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Lab Guide

Catalog 301:

Catalog Enhancements

Joe Westrich

Lab instance: https://<<name>>.lab.service-now.com

Login / Passwords:

admin / Knowledge14

Lab Goal

1. Review Catalog Errors, Issues
2. Determine Areas for Cleanup
3. Improve Overall Appearance of Items and Services

Lab 1.1 Cleaning Up The Catalog

ServiceNow Catalog

Catalogs are supposed to allow any person to get anything they need, in a simple, almost intuitive manner. To affect this, catalogs need to be architected care and consideration, and teamwork. Sometimes the best way to see this is to examine an example of what it's ***NOT***.

In this lab we will examine an implemented catalog and:

- Identify issues
- Suggest improvements

These concepts are often best learned collaboratively. For this first lab, we will break you into groups, and ask you to look at an example of a catalog.

The form below will allow you to identify issues with the Catalog, and propose alternate suggestions and improvements.

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Use this form as a team to identify issues. Take time to look through the catalog, order items and services. Ask yourself if this is simple, organized, clean, and correct. Work with your team to identify improvements.

Issue	Suggestions / Improvements

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Lab Goal

In this lab you will add an Entitlement Script to display the Laptop Support Catalog Item in the Services category to only those employees that meet the scripted criteria.

Lab 1.2
Advanced Entitlement Scripting

Log on to Your Training Instance

1. Login to the provided training instance URL using the **admin** credentials on the cover.

Access Laptop Support Catalog Item

1. Navigate to **Service Catalog > Software > Lotus Notes**.

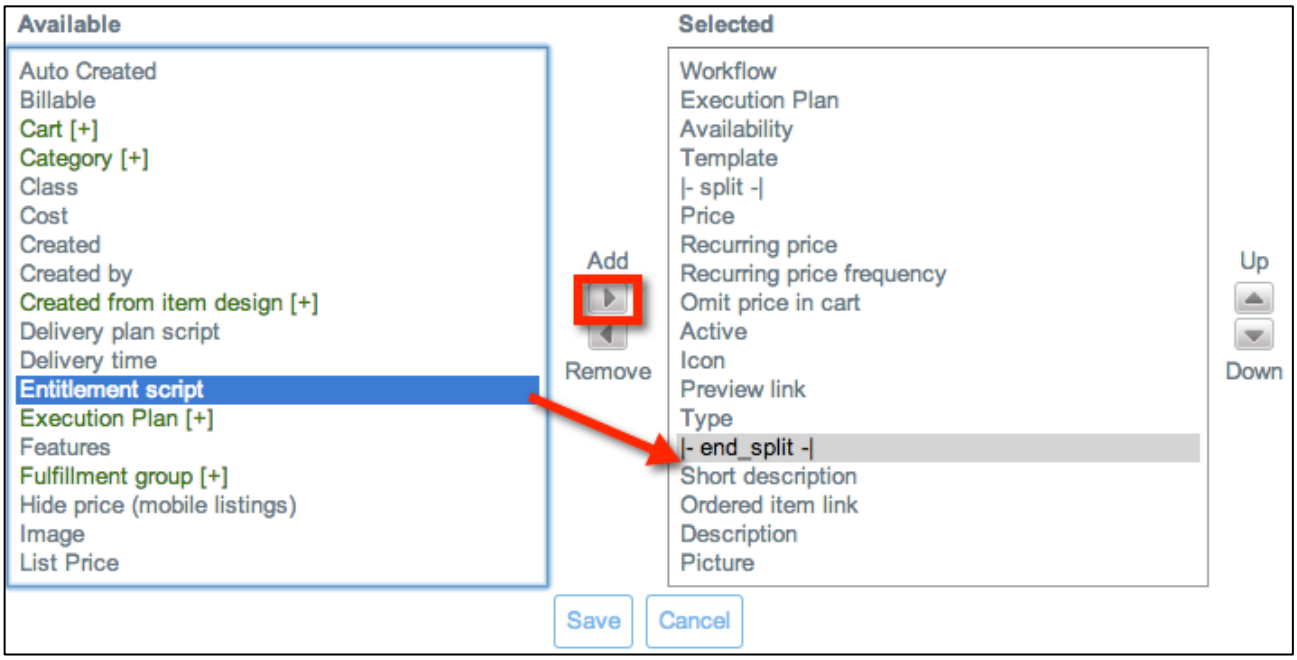
   Lotus Notes is visible to all users.



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Add Entitlement Script to Catalog Item

1. Navigate to **Service Catalog > Maintain items**.
2. Select **Lotus Notes**.
3. Complete these fields.
   Category: **Software**
   Short description: **Lotus Notes for Cloud Dimensions marketing only**
4. Personalize the list layout to add the **Entitlement Script** field.



5. Right-click and **Save**.

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6. In the **Entitlement Script** field create a script that displays Laptop Support only for ACME France Sales Department members. Add warning messages to the System Log that reveal the script branches that execute.

   NOTE: It is a Best Practice to start all log messages with your initials. For this class use your initials and id#.
   For example: ba id3 for Beth Anglin id3 (unique class instance = 3)

   NOTE: you may find an error when you run syntax check – script should run.

   NOTE: Possible Solution:

```
//allow only ACME France Sales Department employees to access Laptop Support.
gs.logWarning("sm-Lab id3 LotusNotes Item Entitlement Script Executing ",
"SM-Lab1.2");
var requestingUser = new GlideRecord('sys_user');
requestingUser.get(gs.getUserID());
//remove these log messages after completing debug and verification
gs.logWarning("sm-Lab id3: User = " +requestingUser.name, "sm-Lab1.3");
gs.logWarning("sm-Lab id3: Company name = " +requestingUser.company.name,
"sm-Lab1.3");
gs.logWarning("sm-Lab id3: LotusNotes Item entitlement script - Department =
" +requestingUser.department.name, "sm-Lab1.3");
if (requestingUser.company.name == 'ACME France' &&
requestingUser.department.name == 'Sales')
   true;
   else
     false;
```

7. Click **Save**.

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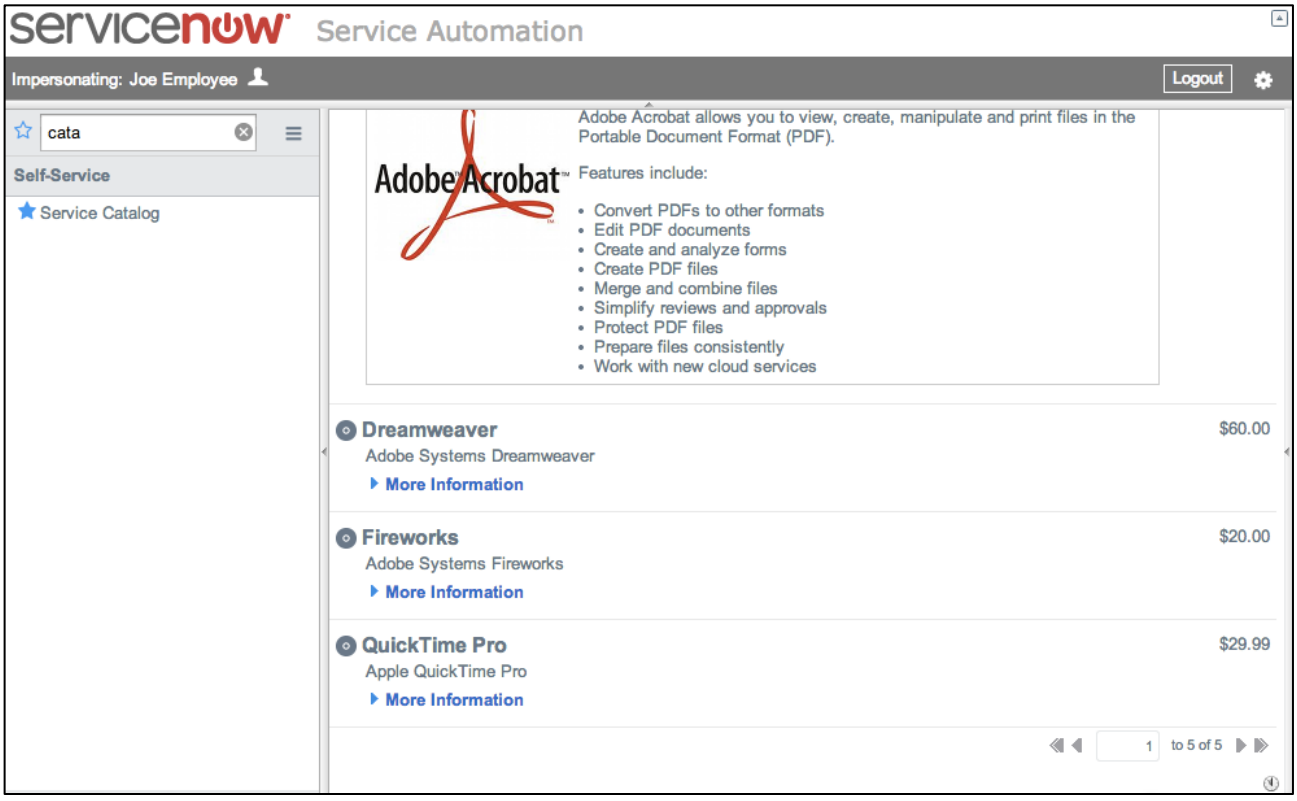
Lab Verification

1. Impersonate **Annabelle Coger**, an ACME France employee who works in Sales.

2. Navigate to **Service Catalog > Software > Lotus Notes**

   Annabelle should see Lotus Notes in the Software category.

3. Impersonate **Joe Employee**. Joe does not work for ACME France. Joe should not see Laptop Support listed in the Services category.

