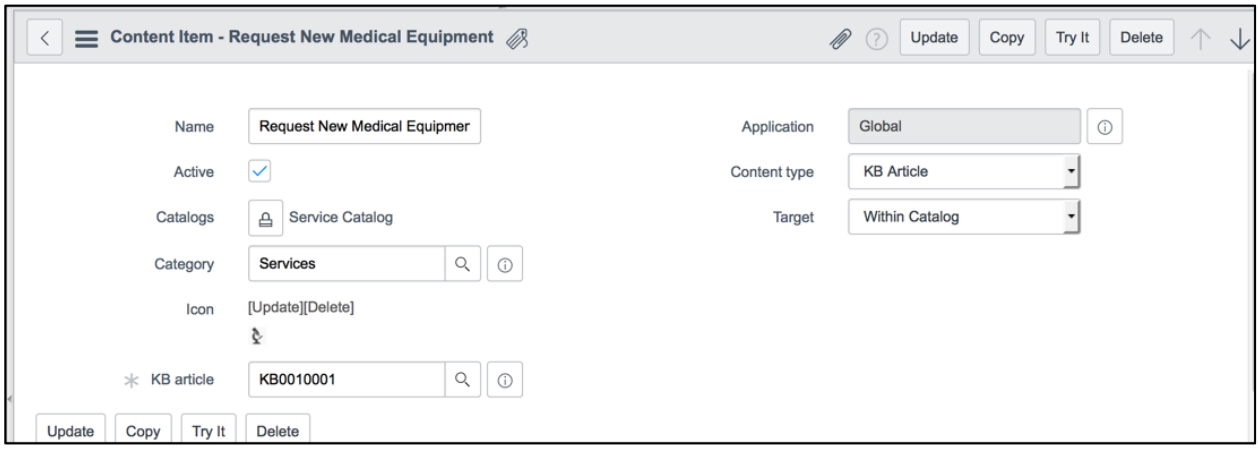
Lab 2.2 Content Item

Create Content Items

1. Navigate to **Service Catalog > Catalog Definitions > Content Item**. Click **New**.

2. Fill out the **Content Item** form with the information below. Right-click the header and click **Save**.

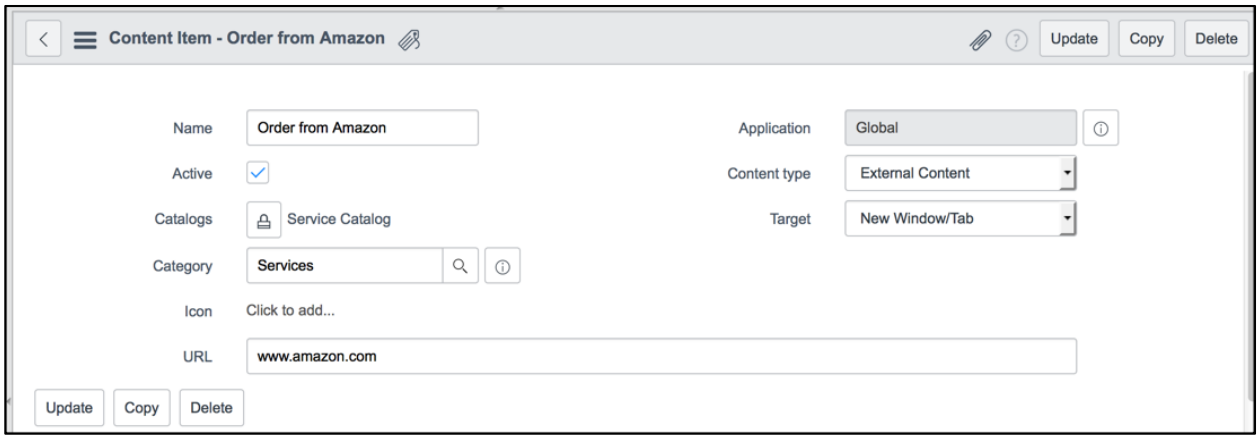
   Name: **Request New Medical Equipment**
   Catalog: **Service Catalog**
   Category: Services
   Content type: **KB Article**
   Target: **Within Catalog**
   KB article: **KB0010001**



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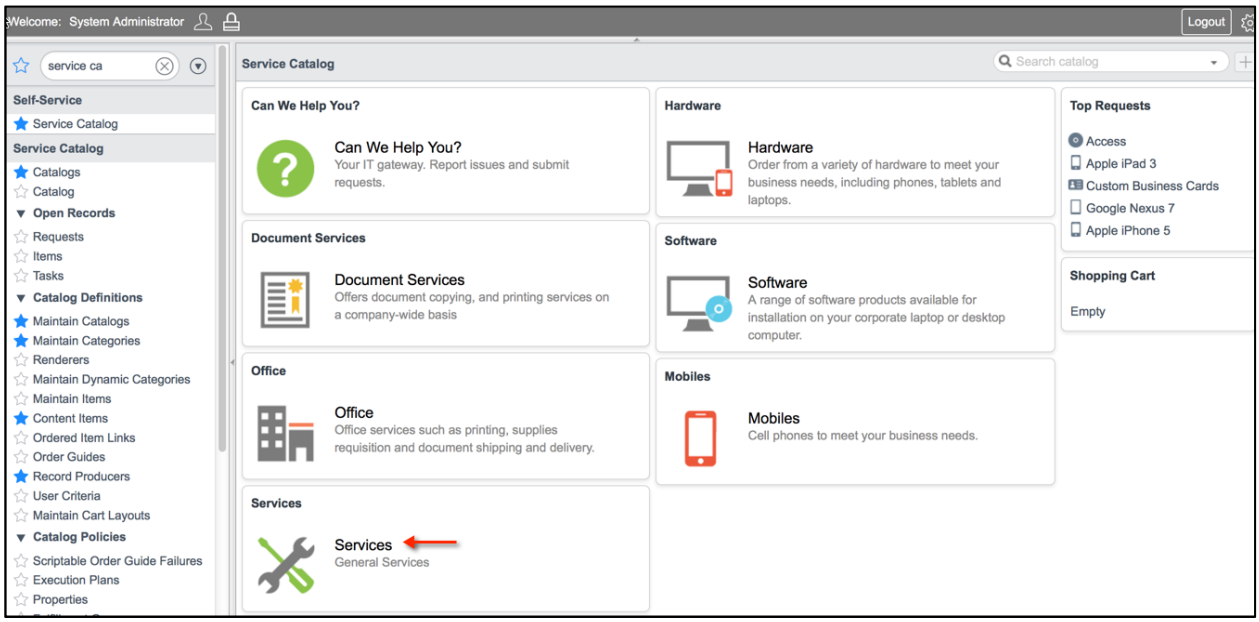
3. Repeat step 2 with the information below:

   Name: **Order from Amazon**
   Catalog: **Service Catalog**
   Category: **Services**
   Content type: **External Content**
   Target: **New Window/Tab**
   URL: **http://www.amazon.com**



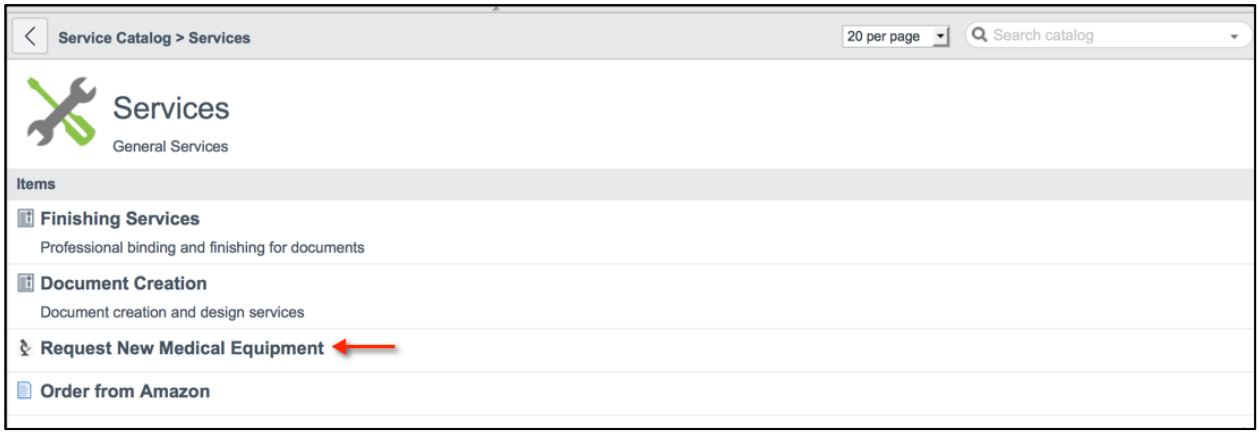
Lab Success Verification

1. Navigate to **Self-Service > Service Catalog**. Click the **Services** Category.

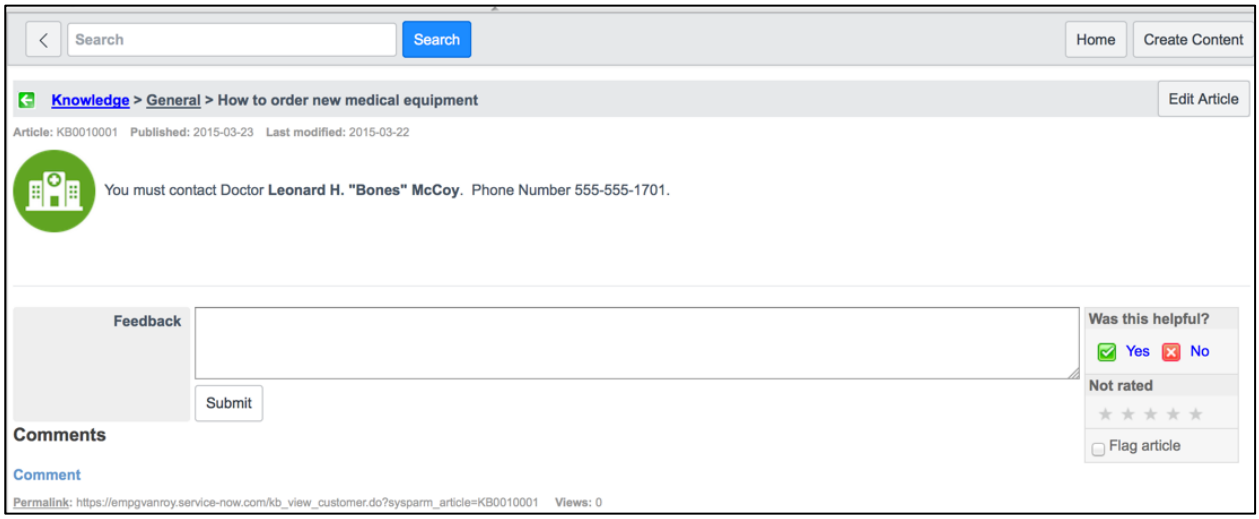


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2. Click **Request New Medical Equipment**.



3. You should see the screen below.



4. Repeat step 1 and click **Order from Amazon**. A new window/tab opens with Amazon's website.

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am done!**

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Lab Goal

This lab explains how to:

- Create a Software Product Catalog Item
- Create a Hardware Product Catalog Item (Optional)

Lab 2.3 Product Catalog Item

Create a Software Product Catalog Item

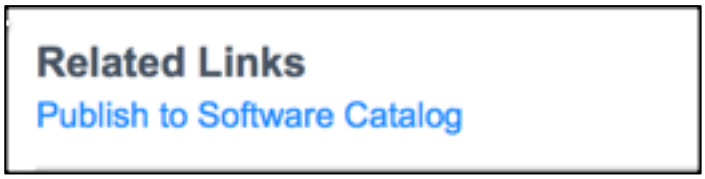
1. Navigate to **Product Catalog > Product Models > Software Models**. Click **Acrobat X**.

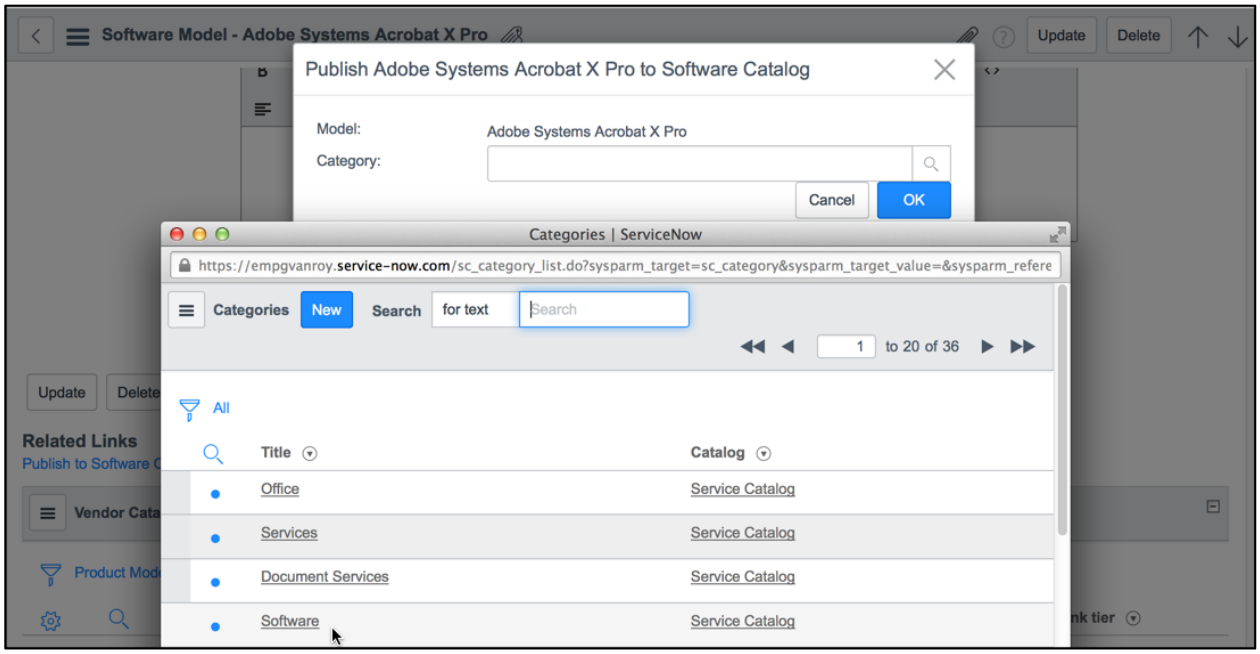
2. Use the information below to fill in the fields. Right-click and **Save** when done.

