Laptop Catalog Request Item

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Team Members: 4

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Team Member 2: PRASANNA J

Team Member 3:

MONISH V

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

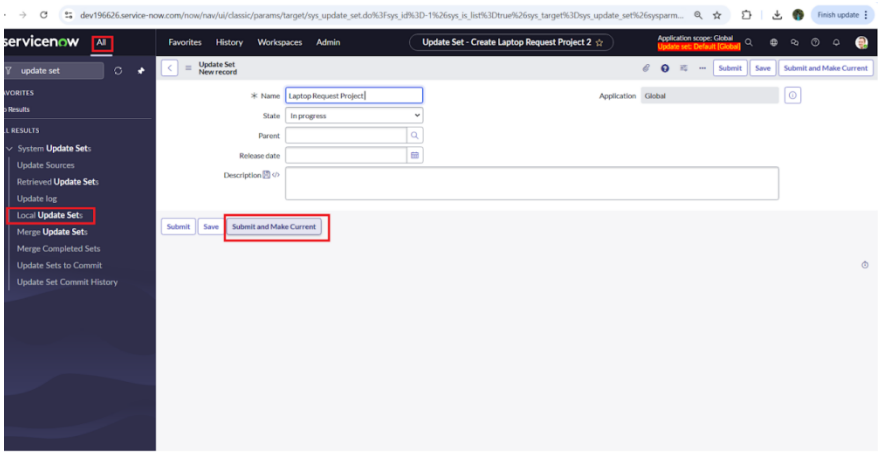
TASK INITIATION

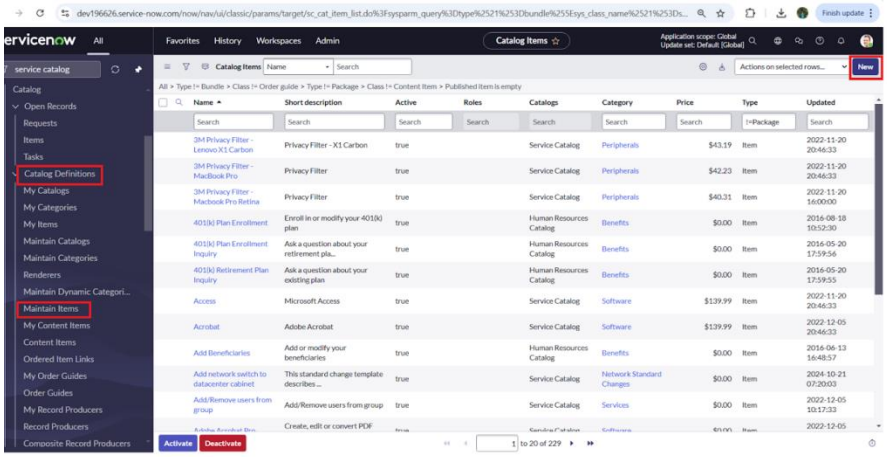
Milestone 1 : Create Local Update Set

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

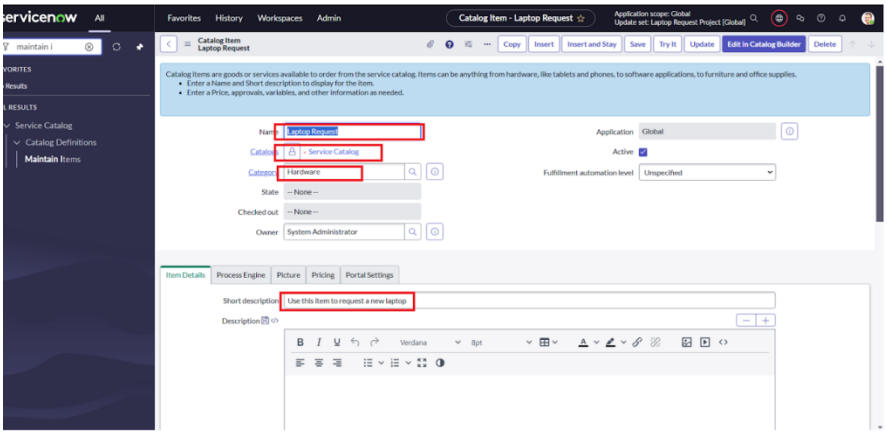
Activity 2: Service Catalog Item

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

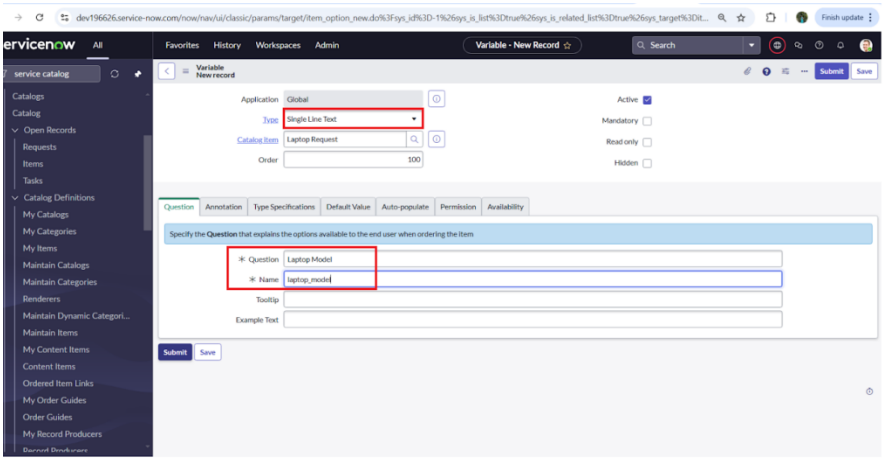
