

Laptop Request Catalog Item

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Team Members : 4

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Problem Statement :

In many organizations, employees face delays and difficulties in requesting laptops for work purposes. The manual process often leads to miscommunication, lack of tracking, and inefficiency. There is a need for an automated and streamlined system that allows users to easily raise laptop requests, track approval status, and ensure quick allocation of devices.

Objective:

To design and develop a Laptop Request Catalog Item in ServiceNow (or similar platform)

To automate the laptop request process and eliminate manual errors

Skills:

ServiceNow Development (Catalog Item creation, Workflow design, Update sets)

Problem-Solving & Requirement Analysis

Team Collaboration & Documentation

TASK INITIATION

Create Local Update set

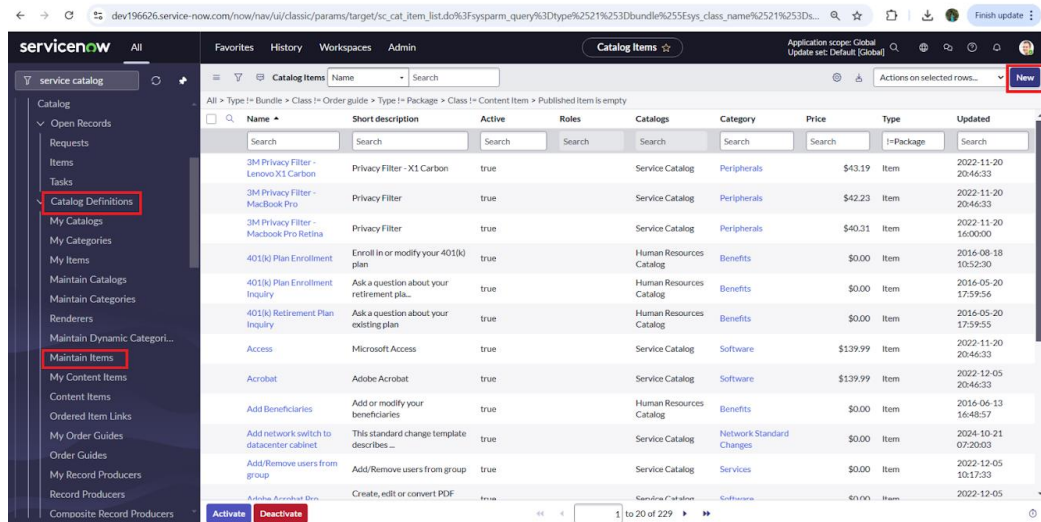
1. Open service now.
2. Click on All >> search for update sets

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 .

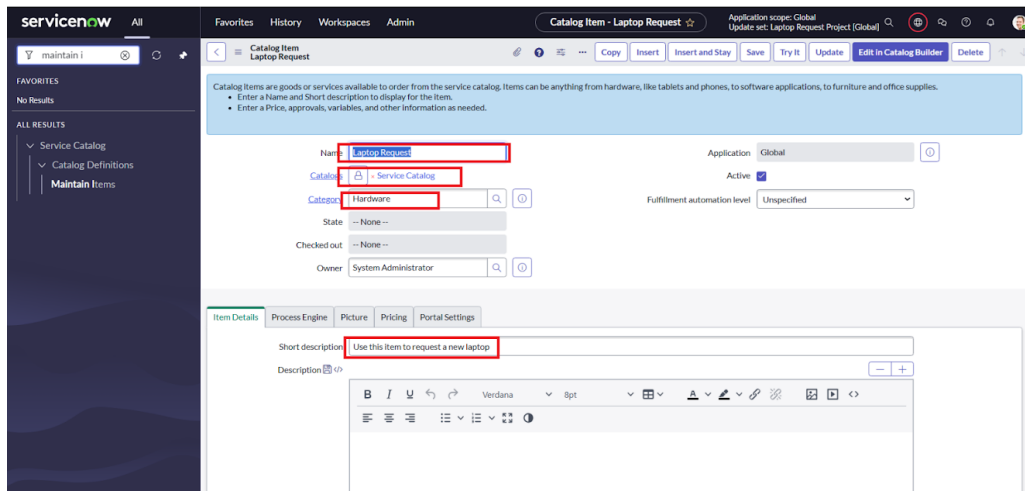
The screenshot shows the ServiceNow interface for creating a new update set. The form is titled "Update Set - Create Laptop Request Project 2". The "Name" field is filled with "Laptop Request Project". The "State" dropdown is set to "In progress". The "Parent" field has a search icon. The "Release date" field has a calendar icon. The "Description" field is empty. At the bottom, there are buttons for "Submit", "Save", and "Submit and Make Current". The "Submit and Make Current" button is highlighted with a red box. The left sidebar shows the "update set" menu with "Local Update Sets" highlighted. The top navigation bar includes "Favorites", "History", "Workspaces", and "Admin".

