SRI VIDYA COLLEGE OF ENGINEERING & TECHNOLOGY

VIRUDHUNAGAR 626005

Approved by AICTE, New Delhi and Affiliated to

Anna University, Chennai

Subject Name : ServiceNow Administrator (NM1051)

(Under Naan Mudhalvan Scheme)

Project Title : Calculating Family Expenses using ServiceNow

Team ID:

Team Members:

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Laptop Request Catalog Item

Problem Statement:

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

Objectives:

- Develop a **Laptop Request Catalog Item** in the ServiceNow instance for end users.
- Configure **catalog variables** to capture user inputs (laptop model, purpose, delivery location, etc.).
- Implement **approval and fulfillment workflows** using **Flow Designer**.
- Integrate with **Asset Management** for automatic asset assignment and tracking.
- Ensure a **user-friendly interface** using UI policies and client scripts.
- Generate **notifications** for approvals, fulfillment, and closure stages.
- Improve operational efficiency and reduce request processing time.

Skills:

- Service Catalog Configuration
- Catalog Items, Variable Sets, and Record Producers
- Flow Designer / Workflow Editor
- Catalog UI Policies and Client ScriptsNotifications and Approvals Configuration
- Integration with Asset Management and CMDB
- Request (REQ), Request Item (RITM), and Task (TASK) Management
- Service Portal and Employee Center customization

Steps to Setting up:

Setting up ServiceNow Instance

- Sign up for a developer account on the ServiceNow Developer site "https://developer.servicenow.com".

- Once logged in, navigate to the "Personal Developer Instance" section.

- Click on "Request Instance" to create a new ServiceNow instance.

- Fill out the required information and submit the request.

- You'll receive an email with the instance details once

it's ready.

- Log in to your ServiceNow instance using the provided credentials.

  Now you will navigate to the ServiceNow.

Update set:

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.

Service Catalog Item:

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'

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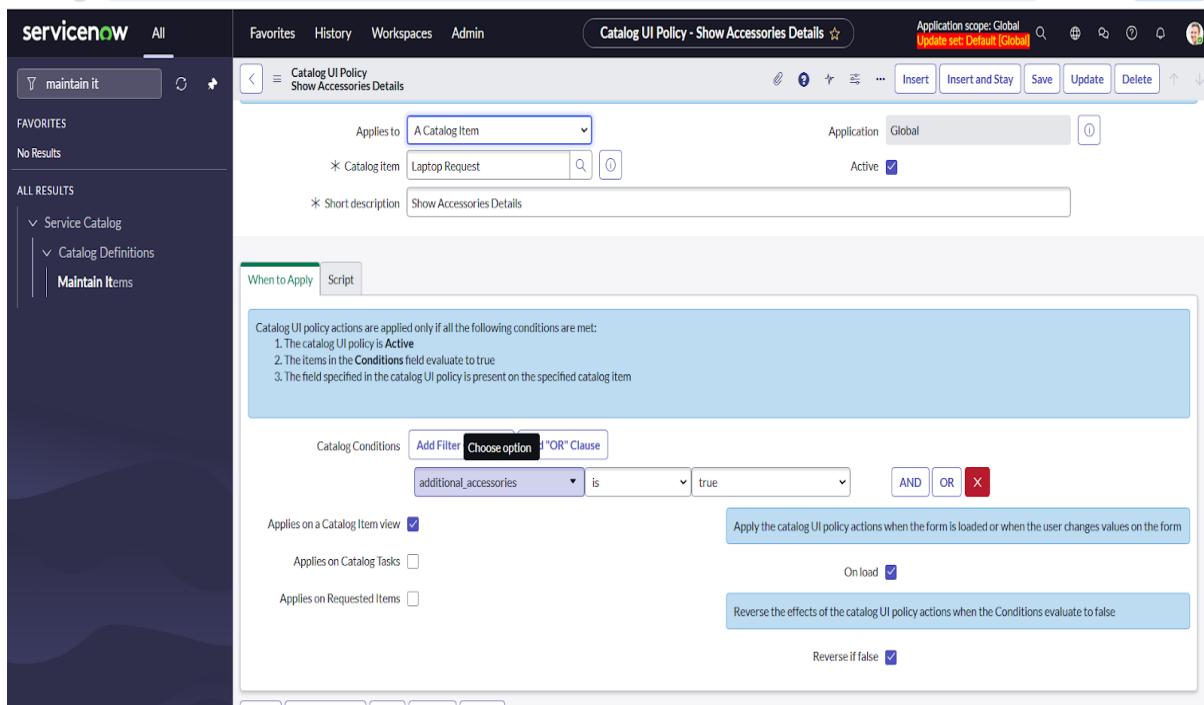
- After adding above variable which are added to newly created catalog item
- Then save the catalog item form