1. Variable 1:Laptop Model
   Type: Single line Text
   Name : laptop_model
   Order:100

Click on Submit

Again click on new and add Remaining Variables in the above process

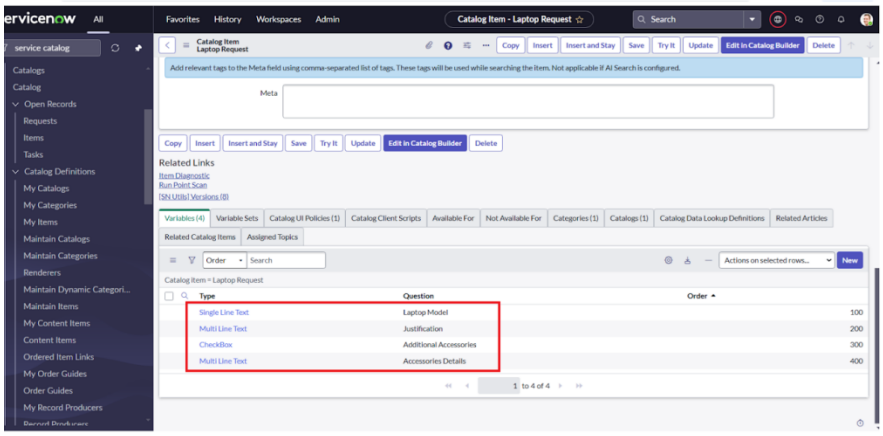
2. 2.Variable 2Justification
   Type: Multi line Text
   Name : justification
   Order:200

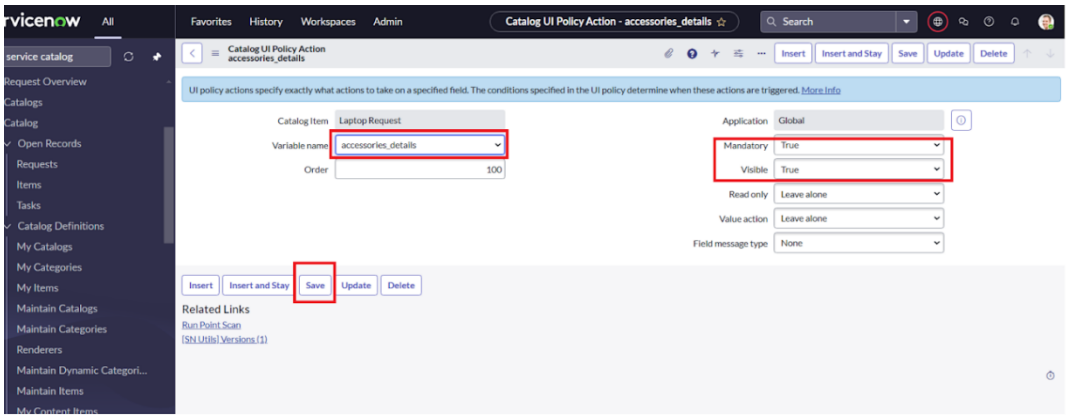
3.Variable: Additional Accessories
Type: Checkbox
Name : additional_accessories
Order:300
4.Variable: Acessories Details
Type: Multi line Text
Name : acessories_details
Order:400
Step2:
After adding above variable which are added to newly created catalog item
Then save the catalog item form



