

Laptop Request Catalog Item

Project Report

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1. Ideation Phase

Project Title: Laptop Request Catalog Item

Aim:

To design and implement a dynamic and user-friendly Laptop Request Catalog Item in ServiceNow that streamlines laptop requests, enhances data accuracy, and improves request management efficiency.

Problem Statement:

The current manual laptop request process causes delays and data inaccuracy. A digital Service Catalog item will solve this by offering an automated, guided, and dynamic form process.

2. Project Planning Phase

Project Objectives:

1. Develop a dynamic, interactive laptop request form.
2. Enhance user experience with validation and guidance.
3. Implement form reset functionality.
4. Ensure accurate data collection.
5. Automate workflows and approvals.
6. Maintain governance and traceability.
7. Improve operational efficiency.

Tools Used: ServiceNow platform

Resources: ServiceNow instance, update sets, catalog definitions, UI actions, workflow automation.

Expected Outcome: Automated, efficient, and user-friendly laptop request system.

3. Project Design Phase

System Design Overview:

- Use Service Catalog for form creation.
- Add dynamic behavior via Catalog UI Policies.
- Include Reset functionality through UI Action script.
- Manage deployment with Update Sets.

UI Action Script:

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

Form Variables:

- Laptop Model (Single line text)
- Additional Accessories (Boolean)
- Accessories Details (Text area, conditional visibility)

4. Requirement Analysis

Functional Requirements:

- Create and maintain catalog items.
- Add dynamic variables and UI policies.
- Implement form reset functionality.
- Export and retrieve update sets.

Non-Functional Requirements:

- Usability: Easy navigation and minimal errors.

- Reliability: Accurate data capture and consistent approvals.
- Maintainability: Version control through update sets.

5. Performance Testing Phase

Testing Steps:

1. Deploy the update set in another instance.
2. Verify that “Laptop Request” appears in the Service Catalog.
3. Test form behavior (dynamic fields and reset function).
4. Validate workflow routing and approvals.

Output:

Successful creation and testing of a dynamic Laptop Request form in ServiceNow.

Conclusion:

The project demonstrates ServiceNow’s power in automating service requests, improving data accuracy, and enhancing user satisfaction.