

One Flow to rule them all

Create one data driven Flow to support many Catalog Items

“

**Great customer experiences
require happy employees
and fully optimized service
operations.**

— Paul Greenberg, Managing Principal, The 56 Group

Speaker introduction



Name: Carleen Carter

Title: Director, Technology Initiatives

Function: Certified Master Architect

Company: Acorio

Experience: 14+ years ServiceNow experience, 20+ years in service delivery and consulting

Expertise: architecture & reducing technical debt, building for scalability, maintainability and upgradeability, developer enablement

Recent projects: CSM + ITIL Advisory to a software development firm, ITSM + ITOM Crawl implementation for a manufacturing company, Citizen Developer program advisory to a fast casual food chain

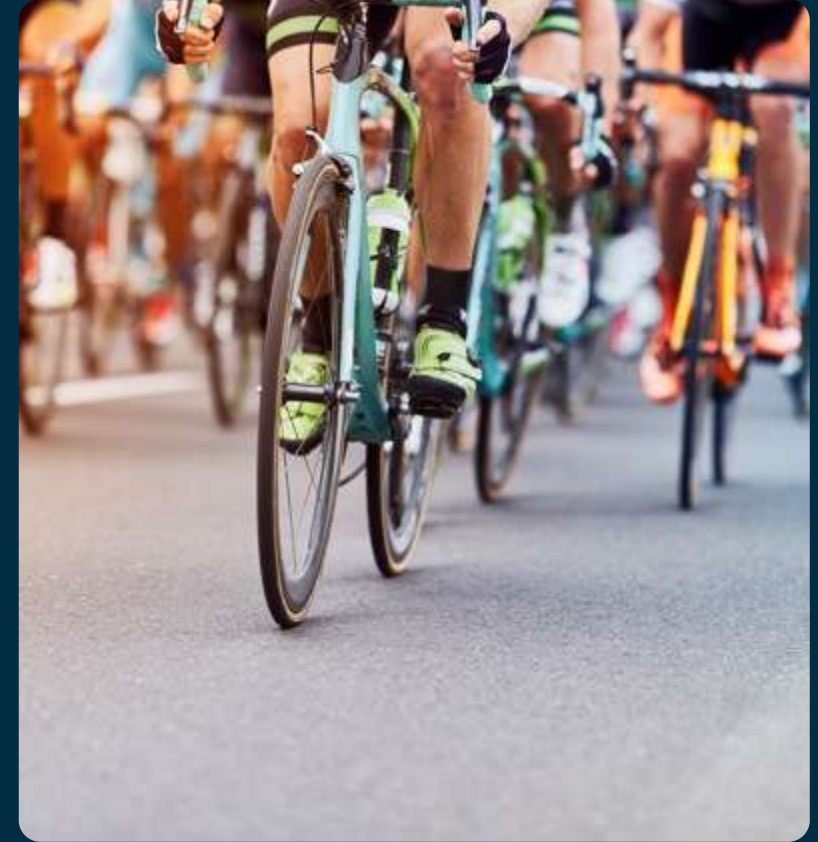
You are here...



