Laptop Request Catalog Item

Team Id: NM2025TMID20137

Team Members: 4

Team Leader : PAVANKUMAR P

Team Member 1: SHANKARA PANDIAN M

Team Member 2: DILLITHARUN M

Team Member 3: SOMESH R

Problem Statement:

In many organizations, the process of requesting a laptop for new or existing employees is manual, inconsistent, or lacks standardization. Employees often rely on email chains, informal communication, or outdated request forms, which leads to delays, miscommunication, and lack of visibility into request status. Furthermore, IT departments struggle to track inventory, prioritize urgent needs, and manage approvals efficiently..

Objective:

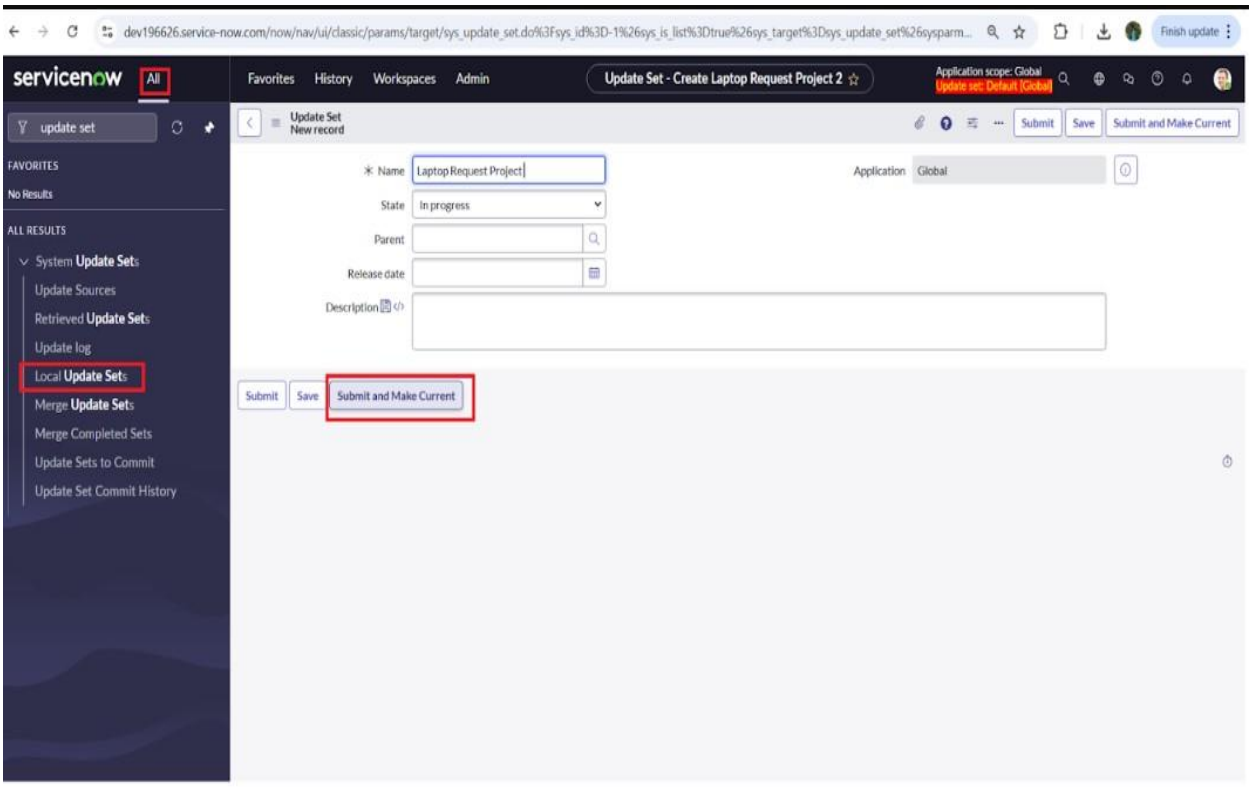
1. Streamline laptop requests: Provide a centralized platform for employees to request laptops.
2. Improve efficiency: Automate the request process, reducing manual effort and errors.
3. Enhance user experience: Offer a user-friendly interface with clear instructions and real-time updates.
4. Ensure transparency: Track request status and provide visibility into the approval and fulfillment process.

TASK INITIATION

Milestone 1 : Update set

Activity : Create Local Update set

1. Open service now.
2. Click on All >> search for update sets
3. Select local update sets under system update sets
4. Click on new
5. Fill the following details to create a update set as: “Laptop Request”
6. Click on submit and make current
7. By clicking on the button it activates the update set .