   Short description: **Acrobat X is the most amazing software, everyone should order it**
   Cost: **300.00**
   Description: **Acrobat X is used to do amazing things with little to no experience.**
   Image: **Pick an image of your choice**

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3. Under the **Related Links** section, find **Publish to Software Catalog** and click it. Select **Software** for the **Category**, and click **OK**.





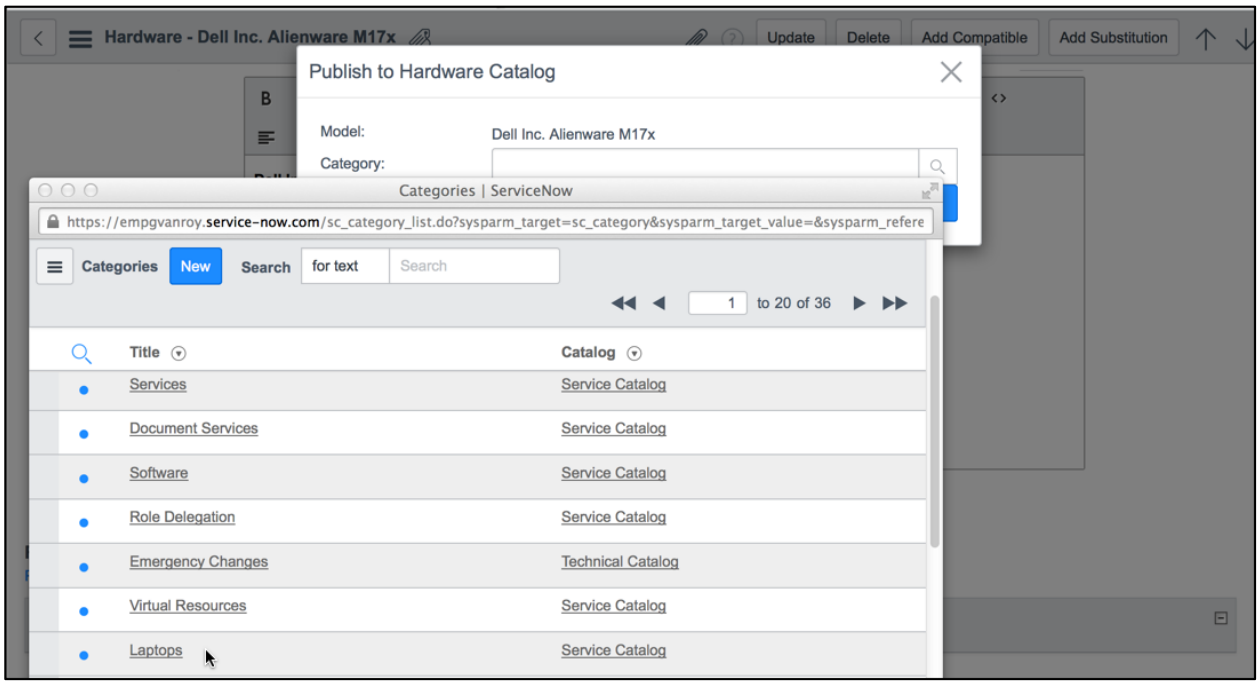
4. You now have a Software Product Catalog Item that can be found in the Service Catalog under the Software Category.

5. Navigate to **Product Catalog > Product Models > Hardware Models** and click on **Alienware M17x**.

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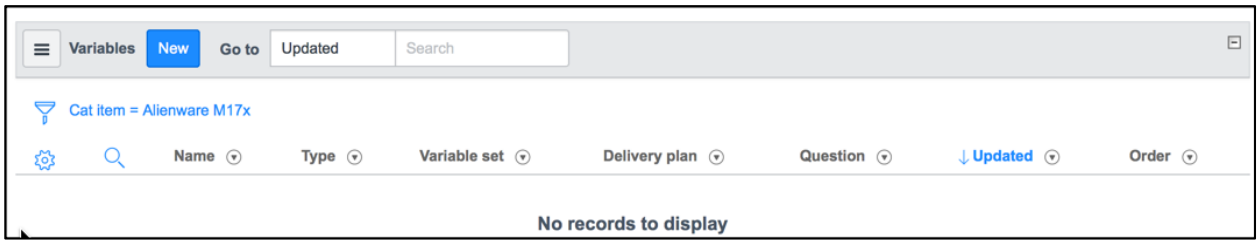
6. Under the **Related Links** section find **Publish to Hardware Catalog** and click it. Select **Laptops** for the **Category**, and click **OK**.





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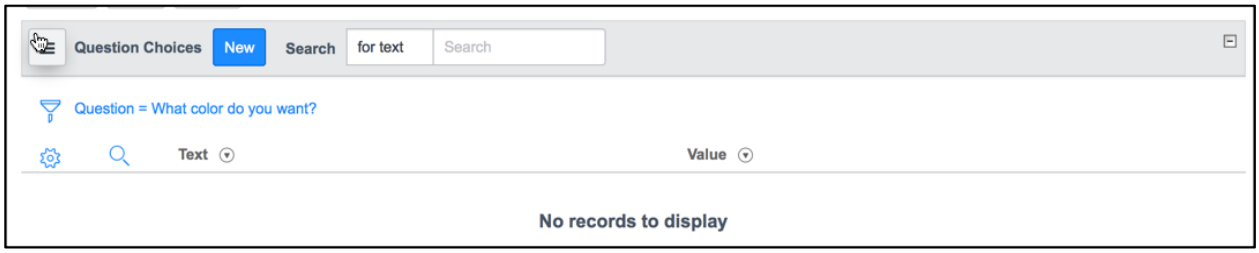
7. Move to the **Product Catalog Item** for the Laptop. From the **Product Catalog Item** create the **Variables** below.



Type: **Select Box**
Mandatory: **True**
Order: **10**
Question: **What color do you want?**
Name: **color**
Include none: **True**

8. Right-click the header and click **Save**.

9. Add these **Questions** to the Select Box.



BLUE
Price: **100.00**
Order: **100**
Text: **Blue**
Value: **Blue**

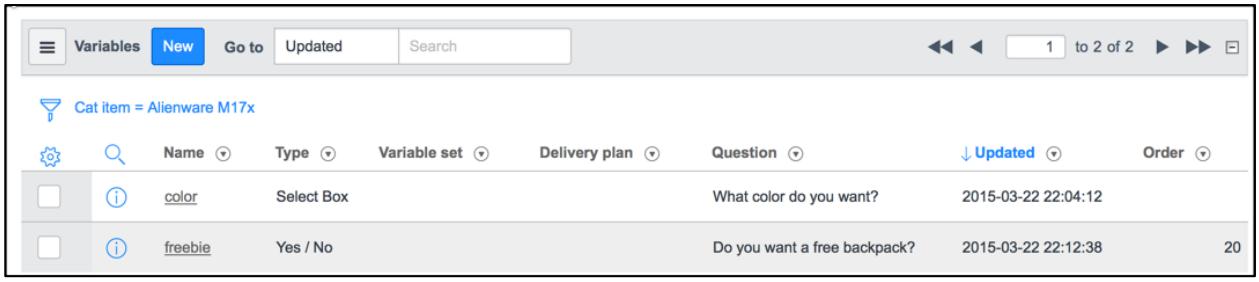
RED
Price: **200.00**
Order: **200**
Text: **Red**
Value: **Red**

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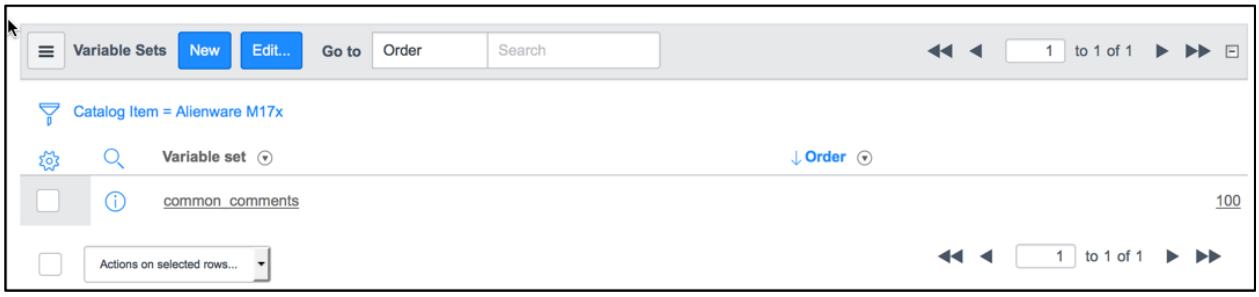
10. Add another **Variable**

    Type: **Yes/No**
    Mandatory: **True**
    Order: **20**
    Question: **Do you want a free backpack?**
    Name: **freebie**
    Include none: **True**

11. Click **Submit**.



12. Add the **common_comments** Variable Set. You do not see it as a **Related List** and must add it. (HINT: You did this in a previous exercise.)

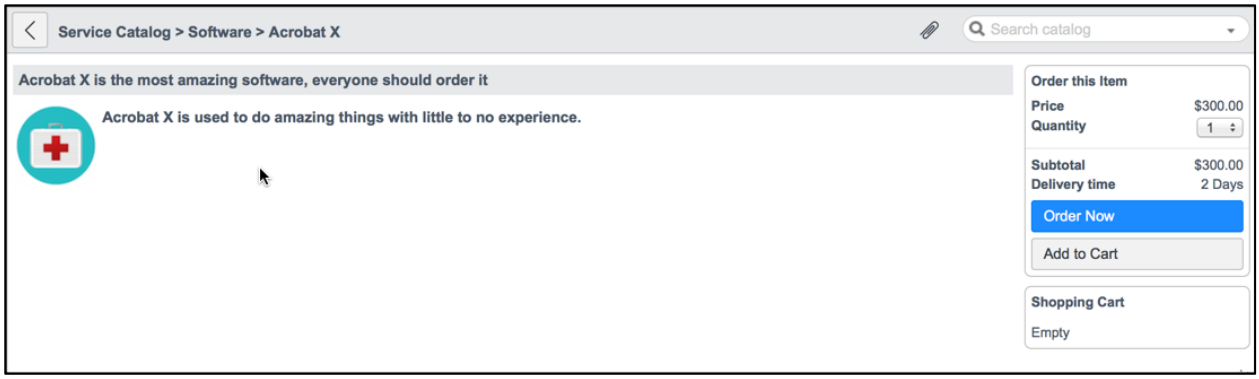


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Lab Success Verification

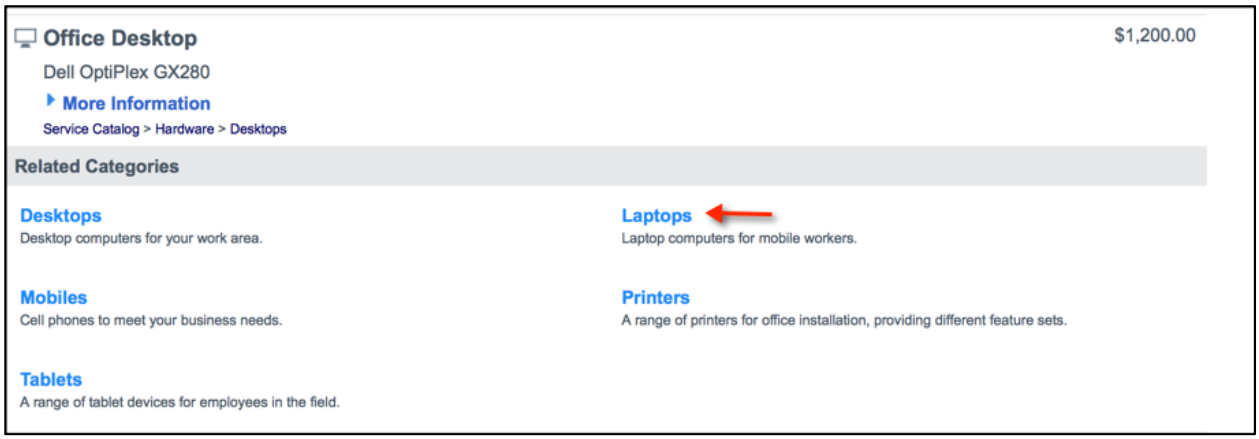
1. Navigate to **Self-Service > Service Catalog** and click the **Software** Category.

