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**ChecklistPRO** is a no-code / low-code ServiceNow tool providing developers with cost saving options, time saving options and risk reducing options for building solutions on the ServiceNow platform. Prevent over-privileging users and simultaneously conserving ITSM subscription costs by utilizing Checklist Approvals and Checklist Assignments as alternatives to the OOB Approvals and Tasks.

Without the alternatives that ChecklistPRO provides, customers routinely overspend and overprivilege users to do two simple things:

- ✓ Creating Business Stakeholders simply to allow them to Approve / Reject requests.
- ✓ Creating Fulfillers by giving "ITIL" role to users / groups just to complete work in workflows.

Not only is that a risk (*overprivileged users*), but it's costly (*unnecessarily increasing your ITSM subscription costs*) and it prevents customers from applying that budget to other areas of the ServiceNow platform.


ChecklistPRO solves this problem with our Checklist Approvals and Checklist Assignments which are available in legacy Workflows, Flow Designer and Playbooks. Simply select these ChecklistPRO options vs the OOB options and you are set!


Additionally, ChecklistPRO comes with a growing list of pre-built solutions that solve commonly occurring problems for all ServiceNow customers, including data stewardship issues, instance upgrades, project management, hardware inventory and server assessments.


We are happy to provide product demonstrations and trial/evaluation access to our ChecklistPRO ServiceNow store application. TYGR LLC is a Premier ServiceNow Build Partner:


<https://www.servicenow.com/partners/partner-finder/tygr-llc.html>

## ChecklistPRO in the ServiceNow App Stores (Federal & Commercial)



**ServiceNow Store**  
The exclusive source for Now Certified enterprise workflow apps from partners that complement and extend ServiceNow  




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## ChecklistPRO Articles

- [Business Insider Feature Article](#)
- [ChecklistPRO: one of 22 ServiceNow Essential Applications](#)
- [Options to Help Reserve ServiceNow Capital](#)
- [Cost Savings Customer Use Case](#)
- [Value Proposition](#)
- [ROI](#)
- [Prevent "Requester" Users from becoming "Business Stakeholders"](#)
- [ChecklistPRO Managing Oracle Financials](#)
- [Why ChecklistPRO](#)

## ChecklistPRO Video Channel

- [Checklist Approvals vs Out-of-the-Box Approvals](#)
- [Favorite ChecklistPRO Solutions](#)
- [ChecklistPRO vs Out-of-the-Box Checklists](#)
- [ChecklistPRO "How-To" \(playlist\)](#)
- [Pre-Built ChecklistPRO Solutions \(playlist\)](#)
- [Checklists on Service Catalog Items](#)

## Contact Info

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## Supported User Interfaces

- UI16 (Jelly-based forms)
- Service Portal (AngularJS pages)
- Employee Center (AngularJS pages)
- Workspace UI (with custom component)

You build our Checklist once and the same no-code configuration is instantly available in all User Interfaces (excluding the Mobile App). No coding required. In fact, using our HTML to Checklist generator, if you can build a bullet list, you can create a Checklist.



## Easy form-based UI for configuring checklists

- Unlimited number of checklists
- Unlimited number of users / groups
- Unlimited custom extensions
- HTML to Checklist User Interface

## Checklist can appear on any record in ServiceNow

- Most commonly on task records and approval records
- Any record in service now (custom or global scope)
- Even supported on record producers and catalog items

## Variety of checklist item data types

- Checkboxes
- Textboxes
- Journal fields
- Numbers
- Dates
- Datetime
- Customizable choice lists (single and multiple select options)
- Reference records
- List of Reference Records
- HTML objects

## Support for "Required" checklist items (as well as optional)

- Prevents closure of checklist-hosting record until all required items have been completed.
- Dynamically control which Checklist Items are required (or not)

## Checklist Item Validation

- 18 built-in validations
- Custom built validations easily added.



## Hide or Read-only Checklist Item Override

- 16 built-in functions.
- Custom built functions easily added.

## Nested Checklists

- Checklists within other checklists (as one item completes, other sub-items are exposed).

## Checklist Governance

- Define when a particular checklist is created.
- Define when the checklist is editable.
- Define if certain users should not be able to read Checklist Item data.
- Define conditions for when the hosting record (holding the checklist) is considered closed.
- Customizable "Processing" button to allow for special checklist processing operations.
  - OOB - configurable option for displaying alerts and triggering workflow events.

## Shareable Checklists

- The same checklist accessible across multiple ServiceNow records.
- Example: Group Approval (individual user approvals can all refer to the same checklist).