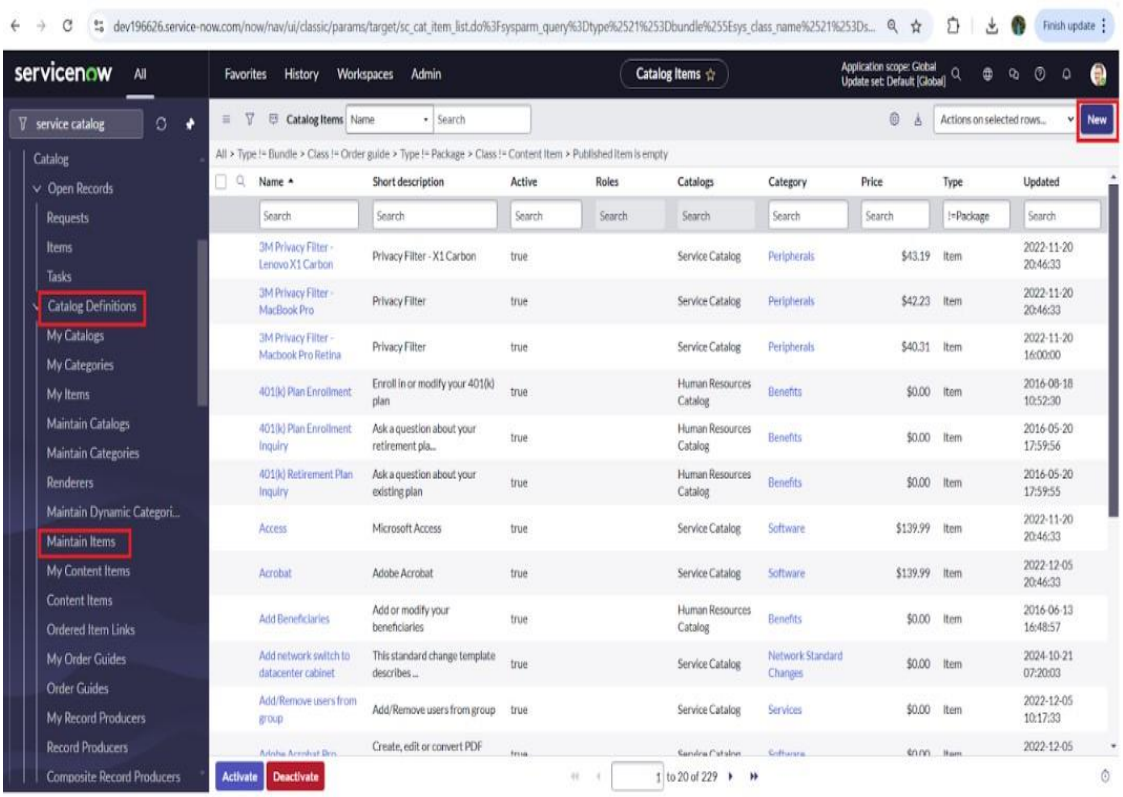


NOTE: Perform all actions under this newly created update set only.

Milestone 2 : Service Catalog Item

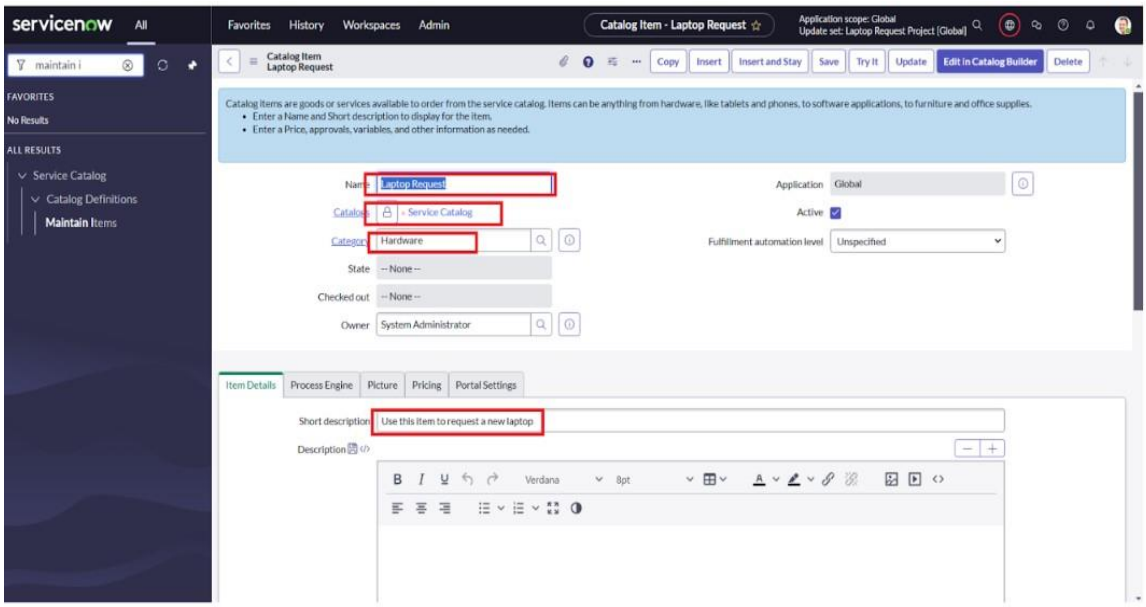
Activity 1: Create Service Catalog Item

1. Open service now.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions
4. Click on New.



5. Fill the following details to create a new catalog item
   Name: Laptop Request
   Catalog: service Catalog
   Category: Hardware
   Short Description: Use this item to request a new laptop

6.Click on ‘SAVE’



