Project Completion Report

Project Title:

Laptop Request Catalog Item using ServiceNow

1. Introduction

In modern organizations, IT service requests play a crucial role in employee productivity and operational efficiency. This project focuses on automating and streamlining the **laptop request process** by creating a dynamic and user-friendly **Service Catalog Item** in **ServiceNow**.

The aim is to provide employees with a quick, reliable, and intuitive way to request laptops, replacing the traditional manual request system that often leads to errors and delays.

2. 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.

3. Objectives

The main objectives of the project include:
- Creating a **dynamic Service Catalog Item** in ServiceNow for laptop requests.
- Implementing **client-side scripting** (Catalog Client Script, UI Policy) to add form interactivity.
- Designing a **clear and guided form** for end users to minimize input errors.
- Providing a **reset functionality** to clear form fields when required.
- Ensuring all changes are **tracked, tested, and deployed** in a controlled environment for governance.

4. Project Description

This project was carried out on the **ServiceNow platform** using its **Service Catalog** module. Users can access the "Laptop Request" item in the catalog and fill out dynamic fields, which change based on their selections (e.g., laptop type, configuration, or business justification).

Features Implemented:
- **Dynamic Form Behavior:** Fields appear or hide based on user input using client scripts and UI policies.
- **Validation:** Ensures all required data is captured accurately.
- **Reset Button:** Allows users to clear all fields instantly and restart the form.
- **Governance and Version Control:** All updates and changes are tracked through Update Sets in ServiceNow for safe deployment.

5. Activities and Progress Tracking

The project was managed using a **Kanban board** under the "Task & Progress" section. Each stage of the project—from design to testing—was represented by cards, which were moved across the following columns:

Stage	Description	Status
Backlog	Initial setup and understanding requirements	Completed
In Progress	Development of Service Catalog item and scripting	Completed
Review	Mentor reviewed the deliverables and functionality	Completed
Completed	Mentor approved and finalized the project	✅ Done

Mentor interactions were managed using the **"Chat with Mentor"** option for continuous guidance and feedback throughout the process.

6. Deliverables

All project deliverables were uploaded to a **public GitHub repository** for evaluation and verification.

Submitted Deliverables:
1. **ServiceNow Script Files:** Client Scripts, UI Policies, Catalog Item configuration details.
2. **Output Screenshots:** Screenshots showing the laptop request form, dynamic field

behavior, and reset functionality.
3. **Project Documentation:** A detailed report (prepared using Doc Writer).
4. **Demonstration Video:** A walkthrough video demonstrating the catalog item creation and usage.

GitHub Repository Link:
👉 [Insert your public GitHub repository link here]

7. Tools and Technologies Used

- **ServiceNow Platform** (Service Catalog, Update Sets, Client Scripts, UI Policies)
- **JavaScript** (for dynamic behavior and scripting logic)
- **GitHub** (for hosting and sharing project files)
- **Doc Writer** (for report documentation and formatting)

8. Evaluation and Approval Process

- Once the project reached **90% completion**, the mentor reviewed all uploaded deliverables.
- Feedback was addressed promptly, and updates were pushed to the GitHub repository.
- Upon successful validation of code, documentation, and demo video, the mentor moved the card from **Review → Complete** in the Kanban board, marking the project as **Approved**.

9. 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 and user-friendly catalog item**, users can easily submit laptop requests, reducing manual effort, errors, and processing delays.

This project demonstrates how **ServiceNow** can transform traditional, error-prone workflows into automated and efficient processes. It enhances both **service delivery** and **employee satisfaction**, setting a strong example of how digital transformation can improve IT service management.