UI Policy:

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'

        [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

UI Action:

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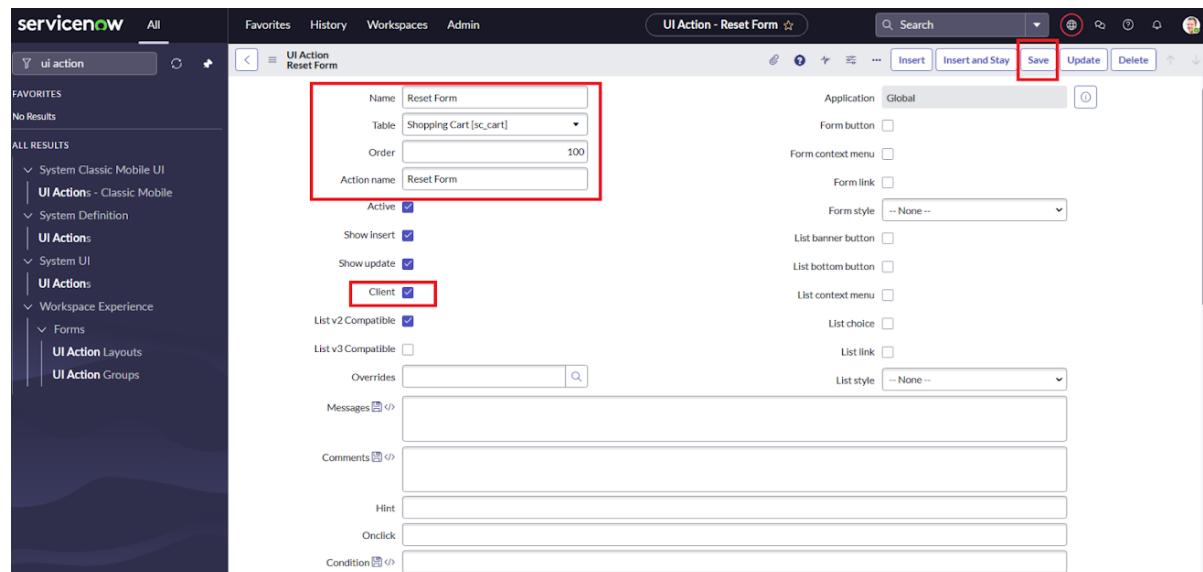
1. Open service now.
2. Click on All >> search for ui action
3. Select ui actions under system definition
4. Click on new
5. Fill the following details to create ui action

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

Export Update set:

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

## Login to another Instance:

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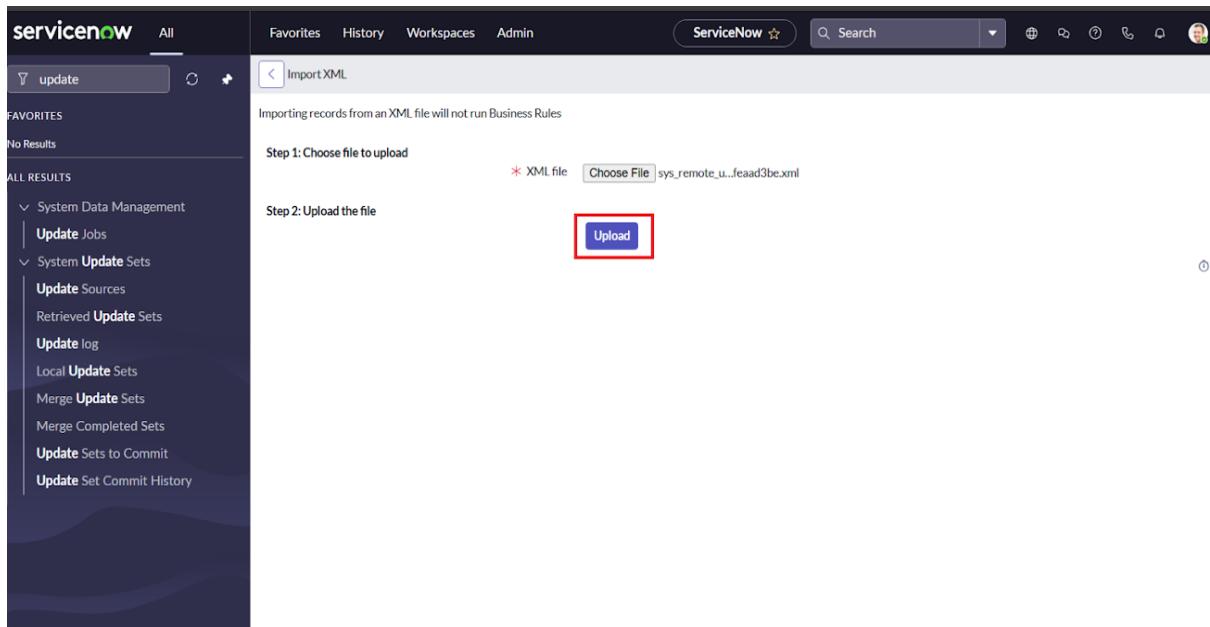
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select "Retrieved update set" under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML

7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.
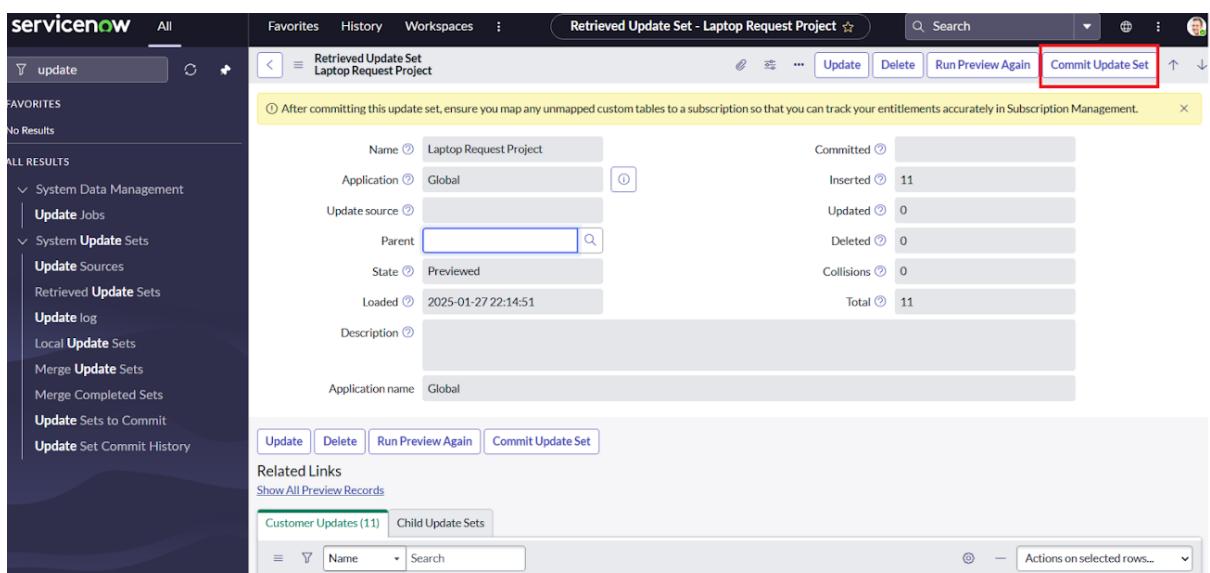
9. Open retrieved update set 'laptop request project'

