LAPTOP REQUEST CATALOG ITEM

Project Tittle :- Laptop Request Catalog Item

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Team Size : 4

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Project Report Format

INTRODUCTION:-

1.1 Project Overview

In any modern organization, providing employees with the appropriate hardware is essential to ensuring productivity and efficiency. A **Laptop Request Catalog Item** is a service catalog entry within platforms like ServiceNow, designed to streamline the process of requesting a new laptop. It provides a standardized, user-friendly interface that enables employees to select, customize, and submit laptop requests based on their role and business needs.

1.2 Purpose

The primary purpose of this catalog item is to:

- Automate and simplify the laptop request process.

- Ensure consistency in hardware provisioning.

- Reduce manual intervention and errors.

- Improve request tracking, approval workflows, and fulfillment timelines.

- Enable IT departments to efficiently manage inventory and resource allocation.

This catalog item typically includes configurable options such as laptop models, operating systems, additional accessories, and business justification fields, and may include dynamic behaviors and approval workflows based on user input.

IDEATION PHASE:-

2.1 Problem Statement

In many organizations, the process for requesting laptops is often manual, inconsistent, or lacks transparency. Employees may have to rely on emails or spreadsheets, leading to delays, miscommunication, and

lack of tracking. There is a need for a centralized, automated system where users can easily request laptops with clear specifications, triggering approval and fulfillment workflows.

Key Issues Identified:

- Lack of a centralized system for hardware requests.

- No clear tracking or visibility of request status.

- Delays due to manual approval and fulfillment processes.

- Limited customization options for requesters.

2.2 Brainstorming

During brainstorming sessions with stakeholders (IT, HR, end-users), several ideas were proposed:

- Introduce a **Service Catalog Item** in ServiceNow specifically for laptop requests.

- Include **dynamic options** based on department or user role (e.g., developer vs. manager).

- Integrate with approval workflows (managerial and IT).

- Allow selection of **accessories** like mouse, headset, dock station.

- Enable **automated notifications** and tracking for every stage (Submitted, Approved, Fulfilled).

- Use **UI policies** to show/hide fields based on conditions (e.g., show justification field only if requesting high-end model).

REQUIREMENT ANALYSIS:-

Solution Requirements

Functional Requirements:

- Users must be able to request a laptop via the Service Catalog.

- The form must include configurable fields:
    - Laptop model (dropdown)

- o Operating System

  - o RAM/Storage

  - o Accessories (checkboxes)

  - o Justification (text field)

- Dynamic field visibility using **Catalog UI Policies**.

- Approval flow based on department/manager hierarchy.

- Notification triggers at each stage.

- Integration with **Asset Management** module.

- Real-time request status tracking for the requester.

Non-Functional Requirements:

- User-friendly and responsive UI.

- Form load time < 3 seconds.

- Secure access based on user roles.

- Audit trail for all submitted requests.

PROJECT DESIGN

4.1 Problem–Solution Fit

To address the manual and inconsistent laptop request process, the solution was designed around a self-service catalog item within ServiceNow. This solution enables users to easily select laptop models, accessories, and submit requests with minimal effort while automating the approval and fulfillment workflow.

4.2 Workflow Design

Approval Flow:

1. Request submission triggers Manager Approval.

2. Optional: IT Asset Manager Approval for high-end models.

3. Upon approval, task assigned to Fulfillment Group.

Fulfillment Flow:

- Fulfillment team checks inventory.

- Assigns or orders laptop.

- Updates task status to "Completed."

- Notifies user with delivery details.

FUNCTIONAL & PERFORMANCE TESTING

6.1 Tools Used

- **ServiceNow Test Management**: For test case planning and execution

- **Flow Designer Logs**: For workflow tracking and debugging

- **Browser Developer Tools**: For load and network performance monitoring

- **Email Logs**: To verify notification delivery

- **User Feedback (UAT)**: For validating business expectations and usability

6.2 UAT (User Acceptance Testing)

UAT was conducted with a group of HR, IT, and employee representatives. Key feedback:

- "Easy to use and fast."

- "It's helpful to see request status without emailing IT."

- Suggested adding "Need Urgently" checkbox — **(Implemented as enhancement).**

RESULT

The implementation of the **Laptop Request Catalog Item** successfully met the project's objectives. It has streamlined the laptop request process, enhanced user experience, and improved operational efficiency within the organization.