2. Click **Acrobat X**. Notice this is the **Software Product Catalog Item** you created earlier. The **Price** carries over along with the **Short Description** and **Description** from the **Software Model**. Click **Order Now**.



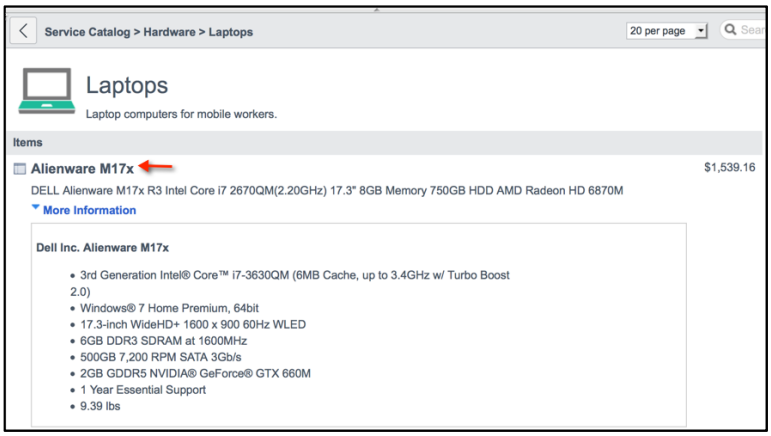
3. Look at the screen below. In Lab 1.0, you changed various properties of the **Service Catalog**. Notice how you can Edit/Delete the Item, Change the Requested For, Change the Shipping Address, Add Special Instructions, and Add Attachments. This is what the **Two Step Checkout Property** gives you.

4. Navigate to **Self-Service > Service Catalog** and click the **Hardware** Category. Scroll to the bottom of the **Category** and click **Laptops**.

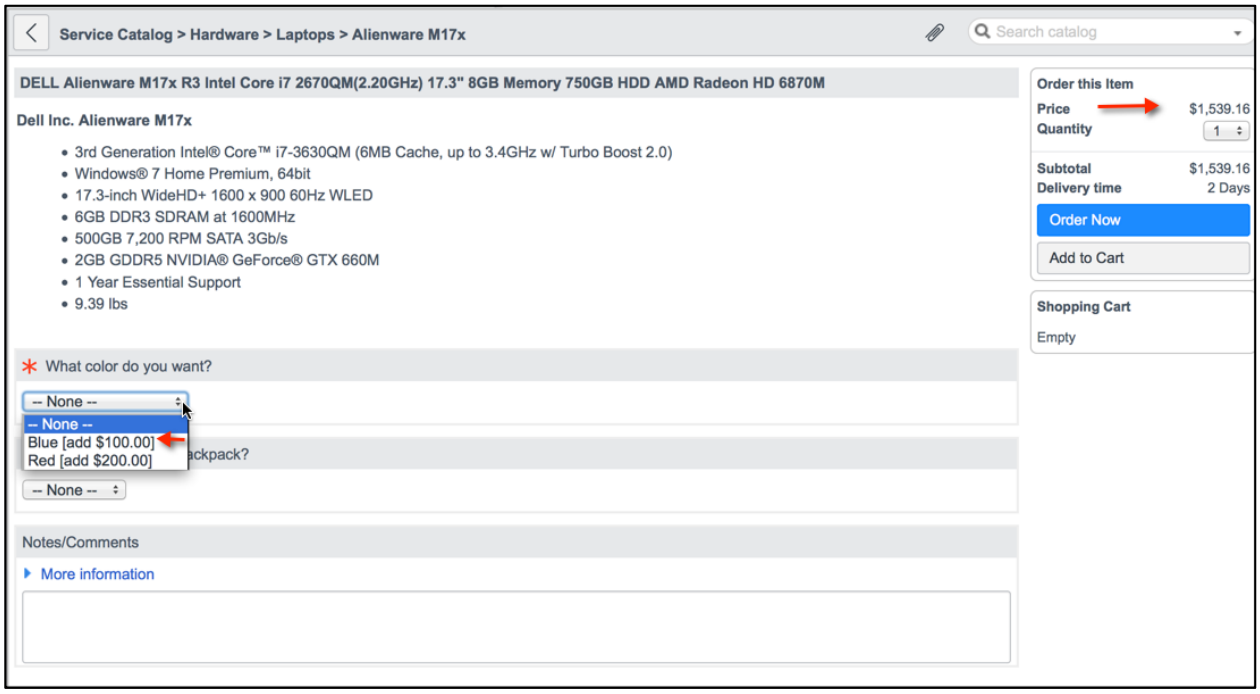


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5. Click the **Alienware M17x Laptop**.



6. Notice the **Variables** you added to the **Hardware Product Catalog Item**. Select **Blue** for the color. You should see the **Price** of **$1539.16** change to **$1639.16**.



Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am done!**

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Lab Goal

This lab explains how to:

- Create an Order Guide using existing Catalog Items

Lab 2.4 Order Guide

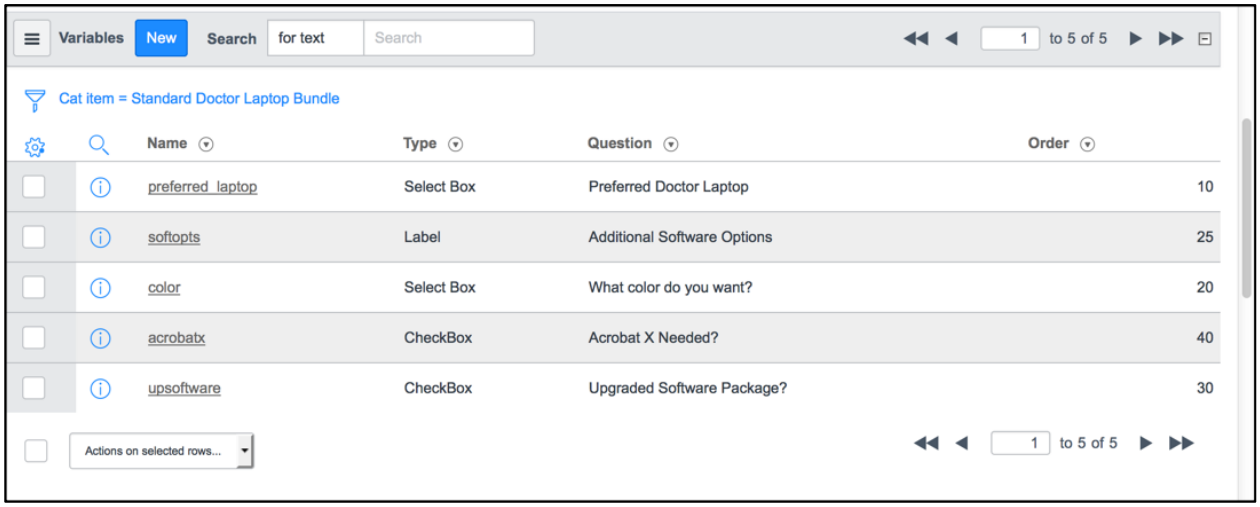
Create an Order Guide

1. Navigate to **Service Catalog > Catalog Definitions > Order Guides** and click **New**.
2. Create an **Order Guide** with the information below and right-click and **Save**.

   Name: **Standard Doctor Laptop Bundle**
   Catalogs: **Service Catalog**
   Category: **Services**
   Cascade Variables: **True**
   Short Description: **Laptop and Software in one spot**
   Description: **Use this to order a standard Doctor laptop with productivity software**

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3. Create Variables using the information below.



Variable 1
Type: **Select Box**
Mandatory: **True**
Order: **10**
Question: **Preferred Doctor Laptop**
Name: **preferred_laptop**
Include None: **True**

Question Choice 1
Order: **100**
Text: **Standard Offering**
Value: **1**

Question Choice 2
Order: **200**
Text: **Upgraded Offering**
Value: **2**

Variable 2
Type: **Select Box**
Mandatory: **True**
Order: **20**
Question: **Laptop Color**
Name: **color**
Include None: **True**

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Question Choice 1
Order: **100**
Text: **Tardis Blue**
Value: **Blue**

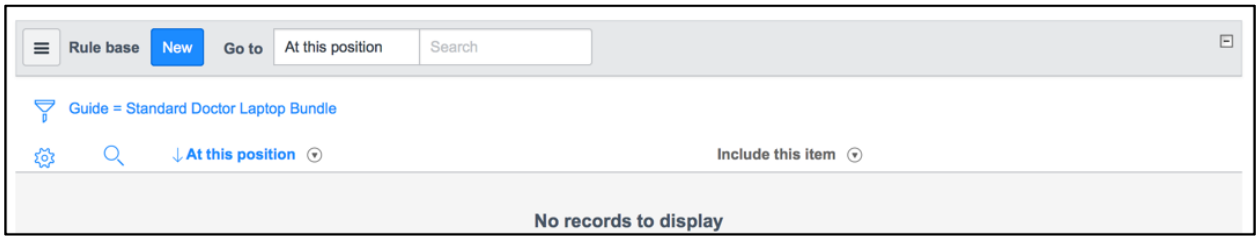
Question Choice 2
Order: **200**
Text: **Blood Red**
Value: **Red**

Variable 3
Type: **Checkbox**
Order: **30**
Question: **Upgraded Software Package?**
Name: **upsoftware**

Variable 4
Type: **Checkbox**
Order: **40**
Question: **Acrobat X Needed?**
Name: **acrobat**

Variable 5
Type: **Label**
Order: **25**
Question: **Additional Software Options**
Name: **softopts**

4. In your **Order Guide** find the **Rule Base Related List** and click **New**. Set up the rules with the information below and repeat until done.



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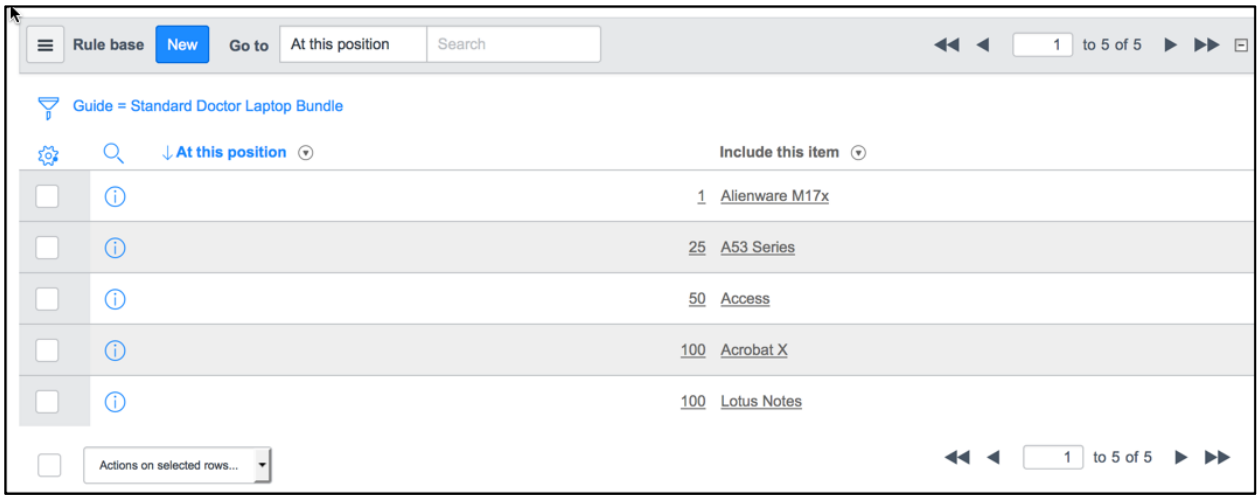
Rule 1
Condition: **acrobat is true**
Include this item: **Acrobat X**
At this Position: **100**

Rule 2
Condition: **upsoftware is true**
Include this item: **Lotus Notes**
At this Position: **75**

Rule 3
Condition: **upsoftware is true**
Include this item: **Access**
At this Position: **50**

Rule 4
Condition: **preferred_laptop is Standard Offering**
Include this item: **A53 Series**
At this Position: **25**

Rule 5
Condition: **preferred_laptop is Upgraded Offering**
Include this item: **Alienware M17x**
At this Position: **1**