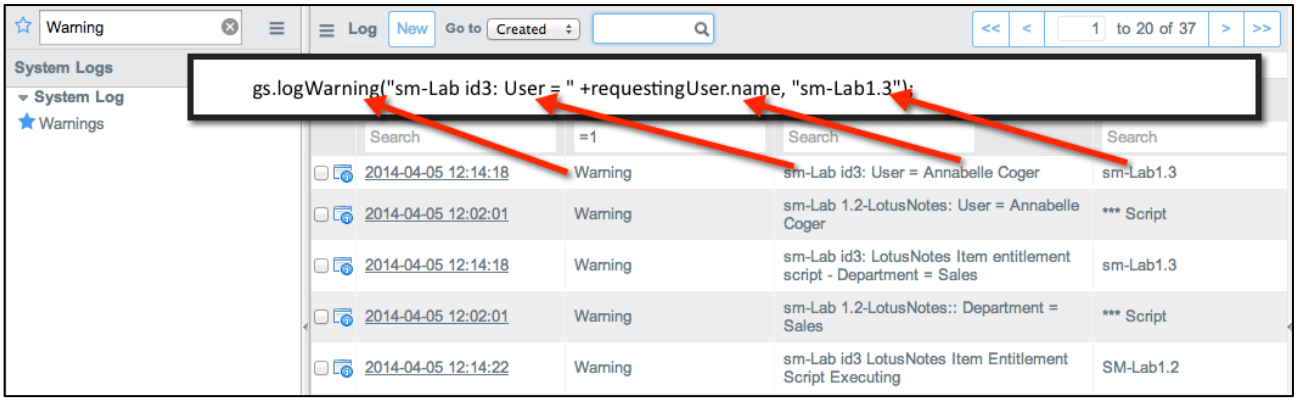


4. Impersonate **Alejandra Prenatt**. Alejandra works for ACME France but not in the Sales Department. Laptop Support should not be listed in the Services category.

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5. Navigate to **System Logs > System Log > Warnings.**

   Verify that the Entitlement Script executed and the values that were evaluated.



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Lab Goal

1. Build WSDL interface
2. Build variables
3. Address SOAP messages

Lab 1.3 Web Services and Catalog

ServiceNow Catalog.

In this Lab you will work in PAIRS to create a Scripted Web Service that will generate a Catalog Request with variable options for a Google Nexus Tablet.

The Scripted Web Service is the **Publisher** of the Web Service. A second ServiceNow instance will be used as the Web Service **Consumer** that will order a Nexus via a SOAP Web Service call.

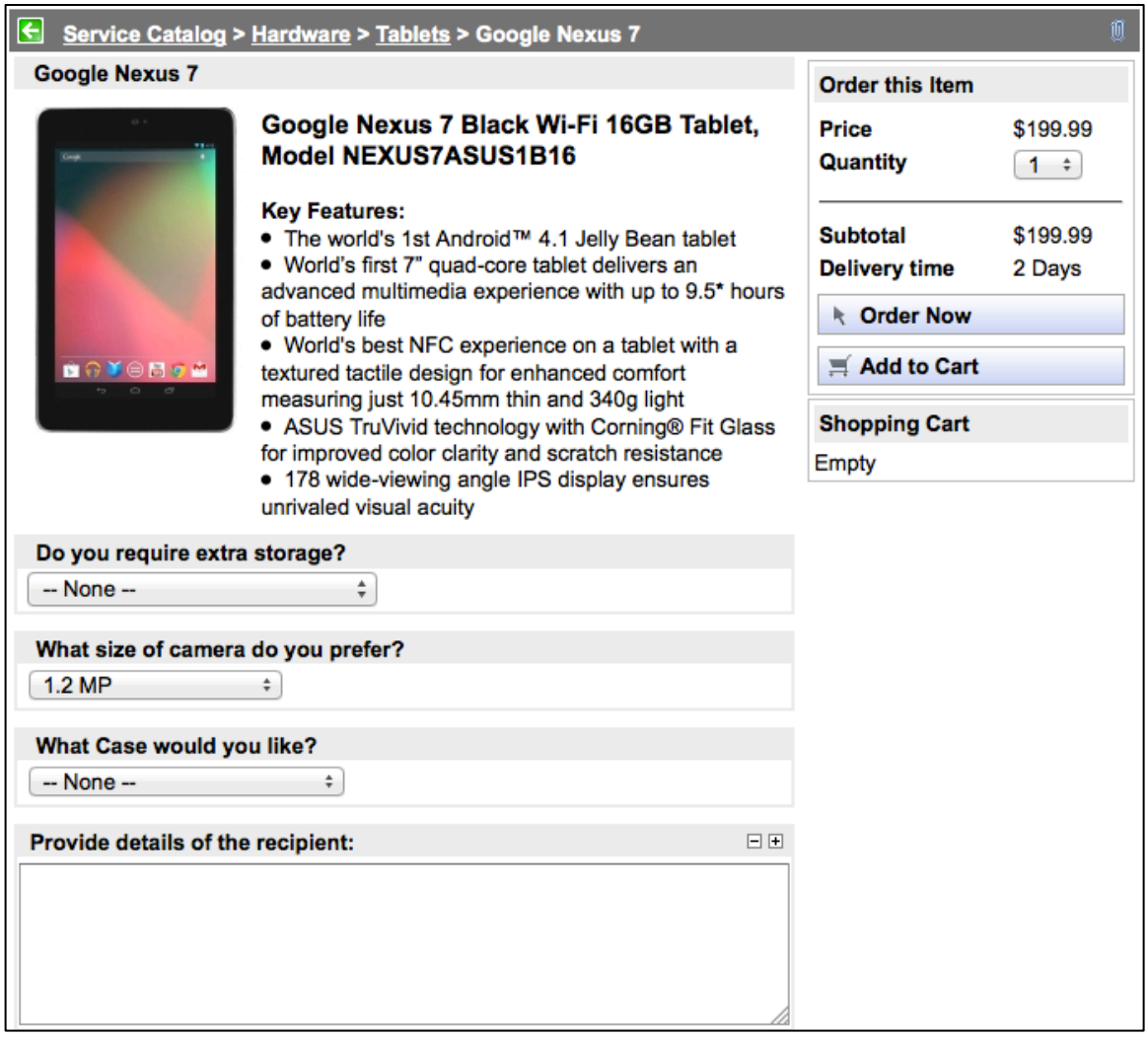
To complete this lab, you will work in PAIRS. One of you will be the Web Service Publisher and the other, the Web Service Consumer. The Publisher will create the Scripted Web Service and provide a WSDL to your partner.

The Consuming partner will then create a Web Service Consuming SOAP message and then create the SOAP Request to order a Google Nexus tablet.

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WEB SERVICE PUBLISHER – Partner 1

Your task is to amend the Google Nexus Catalog item with extra variables and then create a Scripted Web Service to order from a 3rd Party System.



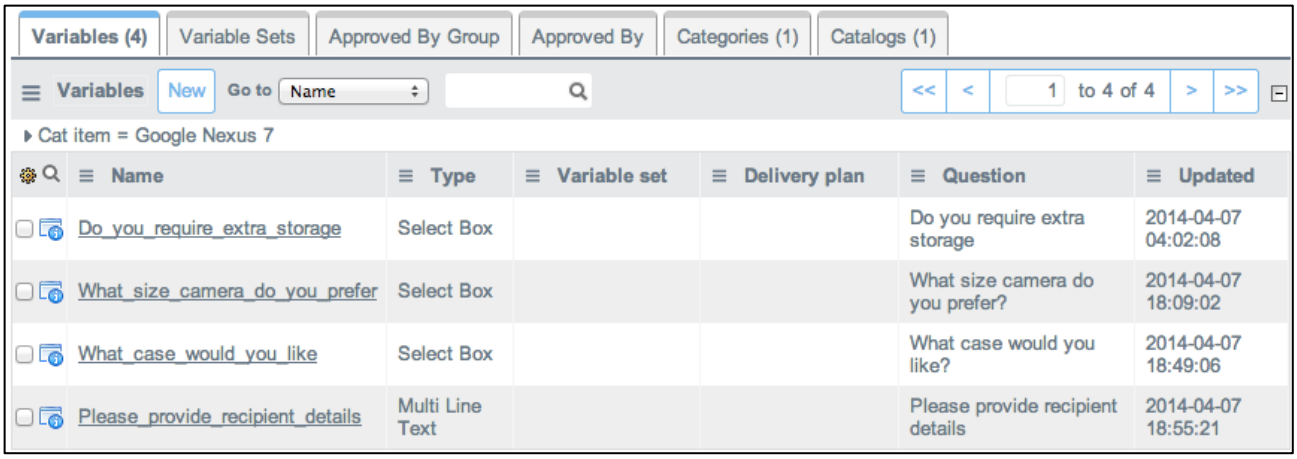
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TASK 1 – Amend the existing Google Nexus with optional variables

1. Navigate to **Service Catalog > Maintain Items.**

2. Find and open the **Google Nexus 7** catalog item.

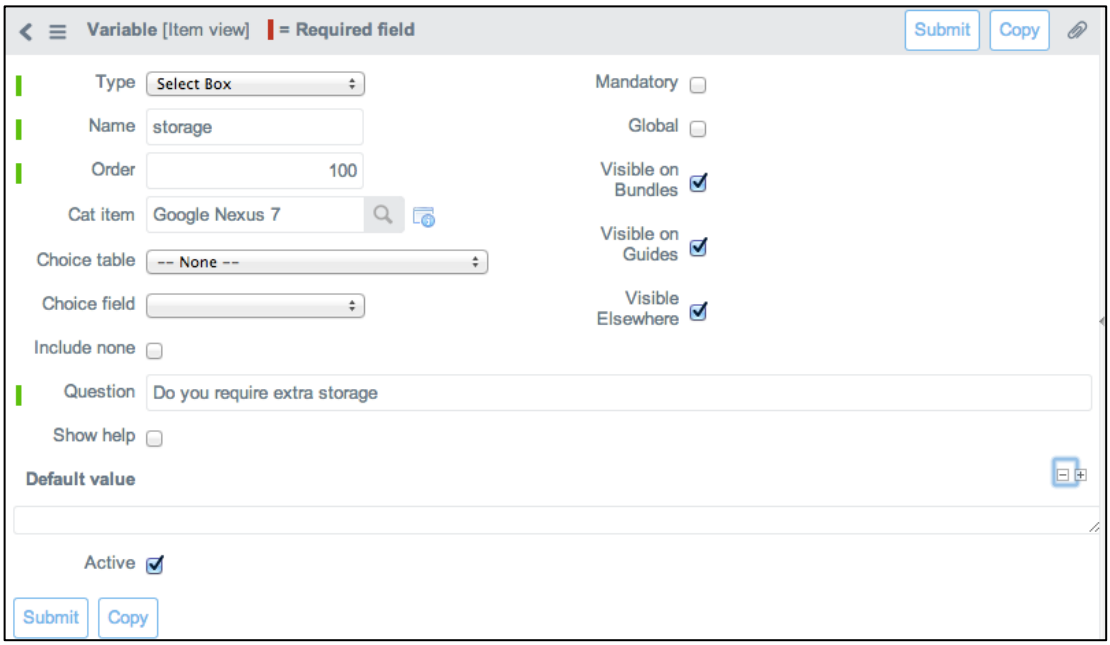
3. Add the variables **storage**, **camera size**, **case**, and **recipient details**.



