

Laptop Catalog Request Item

Team Id : NM2025TMID15249

Team Members: 4

Team Leader: GIRIDHARAN S

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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

dev19626.service-now.com/now/nav/ui/classic/params/target/ryn_update_set.do%3Fryn_l4f%3D-1%26ryn_ic_list%3Dmain%26ryn_target%3Dryn_update_set%26sysparm...

servicenow All Favorites History Workspaces Admin Update Set - Create Laptop Request Project 2 Application scope: Global Update set: Default (Catalog)

Update set: New record

Name: Laptop Request Project Application: Global

State: In progress

Parent:

Release date:

Description:

Submit Save Submit and Make Current

dev19626.service-now.com/now/nav/ui/classic/params/target/sc_cat_item_list.do%3Fsysparm_query%3Dtype%2521%253Dbundle%2525Esyn_class_name%2521%253Ds...

servicenow All Favorites History Workspaces Admin Catalog Items Application scope: Global Update set: Default (Catalog)

Catalog Items

Actions on selected rows: New

Name	Short description	Active	Rules	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
401(k) Plan Enrollment	Enroll in or modify your 401(k) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-09-18 10:52:30
401(k) Plan Enrollment Inquiry	Ask a question about your retirement plan...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:56
401(k) Retirement Plan Inquiry	Ask a question about your retirement plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:55
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add Beneficiaries	Add or modify your beneficiaries	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-06-13 16:48:57
Add network switch to datacenter cabinet	This standard change template describes...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-10-21 07:20:03
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Create, edit or convert PDF	Create, edit or convert PDF	true		Service Catalog	Software	\$0.00	Item	2022-12-05

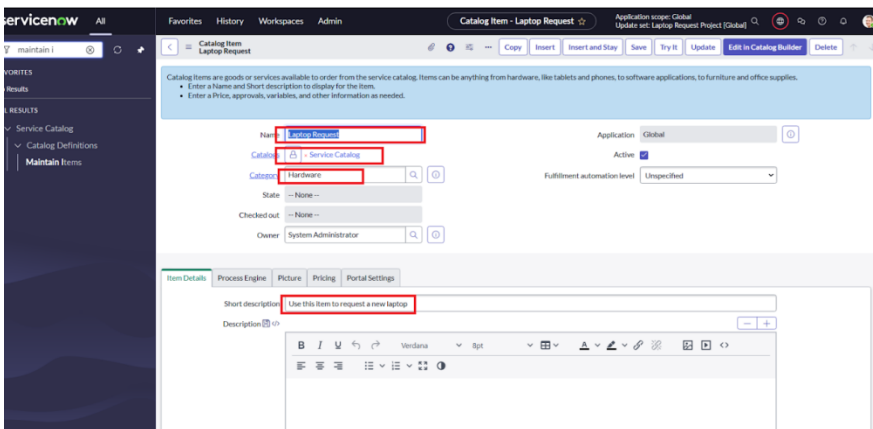
Activate Deactivate

1 to 20 of 229

Milestone 2 : Create Service Catalog Item

Activity 2: 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 submit



The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form. The left sidebar shows the navigation menu with 'Service Catalog' selected. The main form area contains the following fields:

- Name:** Laptop Request
- Catalog:** Service Catalog
- Category:** Hardware
- Application:** Global
- Active:** ☒
- Fulfillment automation level:** Unspecified
- State:** --None--
- Checked out:** --None--
- Owner:** System Administrator

Below the main form, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a rich text editor.