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:

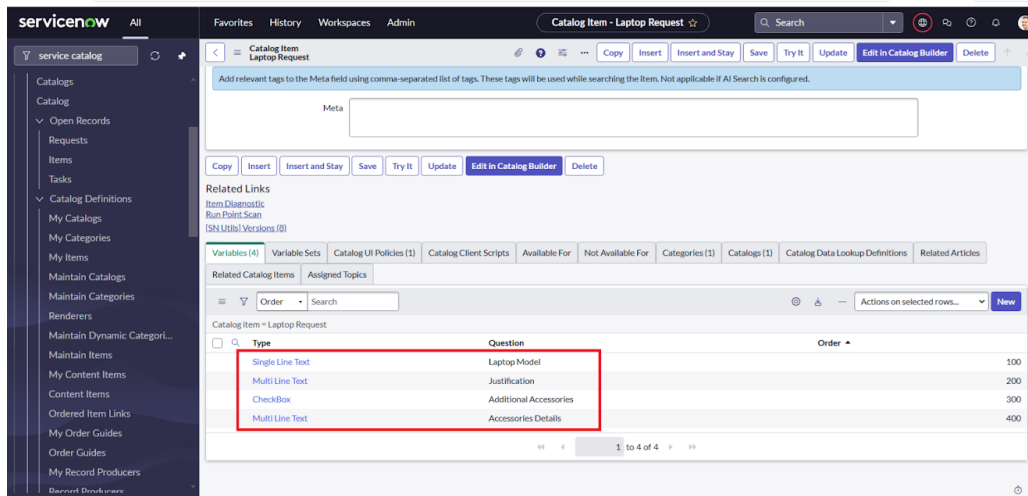
- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below
 1. Variable 1:Laptop Model
Type: Single line text
Name: laptop_model
Order:100
- Click on submit
- Again click on new and add Remaining variables in the above process

The screenshot shows the ServiceNow 'Variable - New Record' form. The form is for creating a new variable. The 'Application' is set to 'Global'. The 'Type' is 'Single Line Text'. The 'Catalog Item' is 'Laptop Request'. The 'Order' is '100'. The 'Active' checkbox is checked. The 'Mandatory', 'Read only', and 'Hidden' checkboxes are unchecked. The 'Question' tab is selected, showing a question text area with a red box around the 'Question' and 'Name' fields. The 'Question' field contains 'Laptop Model' and the 'Name' field contains 'laptop_model'. The 'Tooltip' and 'Example Text' fields are empty. The 'Submit' and 'Save' buttons are at the bottom left.

