

TITTLE

LAPTOP



request
Catalog item

TEAM ID : NM2025TMID17981

TEAM SIZE : 4

TEAM LEADER 1 : VISHALI S

TEAM MEMBER 2 : HEMAVATHI P

TEAM MEMBER 3 : ABIRAMI S

TEAM MEMBER 4 : MANO N

Problem statement:

Many students face difficulties in accessing laptops for their academic and project work. This creates a gap in completing assignments, learning digital skills, and participating in practical sessions. The project aims to address this issue by requesting laptops to ensure equal opportunities for all students to enhance their learning and skill development.

Objective:

Highly motivated and enthusiastic third-year computer application Student at Nazareth college with a strong eagerness to learn new skills and A passion for computer-related topics, particularly coding, seeking opportunities to apply and further develop my technical ability contribute to challenging and innovate projects

SKILLS:

Programming fundamentals: basic understanding of programming Concept (variable, data types, control flow, loop, function), proficiency in pythonic, understanding of object-oriented programming(oop)

Principles

development basic: HTML, CSS basic understanding of JavaScr

Problem solving: logical thinking, debugging skills

Project Project

Project Workspace

L

Laptop Request Catalog Item

+ Update Set

+ Service Catalog Item

+ UI Policy

+ UI Action

+ Export Update Set

+ Login To Another Instance

+ Testing

Conclusion :

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.

TASK INITATION:

Milestone1: laptop request catalog item

Activity1:create update set



Create local update set

servicenow

AllFavoritesHistoryAdmin

Update Sets

Search

Update Sets

Name

Search

+

Actions on selected rows...

New

All

Search

Name

Application

State

Installed from

Created

Created by

Parent

Batch Base

Default

Now Assist Troubleshooting

In progress

2025-06-26 00:11:31

admin

(empty)

(empty)

Default

Global

In progress

2025-06-25 22:14:10

system

(empty)

(empty)

Default

Security Center

In progress

2025-06-26 00:10:48

system

(empty)

(empty)

Default

Pipeline

In progress

2025-08-24 11:19:29

system

(empty)

(empty)

educational organisation

Global

In progress

2025-08-28 23:21:22

admin

(empty)

(empty)

Laptop Request

Global

Complete

2025-08-28 23:22:47

admin

(empty)

(empty)

STEPS:

1.Open the instances

2.click on all and search for local update sets

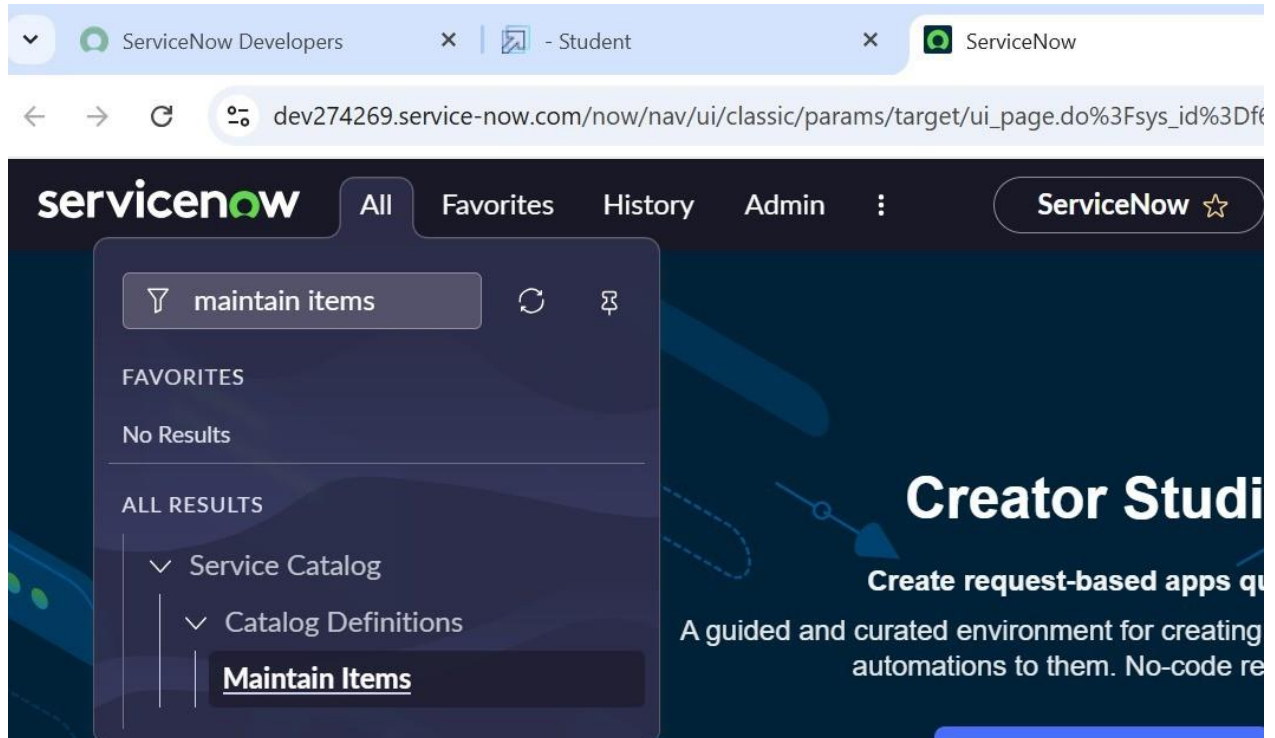
3.which was located under system update sets