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

3.Variable: Additional Accessories

Type: Checkbox

Name : additional_accessories

Order:300

4.Variable: Accessories Details

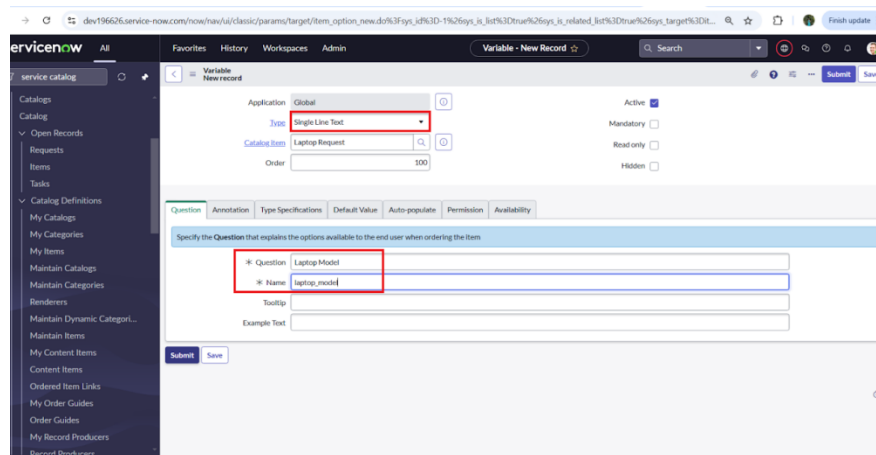
Type: Multi line Text

Name : accessories_details

Order:400

Step2:

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



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

ervicenow All Favorites History Workspaces Admin Catalog Item - Laptop Request

service catalog Catalog

Open Records Requests Items Tasks Catalog Definitions My Catalogs My Categories Maintain Catalogs Maintain Categories Renderers Maintain Dynamic Categories Maintain Items My Content Items Content Items Ordered Item Links My Order Guides My Record Producers Record Producers

Meta

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

Related Links

Item Diagnostic Run Point Scan SNLURLs Versions (0)

Variables (4) Variable Sets Catalog UI Policies (2) Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles

Related Catalog Items Assigned Topics

Order Search

Actions on selected rows...

to 4 of 4

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
Checkbox	Additional Accessories	300
Multi Line Text	Accessories Details	400

ervicenow All Favorites History Workspaces Admin Catalog UI Policy Action - accessories_details

service catalog Request Overview Catalogs Catalog Open Records Requests Items Tasks Catalog Definitions My Catalogs My Categories Maintain Catalogs Maintain Categories Renderers Maintain Dynamic Categories Maintain Items My Content Items