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4. Configure each variable (**storage**, **camera size**, **case**, and **recipient details)** with the following options:

   Type: **Select Box**
   Name: **storage**
   Order: **100**
   Include None: **Checked**
   Question: **Do you require extra storage?**



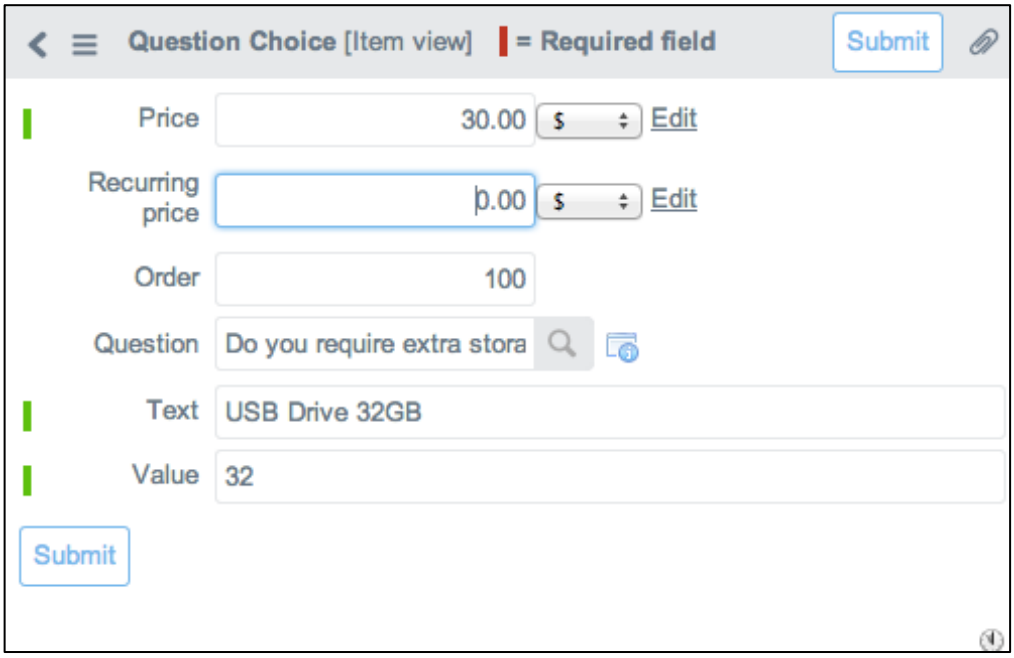
5. Right-Click and **Save.**

6. In the **Question Choices** section, click **New.**

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7. Add the following **Question Choice**:

   Price: **30.00**
   Text: **USB Drive 32 GB**
   Value: **32**

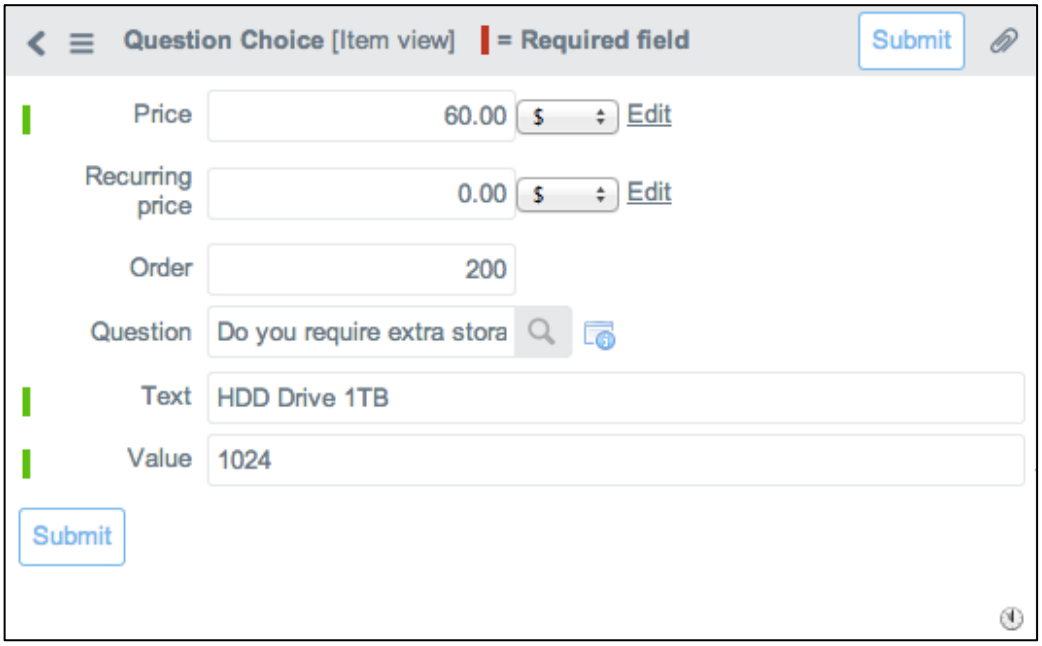


8. Click **Submit.**

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9. Add the following **Question Choice**:

   Price: **60.00**
   Text: **HDD Drive 1TB**
   Value: **1024**

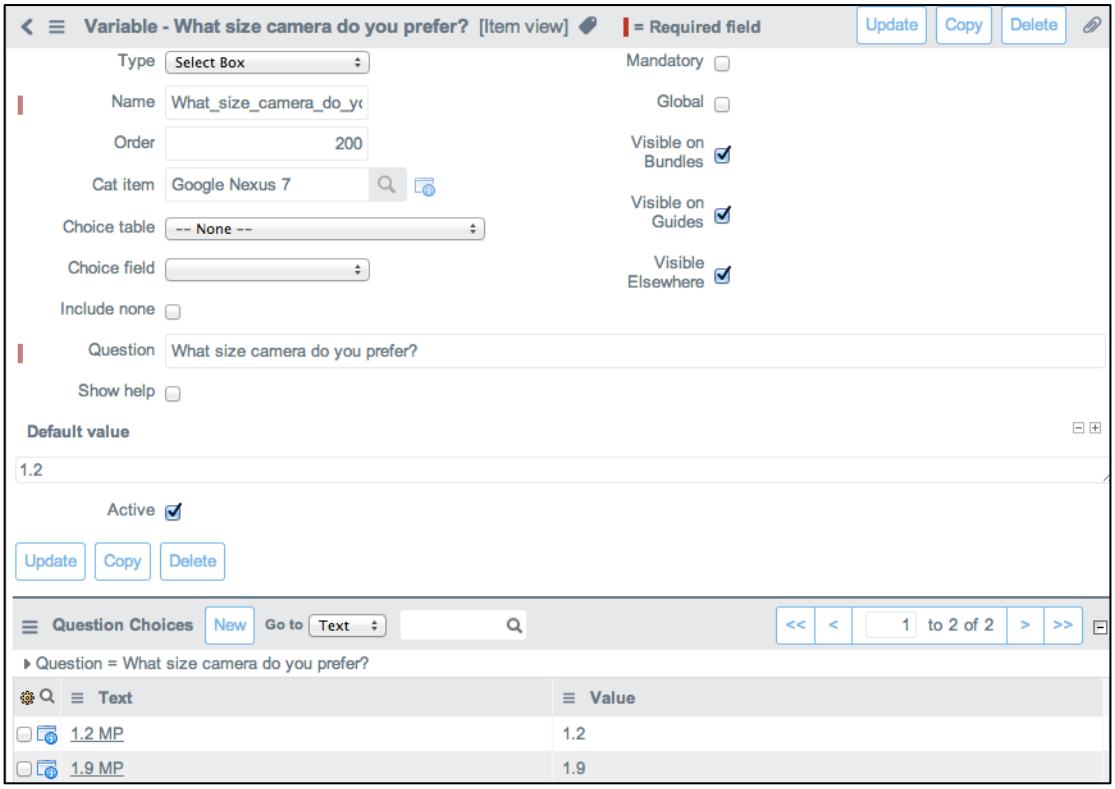


10. Click **Submit.**

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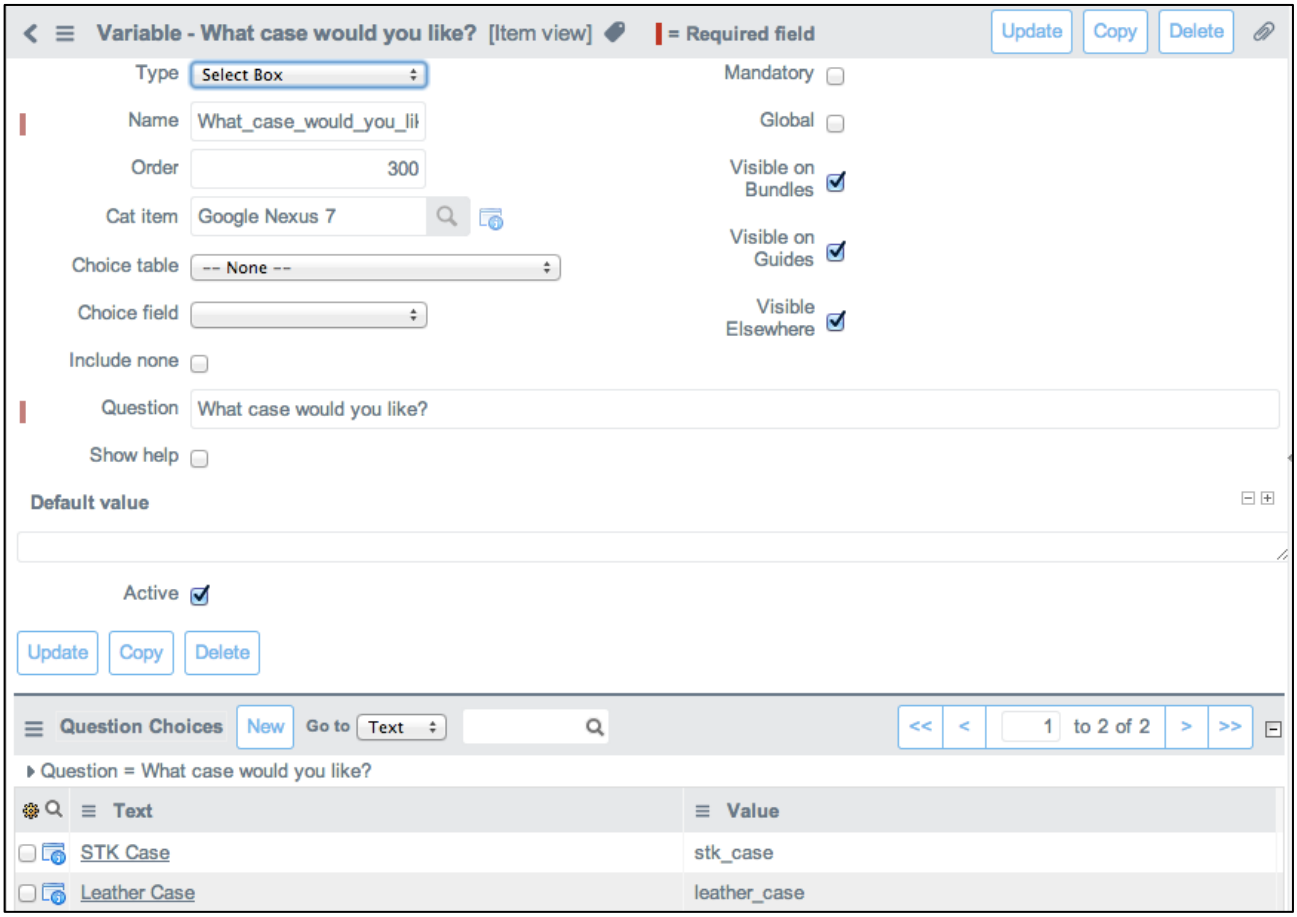
11. Add Additional Variables:

Variable: **What_size_camera_do_you_prefer?**



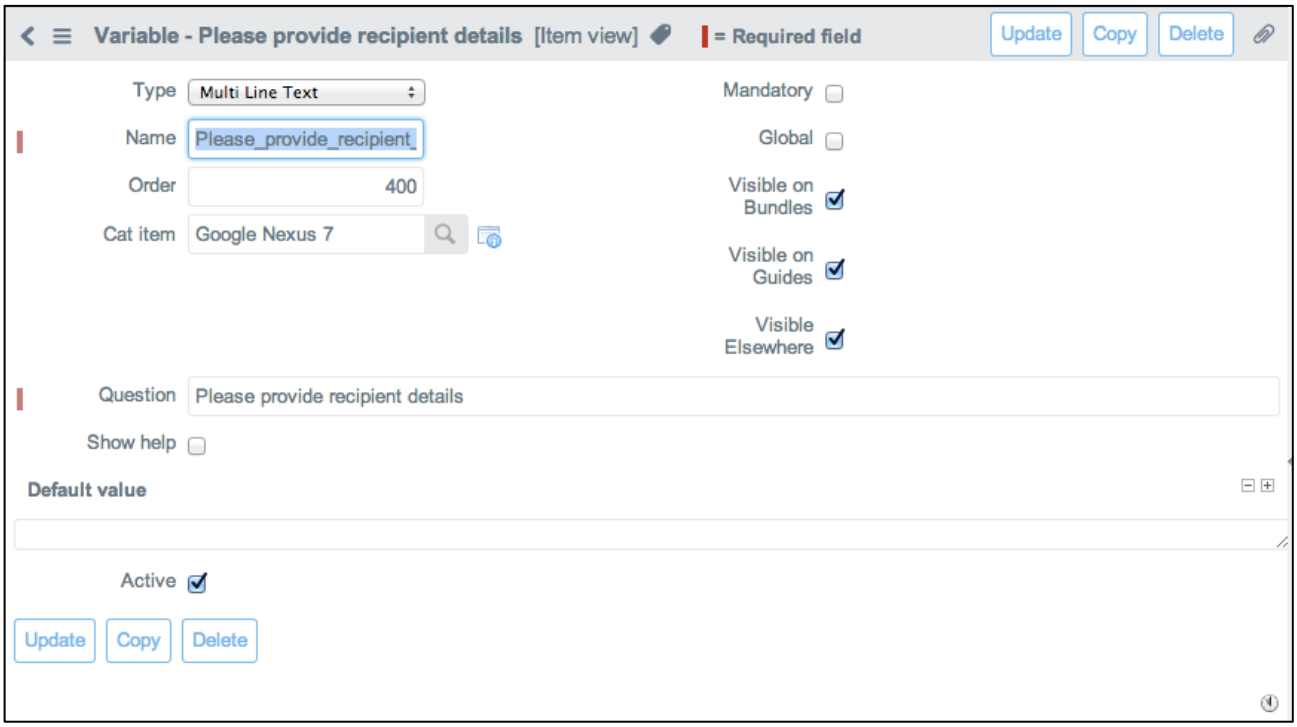
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Variable: **What_case_would_you_like?**



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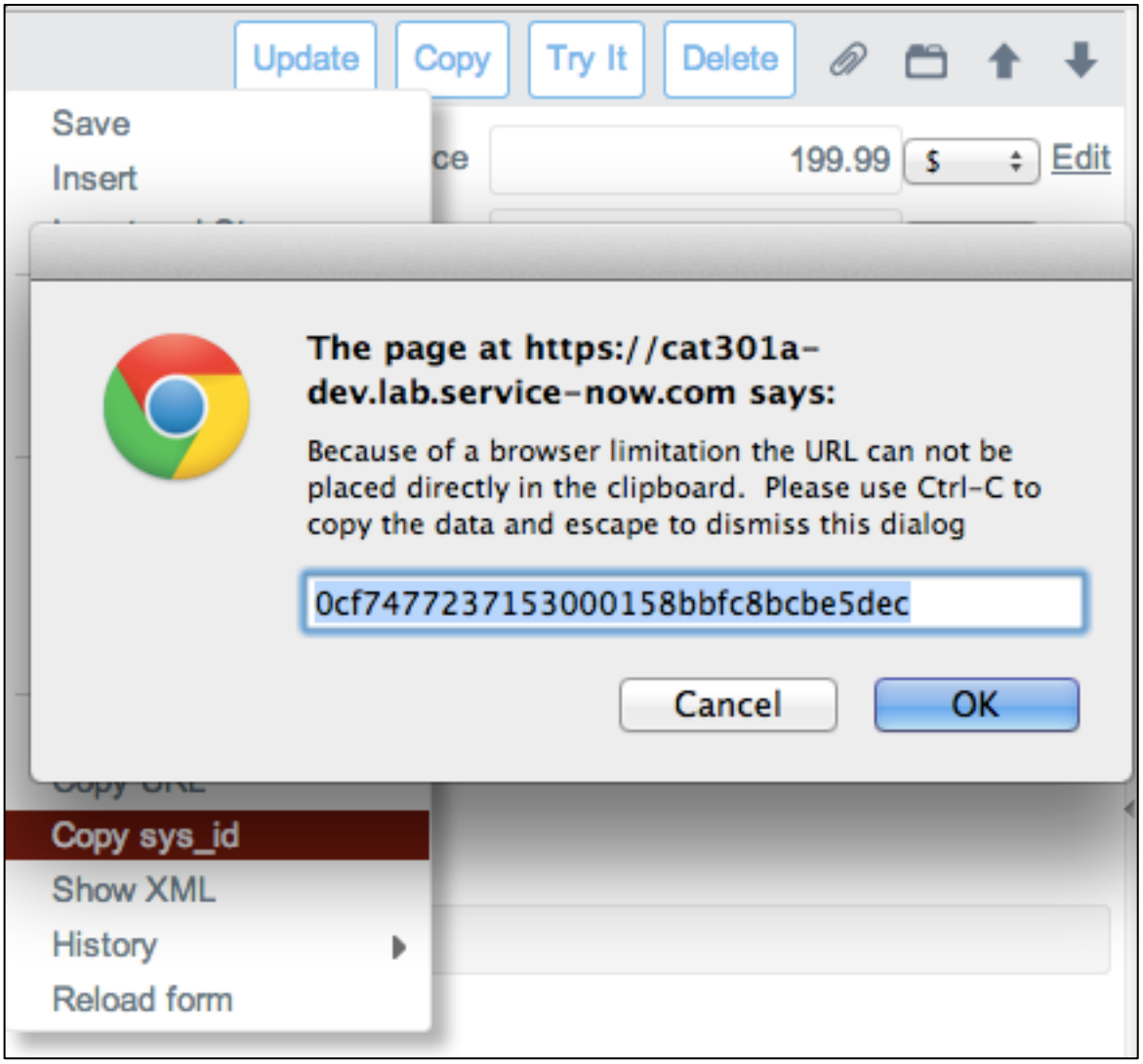
Variable: **Please_provide_recipient_details**



