Laptop Catalog Request Item

**Team Id : NM2025TMID15202**

**Team Members: 4**

**Team Leader: lakshmi.s**

**Team Member 1 arthika.s**

**Team Member 2 anusuya .l**

**Team Member 3 lithika .g**

**Problem Statement: Employees in the organization need a quick and efficient way to request laptops for work.**

**Objective: Requesting a Catalog Item**

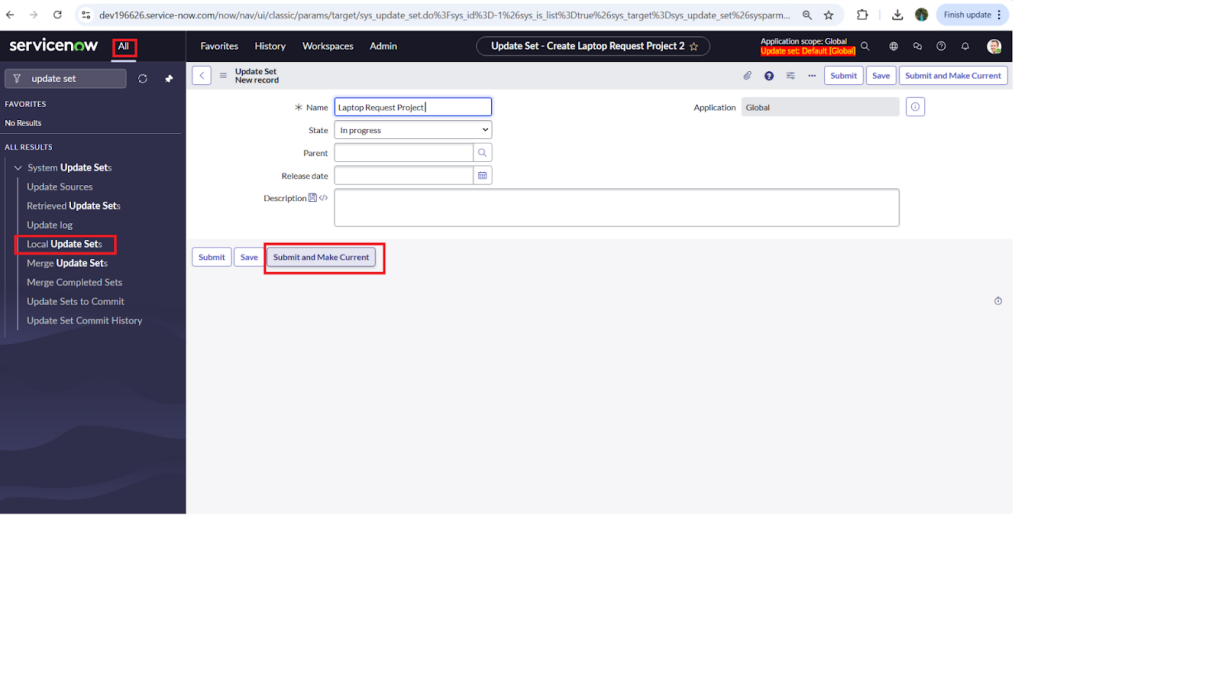
**Skills: UIPath RPA,Tanzu Application Service**

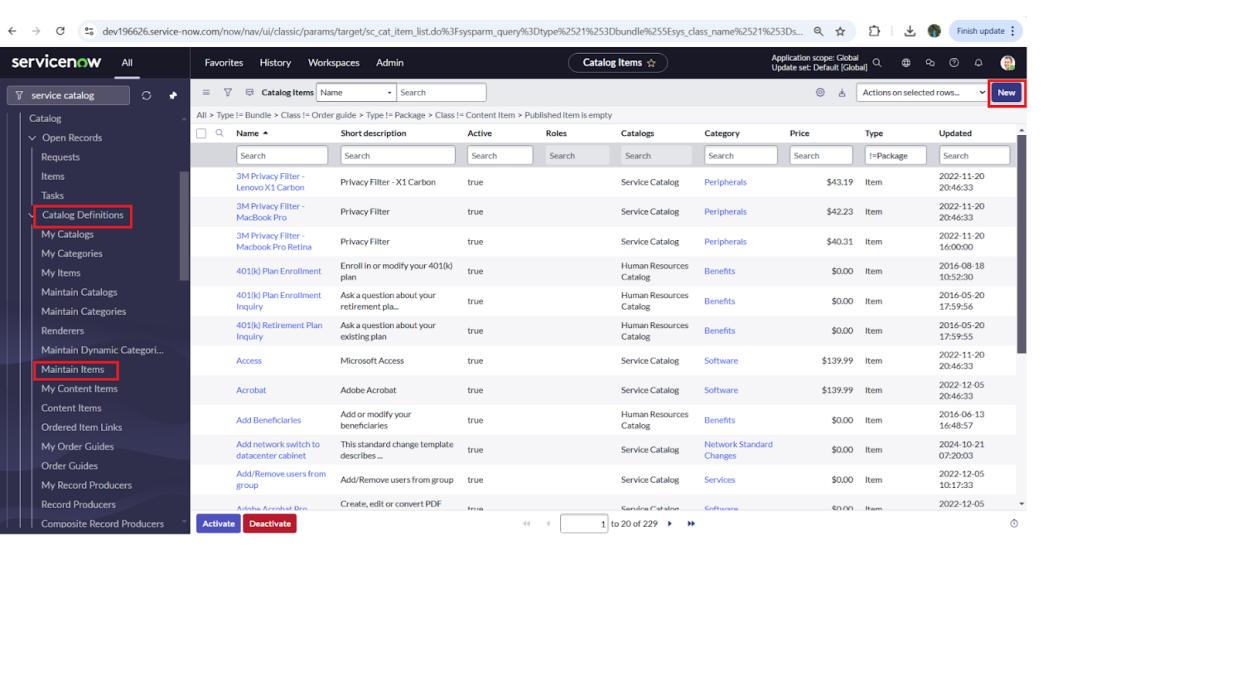
**TASK INITIATION**

**Milestone 1 : Create Local Update Set**

**Activity 1: Local Update Set**

1. Open service now
2. Click on All >> search for update sets
3. Select locate 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 or make current





### **Milestone 2 : Create Service Catalog Item**

**Activity 2: Service Catalog Item**

1. Open service now.
2. Click on All >> service catalog
3. Selectmaintain items under catalog definitions
4. Click on new

