

## Project Title

# LAPTOP REQUEST CATALOG ITEM

Team Id: NM2025TMID13106

Team Members : 4

Team Leader : DIVYA BHARATHI .B

Team Member 1 : KEERTHANA .T

Team Member 2 : KAVIYA .M

Team Member 3 : RAKSHATHE .E

## Laptop Request Catalog Item

### 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.

### Objective:

#### Enhance User Experience:

Provide personalized and intuitive experiences for students, faculty, and staff, ensuring they have the tools and support needed to excel.

#### Improve Operational Efficiency:

Streamline core institutional processes by automating administrative tasks, which improves productivity across departments.

#### Foster Digital Transformation:

Modernize the institution by adopting digital tools and processes to adapt to the evolving demands of the digital economy and prepare students for the future.

## TASK INITIATION

## Update set

### 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 .

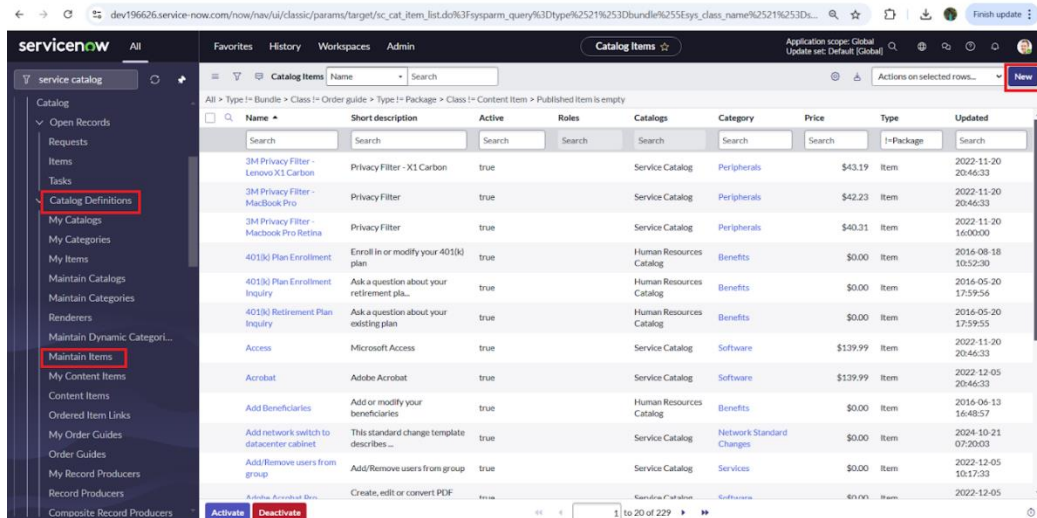
The screenshot shows the ServiceNow interface for creating a new update set. The form is titled "Update Set - Create Laptop Request Project 2". The "Name" field is filled with "Laptop Request Project". The "State" dropdown is set to "In progress". The "Parent" field has a search icon. The "Release date" 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 "System Update Sets" menu with "Local Update Sets" highlighted. The top navigation bar includes "Favorites", "History", "Workspaces", and "Admin".

**NOTE:** Perform all actions under this newly created update set only.

### Create Service Catalog Item

1. Open service now.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions

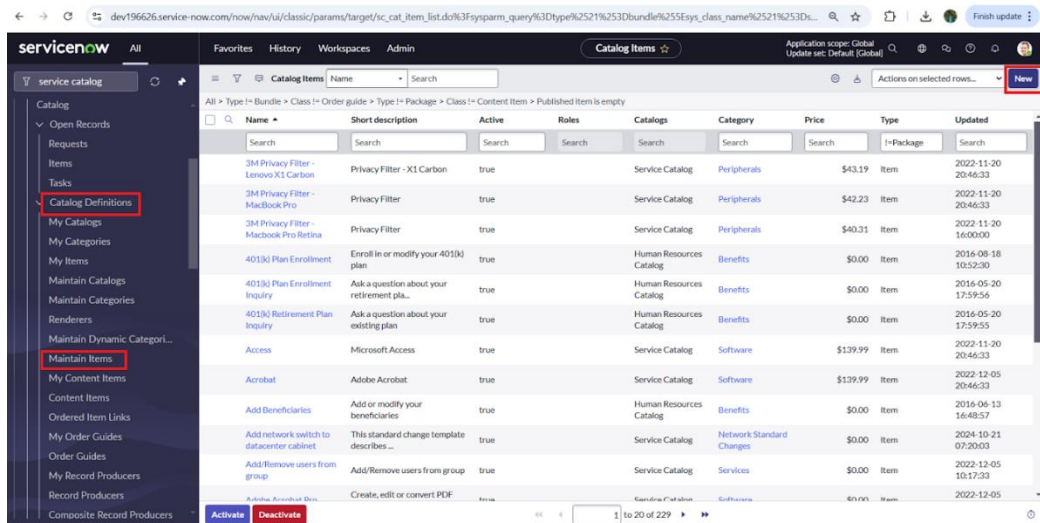
4. Click on New.