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

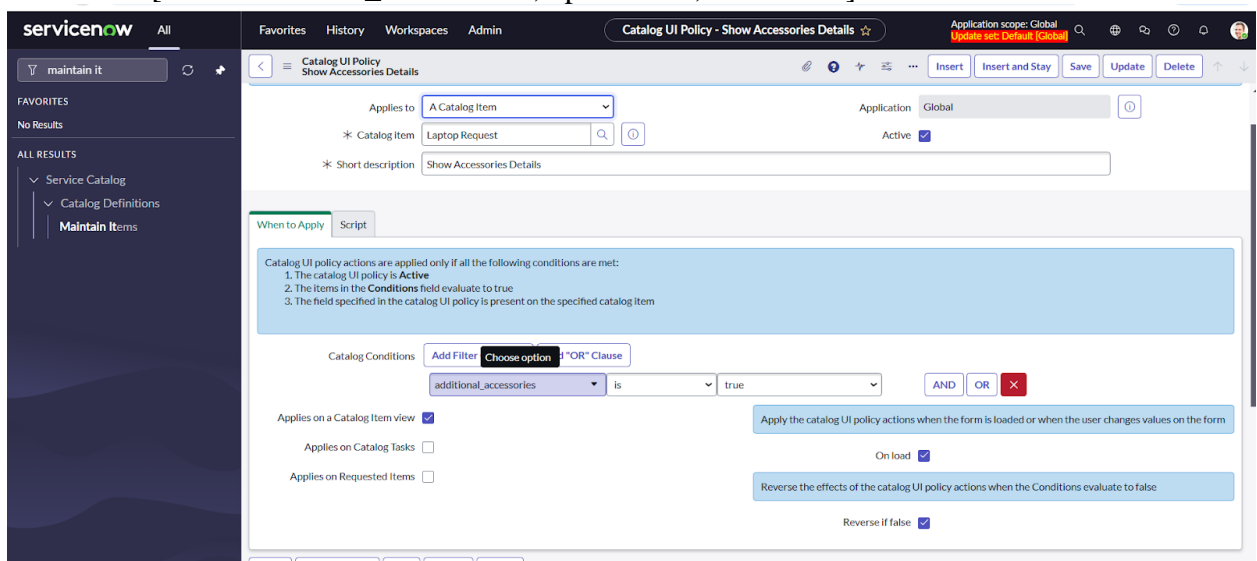
Step2:

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



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

The screenshot shows the 'Catalog UI Policy Action - accessories_details' form in ServiceNow. The left sidebar contains a navigation menu with options like 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items', and 'My Content Items'. The main form area has the following fields:

- Catalog Item:** Laptop Request
- Variable name:** accessories_details (highlighted with a red box)
- Order:** 100
- Application:** Global
- Mandatory:** True (highlighted with a red box)
- Visible:** True (highlighted with a red box)
- Read only:** Leave alone
- Value action:** Leave alone
- Field message type:** None

At the bottom of the form, there are buttons for 'Insert', 'Insert and Stay', 'Save' (highlighted with a red box), 'Update', and 'Delete'. Below these buttons, there is a 'Related Links' section with a link to 'Run Point Scan (SN.URB) Versions (1)'.

The screenshot shows the 'Catalog UI Policy - Show Accessories Details' form in ServiceNow. The left sidebar contains a navigation menu with options like 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items', and 'My Content Items'. The main form area has the following fields:

- Applies to:** A Catalog Item
- Catalog Item:** Laptop Request
- Application:** Global
- Active:** ☒
- When to Apply:** Script
- Catalog Conditions:** additional_accessories is true
- Applies on a Catalog item view:** ☒
- Applies on Catalog Tasks:** ☐
- Applies on Requested Items:** ☐
- Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form:** ☒
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false:** ☐

At the bottom of the form, there are buttons for 'Insert', 'Insert and Stay', 'Save', 'Update', and 'Delete'. Below these buttons, there is a 'Related Links' section with a link to 'Run Point Scan (SN.URB) Versions (1)'. At the very bottom, there is a table showing the 'Catalog UI Policy Actions' for 'Show Accessories Details'.