12. Verify that your catalog item has been saved.

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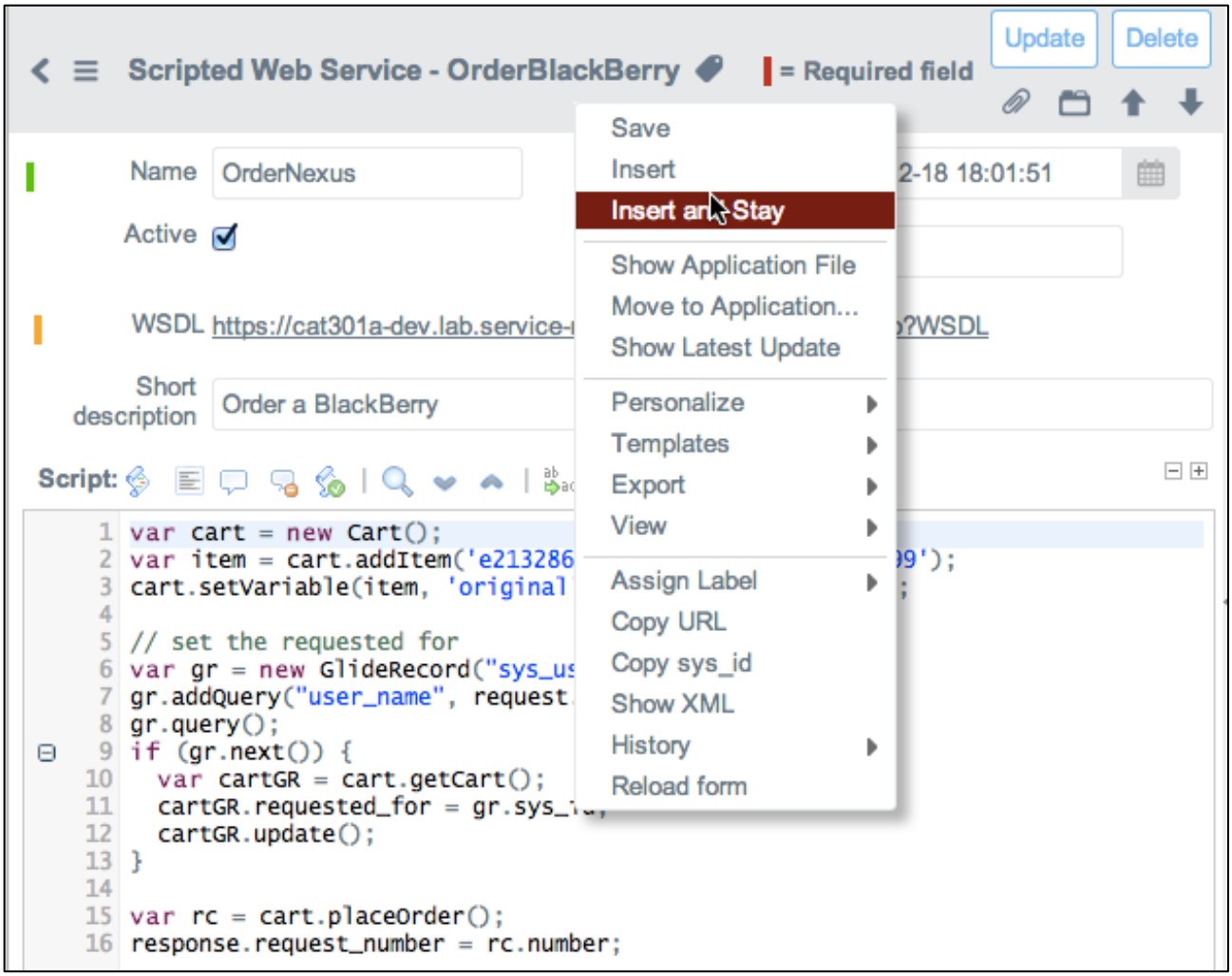
13. With the Nexus 7 catalog item open, right-click on the form header and select **Copy sys_id**



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TASK 2 – Create a Scripted Web Service for the Google Nexus

1. Navigate to **System Web Services > Scripted Web Services**
2. Locate the Scripted Web Service record **OrderBlackberry**
3. Open the record, change the Name to **OrderNexus** and right-click on the form and select **Insert and Stay** (this will make a copy of the OrderBlackberry scripted web service with the name OrderNexus)

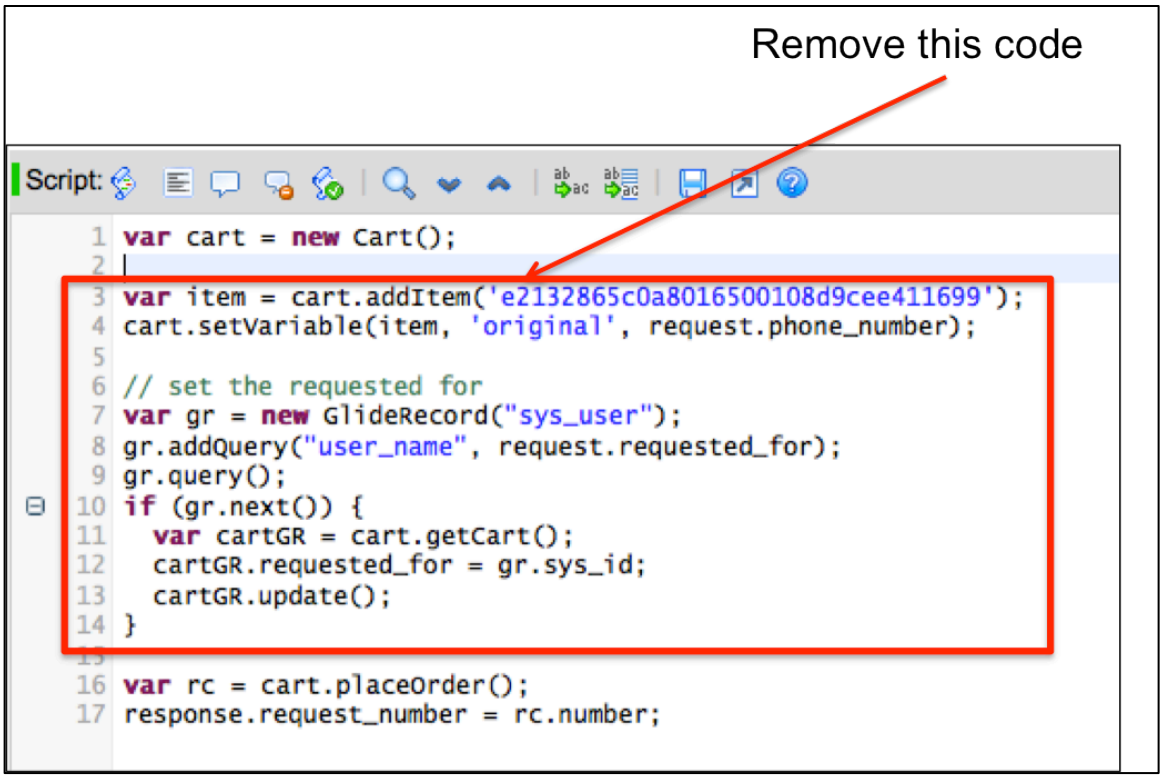


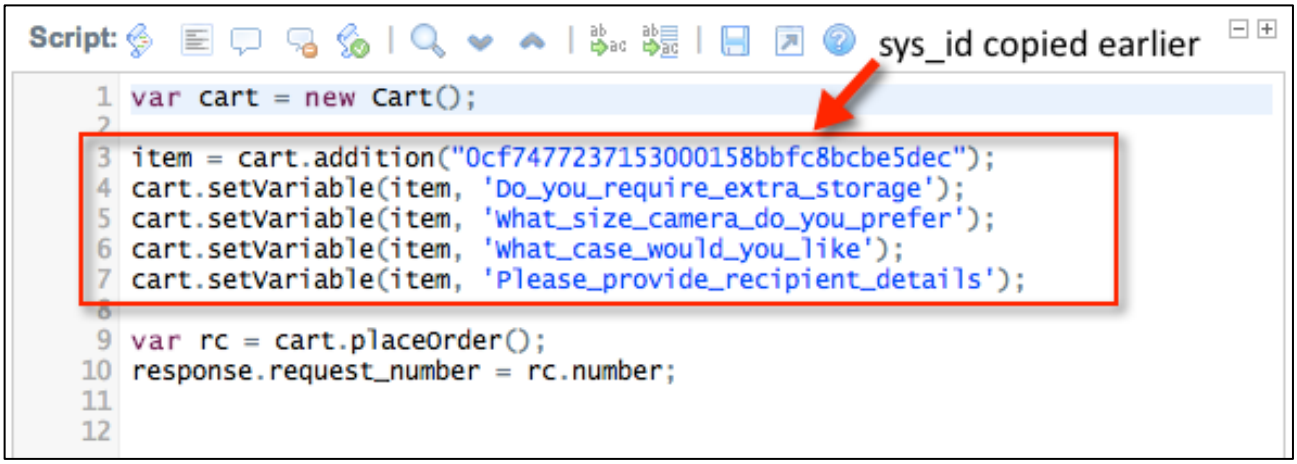
4. Amend your new **OrderNexus** Scripted Web Service as follows:
   Short description: **Order a Google Nexus**
5. Right-click and **Save**

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6. Next the Script needs to be amended. Ensure the Script looks as the shown updated script

Original:



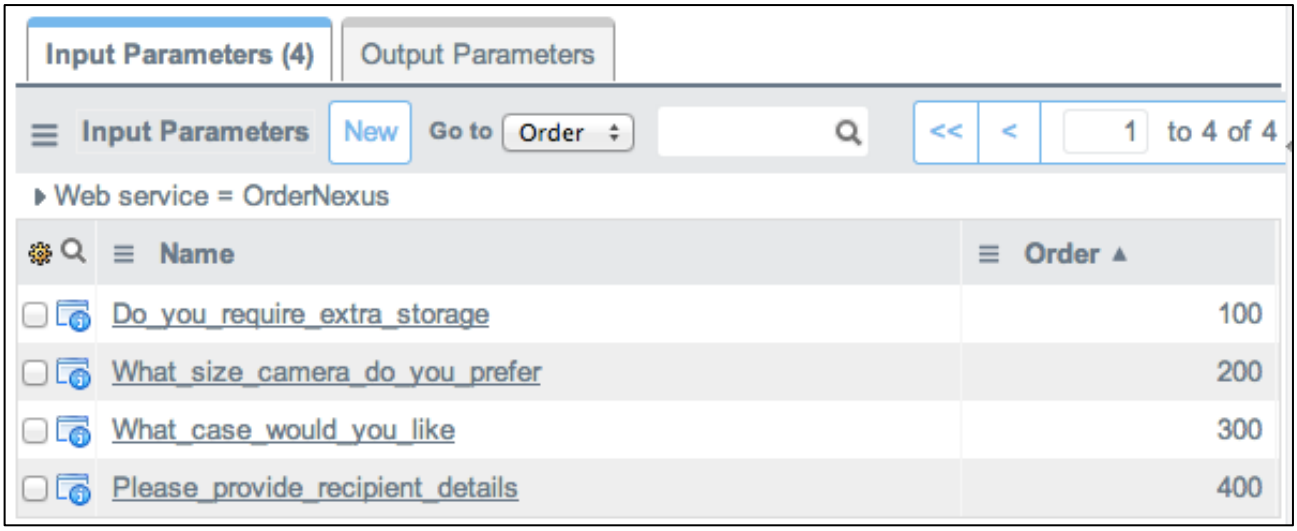


Note: Line 3 identifies the Google Nexus catalog item. Lines 4-7 assign the input parameters from the Web Service.

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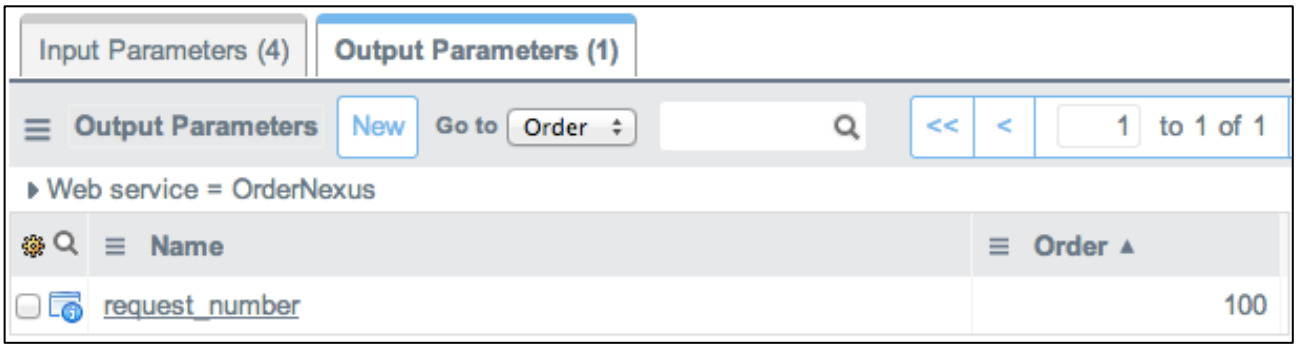
7. Ensure your script is updated as shown and save the record without closing

8. Add the Input Parameters (that will be sent from the 3rd party system) at the bottom of the Scripted Web Service record as shown:



Note: these must match both the script and the variable name for each input.

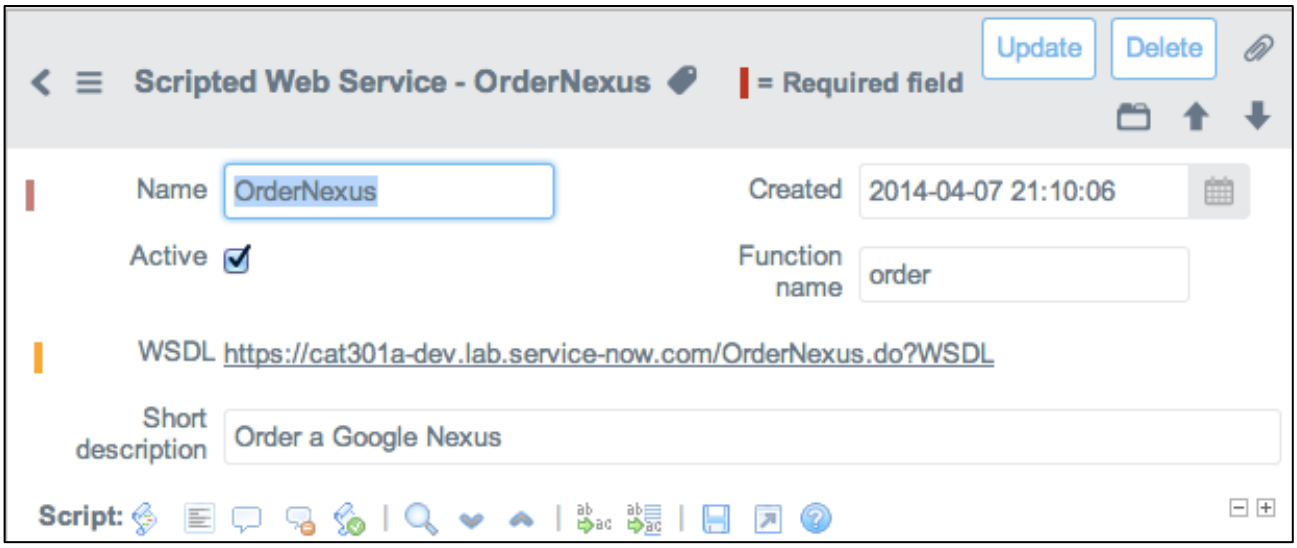
9. Add the Output Parameter that will be returned to the client 3rd party system



10. Click **Save** on your Scripted Web Service

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11. You need to provider your partner with the Scripted Web Service **WSDL** that can be found on your **OrderNexus** Record:



Note: Your WSDL will appear slightly different as the WSDL as partly made up of your instance URL (This complete URL will be required by your partner).

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WEB SERVICE CONSUMER – Partner 2

TASK 1 – Create and Test Soap Message to consume OrderNexus Web Service

1. Navigate to **System Web Services > Outbound > SOAP Message**

2. Click **New**

3. Complete the record as shown (overleaf):



4. **Save** the Soap Message

5. In the same Soap Message record click the link: **Generate sample SOAP messages**

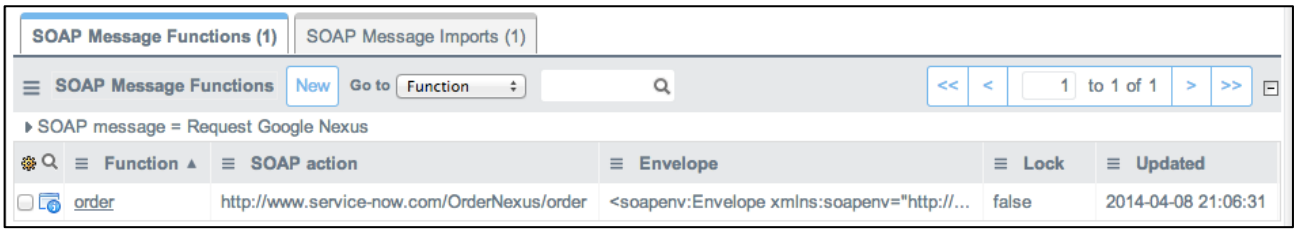


NOTE: You may see a warning message: "Replace existing SOAP message functions?" If so, click **OK**.

6. If successful you will see the message



7. You will also see a SOAP function order related record:



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8. Select and click the order function

9. Locate the SOAP Parameters related list and click **New**

10. Add the parameter with Name: **storage** and Value: **hdd_drive** as shown:



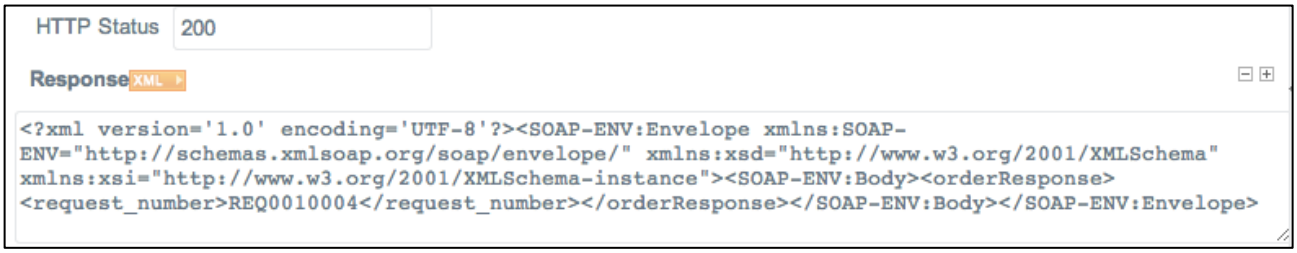
11. Submit the Parameter

12. Add a further three parameters:

Name: **What_size_camera_do_you_prefer**	Value: **1.9**
Name: **What_case_would_you_like**	Value: **leather_case**
Name: **Please_provide_recipient_details**	Value: **Julie Employee**