Foundational Concepts



Hands-on Exercises



Review & Extend

Service Catalog



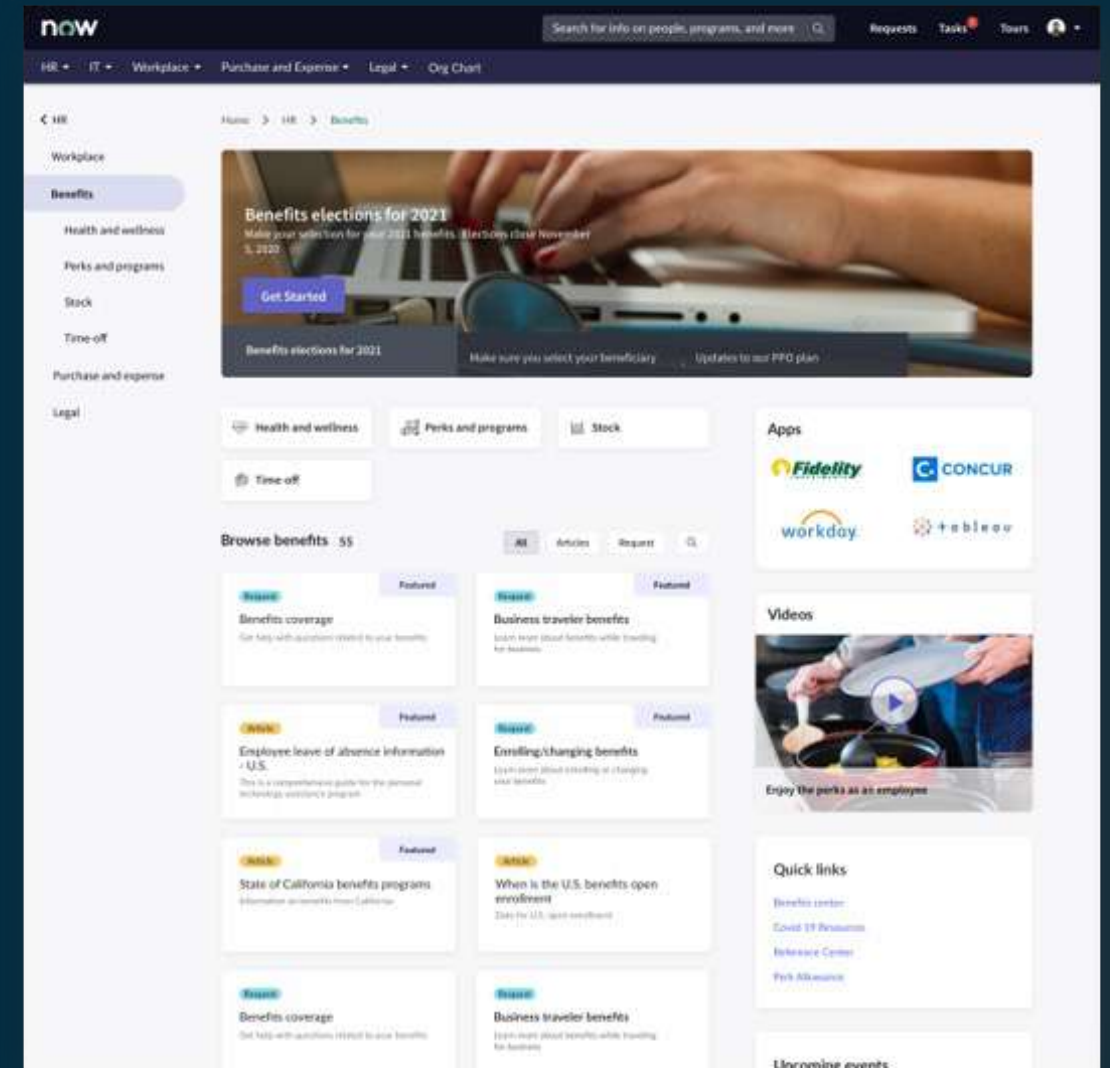
Request
goods & services



Fulfill with
consistent processes



Reduce support cost
with **self-service**