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

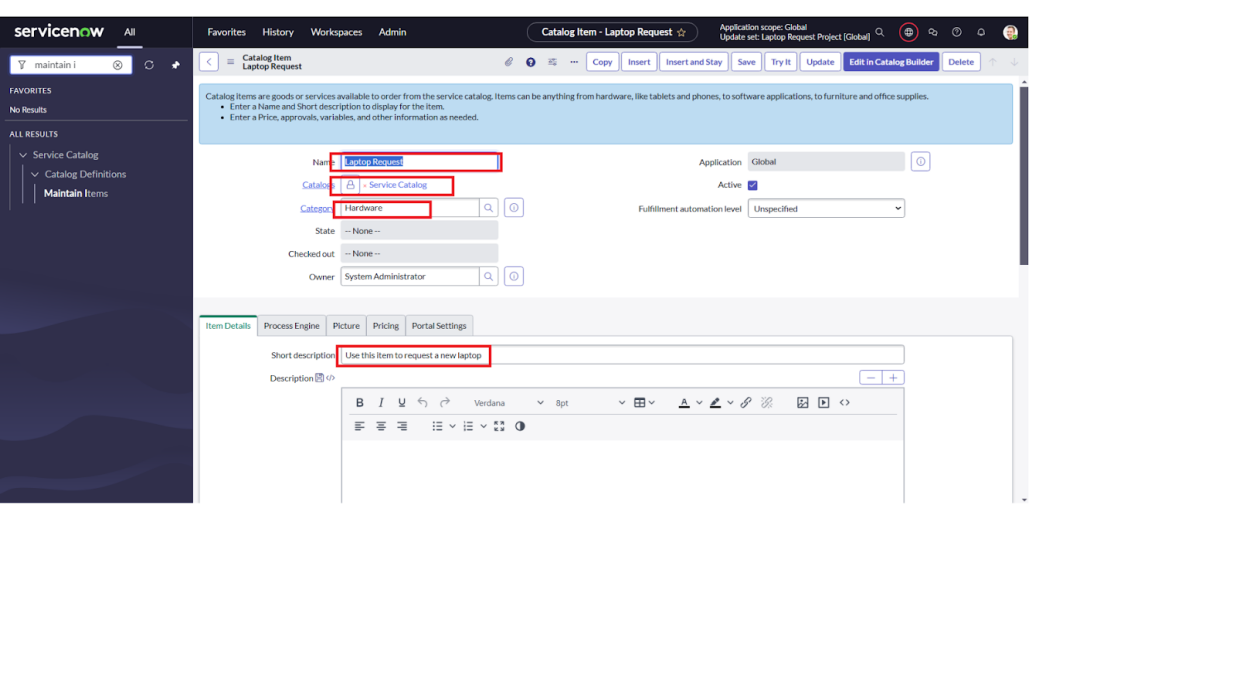
Name: Laptop Request

            Catalog: service Catalog

            Category: Hardware

            Short Description: Use this item to request a new laptop

6.Click on submit



**Milestone 3 : Variables**

**Activity 1: Add Variables**

Step1: After saving the Catalog item from scroll down click on variables(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

1. 2.Variable 2Justification

Type: Multi line Text

Name : justification

Order:200

3.Variable: Additional Accessories

Type: Checkbox

Name : additional\_accessories

Order:300

4.Variable: Acessories Details

Type: Multi line Text

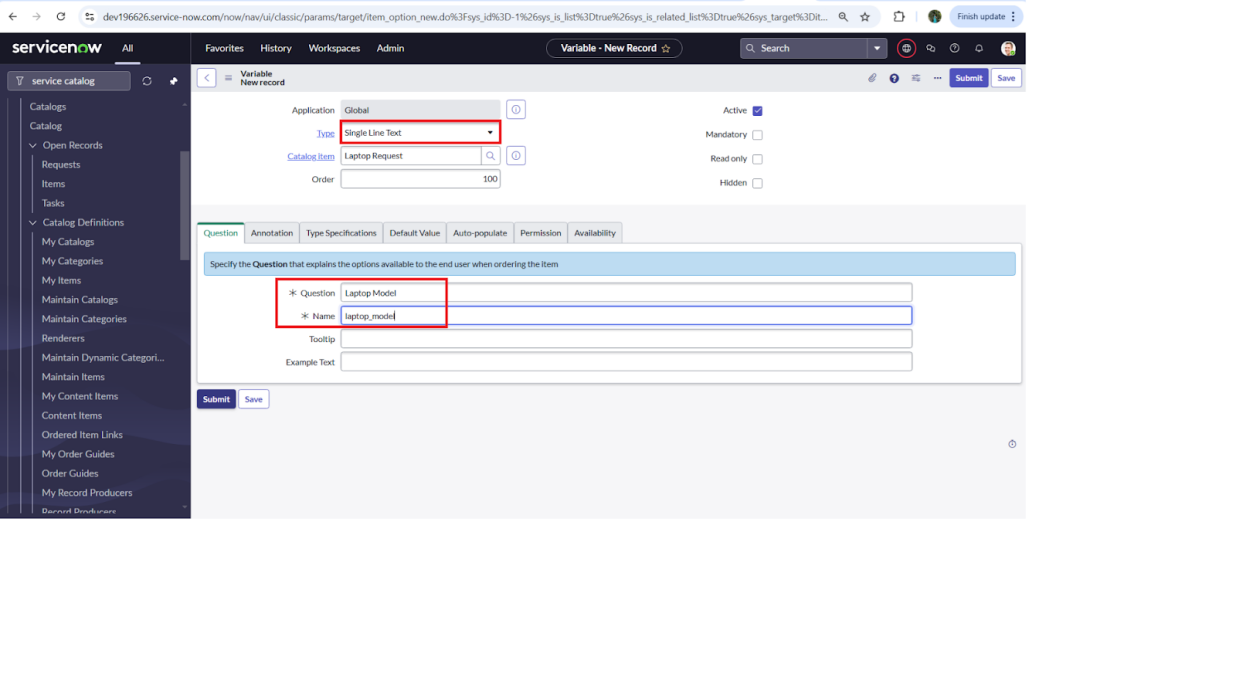
Name : acessories\_details

Order:400

Step2:

After adding above variable which are added to newly created catalog item

Then save the catalog item form



**Milestone 4 : 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”

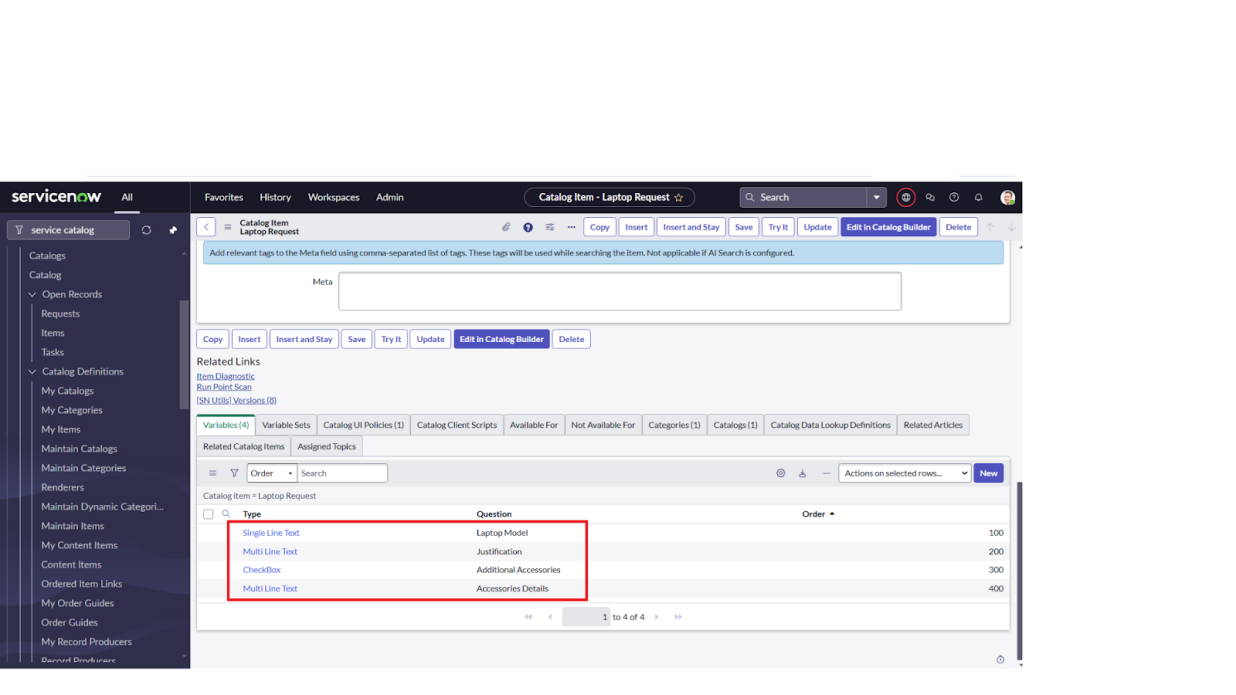
[field: additional\_accessories, operator: is, value: true]

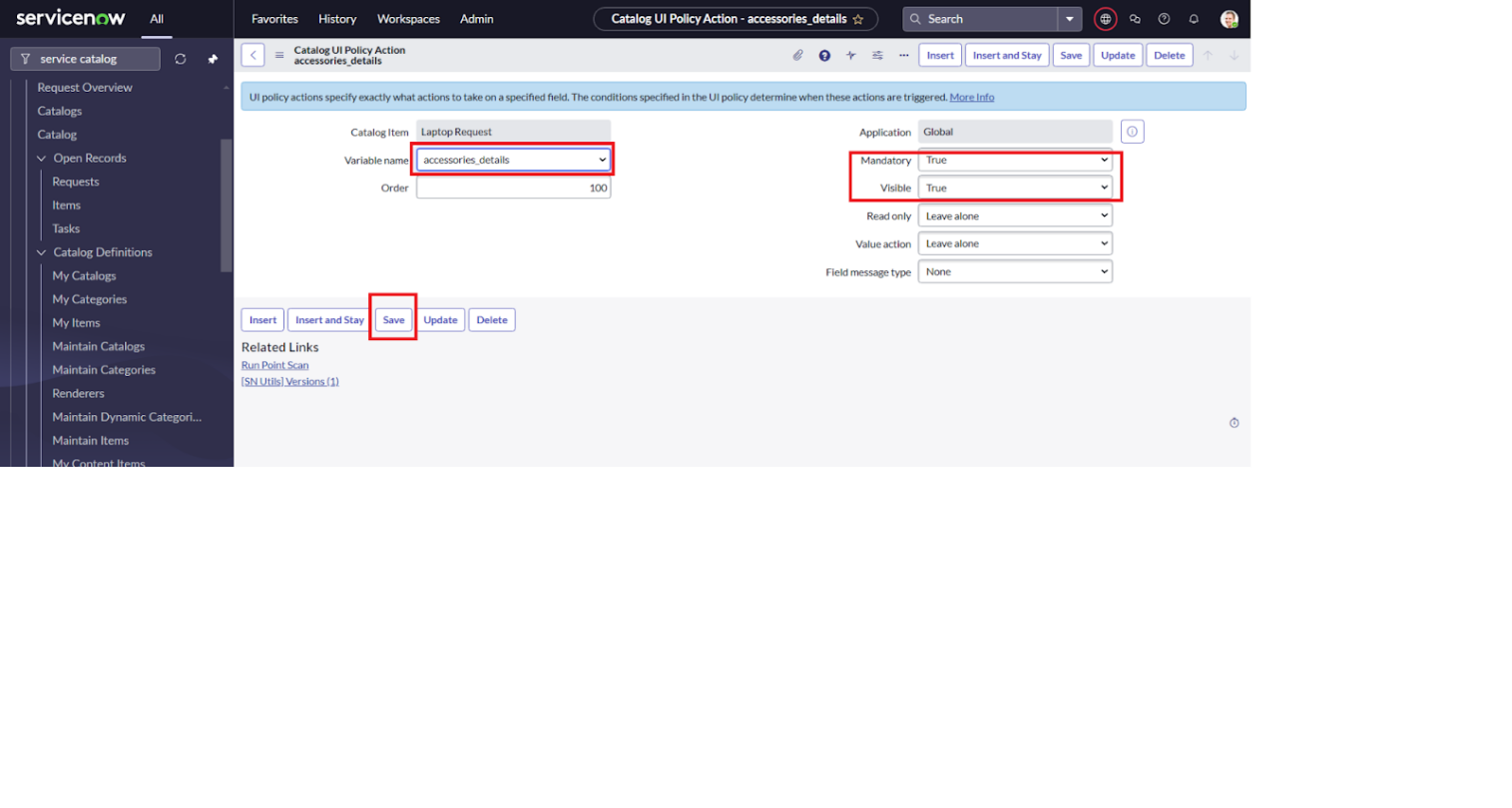
1. Click on save(do not click on submit)
2. Scroll down and select “catalog ui action”
3. Then click on new button
4. Select variable name as: accessories\_details