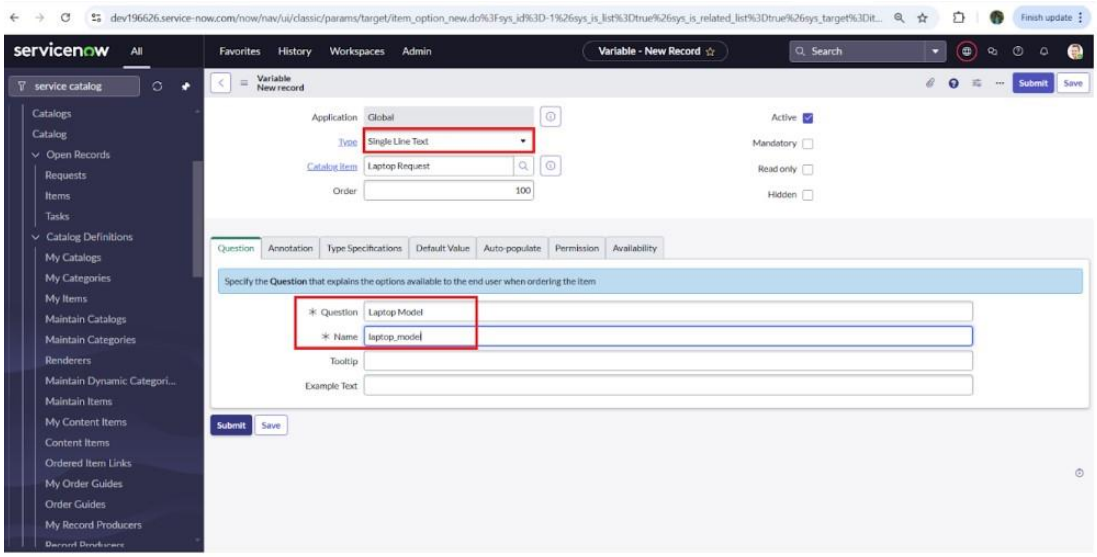
Activity 2: Add variables

Step1:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below

1. Variable 1:Laptop Model
Type: Single line text
Name: laptop_model
Order:100

- Click on submit
- Again click on new and add Remaining variables in the above process



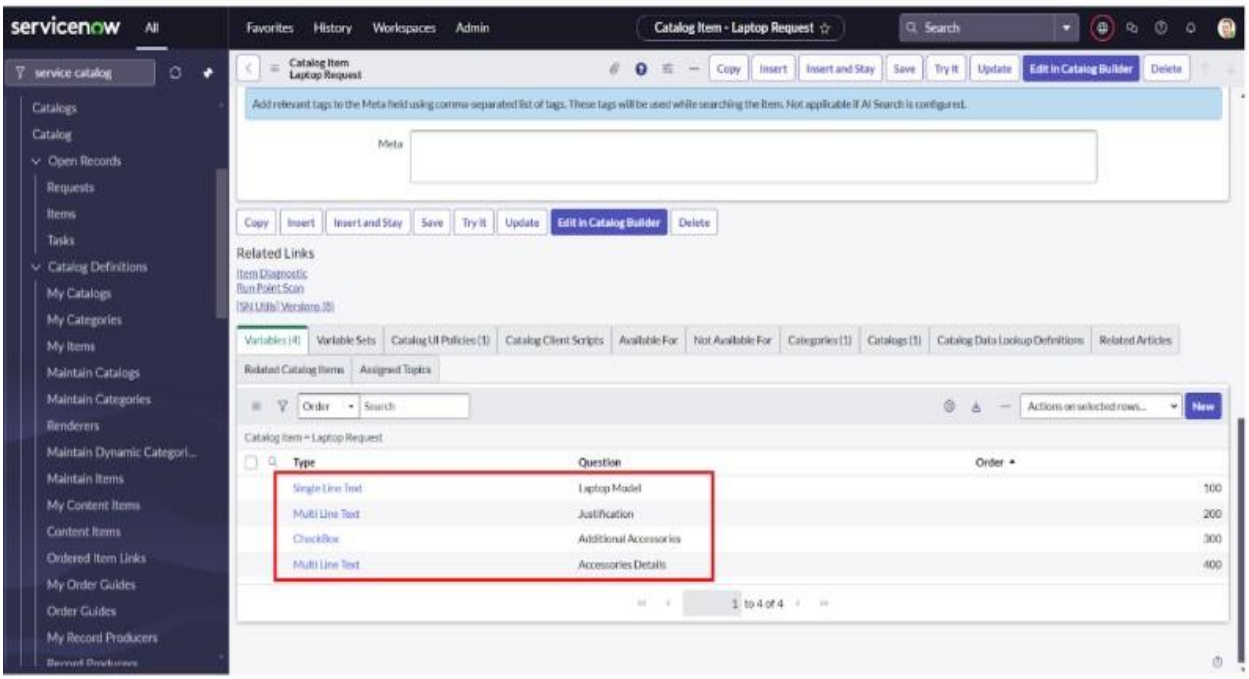
2. Variable 2:Justification
Type: Multi line text
Name: justification
Order:200

3. Variable 3:Additional Accessories
Type: Checkbox
Name: additional_accessories
Order:300

4. Variable 4: Accessories Details
Type: Multi line text
Name:accessories_details
Order:400

Step2:

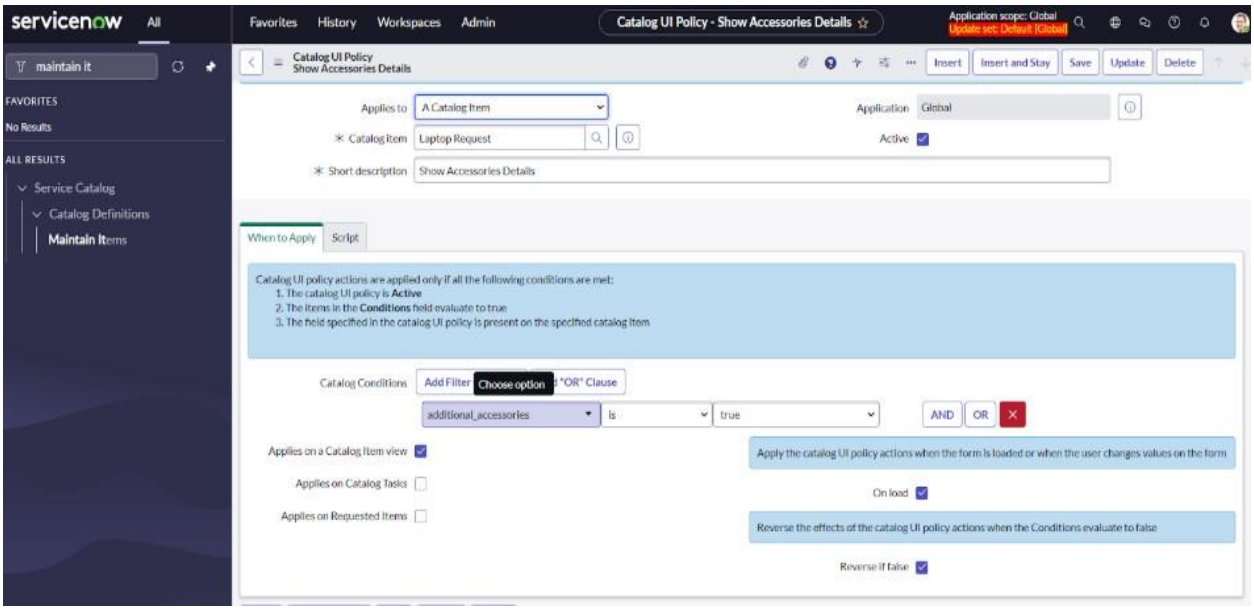
- After adding above variable which are added to newly created catalog item
- Then save the catalog item form