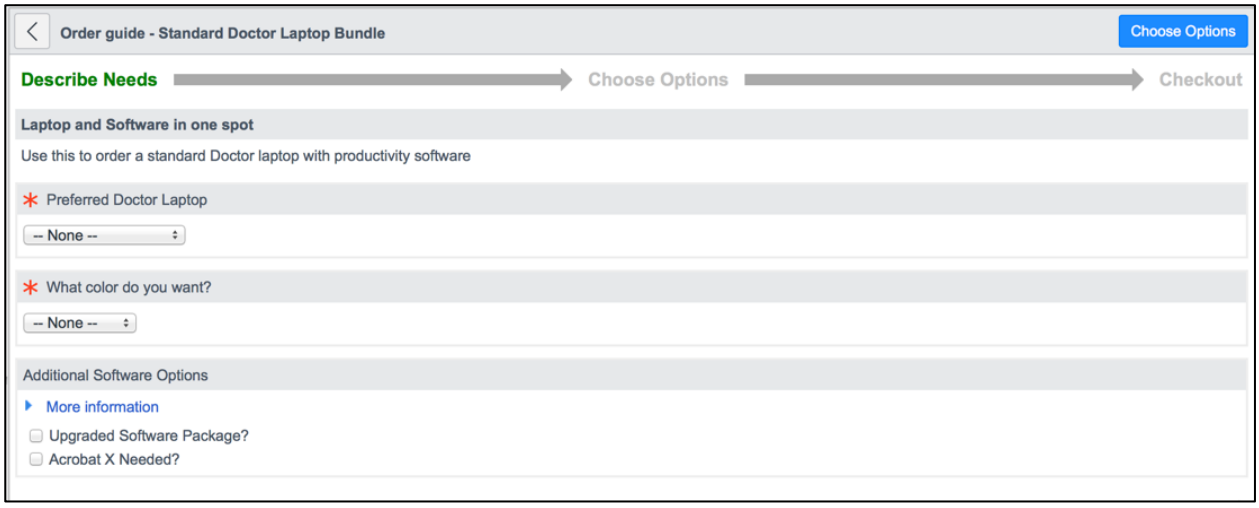


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Lab Success Verification

1. Navigate to **Self-Service > Service Catalog** and click the **"Service" Category**.

2. Standard Doctor Laptop Bundle and your form should match below.

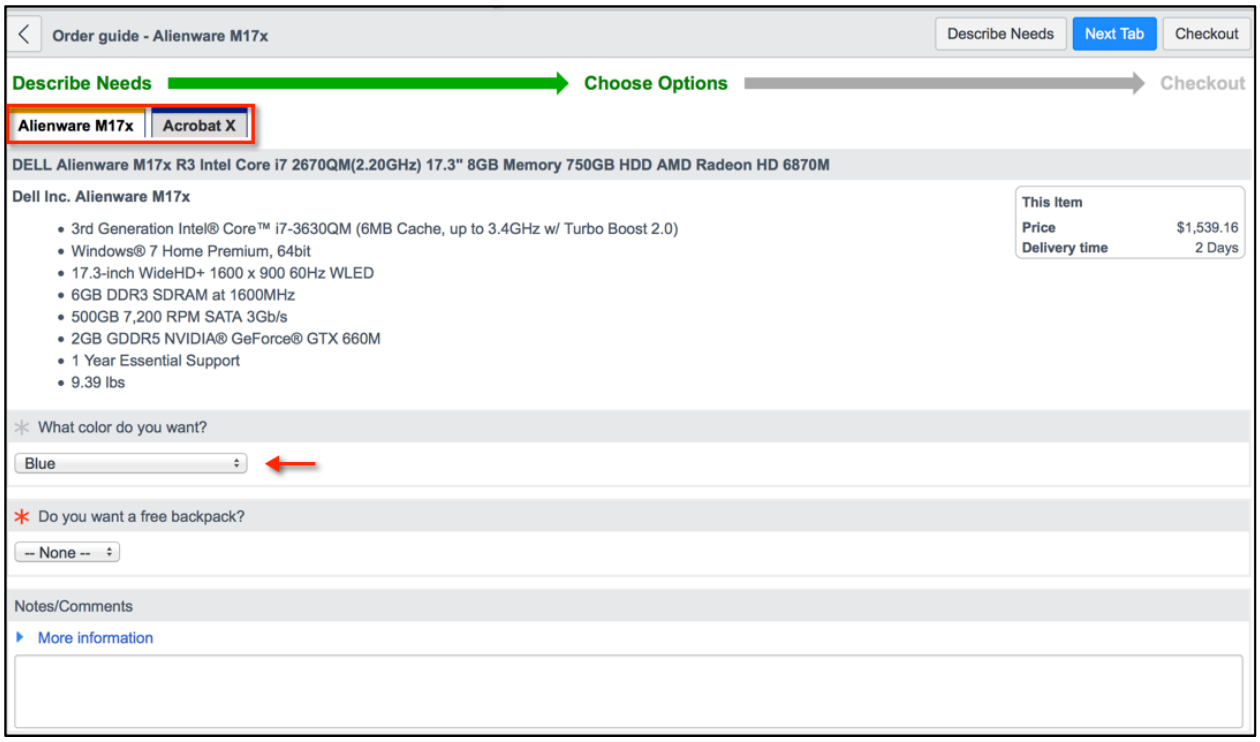


3. Fill out the form with the information below and then click **Choose Options**.

   Preferred Doctor Laptop: **Upgraded Offering**
   What color do you want?: **Tardis Blue**
   Acrobat X Needed?: **True**

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4. The form should match the image below. Notice how the Alienware Laptop and Acrobat X are now listed. These **Items** appear because you mapped the **Variables** on the previous screen to include these **Items**. Also observe that the color for the laptop mapped from the previous screen. That is the **Cascade Variables** options.



5. Repeat step 3 and chose different options to see the **Items** included.

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am done!**

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Lab Goal

Lab 3.0 Identify Access Solutions

This lab explains how to

- Create a simple Record Producer for Incidents
- Create a Record Producer for a Standard Change Request

Identify Access Solutions

Answer the scenarios below:

Scenario 1:
David is using Eureka and needs to restrict access to the HR Category in the Service Catalog to only users that are flagged as VIPs in their user profile.

Scenario 2:
Tina is using Fuji and needs to restrict access to all Software Items in the Hardware Software Category to: only users in group X or are users A, B, C, or work for company X or Z.

Scenario 3:
Romain is using Fuji and want to restrict access to the Emergency Change Record Producer to Location X and to Department Z.

Lab Success Verification

Review the suggestions below to the scenarios:

Scenario 1: Entitlement Script on Category
Since David is on Eureka and User Criteria is new to Fuji, he needs to use an Entitlement Script.

Scenario 2: Preferred method is User Criteria
With Fuji the management of group, user, and company access can now be handled by User Criteria. Previously this would have been accomplished by maintaining several Related Lists on the Catalog Items.

Scenario 3: Preferred method is User Criteria and using "Match All"
They are currently on Fuji which means they have access to use User Criteria. The key here is the condition **AND**. Both the Location and Department must match; therefore, use the **Match All** property.

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.
2. Click **I am done!**

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Lab Goal

This lab explains how to use User Criteria Records that are now available in Fuji to:

- Limit access to a Catalog Item based on user information
- Limit access to a Catalog Item with a Script

Lab 3.1 User Criteria

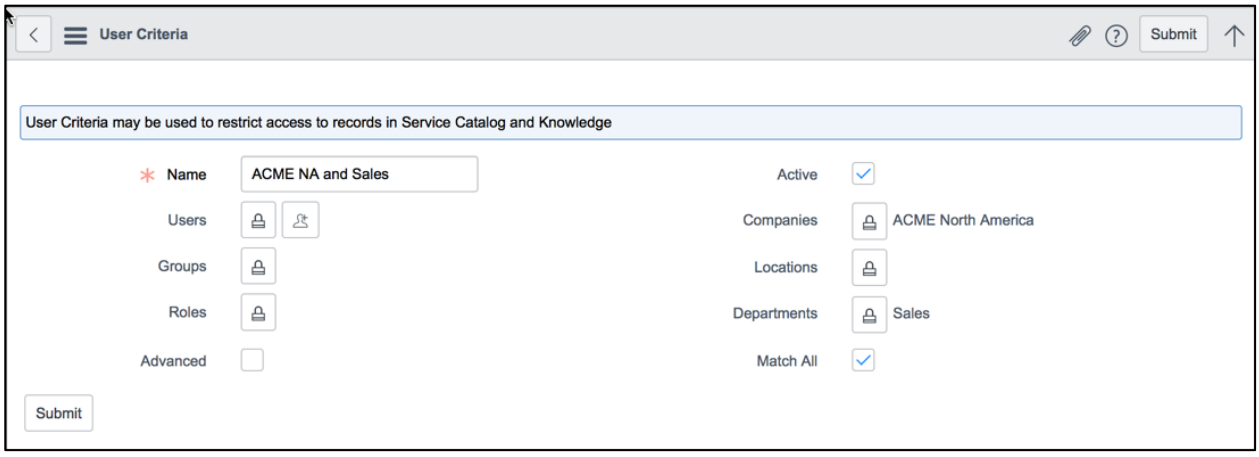
Create a User Criteria Record

1. Navigate to the **My Cellular Device Is Broken** Record Producer. (**Service Catalog > Catalog Definitions > Record Producers**)

2. Open the **Record Producer** and find the **Available For** and **Not Available For Related Lists**.
   Hint: If you do not see them, add them as you did in previous labs.
   Click **New** on the **Available For**.

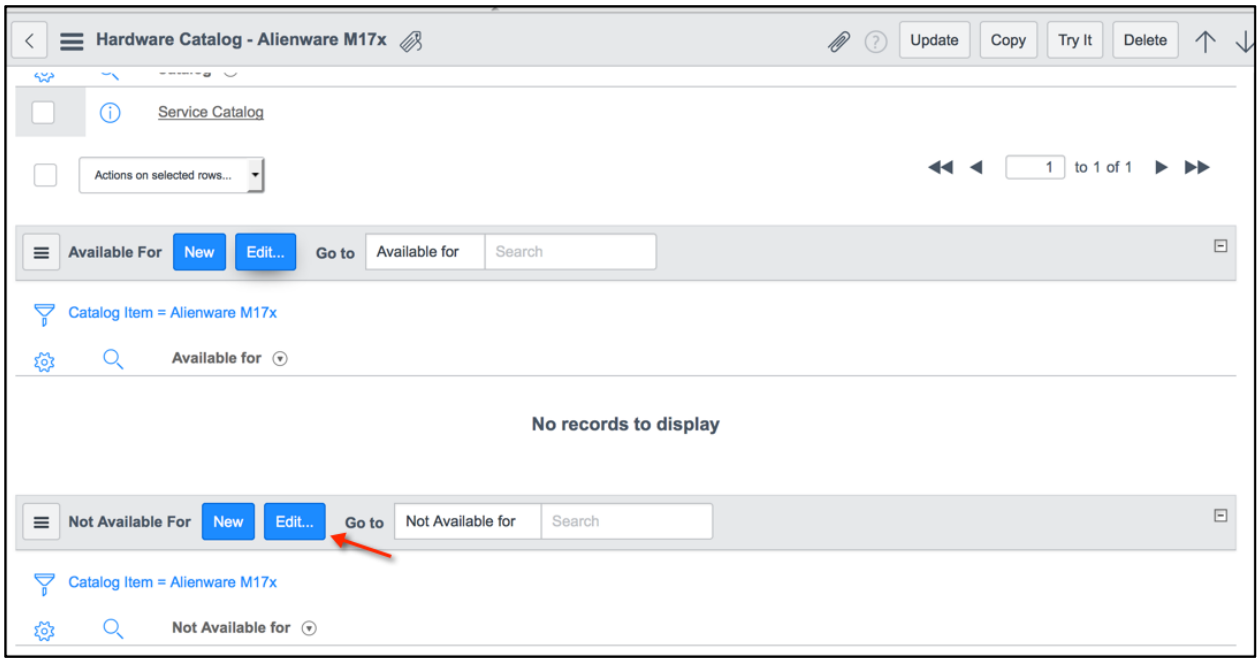
3. Create a **User Criteria** record with the information below and **Submit**.

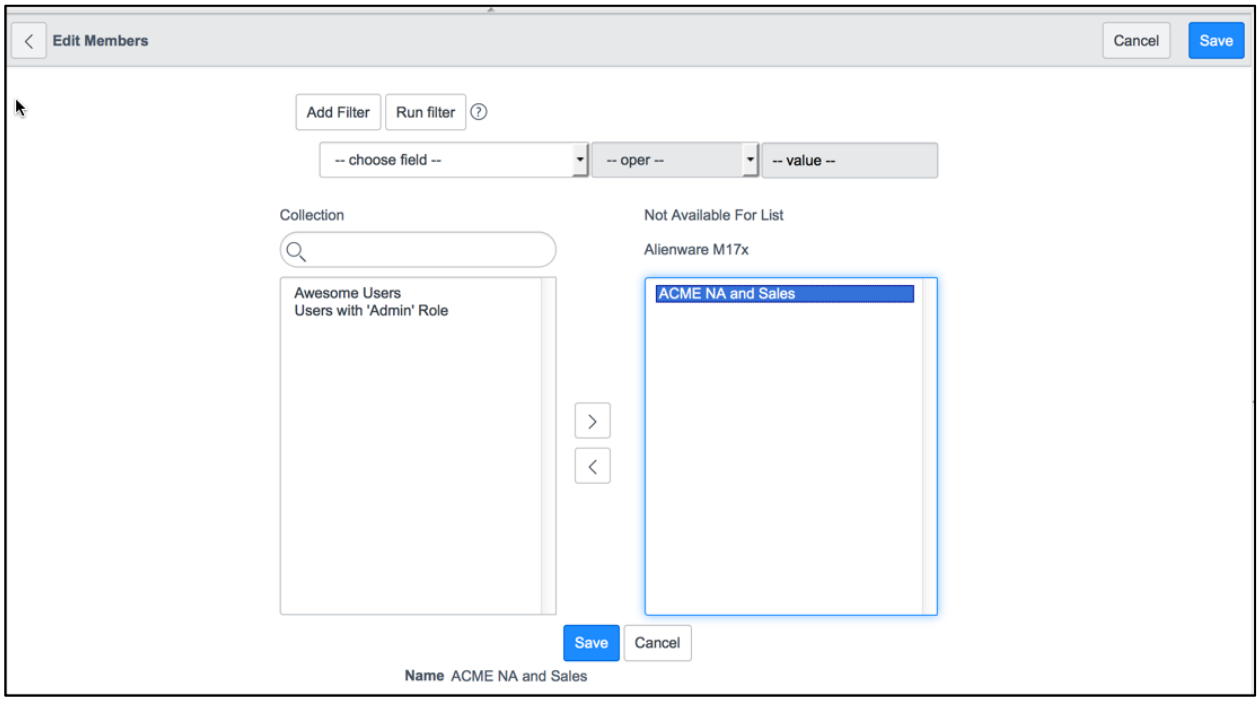
   Name: **ACME NA and Sales**
   Companies: **ACME North America**
   Department: **Sales**
   Match All: **True**



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4. Navigate to the **Alienware M17X Laptop** in the Hardware Product Catalog you created earlier. (**Product Catalog > Catalog Definitions > Hardware & Software Items**)
5. Find the **Not Available For Related List** and click Edit. Add **ACME NA and Sales** and click **Save**.