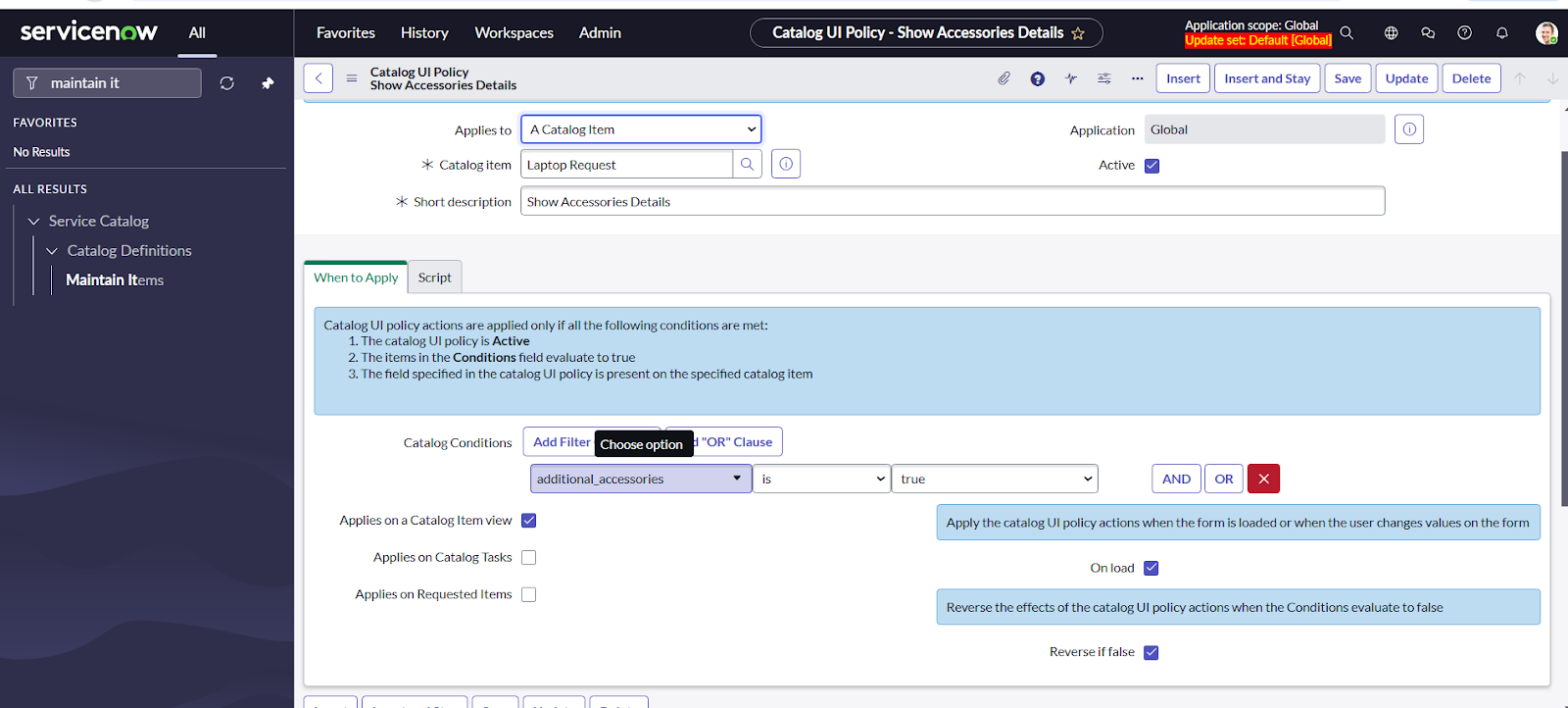
Order :100

Mandatory :True

Visible :True



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



**Milestone 5 : Create UI Actions**

**Activity 1: Create UI Actions**

* 1. Open service now.
  2. Click on All >> search for ui actions
  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

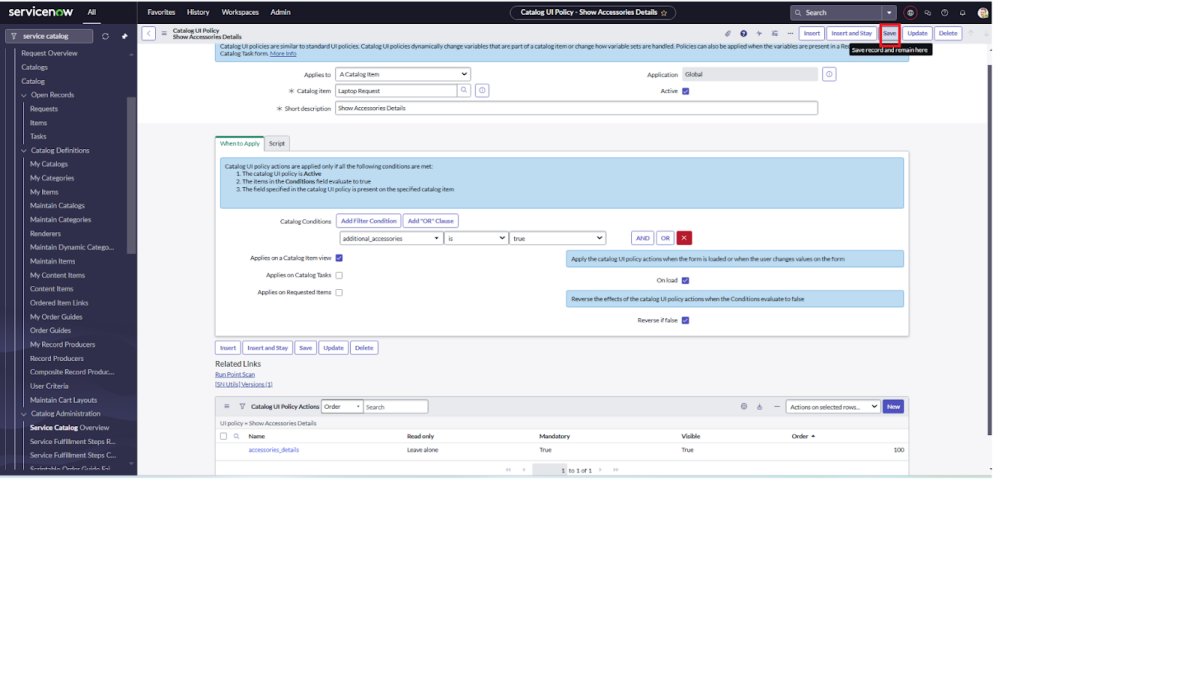
Action name: Reset form

Client: checked

Script:

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

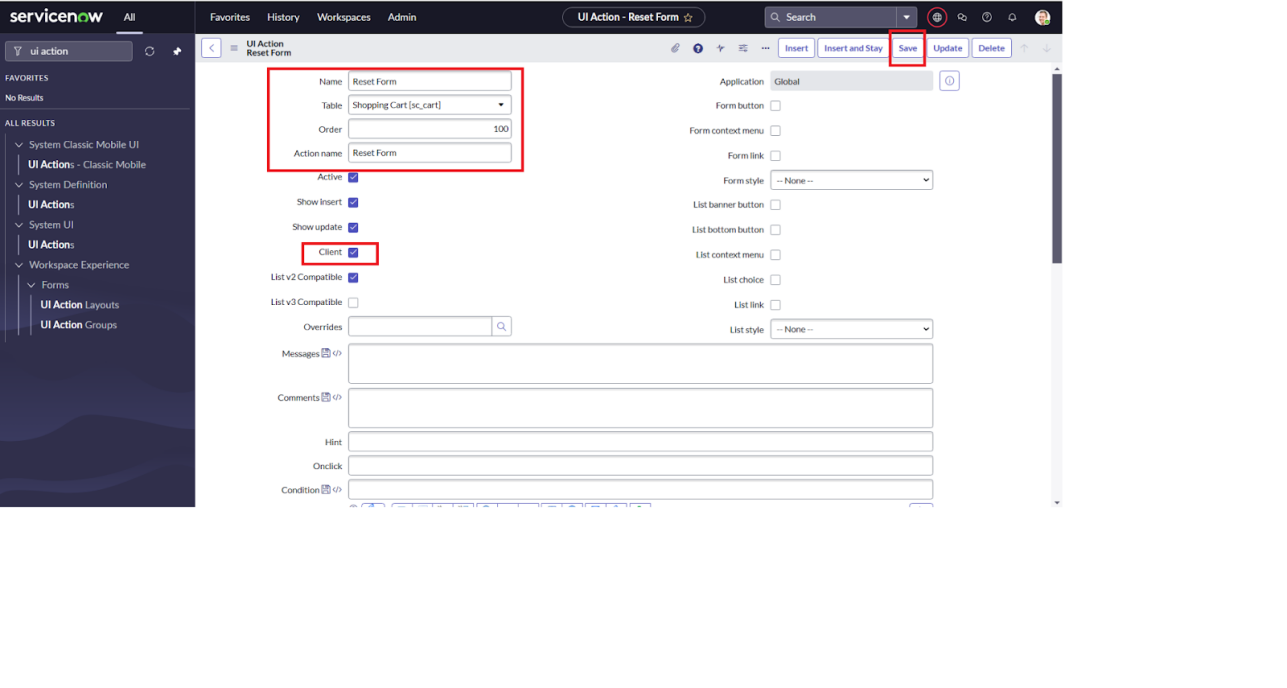
Click on save

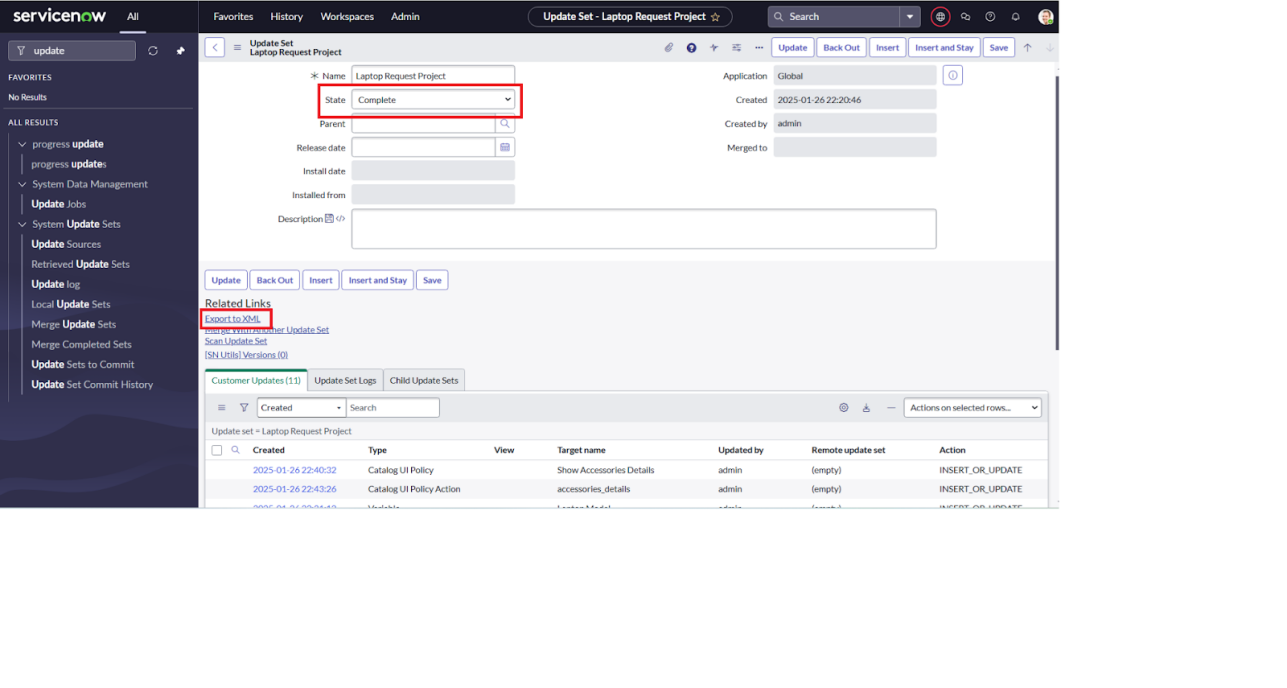


**Milestone 6 : Export Update Set**

**Activity 1: Exporting Changes Another Instance**

1. Open servicenow.Click on All >> search for update sets
2. Select local update sets
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

