

PROJECT DESIGN PHASE:

Team Id	NM2025TMID00717
Project Name	Laptop Request Catalog Item

Pattern	Description
Problem Statement	The problem in the Laptop Request Catalog Item process arises due to the manual and time-consuming approach of requesting and approving laptops for employees.
Idea/ Solution Description	The Idea/Solution for the Laptop Request Catalog Item is to design and implement an automated, user-friendly ServiceNow catalog item that streamlines the laptop request and approval process.
Novelty/ Uniqueness	The novelty of the Laptop Request Catalog Item lies in its automation and customization capabilities within the ServiceNow platform. Unlike traditional manual request systems, this solution dynamically displays fields such as accessories and specifications based on user input, ensuring a personalized and efficient experience.
Social Impact/Customer Satisfaction	The Laptop Request Catalog Item significantly improves customer satisfaction by providing a quick, transparent, and user-friendly way to request laptops. Employees can easily track their request status, receive timely updates, and experience faster fulfillment.,
Business Model	The Business Model for the Laptop Request Catalog Item focuses on improving operational efficiency and employee satisfaction through process automation.
Scalability of the solution	The Laptop Request Catalog Item is highly scalable, making it suitable for organizations of any size and adaptable to changing needs.

Laptop Request Catalog Item:

Update Sets:

In the Laptop Request Catalog Item, an Update Set in ServiceNow is used to capture and move all customizations and configurations related to the catalog item from one instance to another.

Objective:

The objective of the Laptop Request Catalog Item Update Set is to automate and streamline the laptop procurement process within ServiceNow. It aims to enable employees to easily request laptops through a standardized catalog item, while ensuring automated approval workflows, accurate data capture, and real-time tracking. This update set simplifies IT operations, reduces manual effort, improves request visibility, and enhances overall user experience by delivering an efficient, consistent, and scalable laptop request solution.

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 .

The screenshot shows the ServiceNow interface for creating a new update set. The main title is "Update Set - Create Laptop Request Project 2". The "Name" field contains "Laptop Request Project". The "State" dropdown is set to "In progress". There are fields for "Parent" and "Release date", both of which are currently empty. The "Description" text area is also empty. At the bottom of the form, there are three buttons: "Submit", "Save", and "Submit and Make Current", with the "Submit and Make Current" button being highlighted by a red box.

Service Catalog Item: Catalog Item:

The Catalog Item in the Laptop Request Catalog Item represents the user-facing form within the ServiceNow Service Catalog that allows employees to request a new laptop. It includes fields for selecting laptop models, configurations, accessories, and additional requirements.

Objective:

The main objective of the Laptop Request Catalog Item is to automate and simplify the laptop procurement process within the organization. It enables employees to easily request laptops through the ServiceNow portal, select preferred models and accessories, and track the status of their requests. The catalog item ensures standardized workflows for approvals and fulfillment, reduces manual effort, minimizes delays, and enhances transparency between requesters, approvers, and the IT department.

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'

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
401(k) Plan Enrollment	Enroll in or modify your 401(k) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-08-18 10:52:30
401(k) Plan Enrollment Inquiry	Ask a question about your retirement pla...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:56
401(k) Retirement Plan Inquiry	Ask a question about your existing plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:55
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add Beneficiaries	Add or modify your beneficiaries	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-06-13 16:48:57
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-10-21 07:20:03
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF	false		Service Catalog	Software	\$0.00	Item	2022-12-05

Catalog Item - Laptop Request

Name: Laptop Request

Catalog: Service Catalog

Category: Hardware

Short description: Use this item to request a new laptop

Add variables:

1. After saving the catalog item form scroll down and click on variable(related list)
2. Click on new and enter the details as below
1. Variable 1:Laptop Model
 - a. Type: Single line text
 - b. Name: laptop_model
 - c. Order:100
3. Click on submit
4. Again click on new and add Remaining variables in the above process

The screenshot shows the 'Variable - New Record' screen in ServiceNow. The 'Type' field is set to 'Single Line Text'. The 'Catalog Item' field is set to 'Laptop Request'. The 'Order' field is set to '100'. The 'Question' tab is selected, showing the question 'Laptop Model' and the name 'laptop_model'. The 'Name' field is highlighted with a red box. The 'Submit' and 'Save' buttons are visible at the bottom.