4.click on new

5.Fill in the following detials to create update set as:"LAPTOP REQUEST"

6.click and sumit to make current

7. By clicking on the bottom it activities the update
the update set



SERVICE CATALOG ITEM

CREATE SERVICE CATALOG ITEM

<div> <div>servicenow</div> <div> All Favorites History Admin </div> <div>Catalog Items ☆</div> <div> <div>Search</div> <div>▼</div> </div> <div> <div>🌐</div> <div>🔍</div> <div>🔔</div> <div>👤</div> </div> </div>									
<div> <div>☰</div> <div>🔍</div> <div>🗨️</div> <div>Catalog Items</div> <div> <div>Name</div> <div>▼</div> </div> <div>Search</div> <div>⚙️</div> <div> <div>Actions on selected rows...</div> <div>▼</div> </div> <div>New</div> </div>									
All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty > Name starts with Laptop Request									
☐ 🔍	Name ▲	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
	<div>Laptop Request</div>	<div>Search</div>	<div>Search</div>	<div>Search</div>	<div>Search</div>	<div>Search</div>	<div>Search</div>	<div>!=Package</div>	<div>Search</div>
	LapTop Request	use this item to request a new laptop	true		Service Catalog	Hardware	\$0.00	Item	2025-08-29 00:00:04