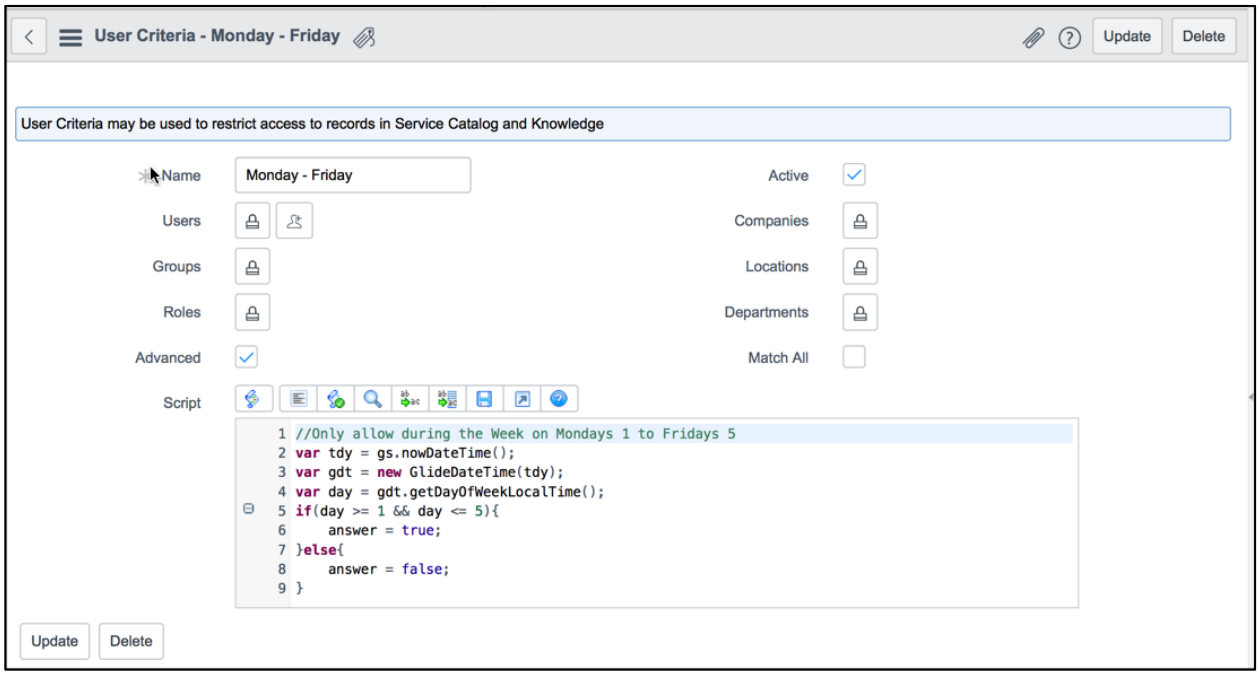
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6. Navigate to **Acrobat X** in the Software Product Catalog you created earlier. (**Product Catalog > Catalog Definitions > Hardware & Software Items**)

7. Click **New** on **Available For** and create a new **User Criteria Record** with the information below and click **Submit**.

   Name: **Monday - Friday**
   Advanced: **True**
   Script:

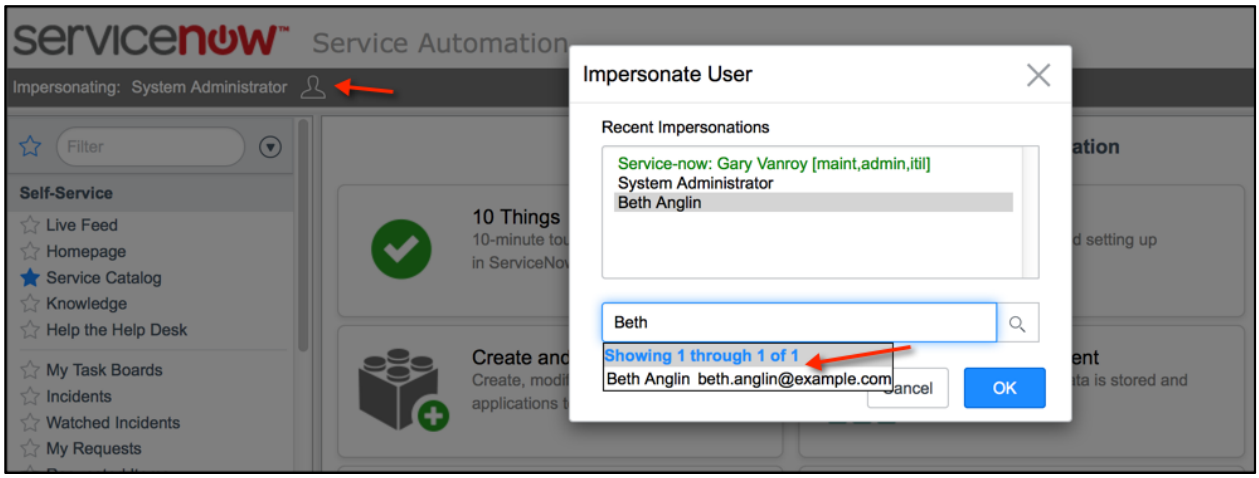
```
//Only allow during the Week on Mondays 1 to Fridays 5
var tdy = gs.nowDateTime();
var gdt = new GlideDateTime(tdy);
var day = gdt.getDayOfWeekLocalTime();
if(day >= 1 && day <= 5){
   answer = true;
}else{
   answer = false;
}
```



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Lab Success Verification

1. Impersonate **Beth Anglin**.



2. Navigate to **Self-Service > Service Catalog > Can We Help You?** and look for **My Cellular Device is Broken**. You can see the item because Beth is in the Sales Department and she works for ACME North America. This is controlled by the **Available For ACME NA and Sales User Criteria Record**.

3. Navigate to **Self-Service > Service Catalog > Hardware > Laptops** and look for **Alienware M17X Laptop**. You cannot see the item because Beth is in the Sales Department and she works for ACME North America. This is controlled by the **Not Available For CME NA and Sales User Criteria Record**.

4. Navigate to **Self-Service > Service Catalog > Software** and look for **Acrobat X**. You can see the item because today is a weekday. This is controlled by the **Available For Monday - Friday User Criteria Record**. (You can switch back to admin and change the Script by swapping the True/False. Then impersonate Beth again to see it is no longer there.)

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am done!**

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Lab Goal

This lab explains how to:

- Create multiple Service Catalogs
- Add shared content to your new Service Catalog

Lab 4.0 Create Service Catalogs

Create a Service Catalog

1. Navigate to **Service Catalog > Catalog Definitions > Maintain Catalogs** and click **New**.

2. Create a new Catalog with the information below and **Submit** when done.

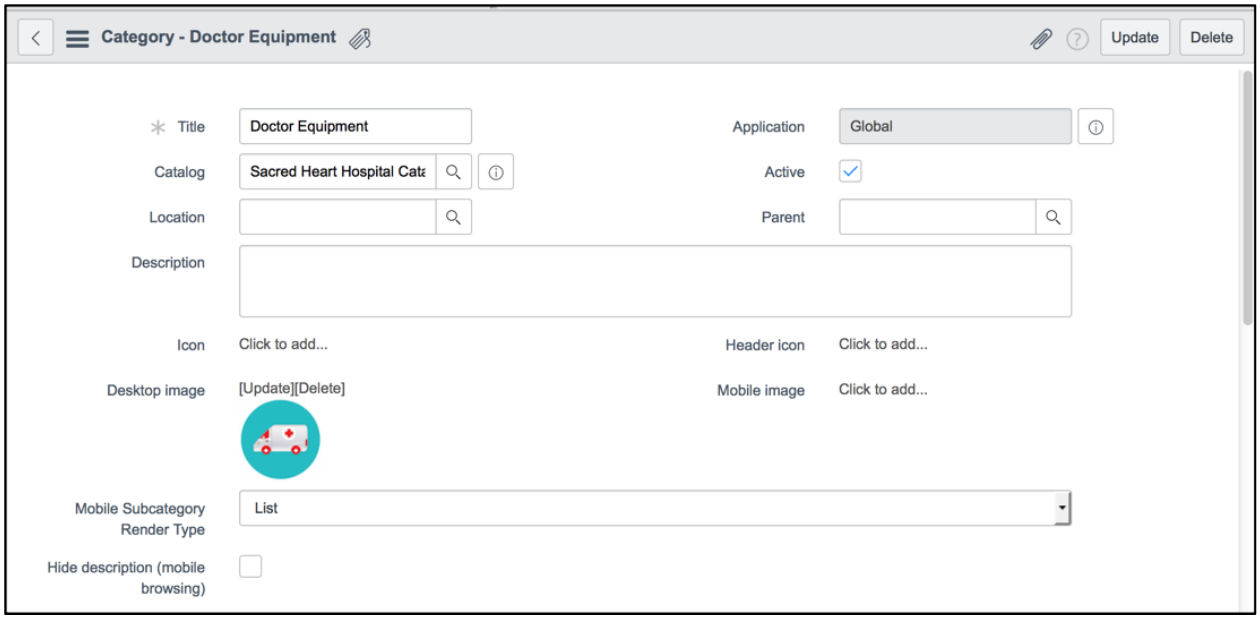
   Title: **Sacred Heart Hospital Catalog**
   Description: **Used by Sacred Heart Hospital staff to order Equipment and Request Patient Services**

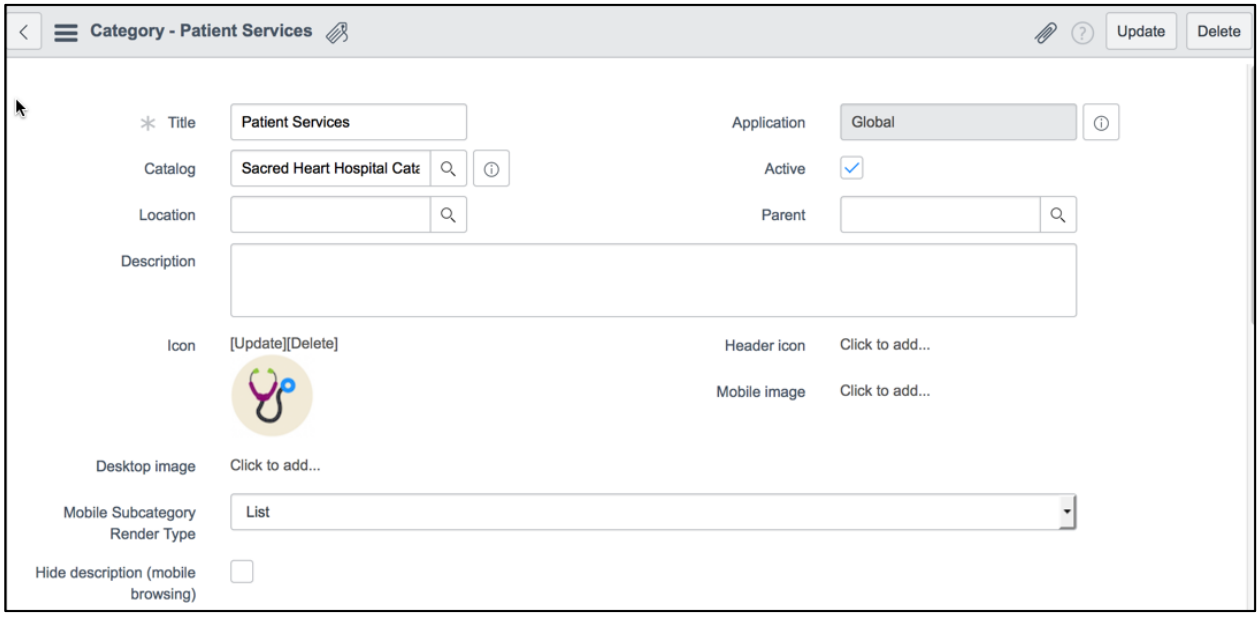
3. From the new **Catalog** create a new **Category** with the information below and **Submit** when done. Repeat until you create all the **Categories**.