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'

### 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'

**servicenow** All

maintain i

FAVORITES  
No Results

ALL RESULTS  
Service Catalog  
Catalog Definitions  
Maintain Items

**Catalog Item - Laptop Request**

Application scope: Global  
Update set: Laptop Request Project [Global]

Copy Insert Insert and Stay Save Try It Update Edit in Catalog Builder Delete

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: Laptop Request

Category: Hardware

State: None

Checked out: None

Owner: System Administrator

Application: Global

Active: ☒

Fulfillment automation level: Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop.

Description

**servicenow** All

maintain i

FAVORITES  
No Results

ALL RESULTS  
Service Catalog  
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**Catalog Item - Laptop Request**

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Owner: System Administrator

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Fulfillment automation level: Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop.

Description

## 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 'Application' is set to 'Global'. The 'Type' is set to 'Single Line Text'. The 'Catalog Item' is set to 'Laptop Request'. The 'Order' is set to '100'. The 'Active' checkbox is checked. The 'Mandatory', 'Read only', and 'Hidden' checkboxes are unchecked. The 'Question' tab is selected, and the 'Question' field is set to 'Laptop Model'. The 'Name' field is set to 'laptop\_model'. The 'Tooltip' and 'Example Text' fields are empty. The 'Submit' and 'Save' buttons are 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