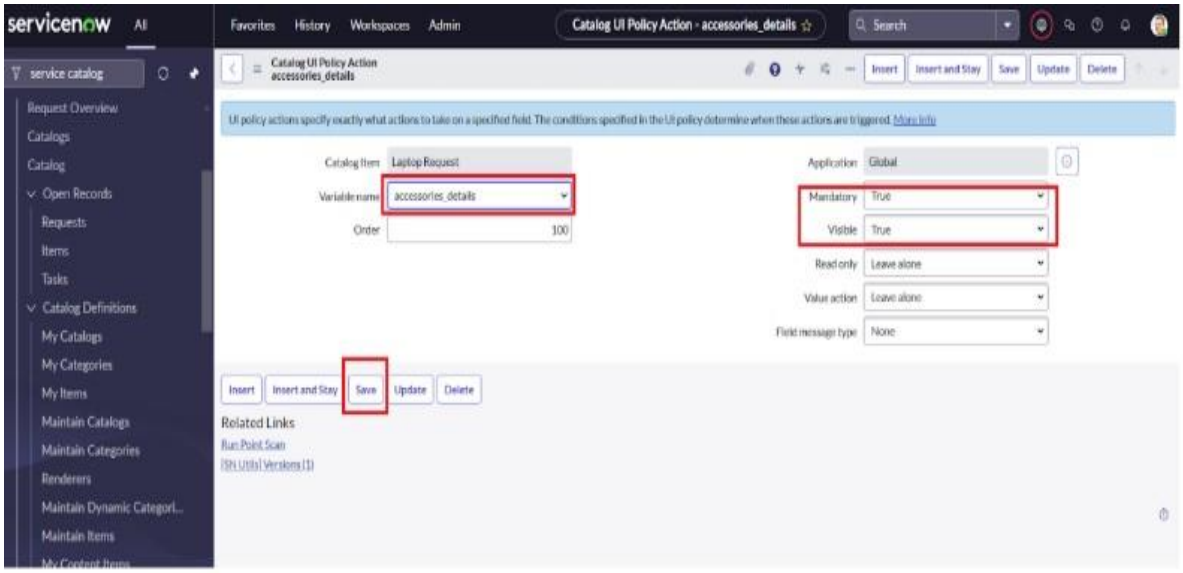
Milestone 3 : UI Policy

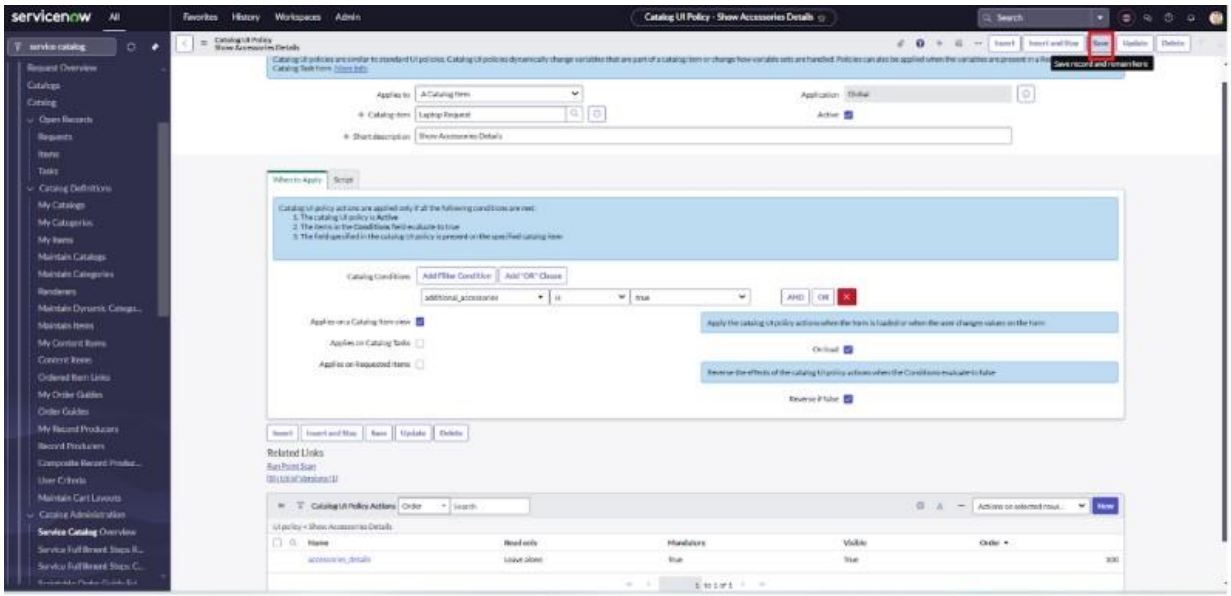
Activity : Create Catalog Ui policies

1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for ‘laptop request’ which is created before
4. Select ‘laptop request’ and scroll down click on “Catalog Ui policies”
5. In the catalog ui policies related list tab click on new
6. Give short description as: show accessories details
7. Set the Catalog Condition in the related list tab ‘when to apply’
    i. [field: additional_ accessories, operator: is, value: true]



8. Click on **save**.(do not click on submit)
9. Scroll down and select 'catalog ui action'
10. Then click on new button
11. Select variable name as: accessories_details
    Order:100
    Mandatory: True
    Visible : True
12. Click on save and again click save button of the catalog ui policy form





Milestone 4 : UI Action

Activity : Create ui action

1. Open service now.
2. Click on All >> search for ui action
3. Select ui actions under system definition
4. Click on new
5. Fill the following details to create ui action

Table: shopping cart(sc_cart)

Order:100

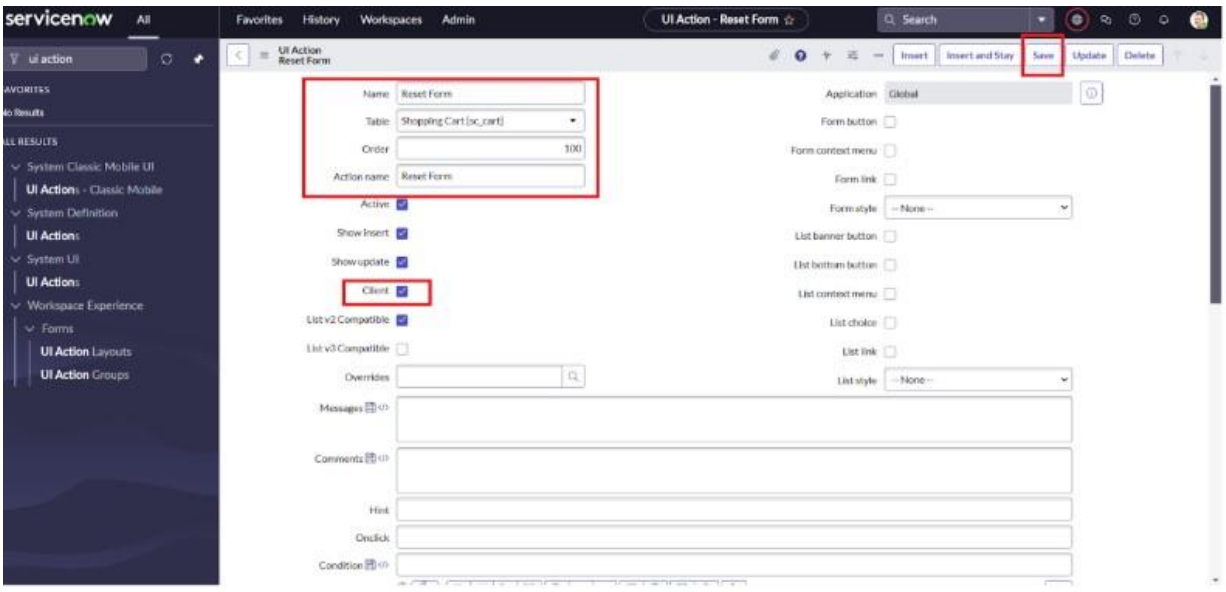
Action name: Reset form

Client : checked

Script:

```
function resetForm() {
  g_form.clearForm(); // Clears all fields in the form
  alert("The form has been reset.");
}
```