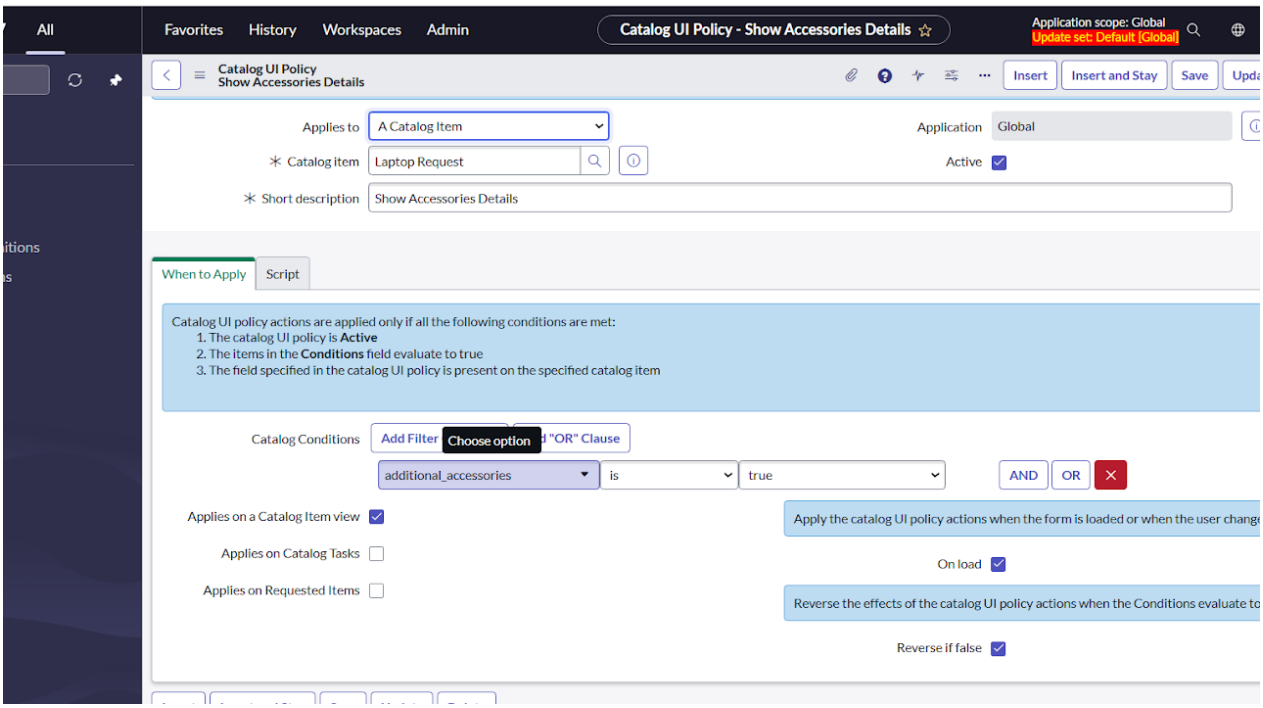
Milestone 4 : Create Catalog UI Policies

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]
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



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

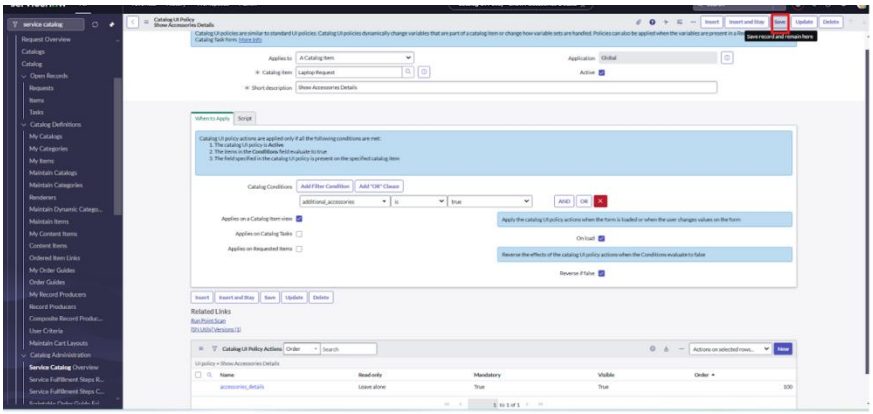
   Action name: Reset form

   Client: checked

Script:

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

Click on save

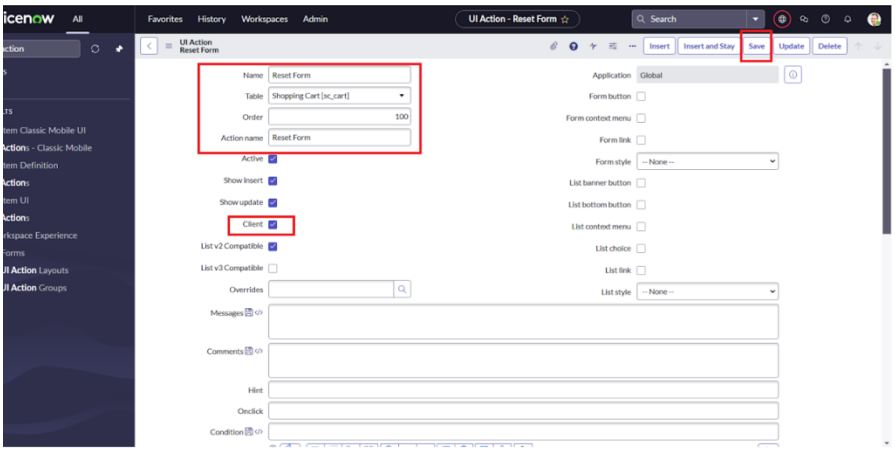


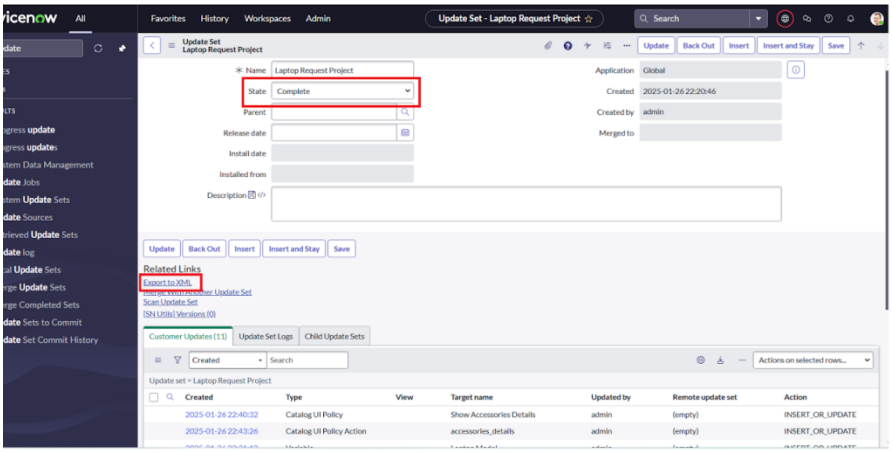
Milestone 6 : Export Update Set

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

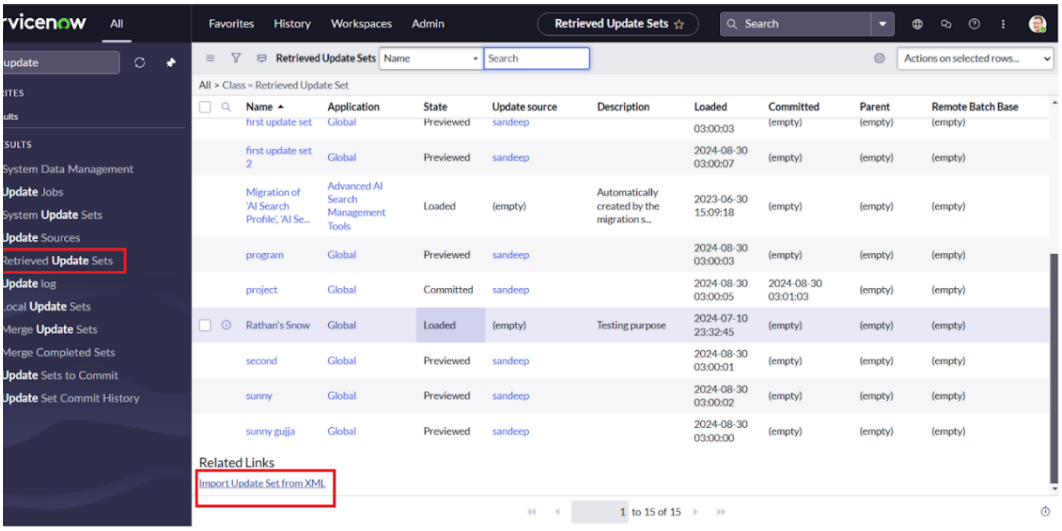

Favorites
History
Workspaces
Admin
UI Action - Reset Form
Search
UI Action
Reset Form
Insert
Insert and Stay
Save
Update
Delete
Name
Reset Form
Table
Shopping Cart [sc_cart]
Order
100
Action name
Reset Form
Active
Show Insert
Show update
Client
List v2 Compatible
List v3 Compatible
Overrides
Application
Global