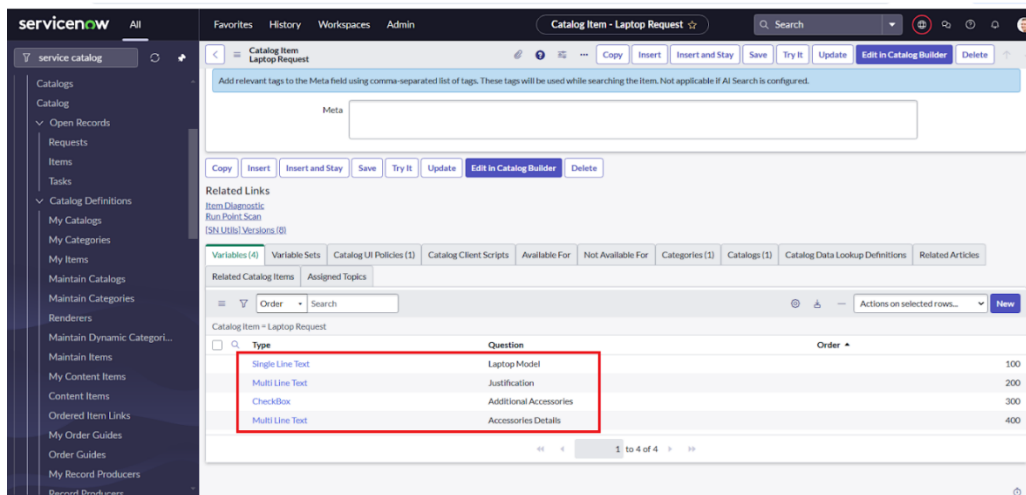
Type: Multi line text

Name:accessories\_details

Order:400

#### 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

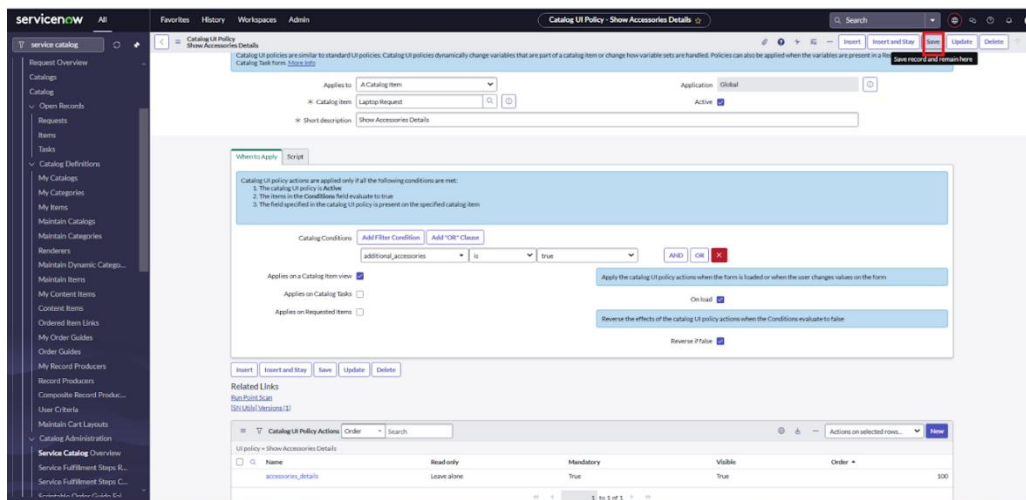
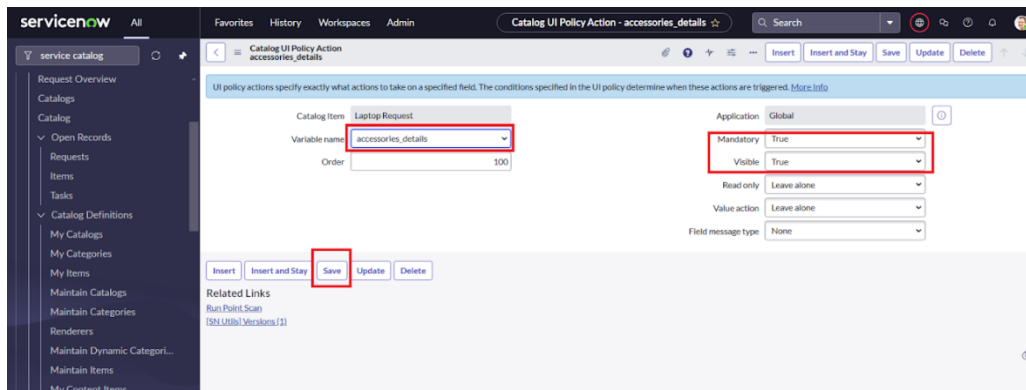
- Set the Catalog Condition in the related list tab 'when to apply'

[field: additional\_ accessories, operator: is, value: true]

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The left sidebar shows the navigation menu with 'Service Catalog', 'Catalog Definitions', and 'Maintain Items'. The main area is titled 'Catalog UI Policy - Show Accessories Details'. The 'When to Apply' tab is selected, showing a condition for 'additional\_accessories' with the operator 'is' and value 'true'. The form also includes checkboxes for 'Applies on a Catalog Item view', 'Applies on Catalog Tasks', and 'Applies on Requested Items'. The 'On load' checkbox is checked. The 'Reverse if false' checkbox is also checked. The form is set to 'Global' application scope and 'Active' status.

- Click on **save**. (do not click on submit)
- Scroll down and select 'catalog ui action'
- Then click on new button
- Select variable name as: accessories\_details  
Order:100  
Mandatory: True  
Visible : True
- Click on save and again click save button of the catalog ui policy form