1 .open the instance

2. click on all and search for maintain items under catalog definitions

3. which located under All >> service catalog

4. by clicking on new

5. now new catalog item will open

6. Fill the following details to create a new catalog item

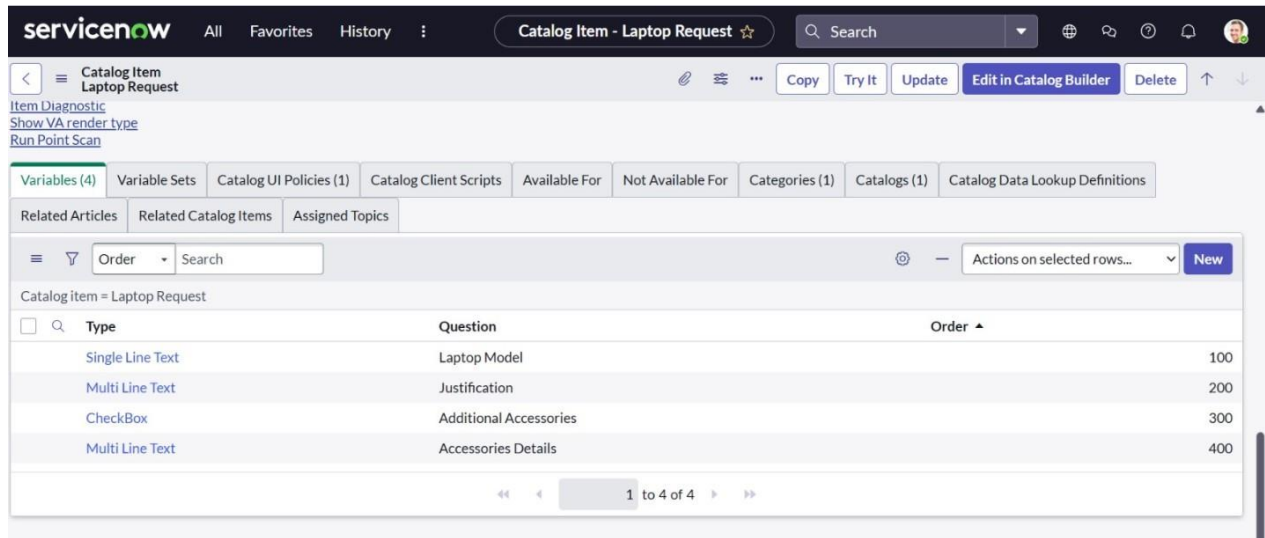
Name: Laptop Request

C: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

7. click on save



Add variables

1. after saving the catalog item scroll down and click on variable
2. on click variable click on new
3. after that create a 1st variable as per instruction
Variable 1: *Laptop Model*

Type: Single line text

Name: laptop model

Order:100 click on submit

4. after that repeat as like instructions
5. after completing 4 variable click on save
6. you will see like above image

UI Policy

Create Catalog Ui policies

1. click on all and search for maintain item under catalog definition
2. Give short description as: show accessories details

3. Set the Catalog Condition in the related list tab when to a
[field: additional_accessories, operator: is, value: true]

4. click on save

5. click on catalog ui action

6. click on new then Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

All > Name starts with Reset form

Name	Table	Comments	Form action	List action	Active	Order	Condition	Updated
Reset form	Search	Search	Search	Search	Search	Search	Search	Search
Reset form	Shopping Cart [sc_cart]		false	false	true	100		2025-08-29 01:13:16

Related Links

- [Show Form Actions Only](#)
- [Show List Actions Only](#)

servicenow All Favorites History : Catalog Item - Laptop Request ☆ Search

Catalog UI Policy show accessories details Update Delete

Applies to A Catalog Item Application Global

* Catalog item Laptop Request Active ✓

* Short description show accessories details

When to Apply Script

Catalog Conditions Add Filter Condition Add OR Clause

Applies on a Catalog Item view ✓ On load ✓

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

Applies on the Target Record ☐

Reverse if false ✓

EXPORT UPDATE SET

Exporting changes to another instances

1.open your instance

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.

Click on export to XML ,it download one file

***LOGIN TO AOTHER INSTANCE ***

Retrieving the update set

1. open others instance form your window
2. Login with credentials
3. Click on all>> search for update sets and Select “Retrieved update set” under system update set
4. It open retrieved update set list and scroll down

Click on Import update set from XML

The screenshot shows the ServiceNow interface for a 'Laptop Request'. The left sidebar contains navigation links for 'Service Catalog', 'Catalog Builder', 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', and 'Renderers'. The main content area is titled 'Laptop Request' and includes a search bar. The form fields are: 'Laptop Model' (hp), 'Justification' (text area), 'Additional Accessories' (checked checkbox), and 'Accessories Details' (text area). On the right, the 'Order this Item' section shows 'Quantity' (1), 'Delivery time' (2 Days), and buttons for 'Order Now' and 'Add to Cart'. The 'Shopping Cart' section at the bottom right shows 'Empty'.

TESTING

Test Catalog Item

1. search for service catalog in application navigator in target instance and Select catalog under service catalog

2. Select hardware category and search for 'laptop request' item

Select laptop request item and open

It shows three variables

Conclusion :

The successful implementation of the Laptop Request Catalog Item marks a significant milestone in streamlining IT asset provisioning. By enhancing user experience, automating approval workflows, and ensuring accurate tracking, this initiative has laid the foundation for a more efficient and scalable service delivery model. The collaboration across teams and commitment to excellence have been key drivers of this achievement. Moving forward, the framework established here can be extended to other catalog items, further optimizing our digital workplace.