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

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

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

UI Policies:

UI Policies in ServiceNow are used to dynamically change the behavior of fields on a form based on specific conditions — such as making fields visible, hidden, mandatory, or read-only — without writing client-side scripts. Purpose:

- Show/Hide Fields Display specific fields only when needed. E.g: show “Accessories” if checkbox is checked.
- Make Fields Mandatory Make justification mandatory when a high-end laptop model is selected.

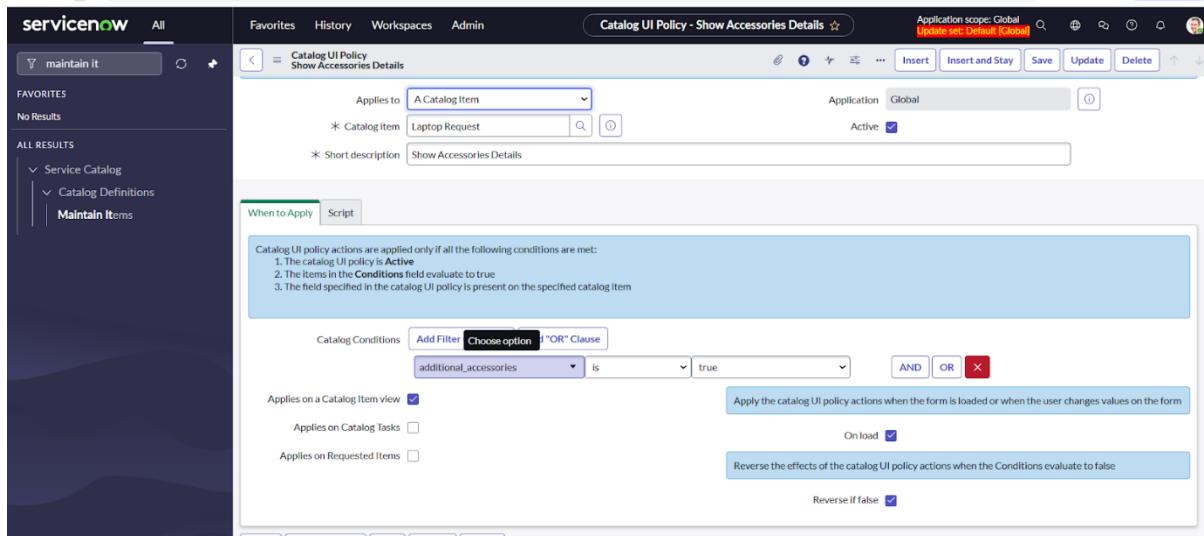
Objectives:

The objective of UI Policies in the Laptop Request Catalog Item is to enhance user experience and ensure data accuracy by dynamically controlling form behavior. UI Policies are used to show, hide, make mandatory, or read-only specific fields based on user selections. For example, when the “Accessories Required” checkbox is selected, the “Accessories Details” field becomes visible and mandatory.

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]