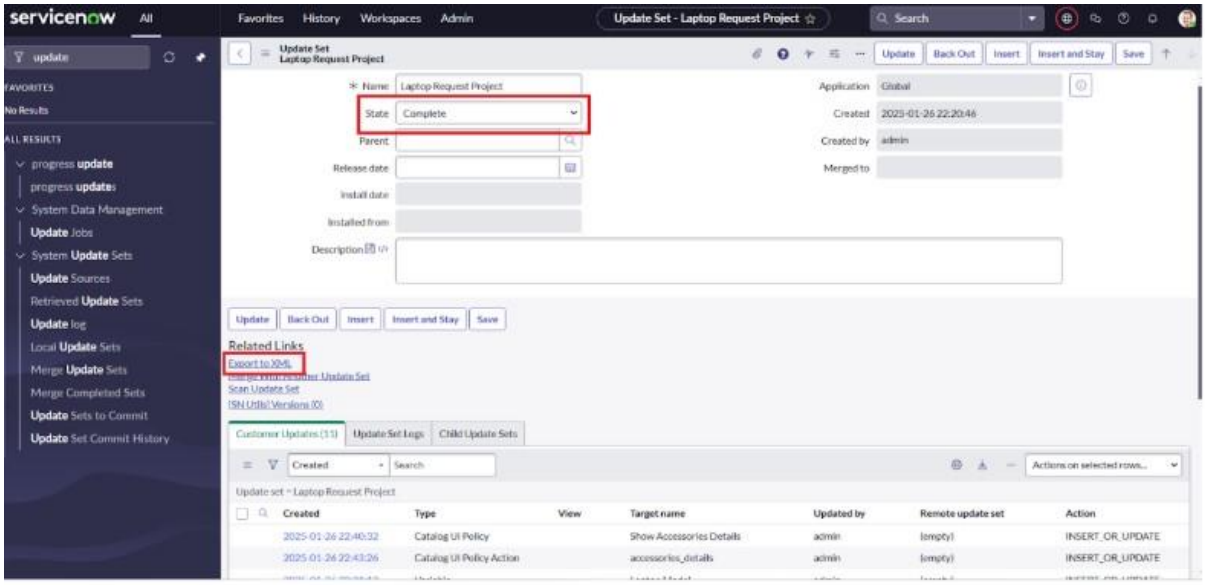
Click on save



Milestone 5 : Export Update set

Activity : Exporting changes to another instances

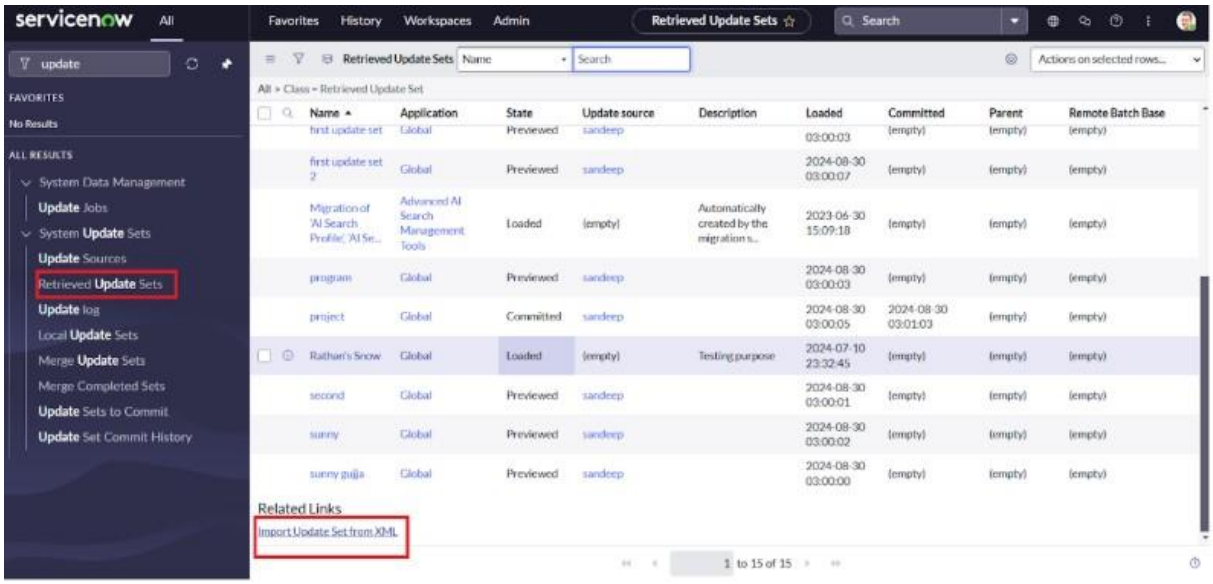
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. ‘Laptop Request Project’
4. Set the state to ‘Complete’
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file