UI policy	Name	Read only	Mandatory	Visible	Order
UI policy - Show Accessories Details	accessories_details	Leave alone	True	True	100

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.");  
}
```

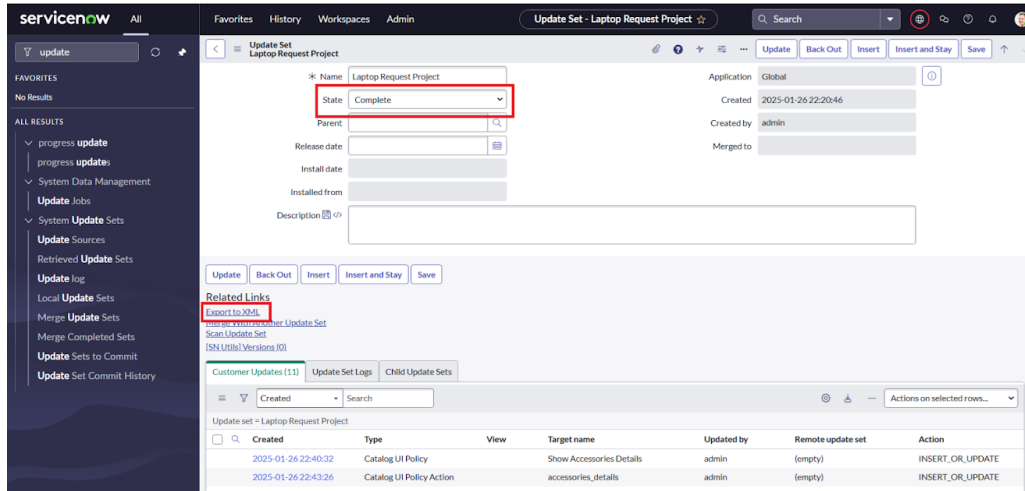
Click on save

The screenshot shows the ServiceNow 'UI Action - Reset Form' configuration page. The left sidebar contains a navigation menu with 'UI Action' selected. The main form area has several fields: 'Name' (Reset Form), 'Table' (Shopping Cart [sc_cart]), 'Order' (100), and 'Action name' (Reset Form). The 'Active' checkbox is checked. The 'Client' checkbox is also checked and highlighted with a red box. The 'Application' dropdown is set to 'Global'. The 'Form button' checkbox is unchecked. The 'Form context menu' checkbox is unchecked. The 'Form link' checkbox is unchecked. The 'Form style' dropdown is set to '-- None --'. The 'List banner button' checkbox is unchecked. The 'List bottom button' checkbox is unchecked. The 'List context menu' checkbox is unchecked. The 'List choice' checkbox is unchecked. The 'List link' checkbox is unchecked. The 'List style' dropdown is set to '-- None --'. The 'Overrides' field is empty. The 'Messages' field is empty. The 'Comments' field is empty. The 'Hint' field is empty. The 'OnClick' field is empty. The 'Condition' field is empty. The 'Save' button is highlighted with a red box.

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



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 'Retrieved Update Sets' page in ServiceNow. The left sidebar has a navigation menu with 'Update Sources' expanded, and 'Retrieved Update Sets' is highlighted. The main area displays a table of update sets. Below the table, under the 'Related Links' section, the link 'Import Update Set from XML' is highlighted with a red box.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