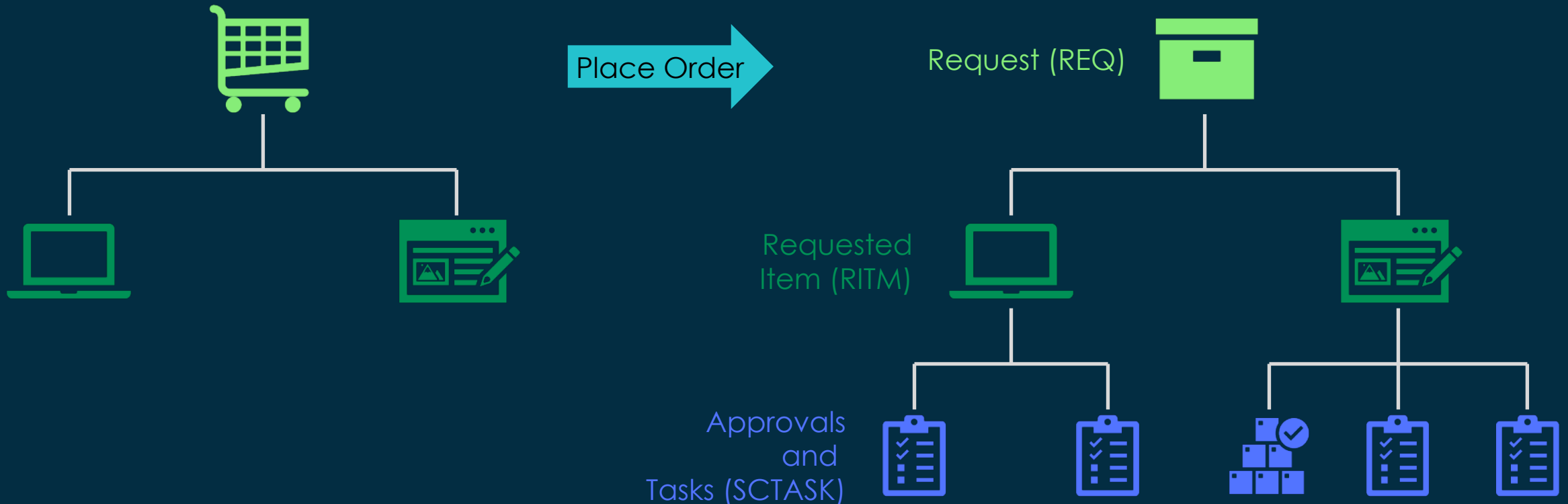
Request Management

Service Catalog

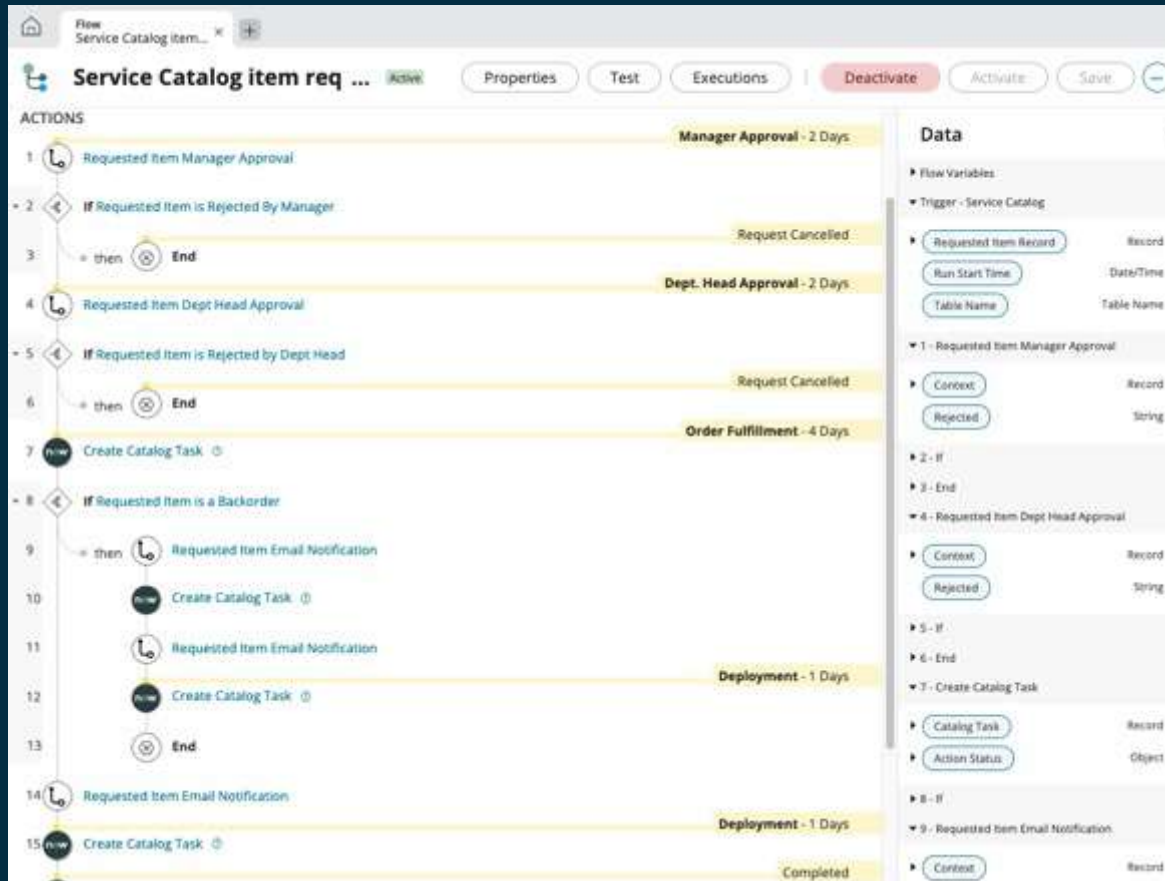
The user browses the catalog for items they wish to order or request (via the portal experience e.g. Employee Center)