Milestone 6 : Login to another Instance

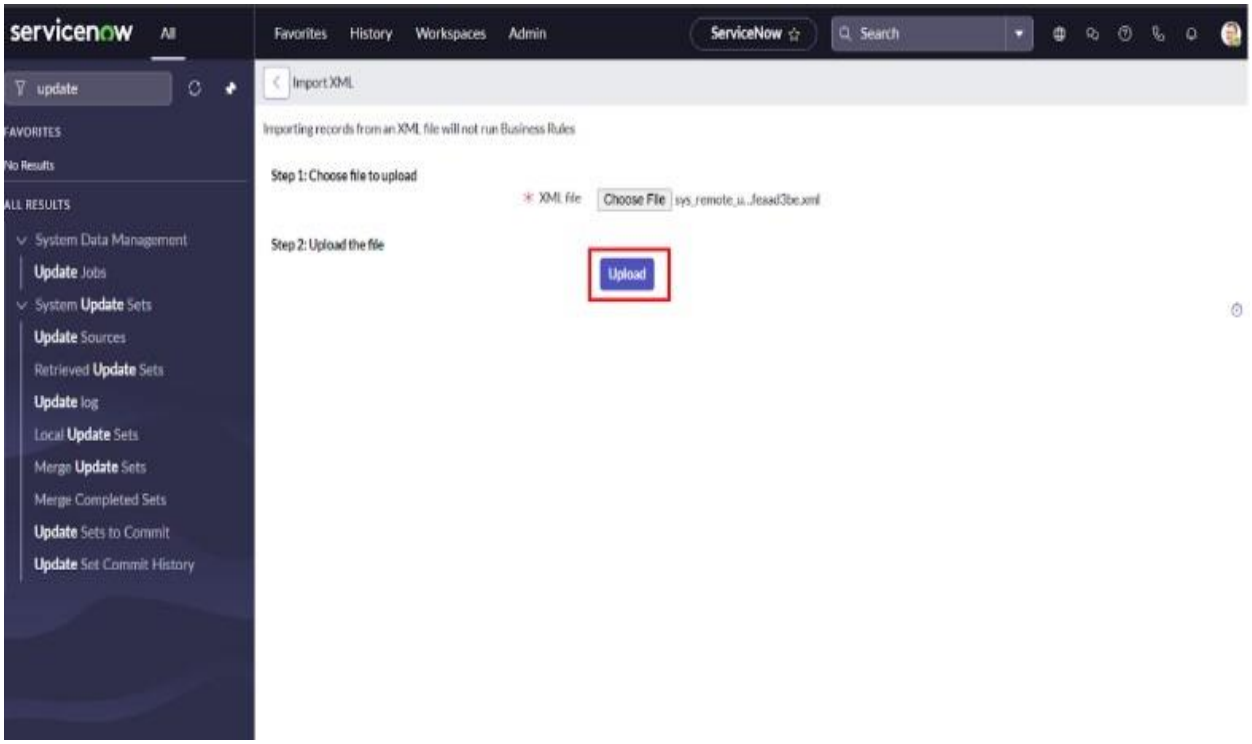
Activity : Retrieving the update set

1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML



7.Upload the downloaded file in XML file

8.Click on Upload and it gets uploaded.



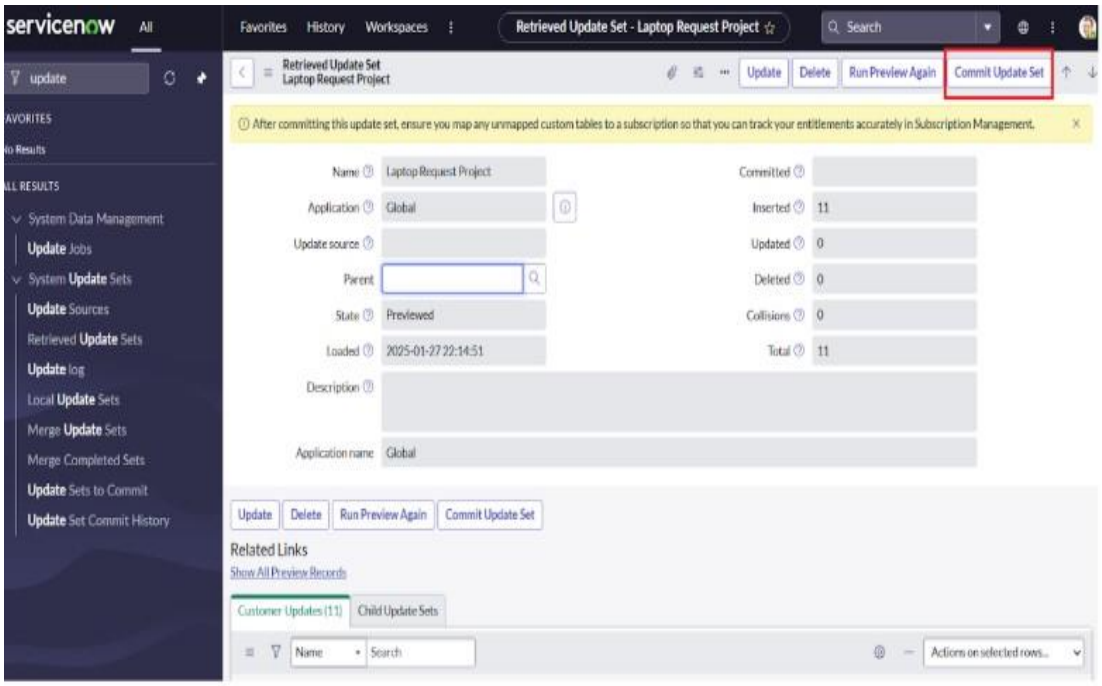
9.Open retrieved update set ‘laptop request project’