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

Catalog Item Laptop Request

Variable name accessories_details

Order 300

Application Global

Mandatory True

Visible True

Read only Leave alone

Value action Leave alone

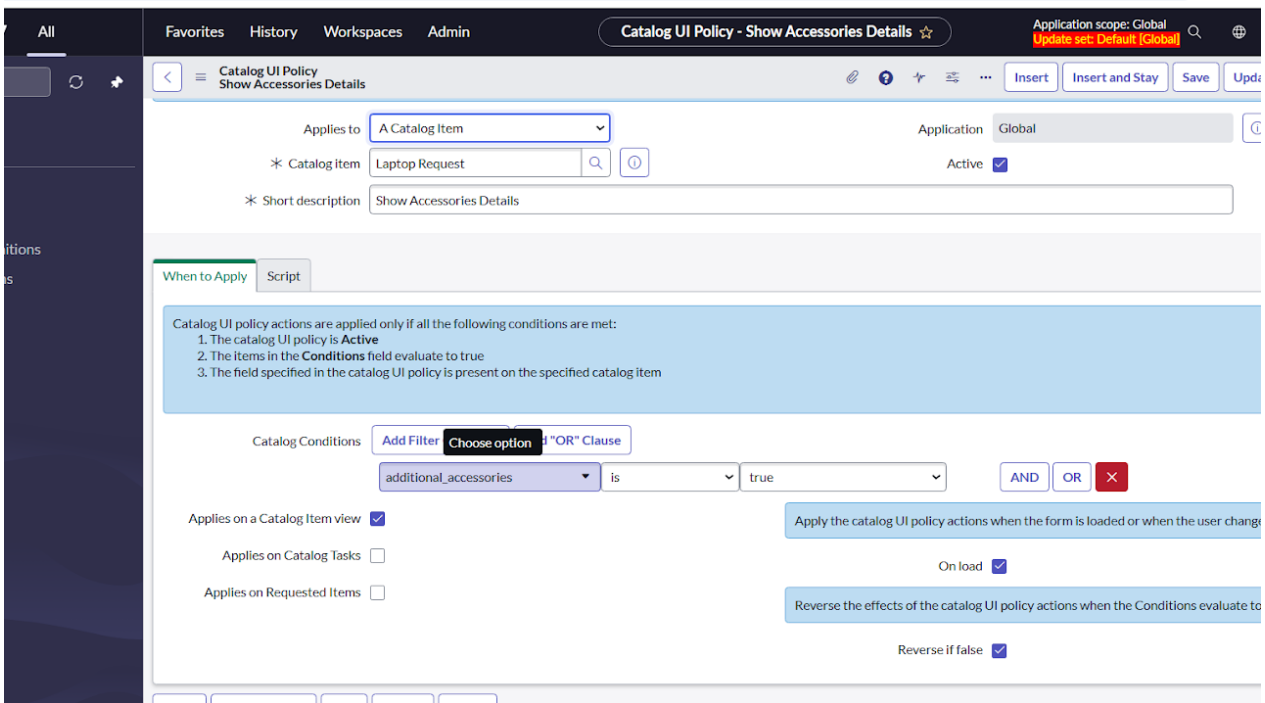
Field message type None

Insert Insert and Stay Save Update Delete

Related Links

Run Point Scan SNLURLs Versions (1)

12. Click on save and again click save button of the catalog ui policy form



Application scope: Global
Update set: Default (Global)

Catalog UI Policy - Show Accessories Details

Applies to: A Catalog Item

* Catalog item: Laptop Request

* Short description: Show Accessories Details

Application: Global

Active: ☒

When to Apply | Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is **Active**
2. The items in the **Conditions** field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: Add Filter Choose option: "OR" Clause

additional_accessories is true

AND OR X

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 the data

On load: ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false: ☒

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

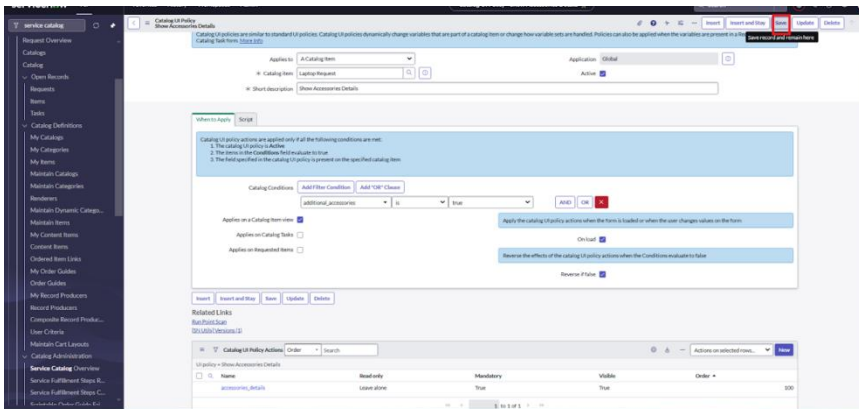
Action name: Reset form

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

icenow All Favorites History Workspaces Admin UI Action - Reset Form Search

UI Action - Reset Form

Application: Global

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:

Messages:

Comments:

Hint:

OnClick:

Condition:

Form button: ☐

Form context menu: ☐

Form link: ☐

Form style: --None--

List banner button: ☐

List bottom button: ☐

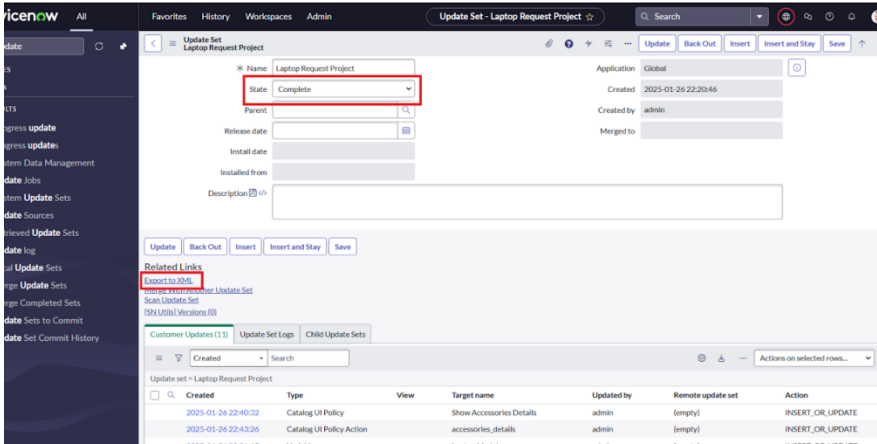
List context menu: ☐

List choice: ☐

List link: ☐

List style: --None--

Insert Insert and Stay Save Update Delete



Update Set - Laptop Request Project

Name: Laptop Request Project

State: Complete

Application: Global

Created: 2025-01-26 22:20:46

Created by: admin

Release date:

Install date:

Installed from:

Description:

Update Back Out Insert Insert and Stay Save

Related Links

[Import to XML](#)

[Import from XML](#)

[Scan Update Set](#)

[SN Utils Versions \(0\)](#)

Customer Updates (11) Update Set Logs Child Update Sets

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-01-26 22:40:32	Catalog UI Policy	Show Accessories Details	accessories_details	admin	[empty]	INSERT_OR_UPDATE
2025-01-26 22:43:26	Catalog UI Policy Action			admin	[empty]	INSERT_OR_UPDATE

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 update set
5. It open retrieved update set list and scroll down.
6. Click on Import update set from XML

Retrieved Update Sets

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 gets uploaded.

Import XML

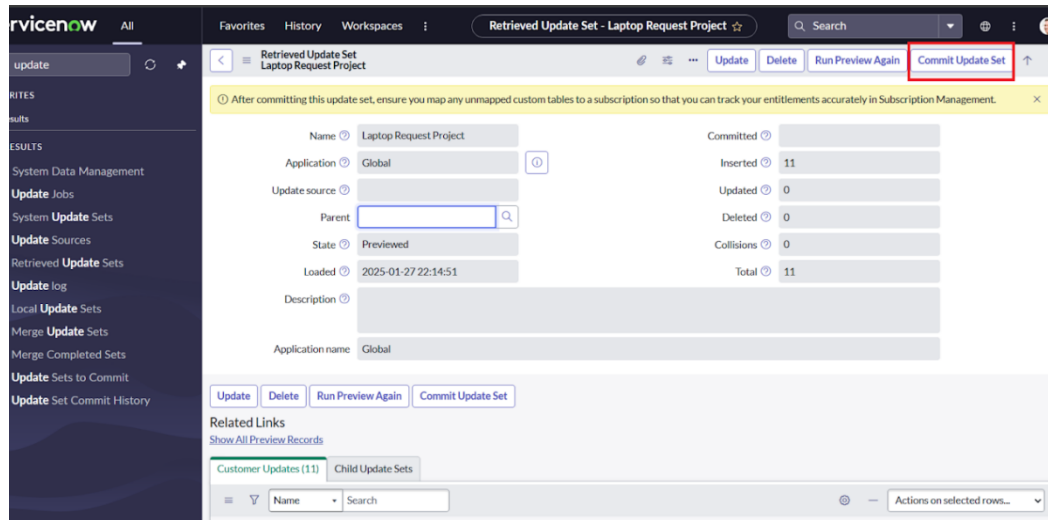
Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file sys_remote_u...fead3be.xml

Step 2: Upload the file

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



rivenow All Favorites History Workspaces Retrieved Update Set - Laptop Request Project

Search

Retrieved Update Set Laptop Request Project

Update Delete Run Preview Again **Commit Update Set**

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name Laptop Request Project Committed 11