   Category 1
   Title: **Doctor Equipment**
   Catalog: **Sacred Heart Hospital Catalog**
   Description: **Doctors can order Equipment or request non standard Equipment**
   Desktop Image: Pick one

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Category 2
Title: **Patient Services**
Catalog: **Sacred Heart Hospital Catalog**
Description: **Schedule Appointments or Request Service**
Desktop Image: Pick one

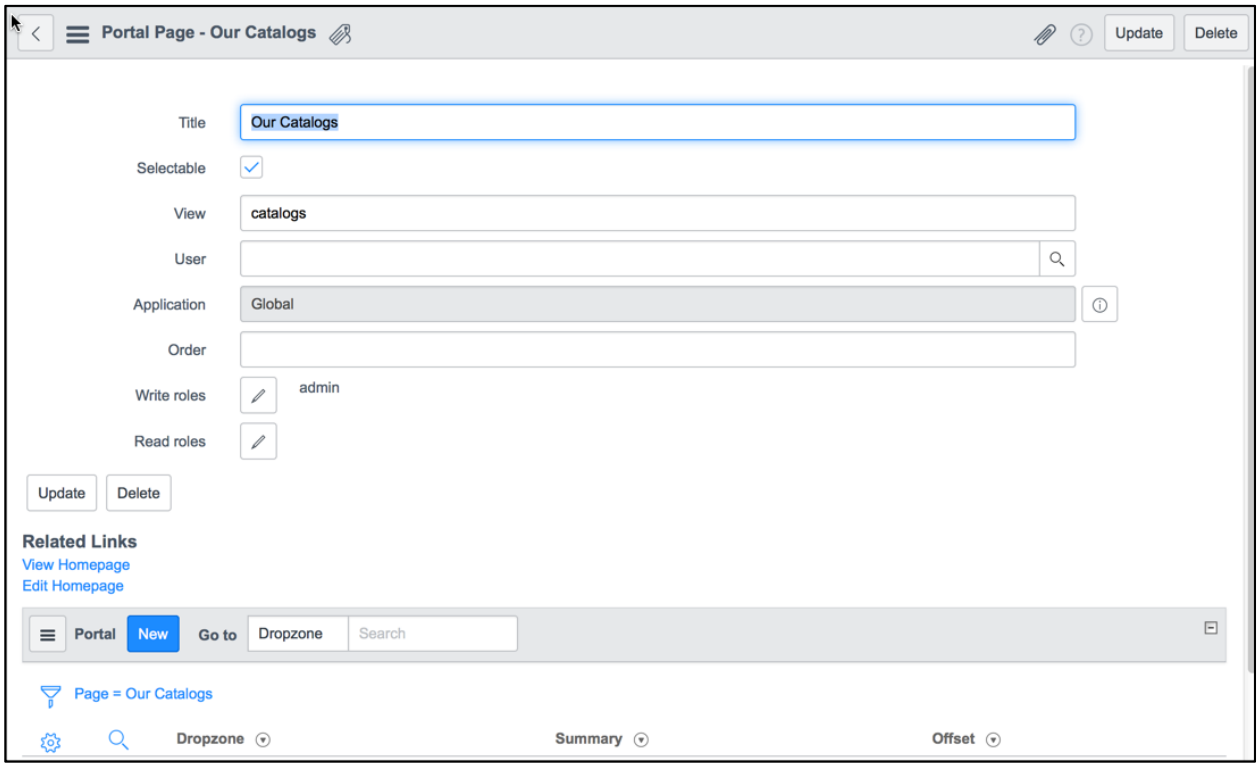




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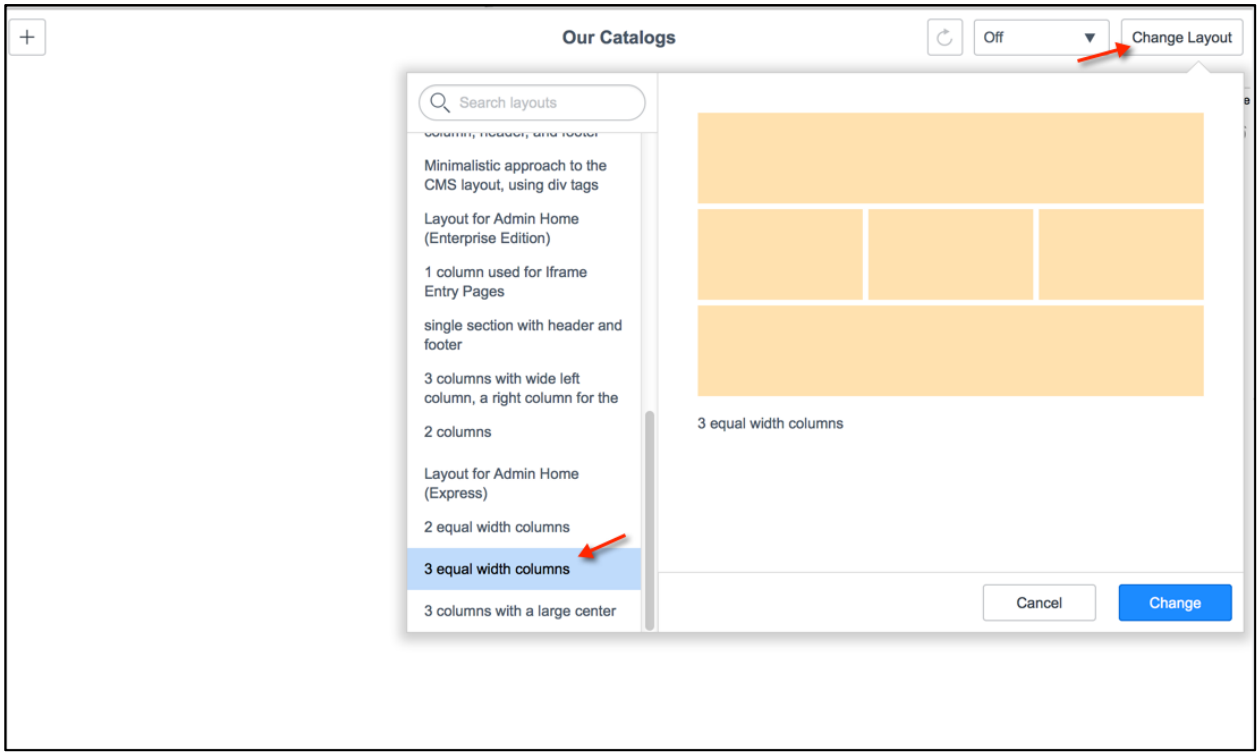
4. Navigate to **Homepage Admin > Pages** and click **New**. Create a new **Page** so users can see both **Catalogs**. Use the information below to create the new **Page.** Right-click and **Save** when done.

   Title: **Our Catalogs**
   View: **Catalogs**
   Write: **admin**



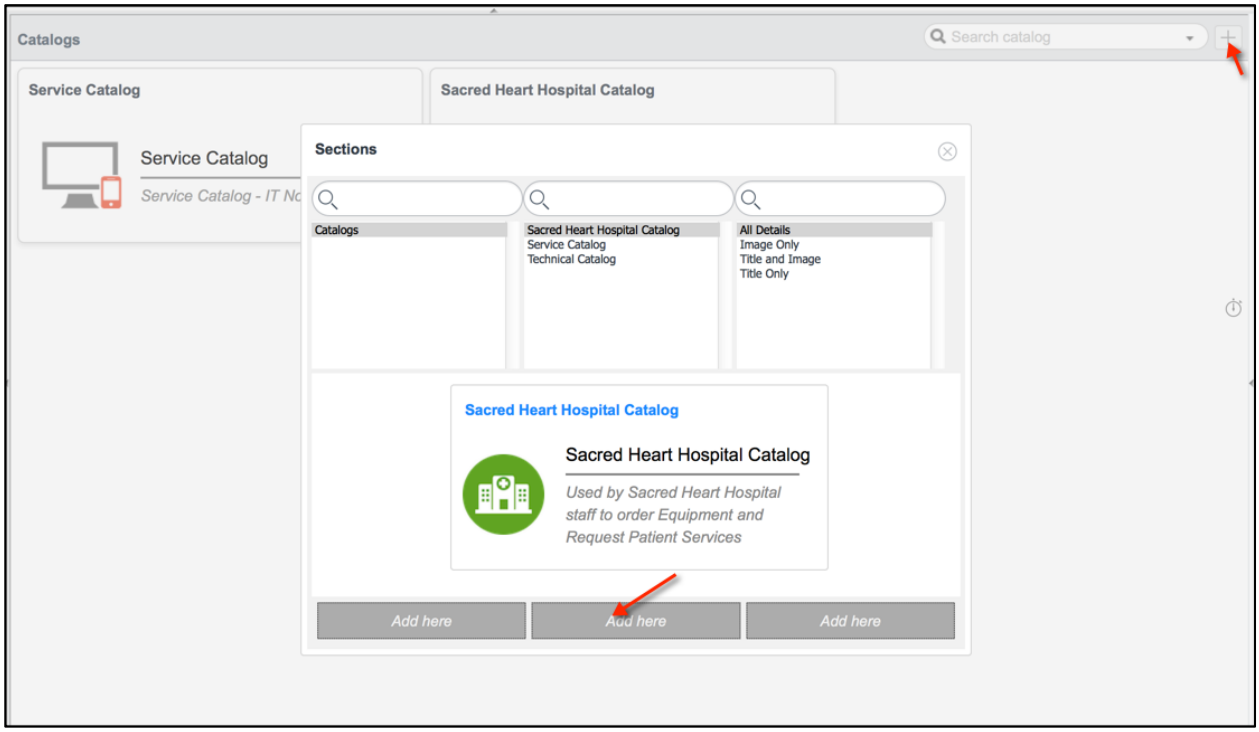
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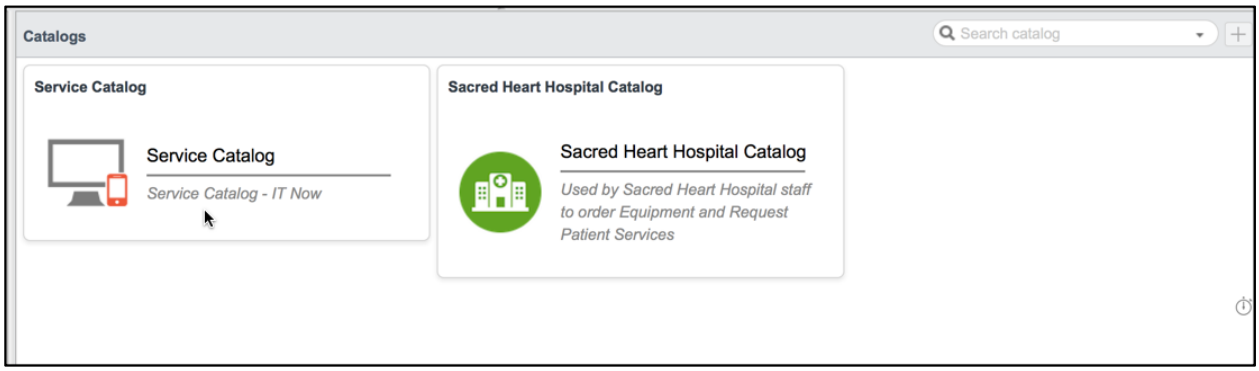
5. Click **Edit Homepage** at the bottom and change the layout to **3 equal width columns**.



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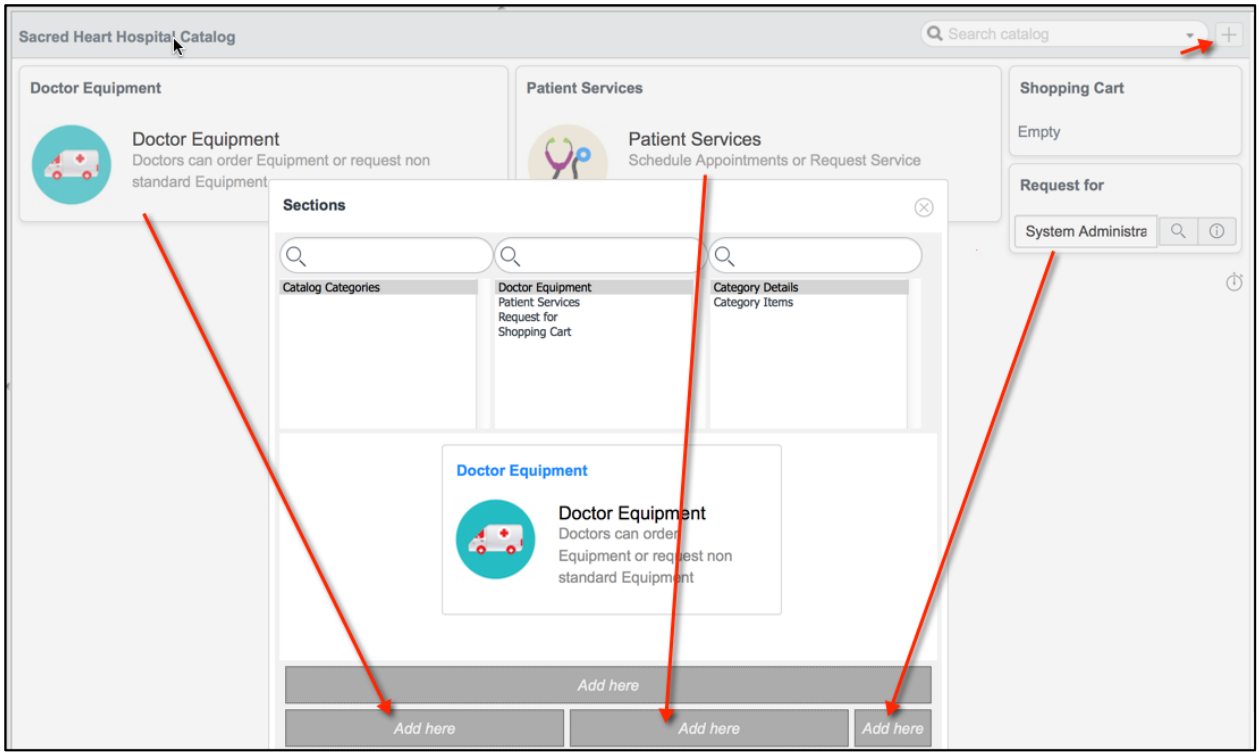
6. Navigate to **Service Catalog > Catalogs**. Click the **+** next to **Search Catalog** and add **Sacred Heart Hospital Catalog** to the middle section of the layout.