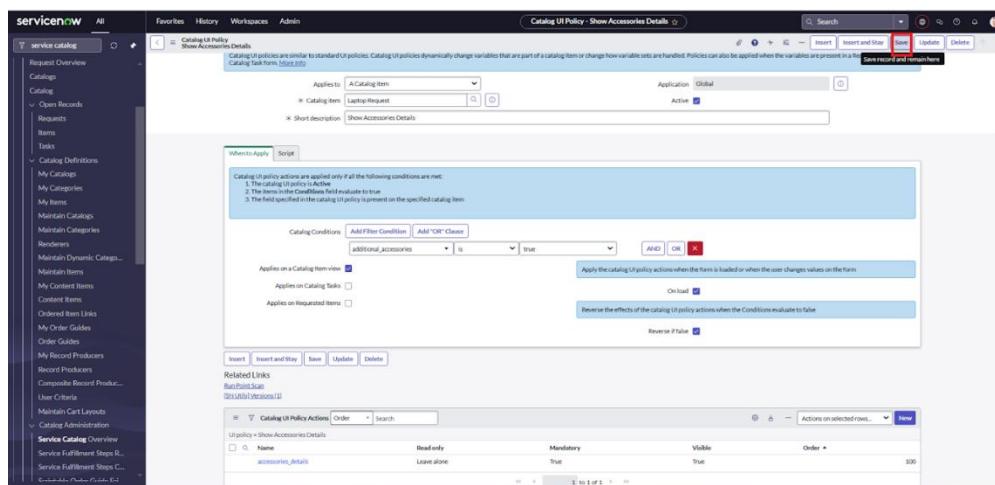
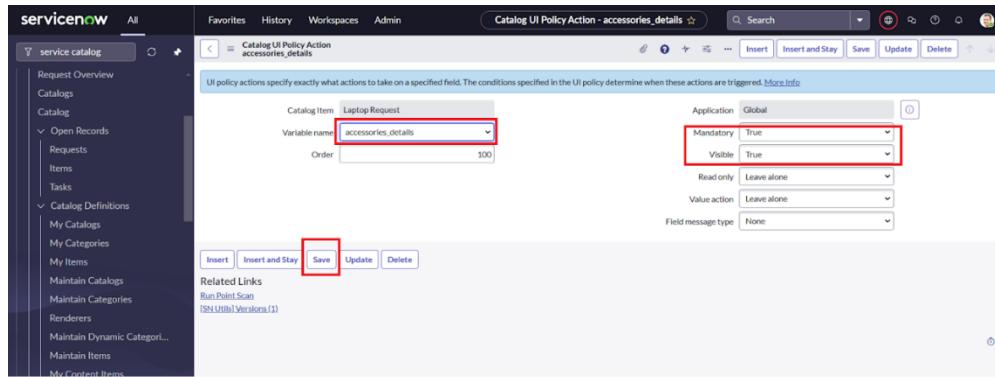
8. Click on **save**.(do not click on submit)
9. Scroll down and select ‘catalog ui action’
10. Then click on new button
11. Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

12. Click on save and again click save button of the catalog ui policy form.



UI Action :

UI Actions in ServiceNow are buttons, links, or context menu items that appear on forms, lists, or related lists. They allow users to perform specific actions like submitting, saving, approving, rejecting, or triggering scripts.

Objective:

The objective of UI Actions is to enhance user interaction and streamline form operations by adding buttons or links that trigger specific actions, such as submitting, resetting, or approving requests. These actions improve efficiency and provide users with a seamless experience while performing catalog-related tasks.

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

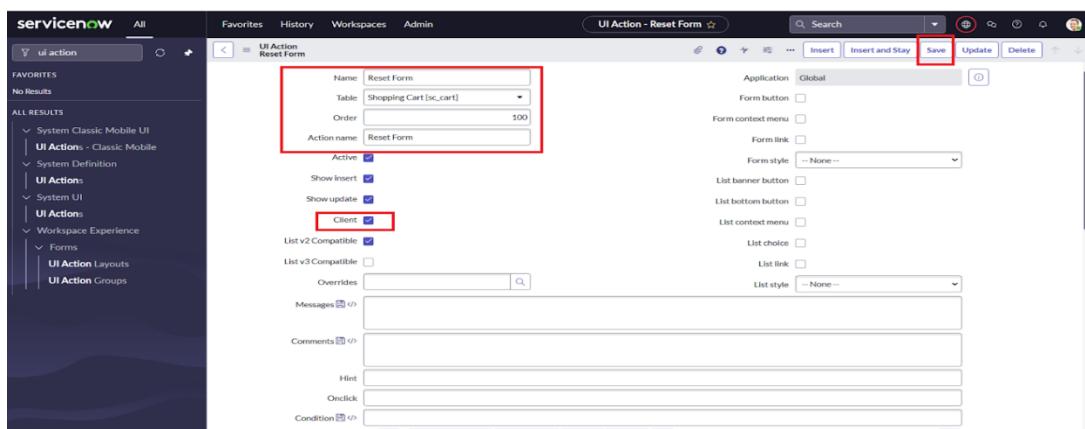
Action name: Reset form

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 Sets:

Export Update Set for Laptop Request Catalog Item refers to the process of packaging and transferring all customizations related to the Laptop Request Catalog Item from one ServiceNow instance to another. It includes configurations such as catalog items, variables, workflows, UI policies, business rules, and scripts.