10. Click on preview update set

11. And click on commit update set

12. And also see the related tab updates

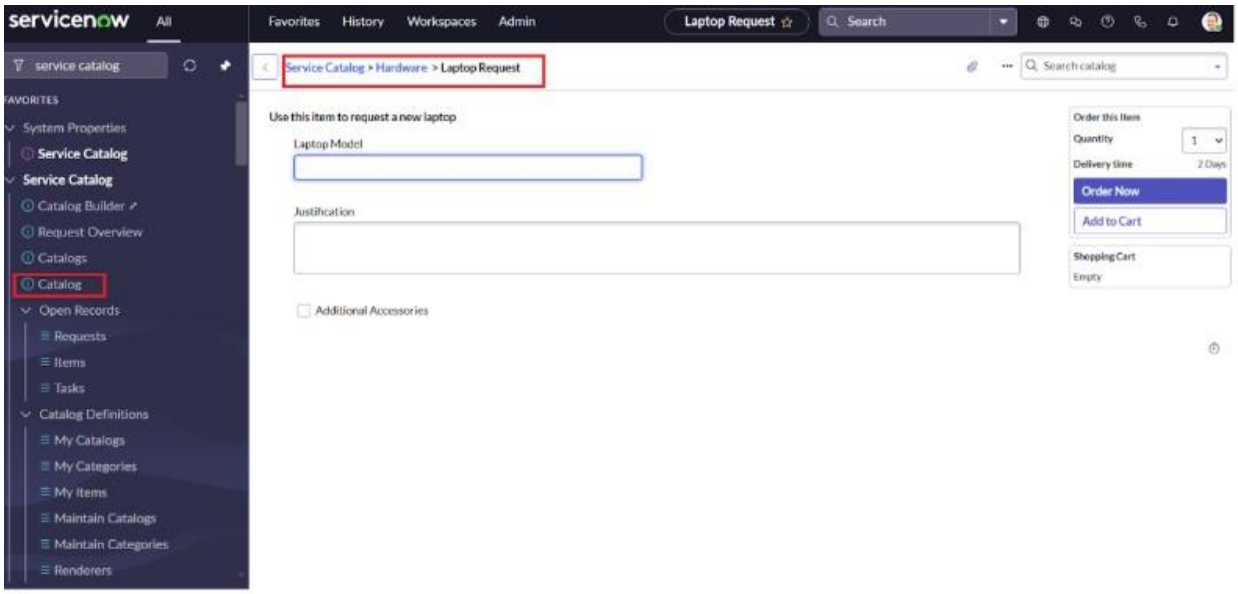
13. After commiting update set in this instance we get all updates which are done in the previous instance



Milestone 7 : Testing

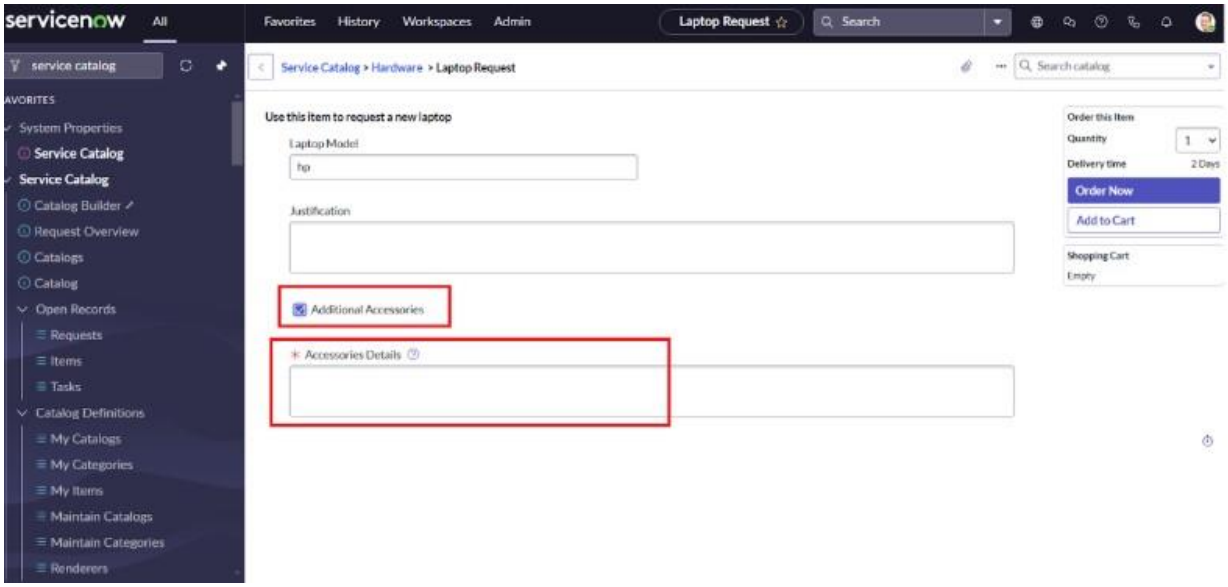
Activity : Test Catalog Item

1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for ‘laptop request’ item
4. Select laptop request item and open it
5. It shows three variables only



6. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory

7.Now see the results,it fulfills our requirements.



Conclusion :

The Laptop Request Catalog Item project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalog capabilities. Through the implementation of a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, reducing errors and improving efficiency.This project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.