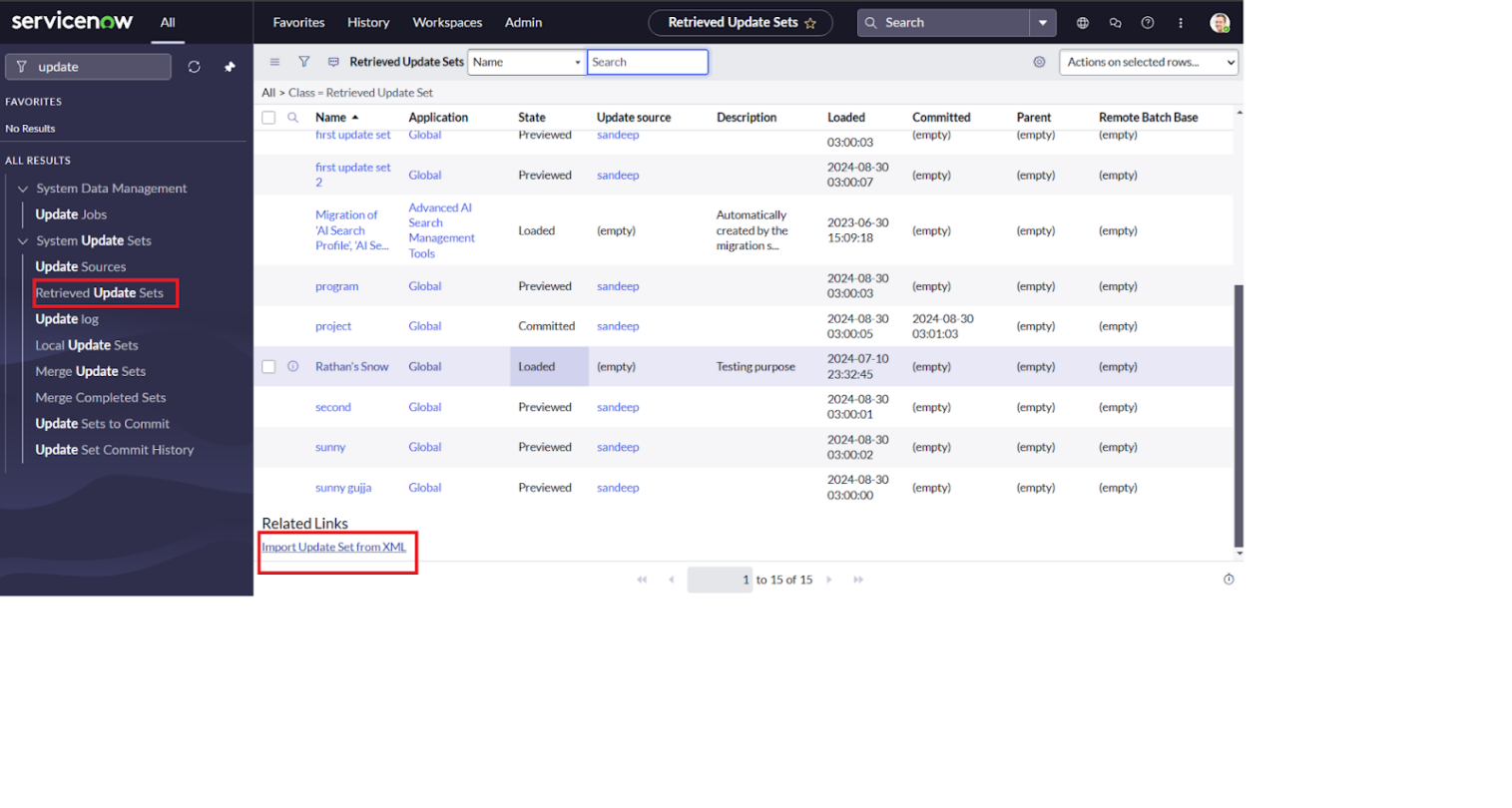




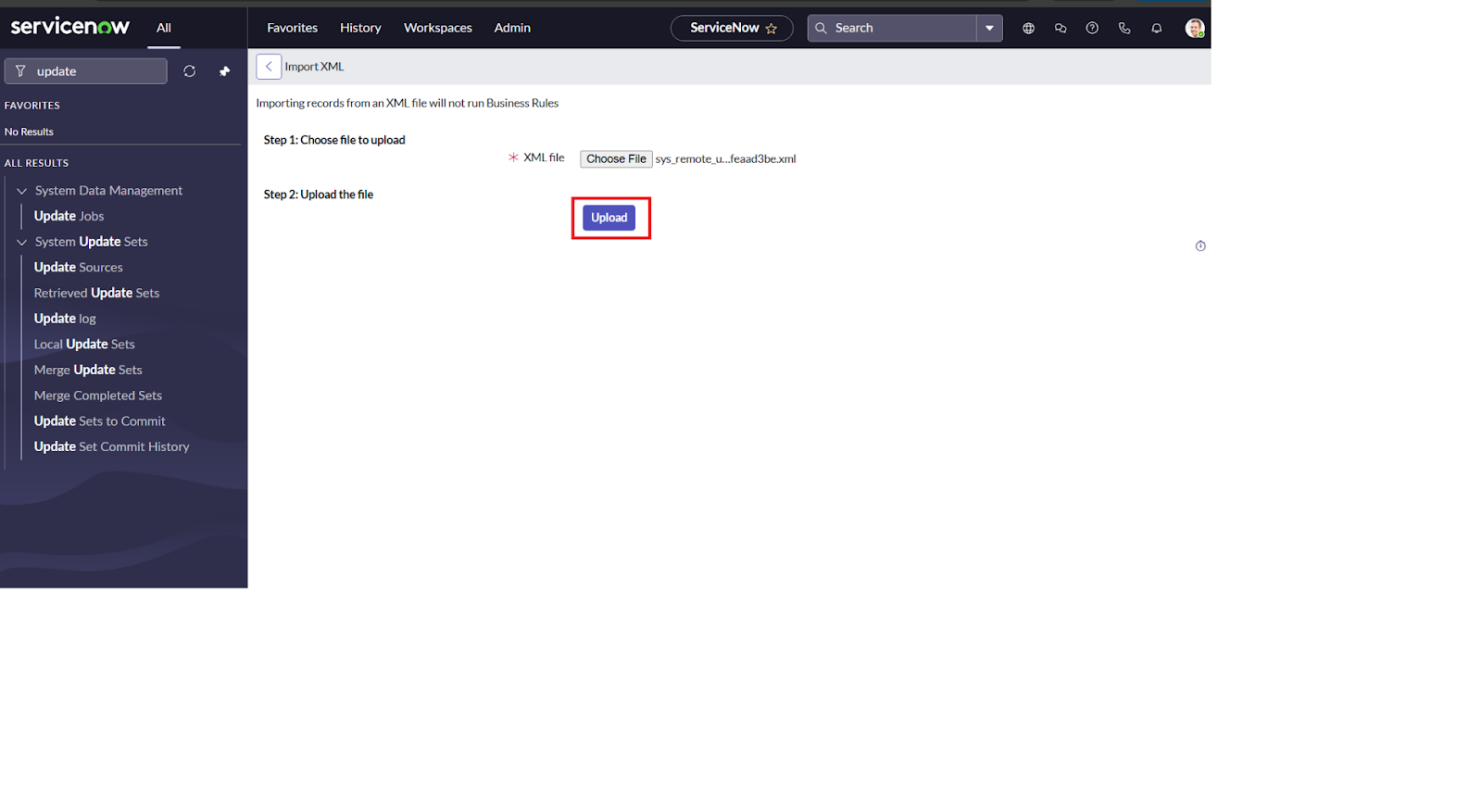
**Milestone 7 : Login to Another Instance**