first update set 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 puja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

Related Links
[Import Update Set from XML](#)

7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.

The screenshot shows the 'Import XML' page in ServiceNow. The page has two steps: 'Step 1: Choose file to upload' and 'Step 2: Upload the file'. In Step 1, a file named 'sys_remote_u...feaad3be.xml' is selected. In Step 2, the 'Upload' button is highlighted with a red box.

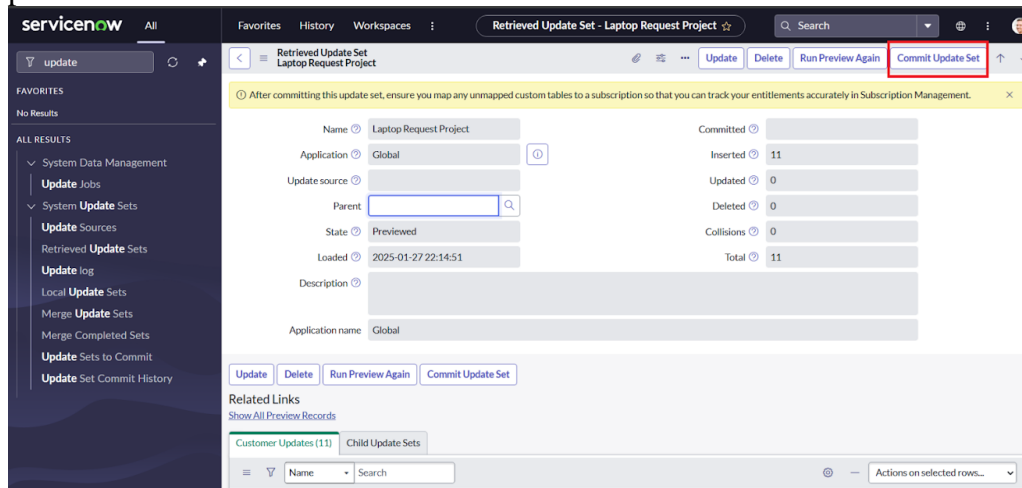
9. Open retrieved update set 'laptop request project'

10. Click on preview update set

11. And click on commit update set

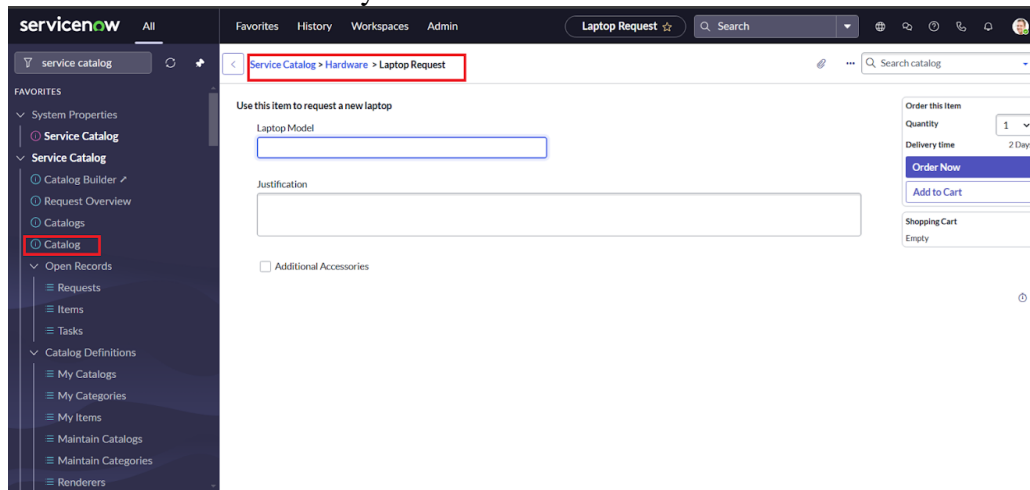
12. And also see the related tab updates

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



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 interface for a 'Laptop Request' catalog item. The left sidebar contains navigation links for 'Service Catalog', 'Catalog Builder', 'Request Overview', 'Catalogs', 'Catalog', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', and 'Renderers'. The main form area is titled 'Use this item to request a new laptop'. It contains a 'Laptop Model' field with the value 'hp', a 'Justification' text area, and an 'Additional Accessories' checkbox that is checked. Below the checkbox is a section titled '* Accessories Details' with a plus icon and a help icon. To the right of the form, there is an 'Order this Item' section with a 'Quantity' dropdown set to '1', a 'Delivery time' of '2 Days', and buttons for 'Order Now' and 'Add to Cart'. At the bottom right, there is a 'Shopping Cart' section showing '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.