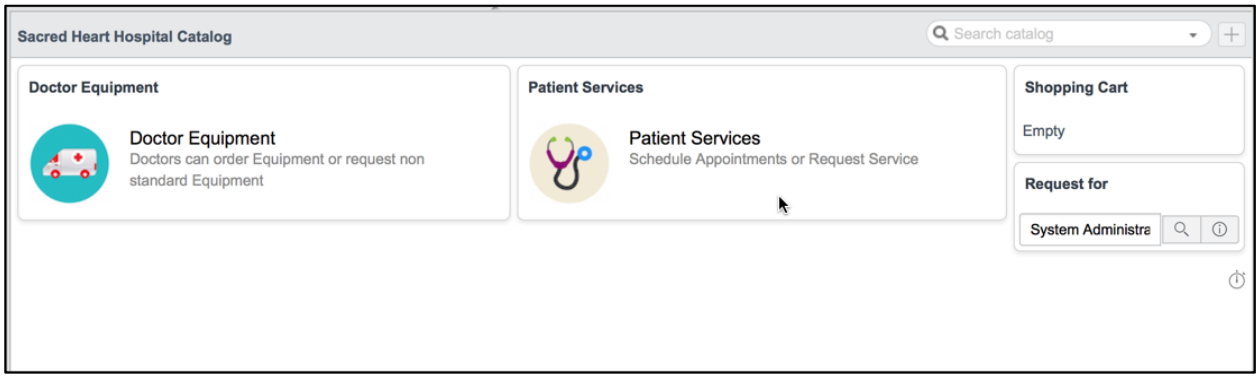




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7. Click into the Sacred Heart Hospital Catalog and set up with **Doctor Equipment**, **Patient Services**, the **Shopping Cart**, and **Requested For**. Click the **+** next to **Search Catalog** to set up the Categories.

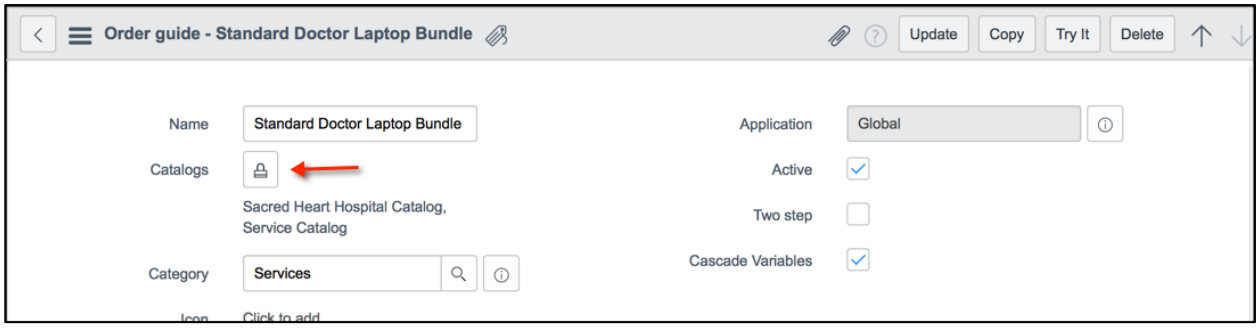




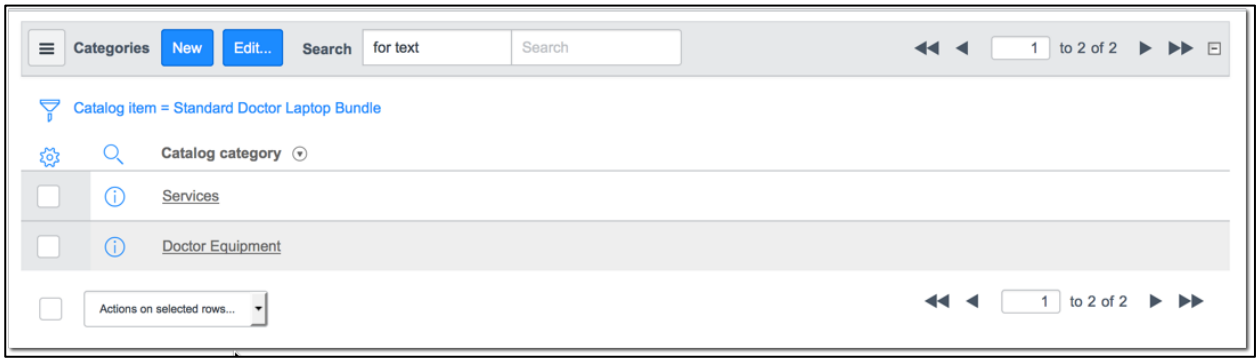
8. Now add items to the Categories: Navigate to **Service Catalog > Catalog Definitions > Order Guides**. Click on **Standard Doctor Laptop Bundle**.

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9. For Catalog, add **Sacred Heart Hospital Catalog**, right-click and **Save**.

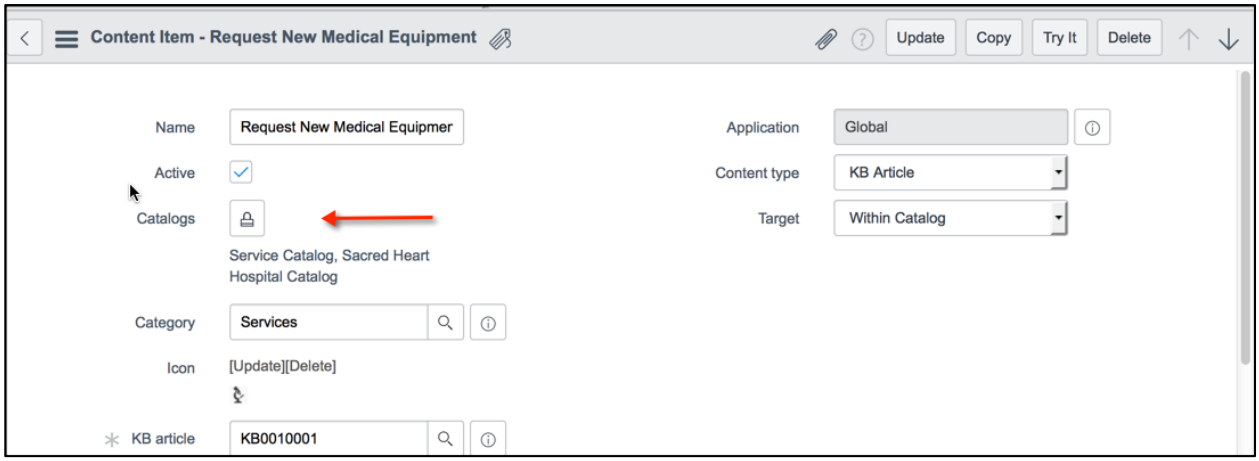


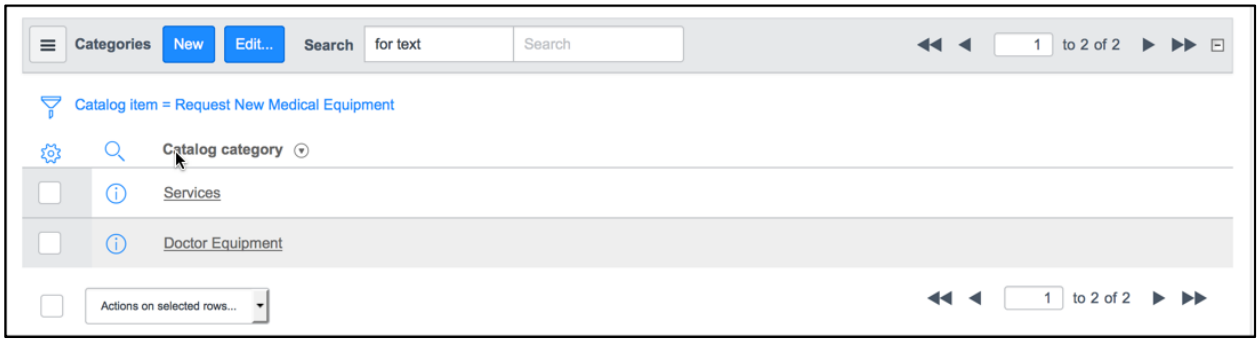
10. Find the **Categories Related List** and click **Edit**. Add to **Doctor Equipment** and click **Save**.



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11. Repeat steps 7 and 8, but this time, add the **Request New Medical Equipment** Content Item.

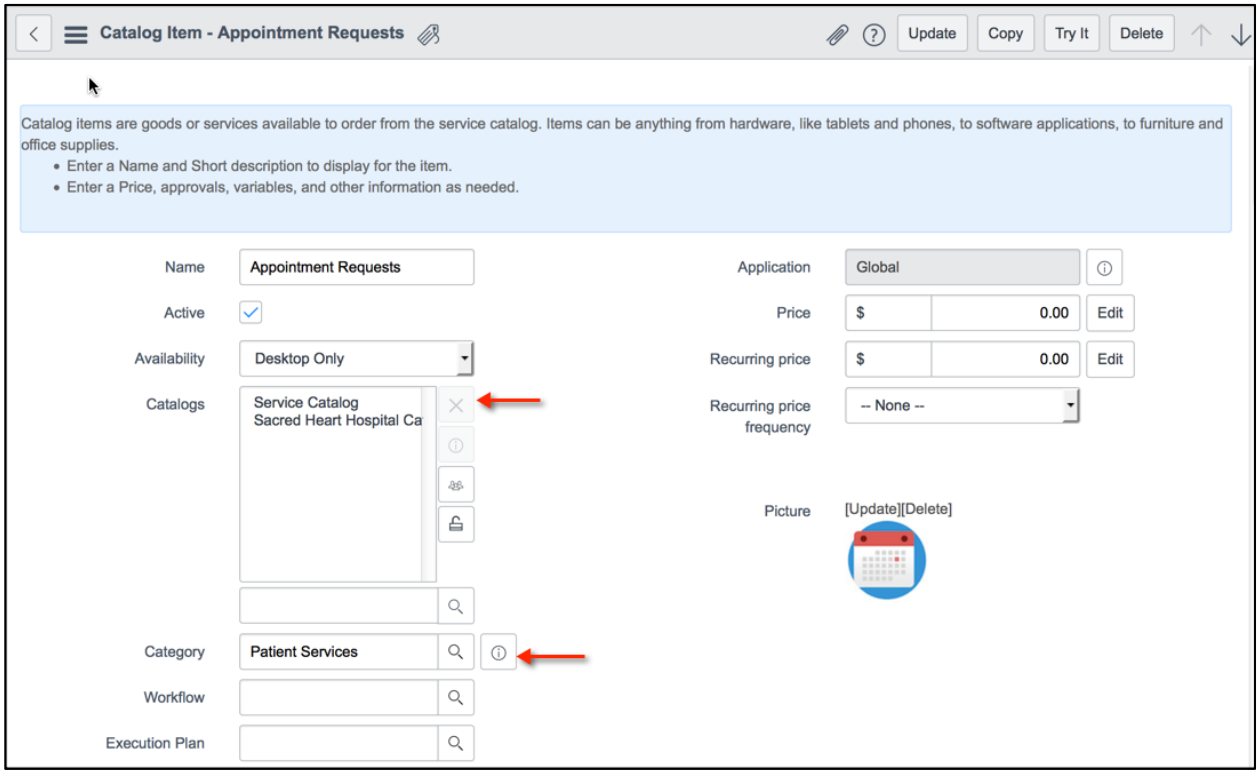




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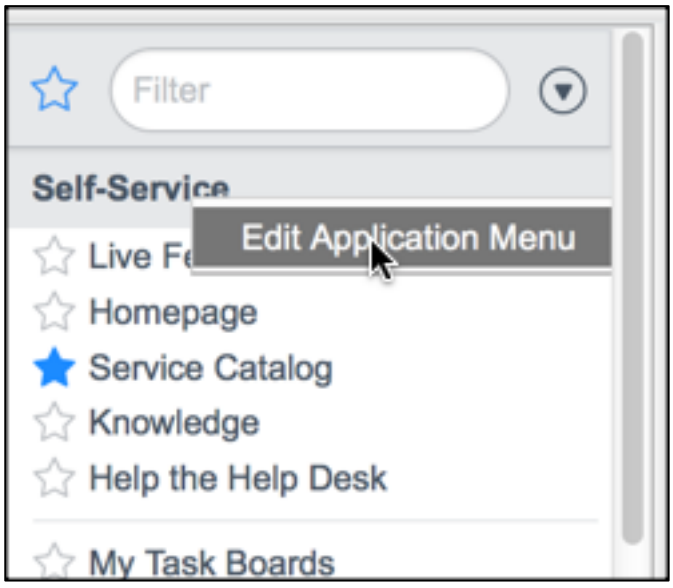
12. Navigate to **Service Catalog > Catalog Definitions > Maintain Items**. Add the items below to the Sacred Heart Hospital Catalog. Add Sacred Heart Hospital Catalog to the Catalog on the Item and then set the **Category to Patient Services**.