**Activity 1: Retrieving The Update Set**

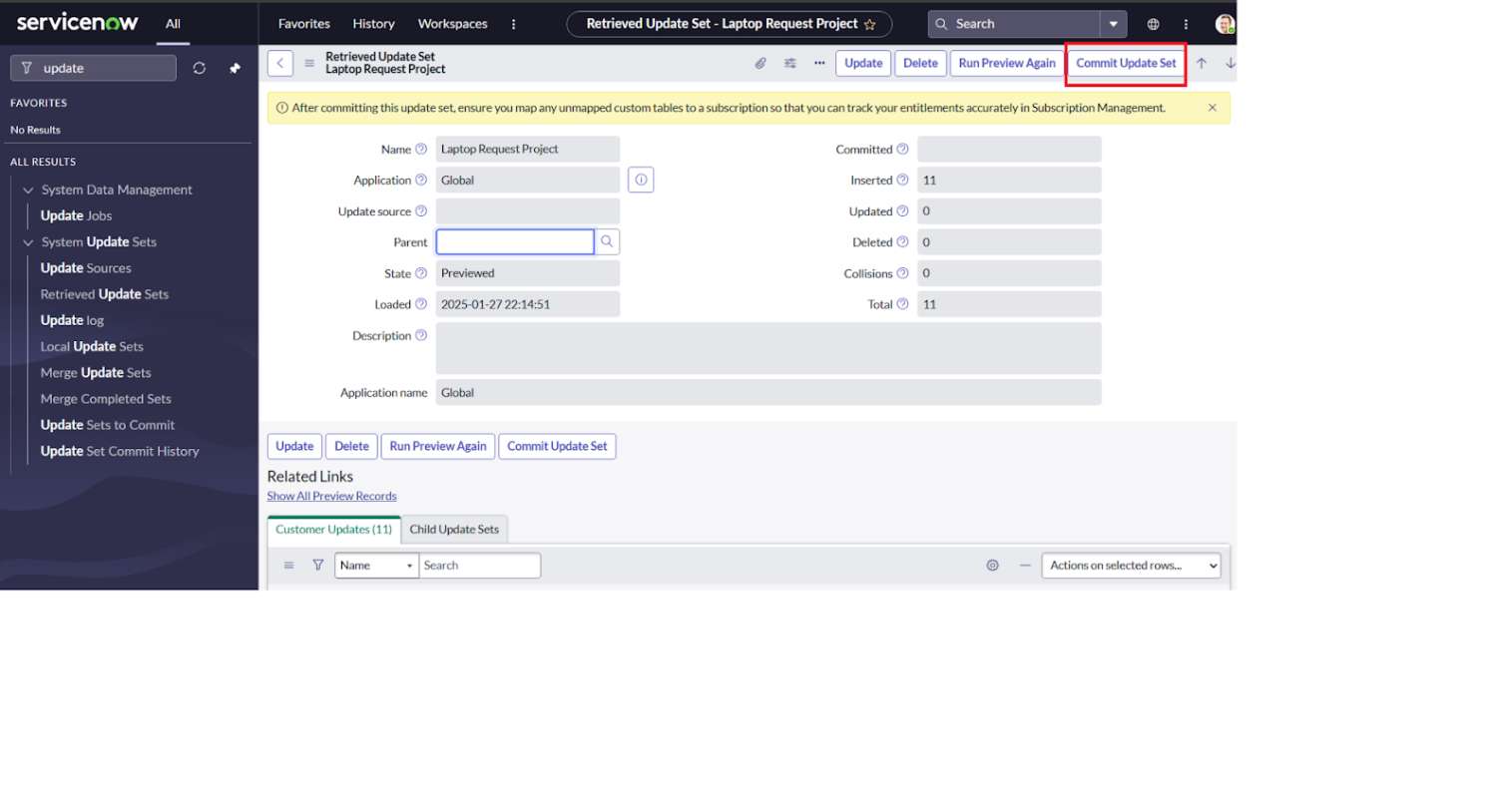
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>>search for update sets
4. Select the “Retrieved update set” under system updare set
5. It open retrieved update set list and scroll down.
6. Click on Import update set from XML