Objective:

The objective of Exporting the Update Set for the Laptop Request Catalog Item is to safely transfer all related configurations—such as catalog item settings, variables, UI policies, client scripts, and workflows—from one ServiceNow instance to another.

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

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-01-26 22:40:32	Catalog UI Policy	Show Accessories Details	admin	(empty)	INSERT_OR_UPDATE	
2025-01-26 22:43:26	Catalog UI Policy Action	accessories_details	admin	(empty)	INSERT_OR_UPDATE	

Login to another Instance:

Retrieving the Update Sets:

Retrieving the Update Set in the Laptop Request Catalog Item refers to the process of importing the developed update set (which contains all configurations, scripts, workflows, and catalog item details) from one ServiceNow instance to another — typically from a development instance to a test or production instance.

Objective:

The objective of retrieving the update set in the Laptop Request Catalog Item process is to transfer and apply all related customizations—such as catalog items, variables, workflows, UI policies, and scripts—from one ServiceNow instance to another.

Retrieving the update set:

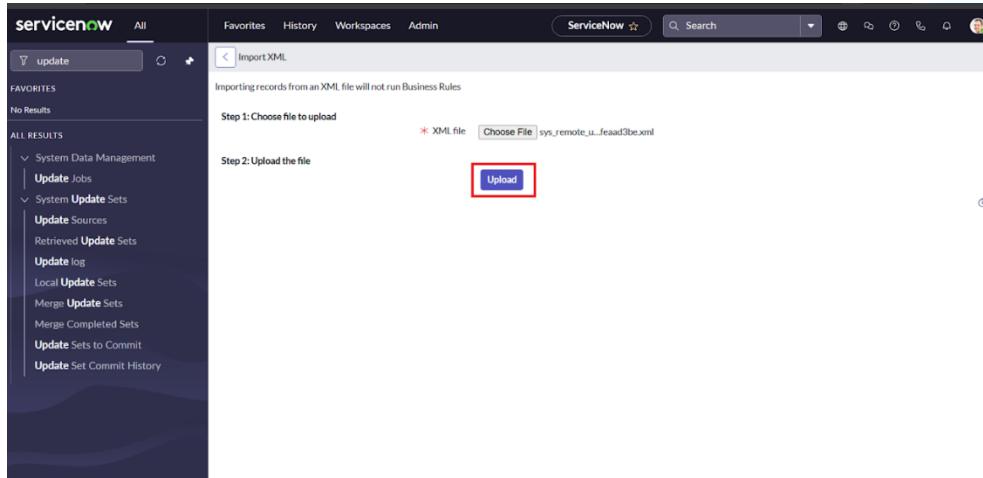
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML

The screenshot shows the ServiceNow interface with the search bar containing 'update'. The left sidebar has 'Retrieved Update Sets' highlighted with a red box. The main content area displays a table titled 'Retrieved Update Sets' with columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. There are 15 rows listed, including entries like 'first update set', 'Migration of 'AI Search Profile'', and 'Rathan's Snow'. At the bottom, there is a 'Related Links' section with a link 'Import Update Set from XML' highlighted with a red box.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		03/00/03	(empty)	(empty)	(empty)
2	Global	Previewed	sandeep		2024-08-30 03/00/07	(empty)	(empty)	(empty)
Migration of 'AI Search Profile', 'AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migration s...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	sandeep		2024-08-30 03:00:05	2024-08-30 03/01/03	(empty)	(empty)
Rathan's Snow	Global	Loaded	(empty)	Testing purpose	2024-07-10 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	sandeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny.gaja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.