## Create ui action

1. Open service now.
2. Click on All >> search for ui action
3. Select ui actions under system definition

- Click on new
- 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.");
}
```

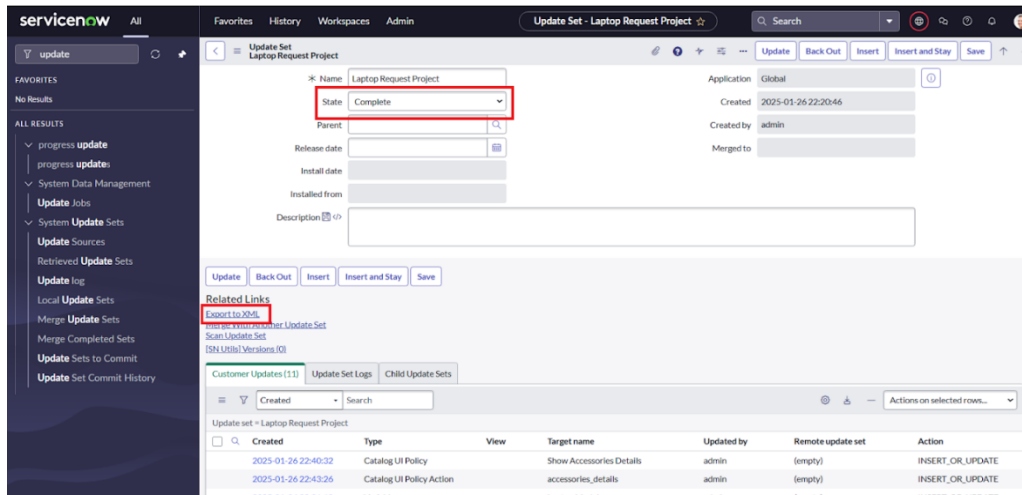
Click on save

The screenshot shows the ServiceNow UI Action configuration interface. The left sidebar contains a navigation menu with 'UI Action' selected. The main area displays the configuration for a UI Action named 'Reset Form'. A red box highlights the 'Name' field (Reset Form), 'Table' (Shopping Cart (sc\_cart)), 'Order' (100), and 'Action name' (Reset Form). Another red box highlights the 'Client' checkbox, which is checked. The 'Save' button in the top right corner is also highlighted with a red box. The right side of the page shows various options for the UI Action, including 'Form button', 'Form context menu', 'Form link', 'Form style', 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style'.

### Exporting changes to another instances

- Click on All >> search for update sets
- Select local update set
- Select created update set i.e. 'Laptop Request Project'
- Set the state to 'Complete'
- 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

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		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 guja	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.

ServiceNow

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

\* XML file: [Choose File](#) sys\_remote\_u...load3be.xml

Step 2: Upload the file

[Upload](#)

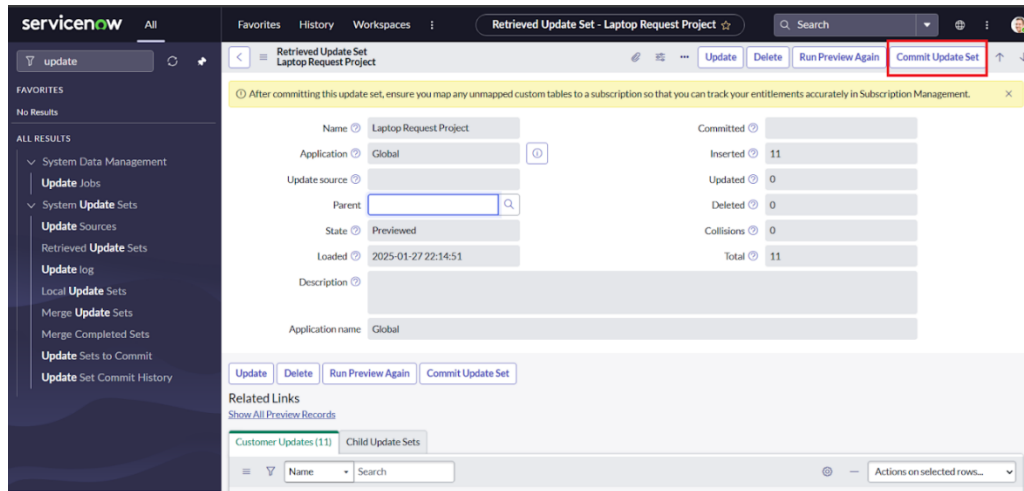
9. Open retrieved update set 'laptop request project'

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

servicenow All Favorites History Workspaces Admin Laptop Request Search

service catalog Service Catalog > Hardware > Laptop Request Search catalog

FAVORITES

- System Properties
- 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
  - Renderers

Use this item to request a new laptop

Laptop Model

Justification

☐ Additional Accessories

Order this Item

Quantity 1

Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart

Empty

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.

servicenow All Favorites History Workspaces Admin Laptop Request Search

service catalog Service Catalog > Hardware > Laptop Request Search catalog

FAVORITES

- System Properties
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Use this item to request a new laptop

Laptop Model hp

Justification

☒ Additional Accessories

\* Accessories Details

Order this Item

Quantity 1

Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart

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.