1. Upload the downloaded file in XML file
2. Click on Upload and gets uploaded.



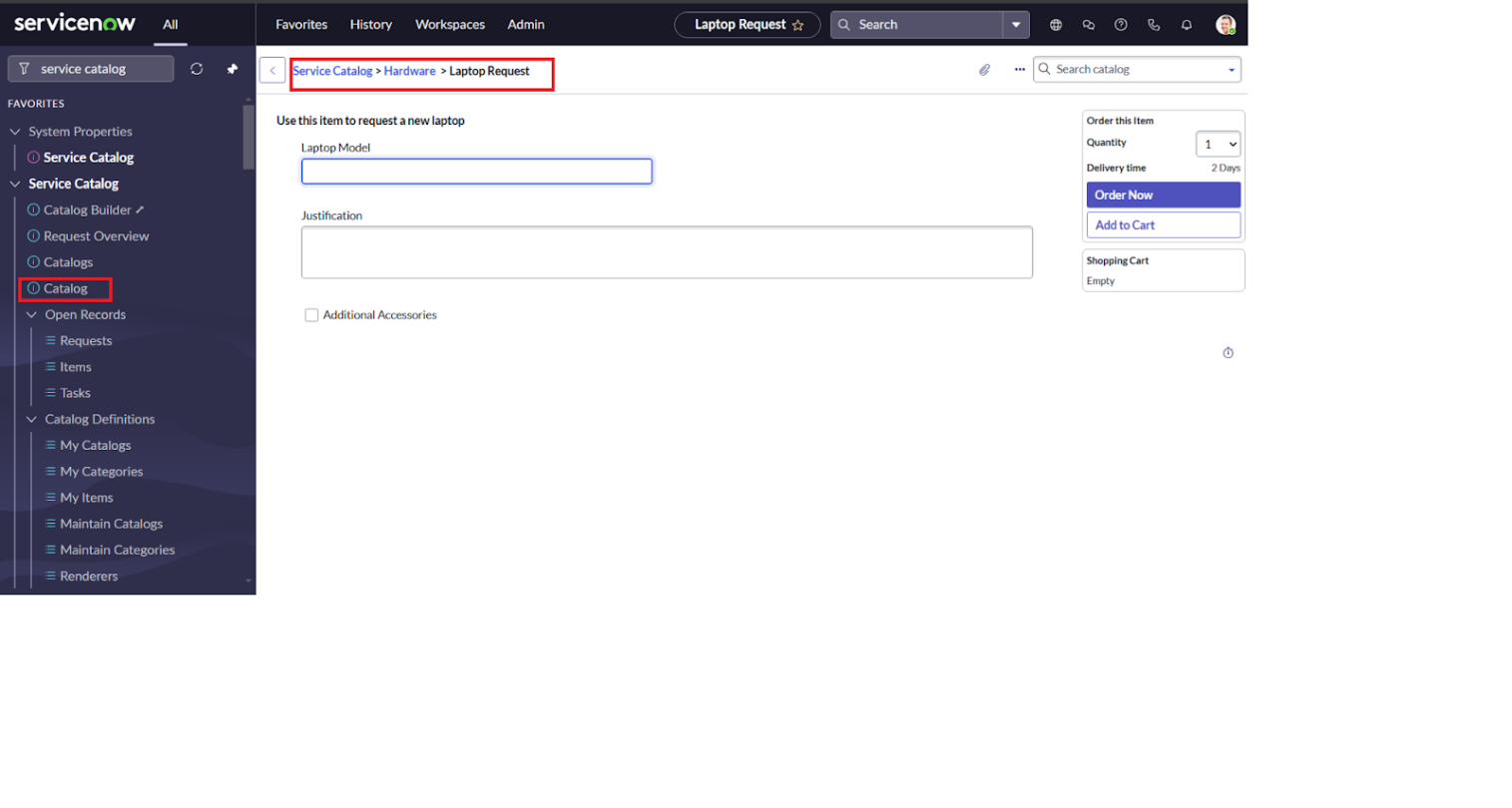
1. Open retrieved update set “laptop request project”
2. Click on preview update set
3. And click on commit update set
4. And also see the related tab updates
5. After commiting update set in this instance we get all updates which are done in the previous instance



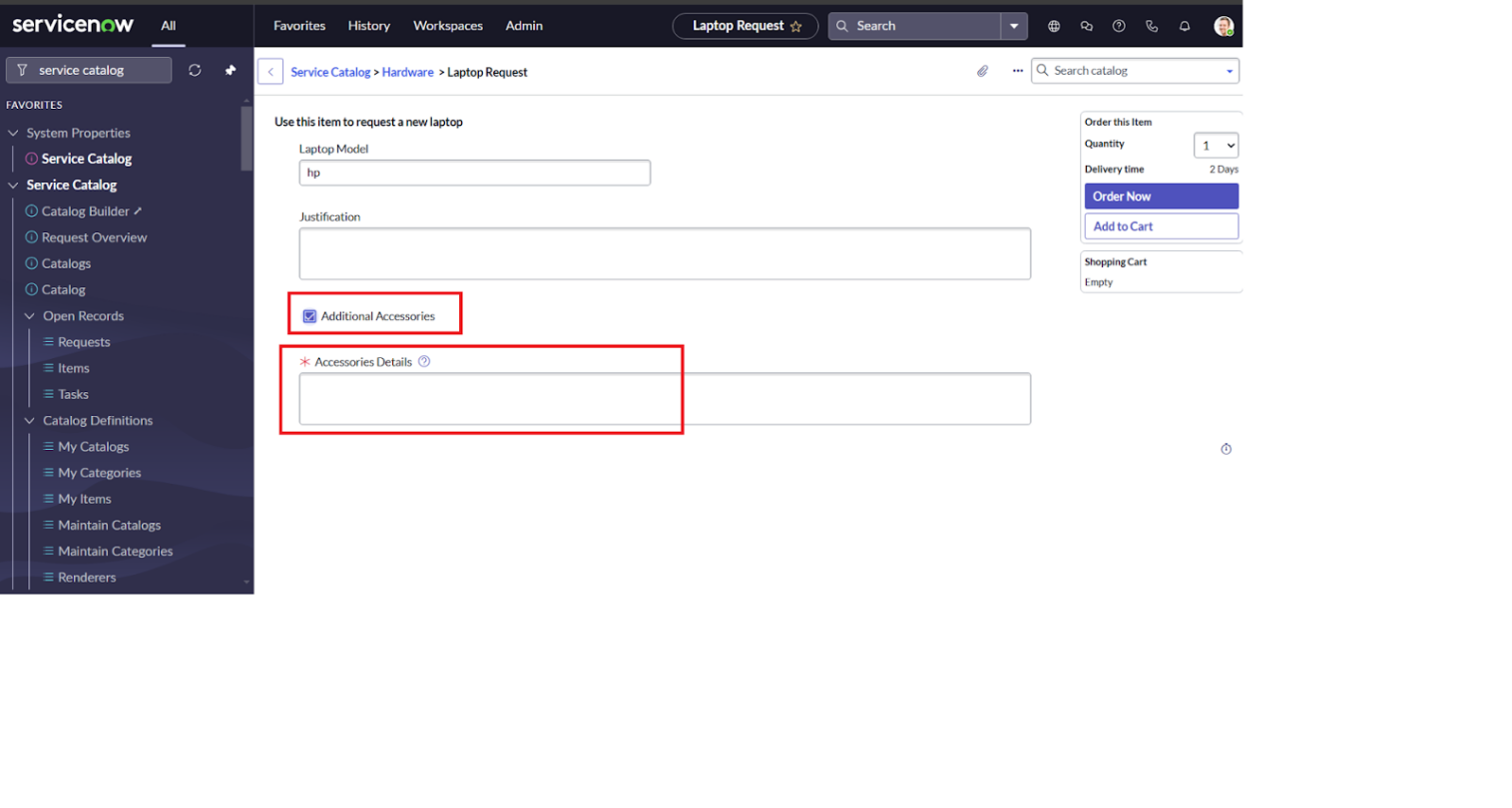
**Milestone 8 : Testing**

**Activity 1:Testing 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



1. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
2. 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.