Appointment Requests
Interhospital Patient Transfers
Medical Records Requests



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13. Finally, add the ability to get to the **Catalogs** from **Self-Service**: Right-click **Self-Service** and click **Edit Application Menu**.



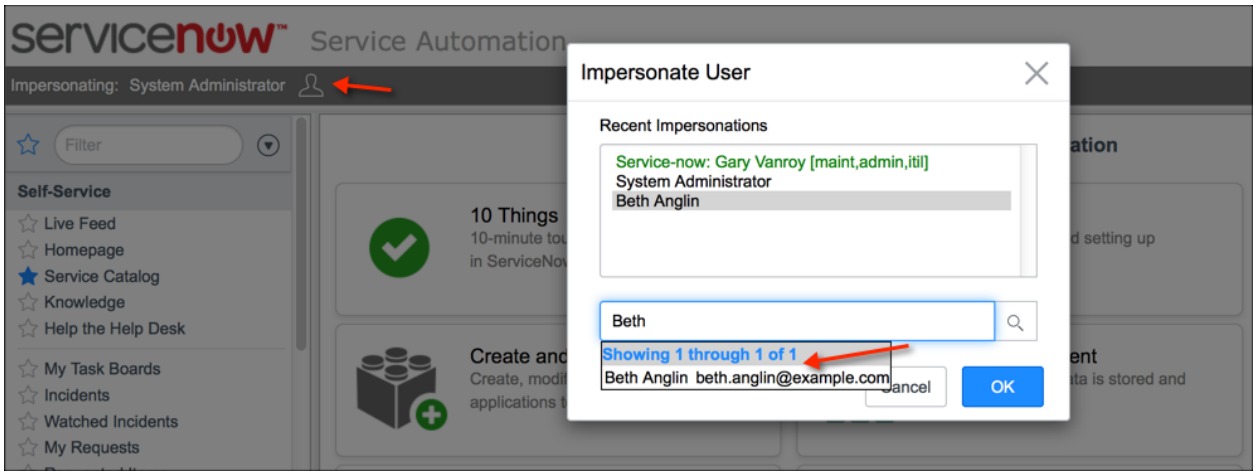
14. On the **Module Related List** click **New** and use the information below. When done click **Submit**.

    Title: **Our Catalogs**
    Order: **105**
    Link Type: **URL (from Arguments:)**
    Arguments: **catalog_home.do?sysparm_view=catalogs**

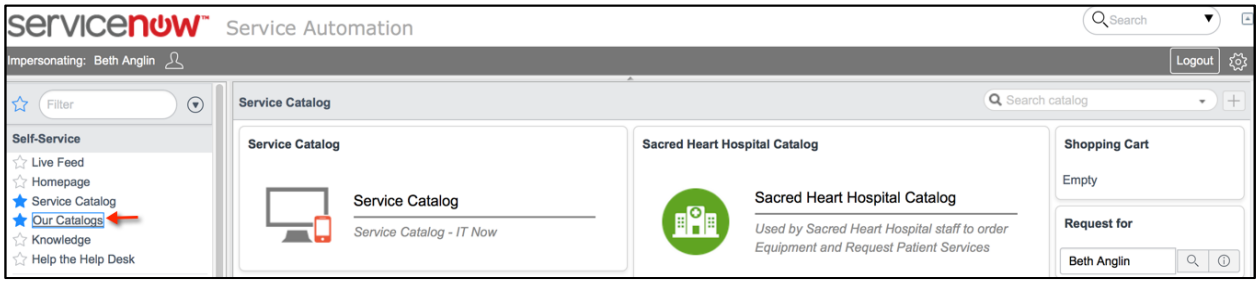
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Lab Success Verification

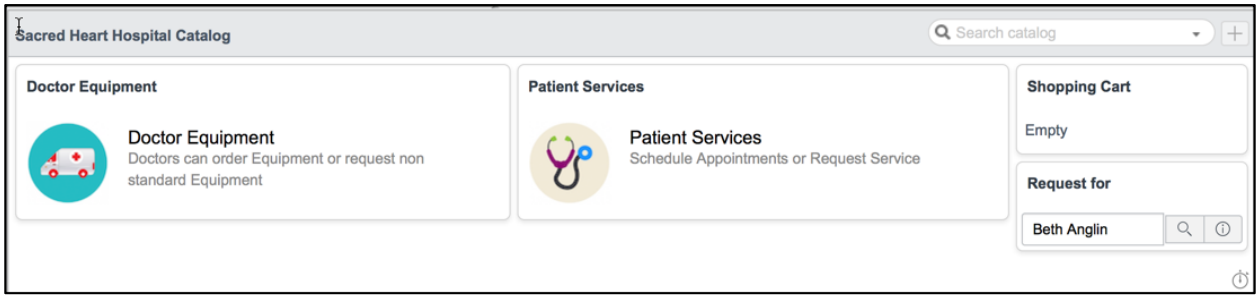
1. Impersonate Beth Anglin.



2. Navigate to **Self-Service > Our Catalogs** and click the link. Your screen should match the example.

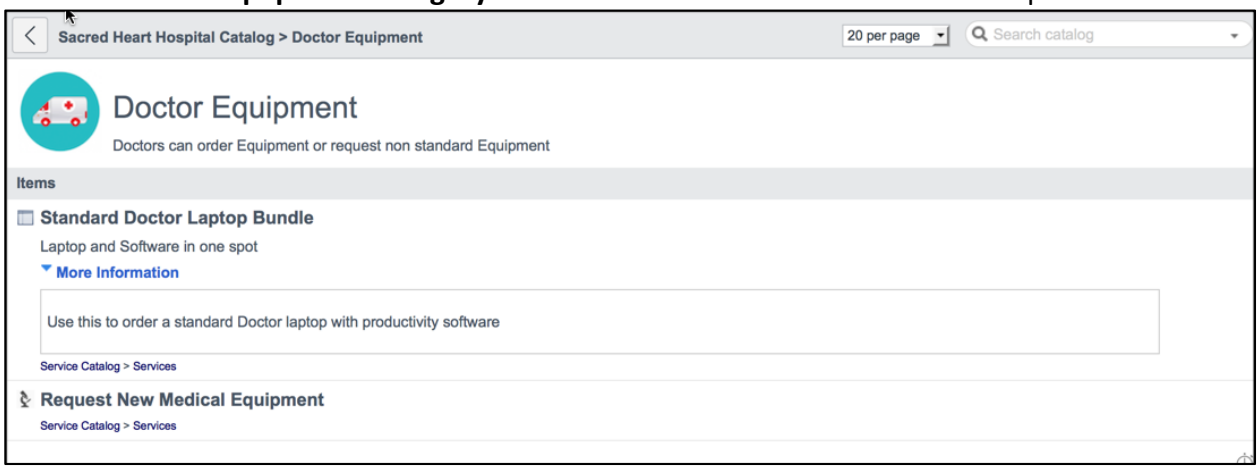


3. Click the **Sacred Heart Hospital Catalog**. Your screen should match the example.

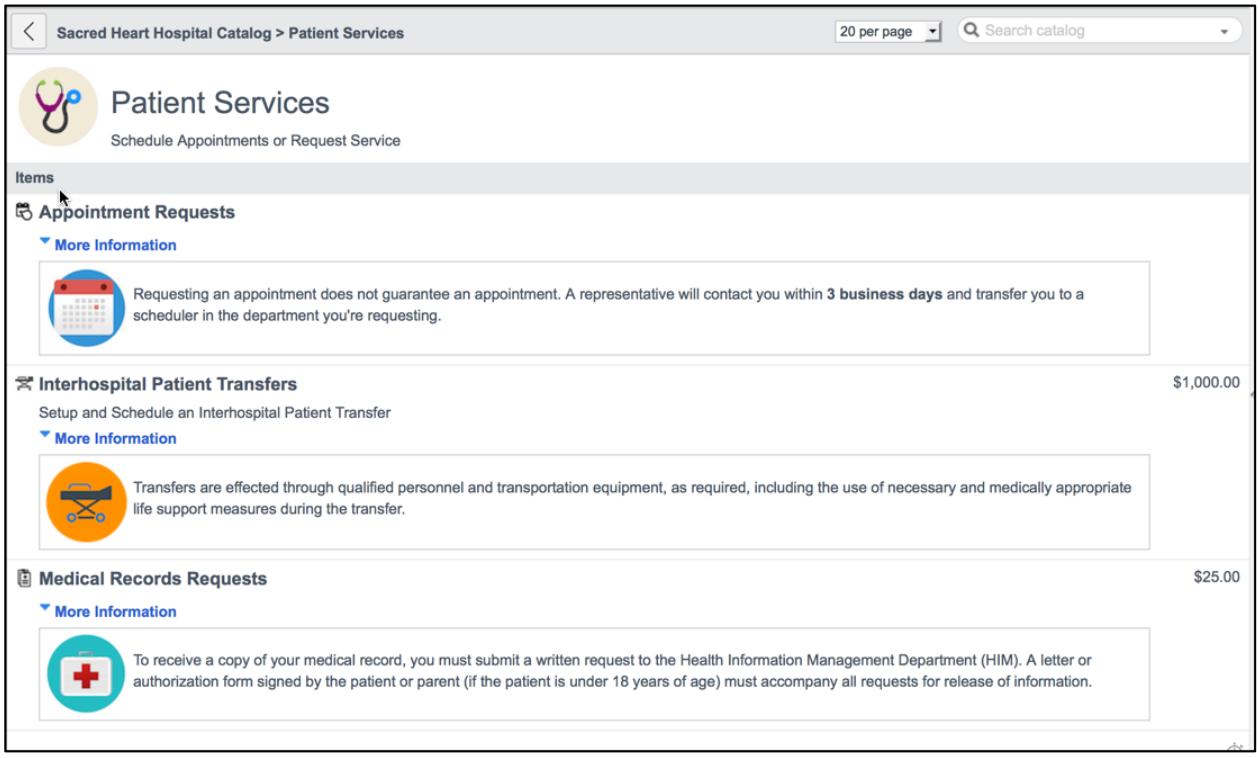


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4. Click the **Doctor Equipment Category**. Your screen should match the one example.



5. Go back to the **Sacred Heart Hospital Catalog** and click on **Patient Services**. Your screen should match the example.



Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.
2. Click **I am done!**

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Lab Goal: Bonus Round

Lab 5.0
End to End

This lab allows you to use everything you learned from each of the Labs:

- Change Catalog Properties
- Create a Catalog Item
- Create a Record Producer
- Create a Hardware Product Catalog Item
- Create an Order Guide
- Create a reusable User Criteria Record
- Create another Catalog

Put It All Together

Read through the scenario below and determine the best solutions for each requirement. Then build your solution based on all the information you learned in the labs.

Scenario
David submitted an enhancement request to the ServiceNow admin group to develop a new Catalog for an acquisition. David has done his homework and documented all the processes and requirements prior to submission…or not.

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ENH10001001
We need a new catalog for General Hospital. We recently acquired them and will be taking on some of their request fulfillment processes. They agreed to use a majority of our existing catalog items and processes so new items should be limited. We also need to give them their own catalog in order to keep separation until we are done transitioning next year. Here is what we need in the General Hospital Catalog:

We need to create some kind of form for them to log Incidents. We just want to capture who is logging the Incident and the details of their issue. We currently have way too many fields for them to fill out so a simplified form would be great. We also want their tickets to go the Software group.

They requested a new item to order new medical equipment, but we do not have one. I know we have a Knowledge Article out there for it so we just want them to use that.

Oh, and in their catalog we just need to buckets. GH Stuff and Computer Stuff is good enough for now. Anything medical related can go in the GH Stuff and anything computer or software related can go into the other bucket.

We need to allow them to order the Alienware M14x which we do not currently have an item for. Please make sure only people in the company ACME Corporation and in the IT Department are allowed to order. Also they are apparently only allowed to order them on the weekends. Odd, I know. If you cannot set that up I will understand. They also have odd color options for their machines and can have Hot Pink, Sad Blue, and Scorching Red. Plus they can have an option for a free mouse if they want.

Now that we have another company coming into the mix we also do not want them searching the catalog. Please make sure to lock down the catalog search ability to only the admins for now.

The last thing they asked for was some way to request Medical Records, Appointment Requests, and Laboratory Requests all in the same form. We do not have that but I like that idea. If we can have that kind of form in both catalogs that would be great. I know we have the forms, but just need to combine them some how and let the user pick which ones they want in a single request.

If you have any questions I will be on vacation for the next two weeks, but you know what to do. We also need this done by next week.

Thanks, David

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