13. Finally click on the related link Test

14. If successful you will see HTTP status of 200 and an XML response with a Request number similar as shown:



Verification – Partner 1

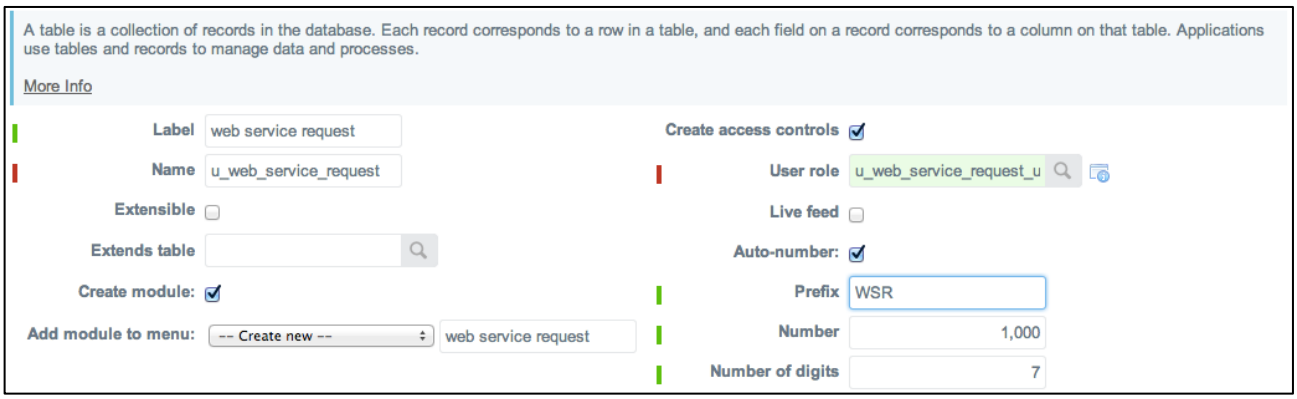
The Publisher Instance should now have a Catalog Request record for a Google Nexus

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Create a Record Producer to Consume Web Service and populate a custom table – Partner 2

TASK 1 – Create a Table to record Google Nexus Requests

1. Navigate to **System Definition > Tables**
2. Click **New**
3. Complete the table record as shown:



4. **Save** the record

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5. Add the following table fields:

Table - web service request = Required field — Update | Delete | Delete All Records

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time		40		false
Created by	String		40		false
Number	String		40	javascript:getNextObjNumberPadded();	false
Sys ID	Sys ID		32		false
Updated	Date/Time		40		false
Updated by	String		40		false
Updates	Integer		40		false
Option1	String		35		false
Option2	String		35		false
Option3	String		35		false
Option4	String		35		false
Request Number	String		35		false
Insert a new row...					

Number: Added automatically from selecting Auto-number
Option1: String (35)
Option2: String (35)
Option3: String (35)
Option4: String (35)
Request Number: String (35) ***(This field will store the returned output from the Web Service)***

6. Click **Update** to save the changes

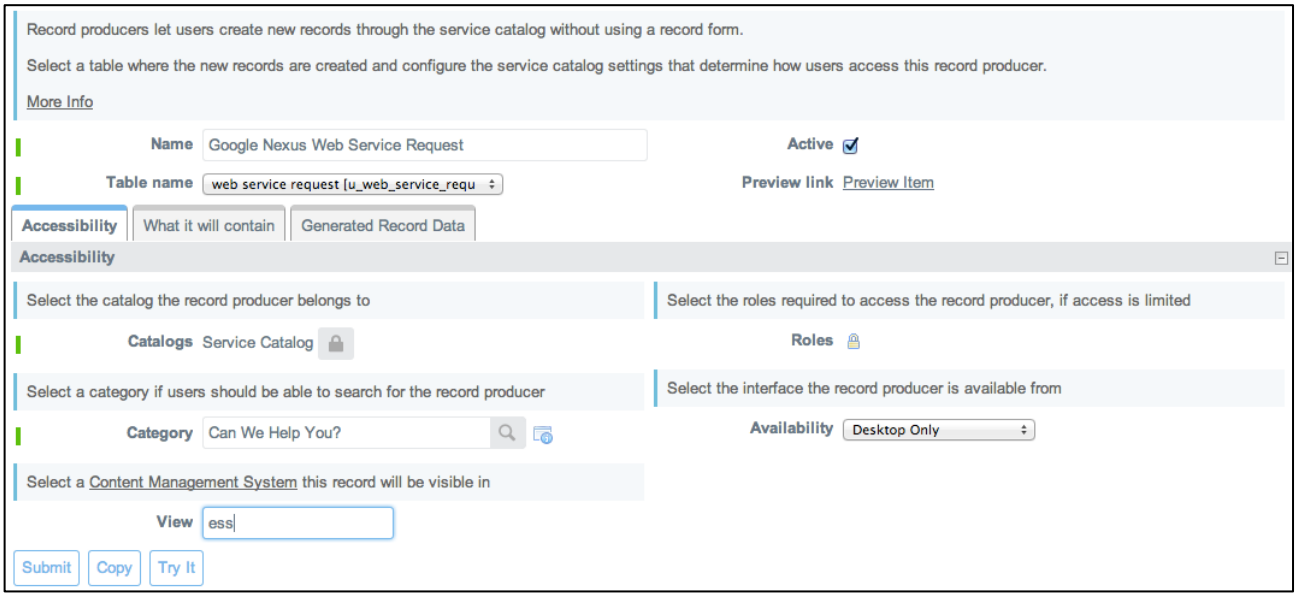
TASK 2 – Create a record Producer to invoke the Web Service and stored the request details

1. Navigate to **Service Catalog > Catalog Definition > Record Producers**
2. Click **New**
3. Enter the Name: **Google Nexus Web Service Request**
4. Select Table: **Web Service Request (u_web_service_request)**

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5. Under the '**Accessibility'** section update the following:

   Catalog: **Service Catalog**
   Category: **Can We Help You?**
   View: **ess**



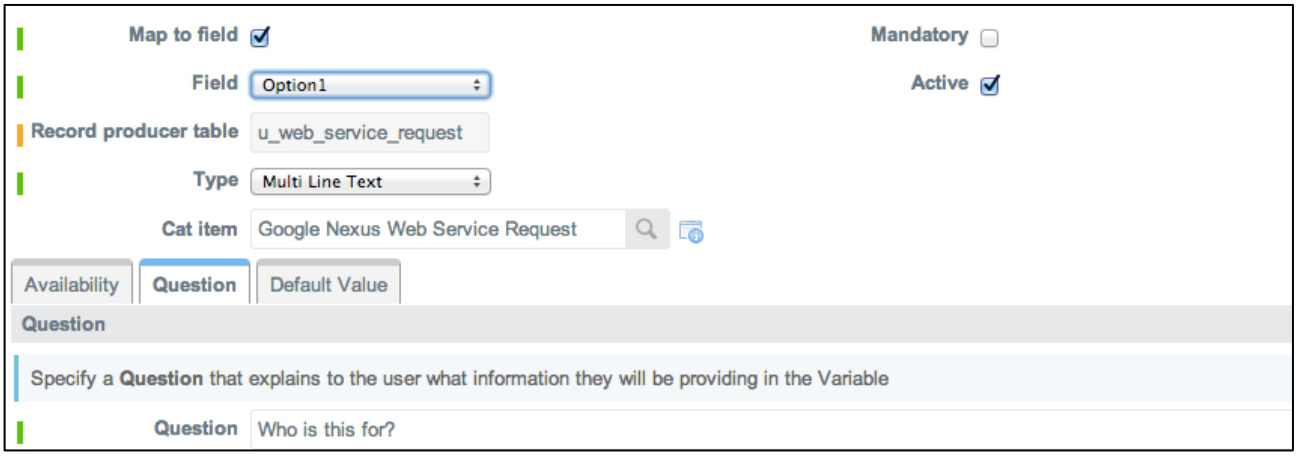
6. Under the 'What will it contain' section update the following:

   Short Description: **Order a Google Nexus - Web Service**

7. Right-click on the **Form Header** and select **Save**

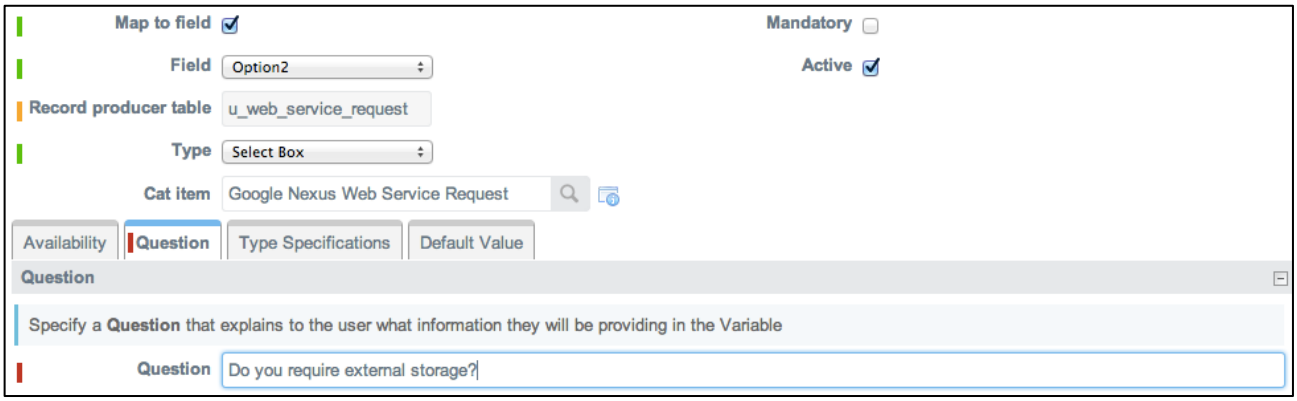
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8. Under the variables section at the bottom of the Record Producer add the following variables:



Map to Field: **Checked**
Field: **Option1**
Type: **Multi Line Text**
Question: **Who is this for?**

Note: Ensure you select **Map to field** and chose **Option1**

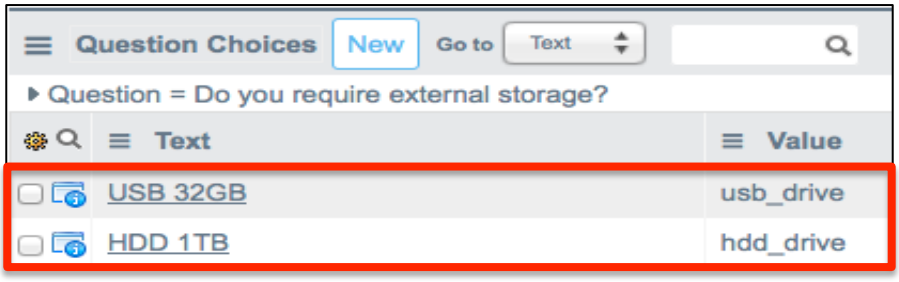


Map to field: **Checked**
Field: **u_option2**
Type: **Select Box**
Question: **Do you require external storage?**

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9. Add the Question choices to this variable:

Text:	**USB 32GB**	Value:	**usb_drive**
Text:	**HDD 1TB**	Value:	**hdd_drive**



10. Add the remaining two variables:

What case would you prefer?
Map to Field: **Checked**
Type: **Select Box**
Field: **u_option3**
Question: **What case would you prefer?**

Question Choices:

Text:	**STK Case**	Value:	**stk_case**
Text:	**Leather Case**	Value:	**leather_case**

What camera size do you require?

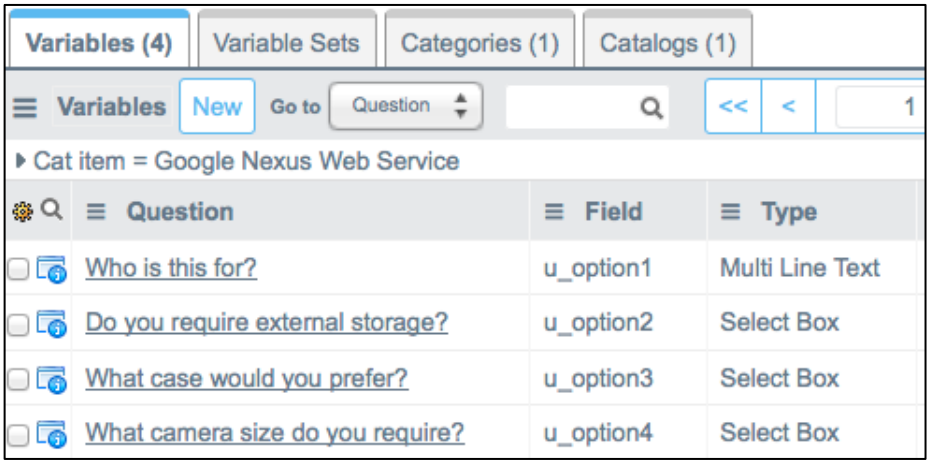
Type: **Select Box**
Field: **Option4**
Question: **What camera size do you require?**

Question Choices:

Text:	**1.2 MP**	Value:	**1.2**
Text:	**1.9 MP**	Value:	**1.9**

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11. You should finally have 4 variables as shown:

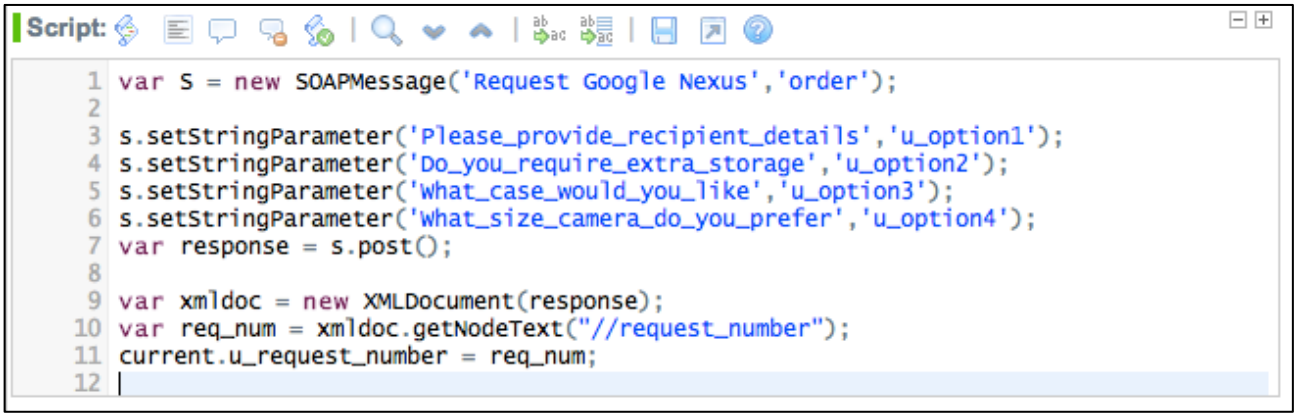


12. **Save** but do not close the Record Producer

13. Finally you need to invoke the Web Service from the Record Producer

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14. Add the following script under the 'What will it contain' section:



Commentary:
Line 1: Invokes the Web Service call
Lines 3-6: Sets up the Web Service input parameters from the details of the record producer
Line 7: Makes the call and populates the variable response with the Web Service output parameter (i.e. Request Number generated)
Lines 9-10: Retrieves the response data by extracting from the returned XML document
Line 11: Populates the custom table u_web_service_request with the returned Request Number.

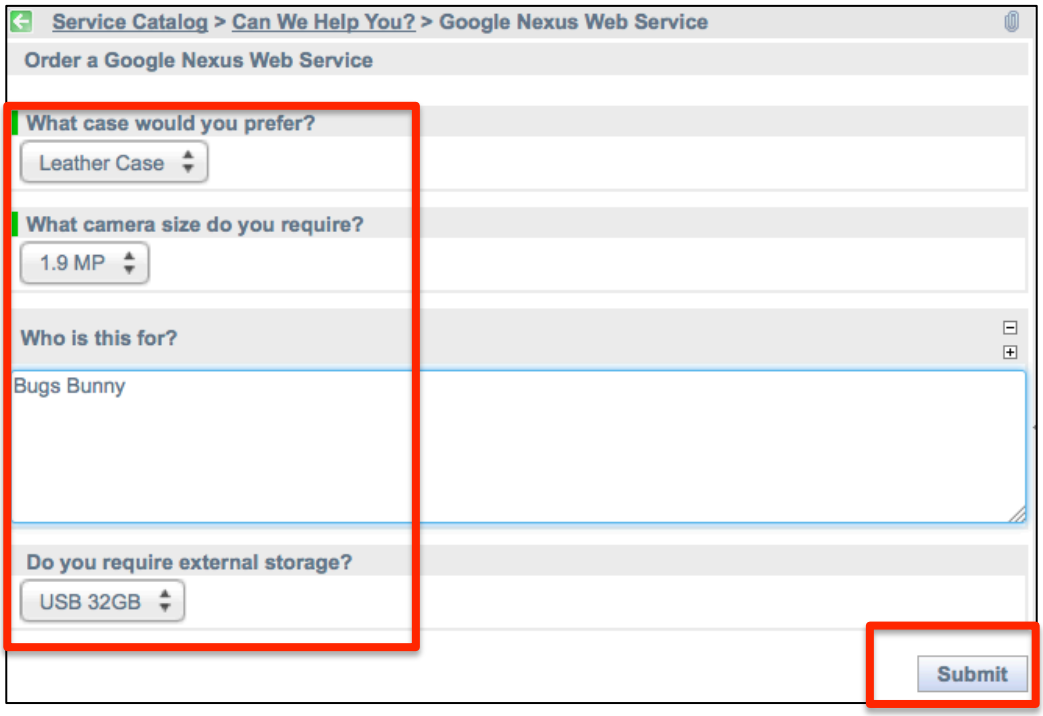
15. Finally **Update** your Record Producer.

Verification – Partner 2

1. From the Consumer Instance navigate to the **Service Catalog**
2. Select the section **'Can we help you?'**
3. Find the Option: **Google Nexus Web Service**

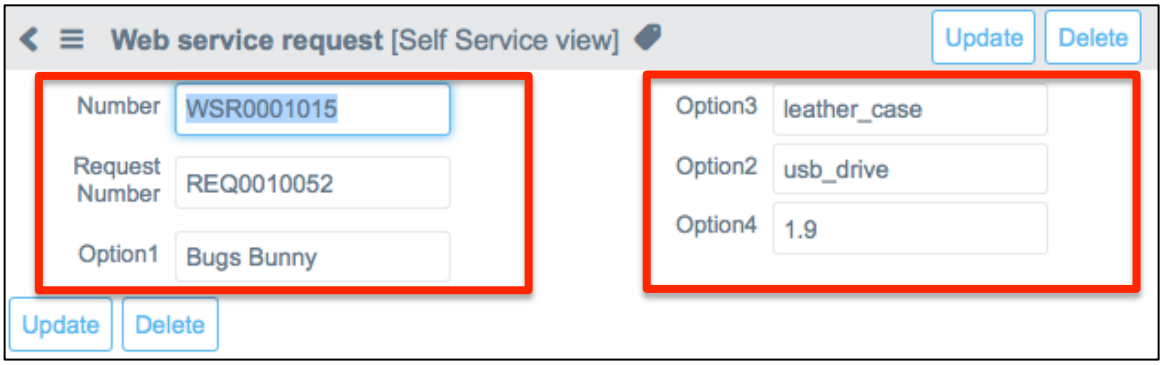
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4. Complete the form as shown:



5. Click **Submit**

6. Observe the result output record:



Verification – Partner 1

1. Navigate to the Publisher Instance and locate the corresponding Request Record.

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