Request Management

Once the order has been placed the request needs to be tracked and fulfilled



Flow Designer



Low/No-code
in natural language

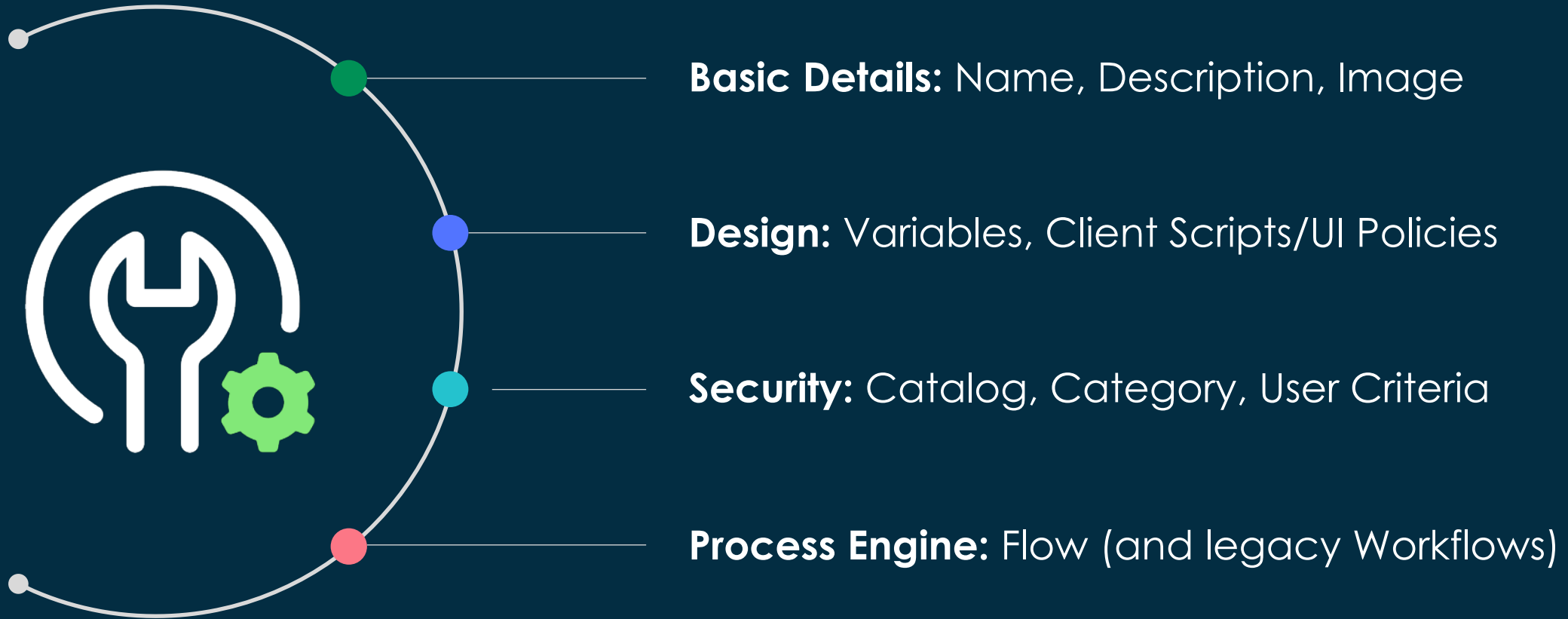


Automate
repetitive work



Reduce development
& upgrade costs

Components



Best Practice Recommendations



Problem

Variable Quantity

Design “Artistry”