Form button
Form context menu
Form link
Form style
-- None --
List banner button
List bottom button
List context menu
List choice
List link
List style
-- None --
Messages
Comments
Hint
Onclick
Condition



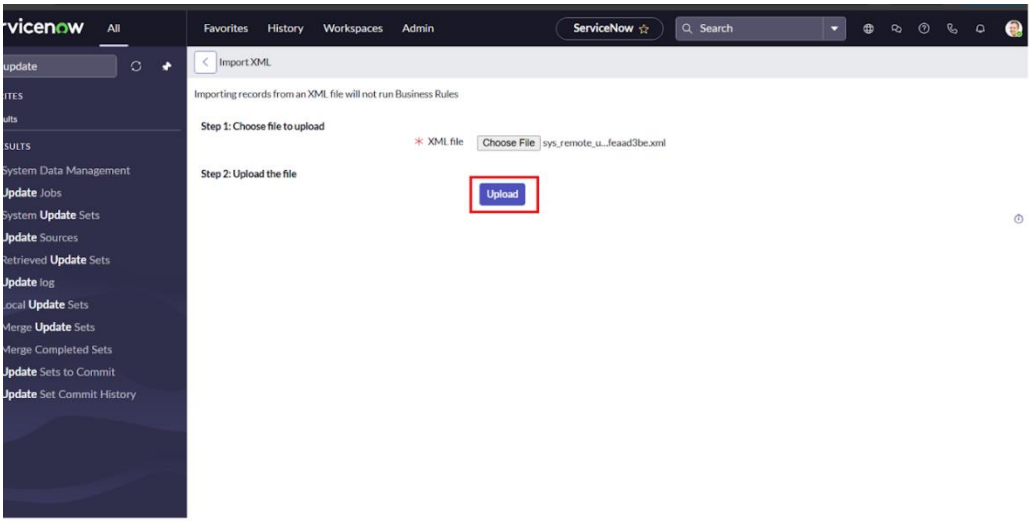
Milestone 7 : Login to Another Instance

Activity 1: Retrieving The Update Set

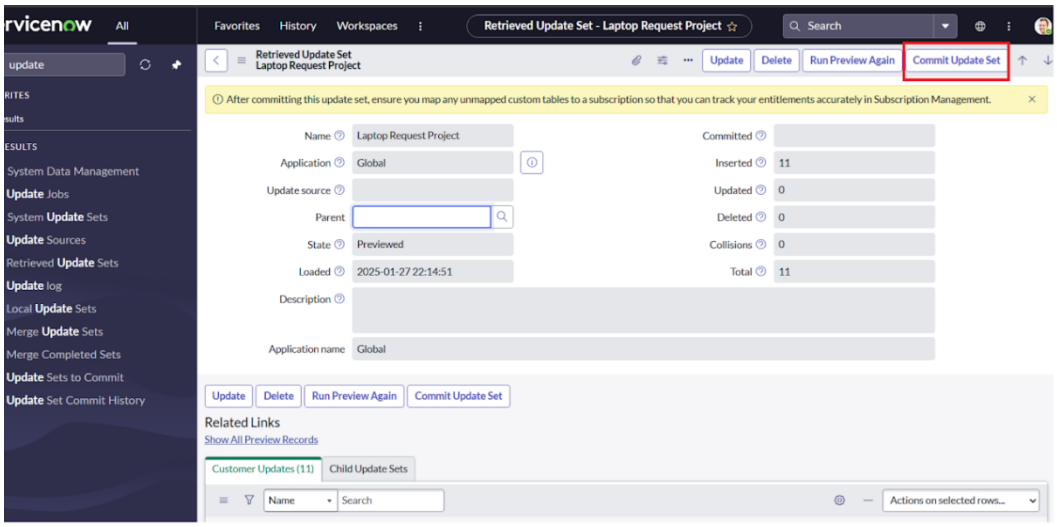
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>>search for update sets
4. Select the “Retrieved update set” under system updare set
5. It open retrieved update set list and scroll down.
6. Click on Import update set from XML