Application Global Inserted 11

Update source Updated 0

Parent Deleted 0

State Previewed Collisions 0

Loaded 2025-01-27 22:14:51 Total 11

Description

Application name Global

Update Delete Run Preview Again Commit Update Set

Related Links

Show All Preview Records

Customer Updates (11) Child Update Sets

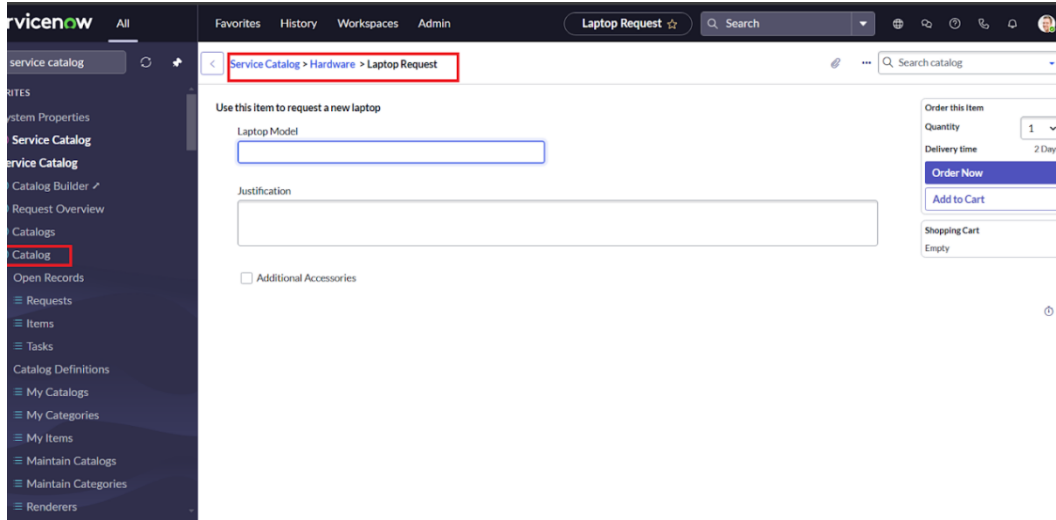
Name Search

Actions on selected rows...

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



rvicenow All Favorites History Workspaces Admin Laptop Request Search

Service Catalog > Hardware > Laptop Request Search catalog

Use this item to request a new laptop

Laptop Model

Justification

☐ Additional Accessories

Order this Item

Quantity 1

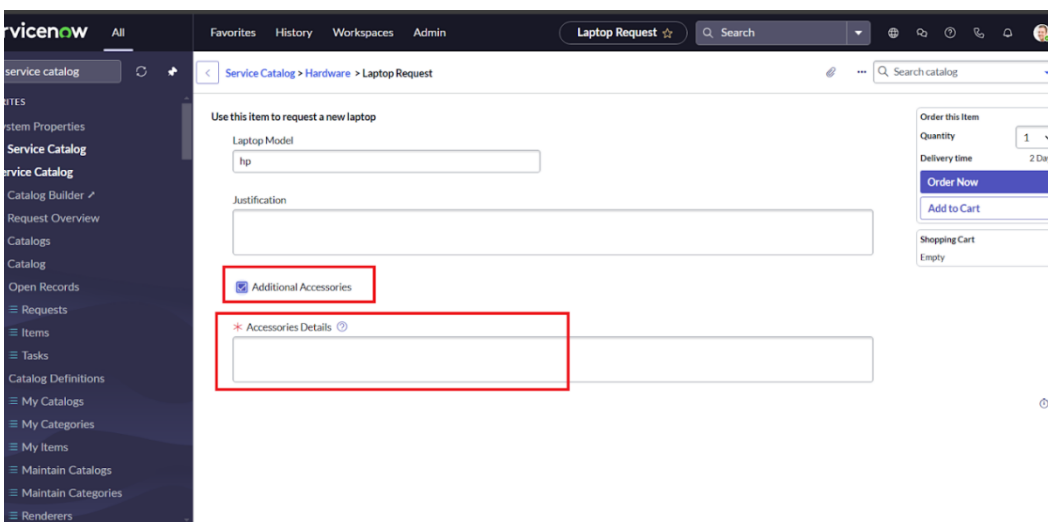
Delivery time 2 Days

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.



rvicenow All Favorites History Workspaces Admin Laptop Request Search

Service Catalog > Hardware > Laptop Request Search catalog

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.