Controlling ordering access

Fulfillment execution



Solution

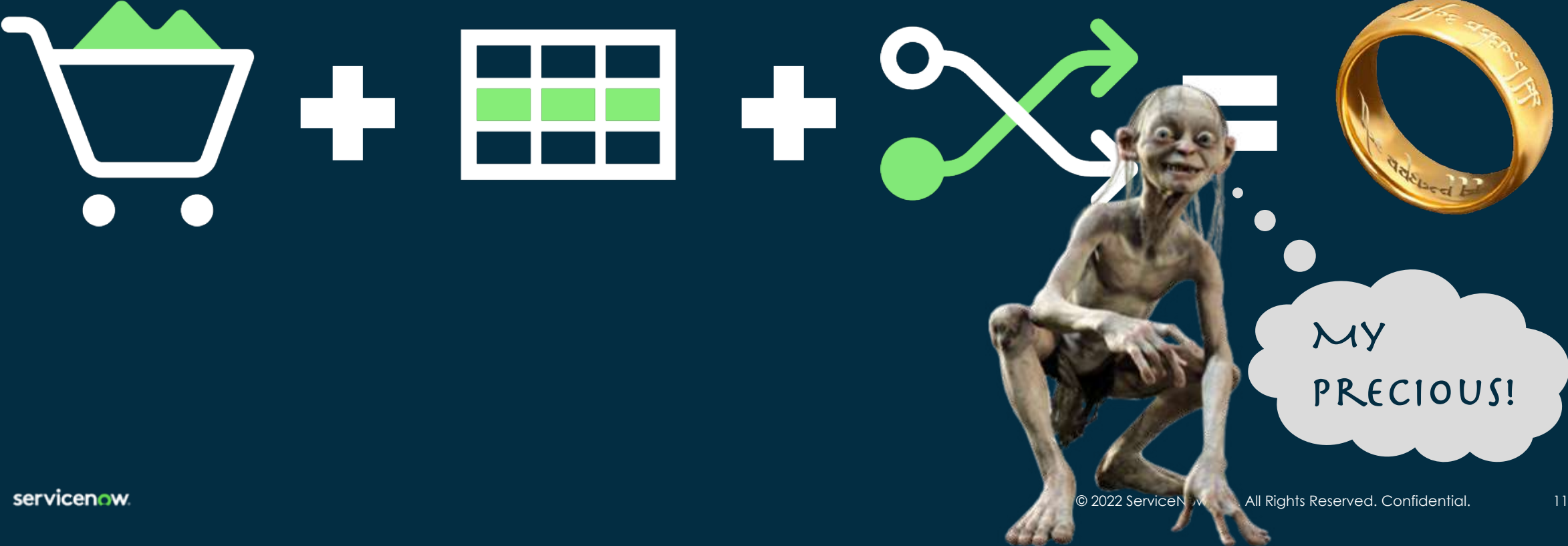
Variable Sets

Design Principles Standards

Catalog Builder Templates

One Flow to rule them all

One Flow to rule them all



Exercise 1

Create a Catalog Item



Create a Catalog Item

Order Status Back to Catalog Continue Shopping Home

Thank you, your request has been submitted ×

Order Placed: 2022-04-20 20:37:17
Request Number: [REQ0010003](#) ☆
Estimated Delivery Date of Complete Order: 2022-04-29

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
My Catalog Item	2022-04-29	<input checked="" type="checkbox"/> Manager Approval - 2 Days (Completed) <input checked="" type="checkbox"/> Dept. Head Approval - 2 Days (In Progress) <input type="checkbox"/> Order Fulfillment - 4 Days (Pending - has not started) <input type="checkbox"/> Deployment - 1 Day (Pending - has not started) <input checked="" type="checkbox"/> Request Cancelled - 0 Seconds (Skipped) <input type="checkbox"/> Completed - 0 Seconds (Pending - has not started)		1	
				Total	-

Back to Catalog Continue Shopping Home

Exercise 2

Set up Data Lookup table



Set up Data Lookup table

Flow Router Activities

Order Search

Actions on selected rows... New

All

Activity type	Catalog item	Active	Order	Updated	Updated by
Approval	My Catalog Item	true	100	2022-04-20 20:43:58	admin
Task	My Catalog Item	true	200	2022-04-20 20:44:03	admin
Task	My Catalog Item	true	300	2022-04-20 20:44:08	admin

Flow Router Activity 200

Update Delete ↑ ↓

* Catalog item: My Catalog Item Order: 200

Activity type: Task Active:

* Task assignment group: Network

* Task short description: forge the ring

* Task description: step 1
step 2
step 3

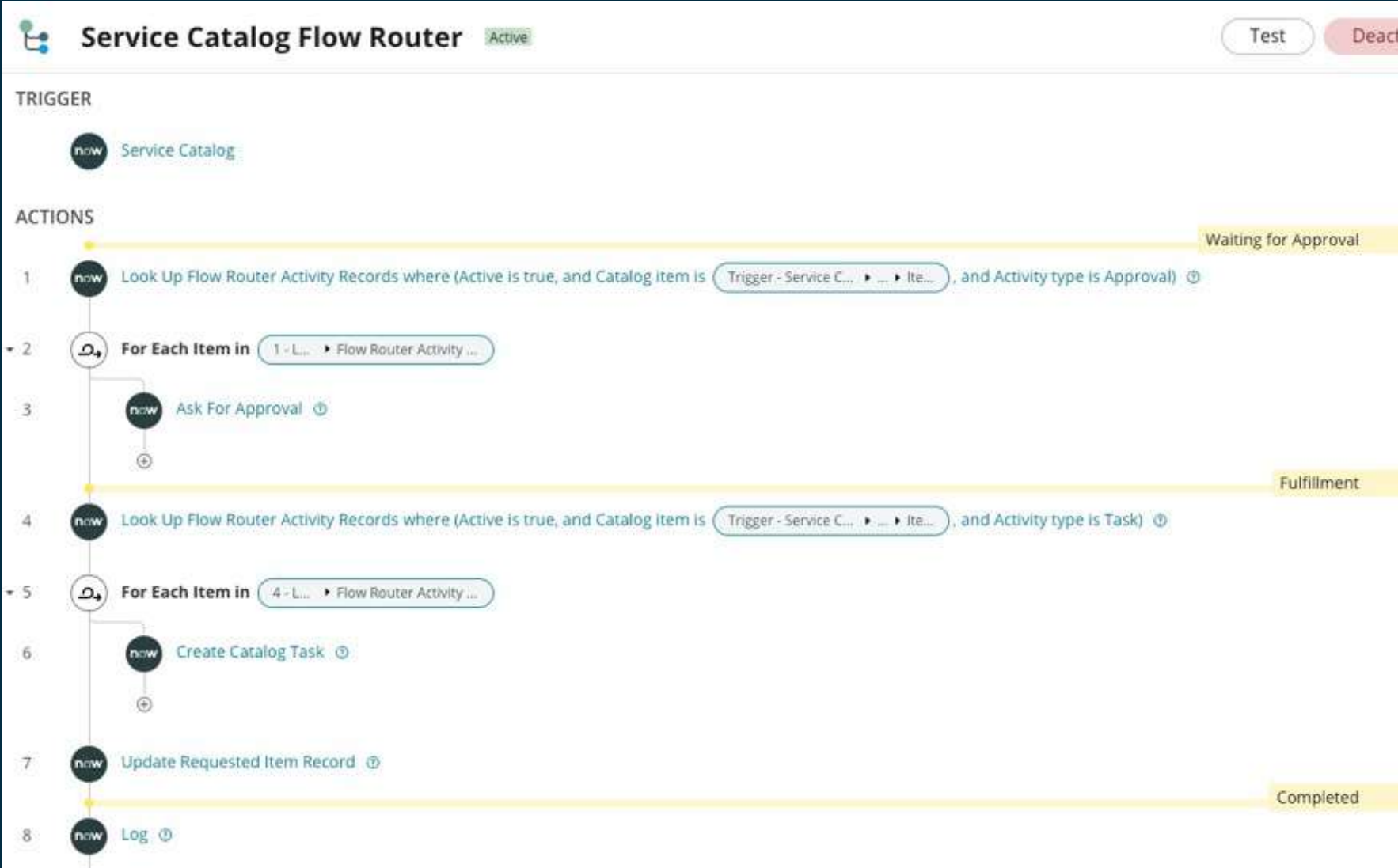
Update Delete

Exercise 3

Create a Dynamic Data-Driven Flow



Create a Dynamic Data-Driven Flow



Exercise 4

Let's test our work!





You did it!

How can you extend this functionality?

- 1 Define more Approval Types, such as Manager Approval
- 2 Add details to Task actions to trigger SLAs and set Due dates
- 3 Enhance the Flow to execute scripts to automate actions
- 4 ...what will you do?

Thank you!

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**THE
WORLD
WORKS
WITH
SERVICENOW**