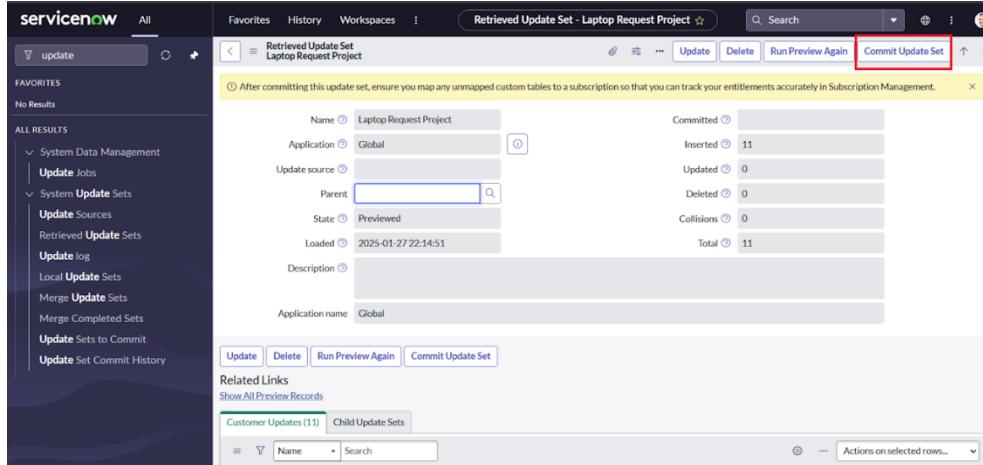
9. Open retrieved update set 'laptop request project'

10. Click on preview update set

11. And click on commit update set

12. And also see the related tab updates

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



Testing:

Test Catalog Item:

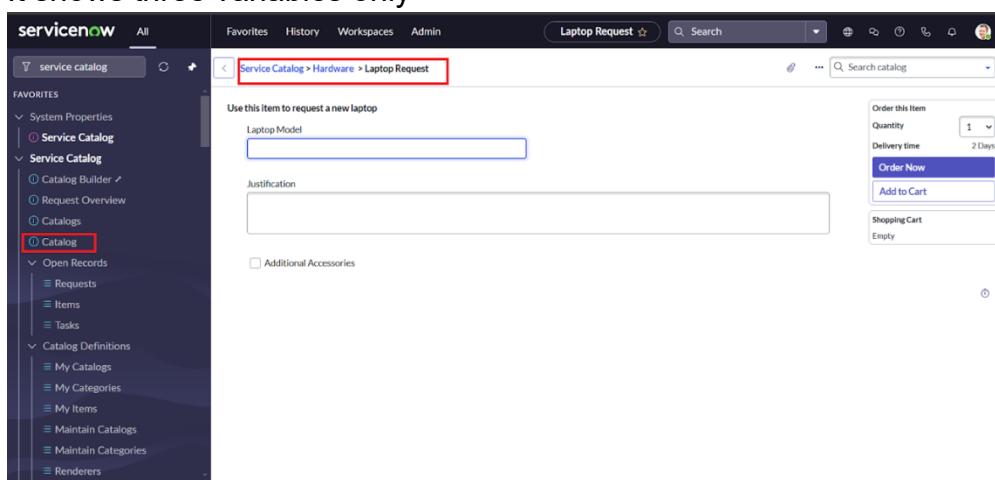
A Test Catalog Item in the Laptop Request process is a configured version of the catalog item used to ensure that all features—such as variable visibility, UI policies, workflows, approvals, and notifications—work as intended.

Objective:

The objective of testing the Laptop Request Catalog Item is to ensure that all configurations, workflows, variables, and UI behaviors function as intended before deployment. Testing verifies that users can successfully submit requests, approvals trigger correctly, and notifications are sent at the right stages.

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.

The screenshot shows the ServiceNow service catalog interface. The left sidebar has a dark theme with a tree view of navigation items under 'FAVORITES'. The main area is titled 'Laptop Request' and shows a form for requesting a new laptop. The form includes fields for 'Laptop Model' (with 'hp' typed in), 'Justification' (an empty text area), and 'Additional Accessories' (a checked checkbox). A red box highlights the 'Additional Accessories' checkbox and the 'Accessories Details' field below it. On the right, there's an 'Order this Item' section with 'Quantity' set to 1 and 'Delivery time' set to 2 Days, along with 'Order Now' and 'Add to Cart' buttons. Below that is a 'Shopping Cart' section indicating it is empty.

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.