10. Click on preview update set

11. And click on commit update set

12. And also see the related tab updates
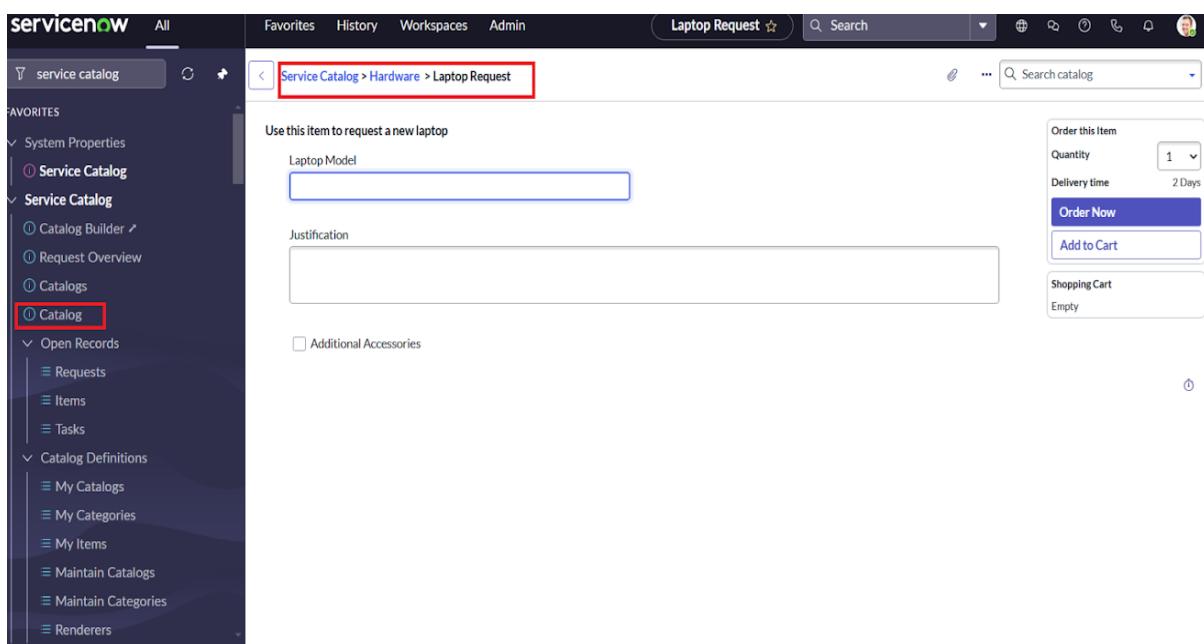
13. After commiting update set in this instance we get all updates which are done in the previous instance

Testing:
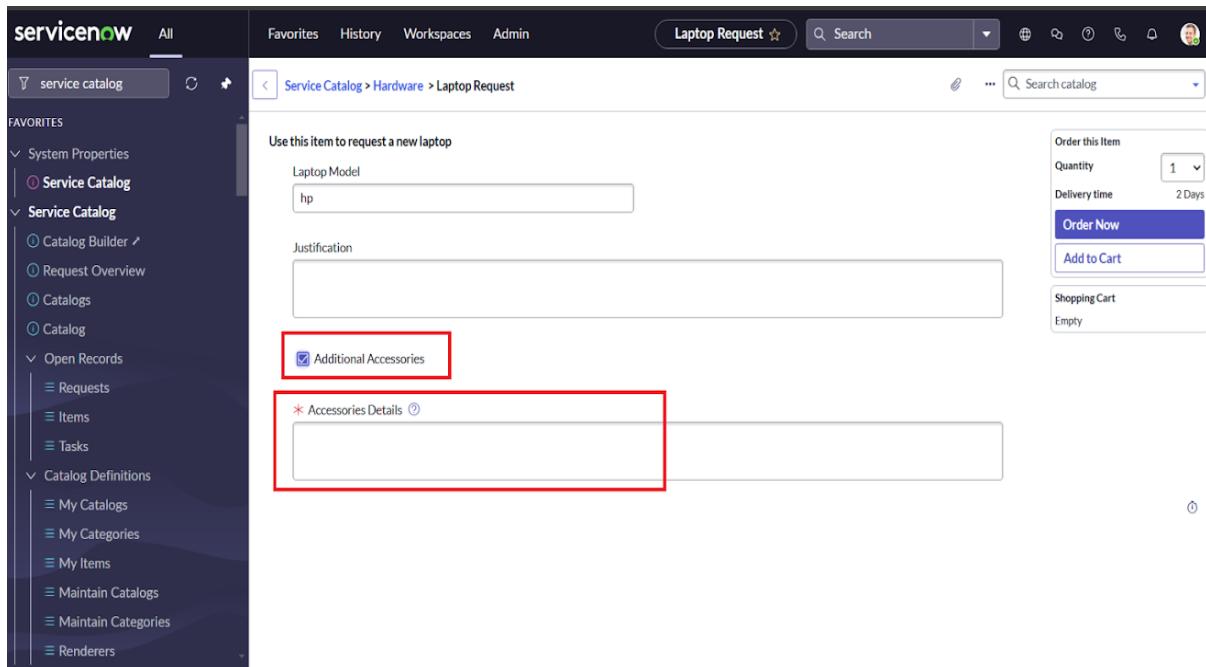
Test Catalog Item

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.