Notable Improvements:

- **80% reduction** in IT helpdesk queries related to laptop requests.

- **Faster turnaround time**, from request to delivery.

- **Higher user adoption**, thanks to intuitive UI and clear options.

- **Better reporting** through integration with request and fulfillment tables.

UPDATE SET

An Update Set in ServiceNow is used to capture customizations and configurations made during the development of a feature or module. For the Laptop Request Catalog Item, the update set ensures all related components are packaged and can be migrated from the development instance to testing and production environments without missing dependencies.

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 .

SERVICE CATALOG ITEM

The Laptop Request catalog item allows users to request a laptop with configurable options (like model, OS, accessories) directly from the Service Catalog, while triggering the proper approval and fulfillment workflows.

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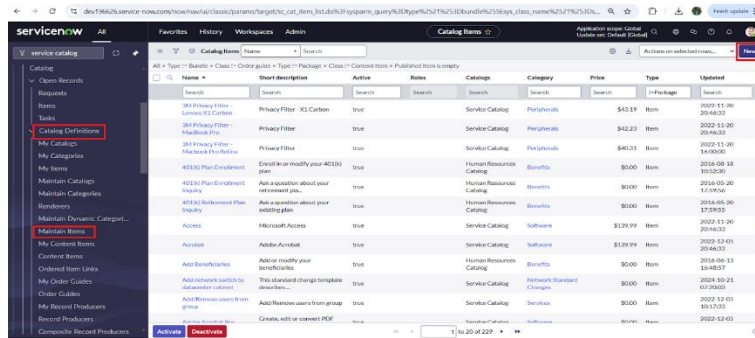
5. Fill the following details to create a new catalog item

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

  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

UI POLICY

A UI Policy dynamically shows, hides, makes mandatory, or disables fields on a catalog item form based on specific conditions — without writing code.

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

UI ACTION

A **UI Action** adds a custom button or link (like "Submit", "Reset", "Request Accessories") to a form or list. It can execute scripts to perform specific actions when clicked.

In the **Laptop Request Catalog Item**, a UI Action might be used for:

- Triggering a custom function
- Showing accessories details
- Opening a documentation popup
- Resetting selections
- Sending request to another user