## ServiceNow Subscriber License Saving Options

- Built-in "Terms of Use" workflow + checklist for securely capturing attestation of rules of behavior without misusing (over-using) Approvals or Tasks.
- Generic Checklist Record accessible by free "Requester" type users for Task replacement within Flow Designer and legacy Workflows.
  - Set the field approval=true and you have a Checklist Approval (with "Approve" / "Reject" options).
  - Business Stakeholder to Checklist Approval Conversion Assessment Tool for making implementation decisions based on historical data analysis.



## Checklist Approvals by Email

- Checklist Approvals (a Checklist Record configured with approval=true) can be approved or rejected by email (by the person or group it is assigned to) as long as all required Checklist Items (if there are any) have been completed.

## Checklist Approval Methods

- First to approve (first one to approve / reject completes the approval).
- All approvers (everyone must approve – one rejection and it's a reject).
- # approvers (specify how many must approve before its considered "approved").
- % approvers (same as # approvers only its by percentage).
- Manager chain (get <N> approvers up the managerial chain).
- Build-Your-Own Method (customers can build their own approval method).

## No-Code Functionality

- ChecklistPRO works with Platform UI ("classic" forms, UI16), Service Portal and Employee Center and in Workspace UI (with our custom component @tygr/checklist-pro).
- Customizable CSS to brand or personalize any given Checklist's look and feel.
- Add a checklist to a record (table) using condition builder.
  - Checklist can be added to any table in ServiceNow.
  - Supports Record Producer and Catalog Item input request forms too.
- Determine who can edit the checklist using condition builder.
- Determine enforcement of required checklist items on a record using condition builder.
- Enforcement of required attachments (with configurable regex-based naming convention checks).
- Create a shared checklist based on reference fields on a table.
- Add a processing button to a checklist using condition builder.
  - Invoke a user defined workflow event upon button click.
- Configurable HTML header before checklist items.
- Cascading checklist (i.e., checklist within a checklist).
- Variety of Checklist Item types.
  - Checkbox, HTML, Choice (single | multiple), Number, Reference, List (of references fields), Date, Datetime, Text, Journal entries



- Checklist item validations.
  - o 18 pre-built validations and growing.
- Hide / Read-only checklist item override options.
  - o Condition builder and built-in functions.
- Generic "Checklist Record" allowing for ServiceNow Business Stakeholder and Fulfiller subscription reduction options.
  - o Legacy Workflow for convenient drag-n-drop into workflow.
  - o Flow Designer option for drag-n-drop into a flow.
  - o Email notifications for creating and re-assignment of Checklist Record.
  - o Service Portal Main Menu item for showing Checklist Records assigned to you.
- Pre-built "Terms of Use" checklist and workflow / flow.
- All checklist item data accessible and usable in out-of-the-box ServiceNow reports and dashboards.
- Database Views for useful platform and commonly occurring business use cases.
  - o CLP CI: Joins CMDB and ChecklistPRO Items tables.
  - o CLP Approval: Joins the Approval and ChecklistPRO Items tables.
  - o CLP CHG: Joins the Change Request and ChecklistPRO Items tables.
  - o CLP CLA: Joins the ChecklistPRO Record and Items tables.
  - o CLP License: Joins various ServiceNow tables allowing for determining the type of license for any ServiceNow user.
  - o CLP RITM: Joins the Requested Item and ChecklistPRO Items tables.
  - o CLP Task: Joins the Task and ChecklistPRO Items tables.

## Low-Code Functionality

- low Designer Sub-flows and Actions.
- Legacy Workflow Sub-flows.
- Customer extensible Checklist Creation functions.
- Customer extensible Checklist Editing functions.
- Customer extensible Checklist Sharing functions



- Customer extensible Checklist Closed Record handling functions.
- Customer extensible Button Processing functions.
- Customer extensible Validation functions.
- Customer extensible Hide and Read-only functions.
- ChecklistPRO API library, for programmatic access to internal checklist utilities.
  - o Create a Checklist.
  - o Copy a Checklist.
  - o Is Checklist Item visible.
  - o Is Checklist Item editable.
  - o Various Get/Set Checklist Item value functions.
  - o Journal field utilities.
  - o List of Reference field utilities.

## ITSM Subscription Cost Saving Tools

- ITAM Assessment – determine which Business Stakeholders and Fulfillers could be reduced.

## PDF Generation

- Save Checklist to PDF as an attachment.
- Create Checklist from fillable-PDF.
- Save Checklist to fillable-PDF.
  - o [W4-Form Highlight Video](#)

## Pre-Built Value-Add Solutions

- [AI-Powered Text-to-Checklist](#)
- [Delegated Developer](#)
- GRC Attestation
- [CMDB Server Assessment](#)
- [Hardware Inventory Assessment](#)
- [Department Member Management](#)
- [Group Member Management](#)
- [SPM Project Checklist](#)
- [Instance Upgrade Checklist](#)
- Business Unit Management
- Manager / Employee relationship management