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



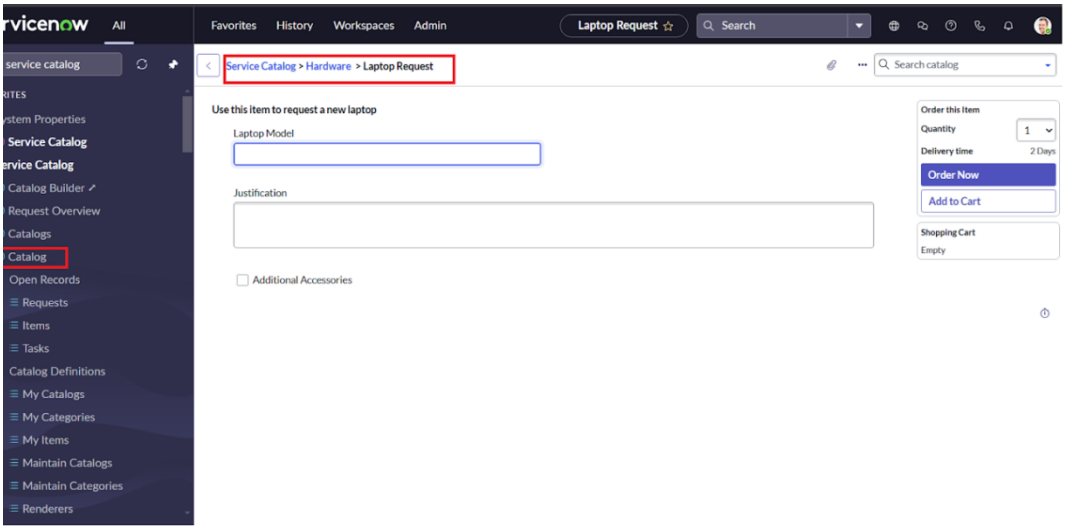
9. Open retrieved update set “laptop request project”
10. Click on preview update set
11. And click on commit update set
12. And also see the related tab updates
13. After commiting update set in this instance we get all updates which are done in the previous instance



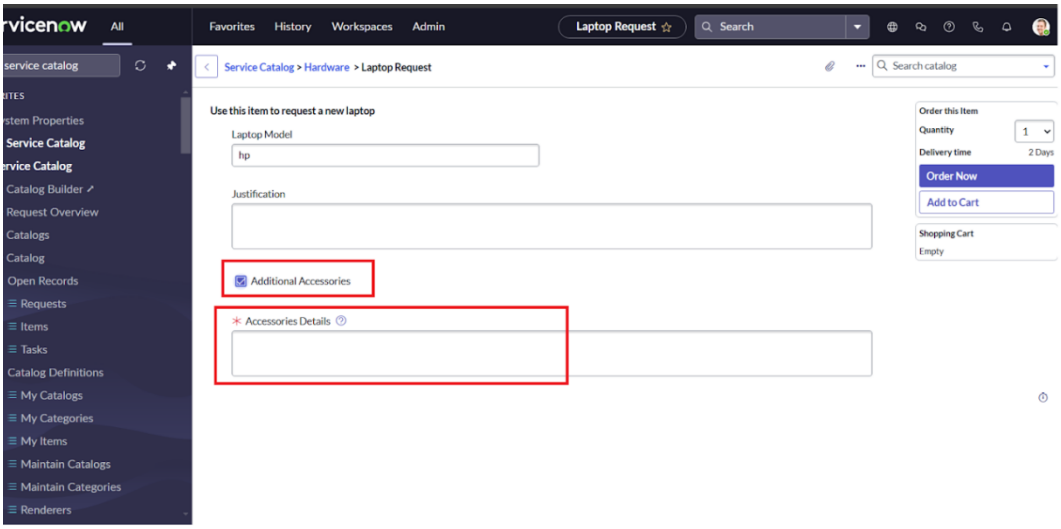
Milestone 8 : Testing

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



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.