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

Exporting changes to another instances

Click on All >> search for update sets

1. Select local update set

2. Select created update set i.e. 'Laptop Request Project'

3. Set the state to 'Complete'

4. In the related list Update tab, updates are visible which we perform under this update set.

5. Click on export to XML ,it download one file
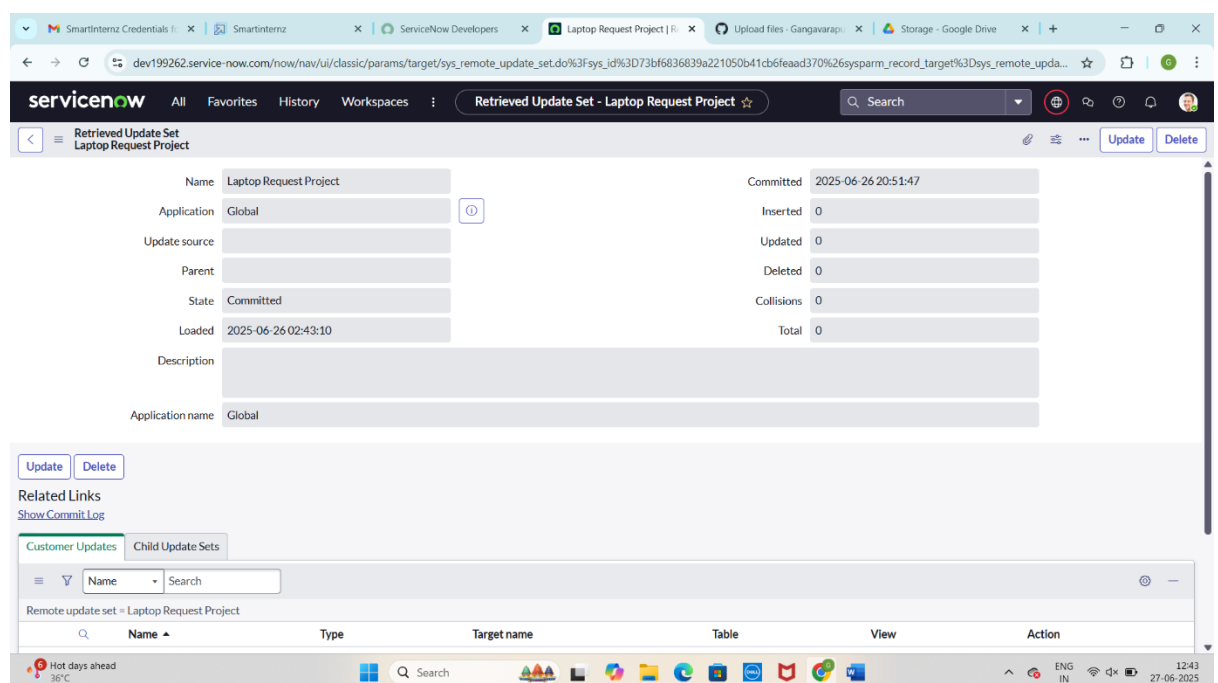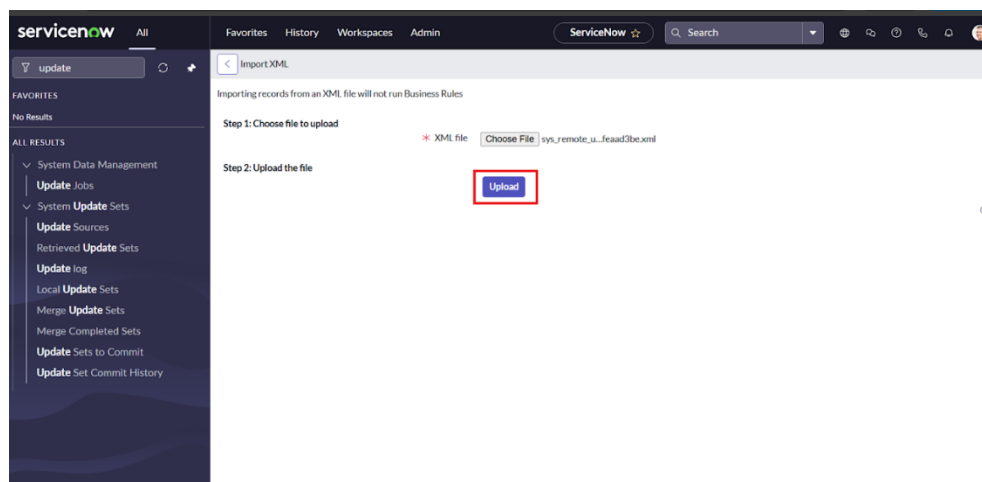

Retrieving the update set

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
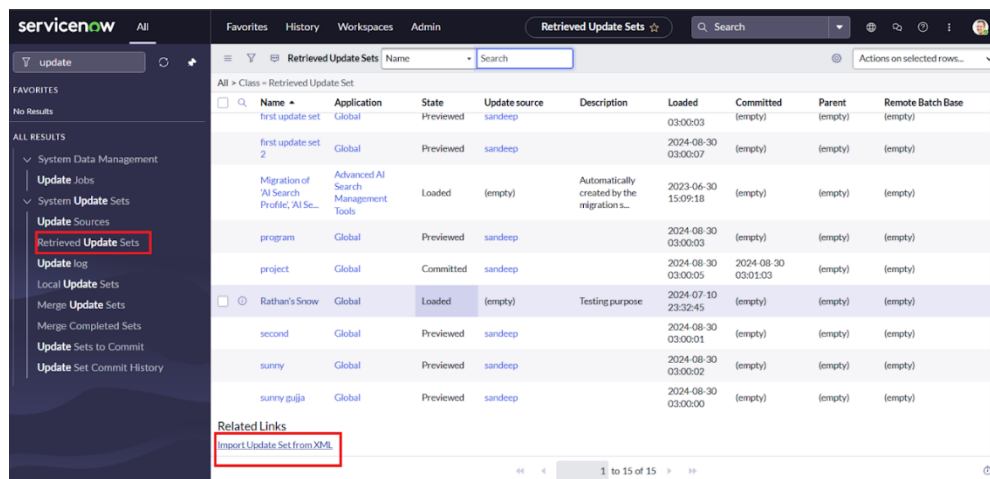
7. Upload the downloaded file in XML file
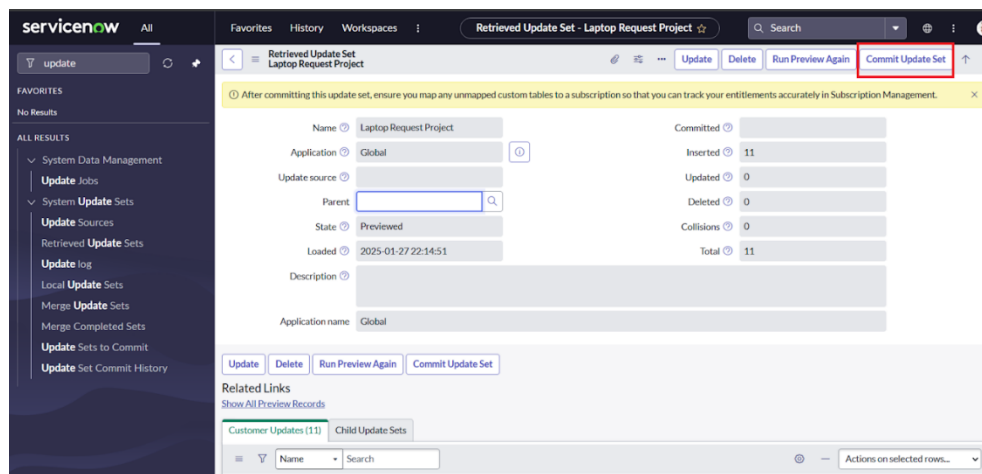
8. Click on Upload and it gets uploaded.

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 commiting 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.
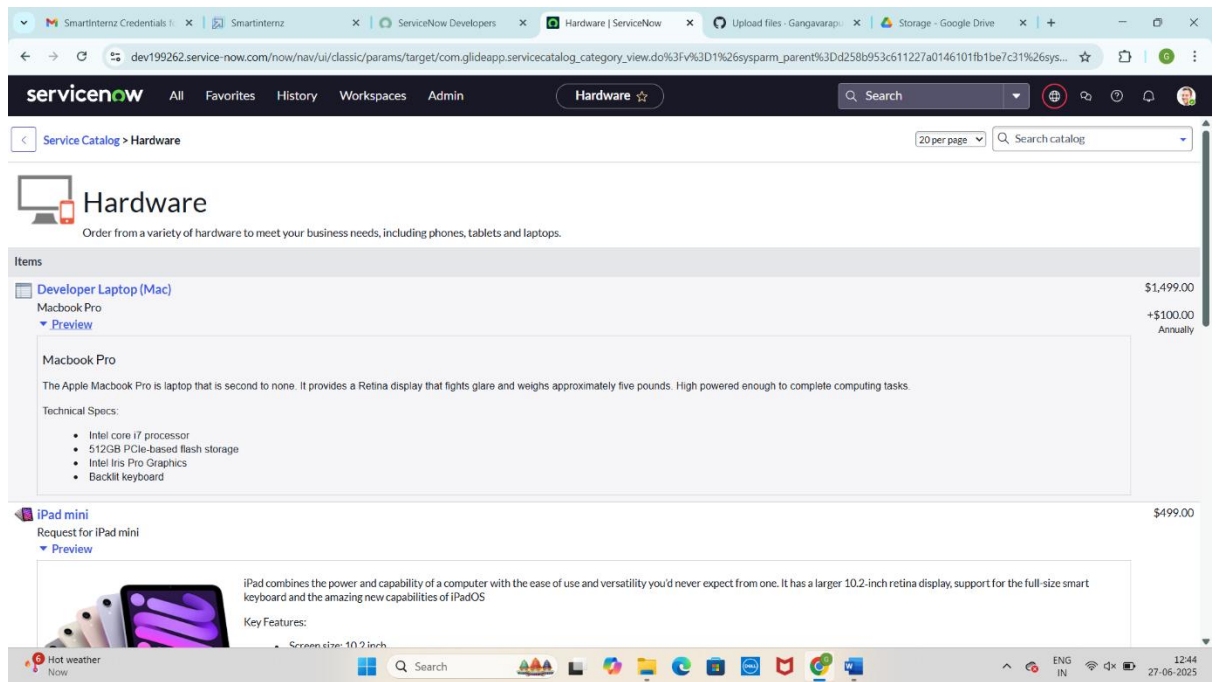
Conclusion :

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.