

Laptop Request Catalog Item

Project Documentation

1. 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.

2. Objective

The objective of this project is to automate the laptop request process through the ServiceNow Service Catalog, providing users with a simple, interactive form to submit laptop requests dynamically, ensuring accuracy, quick approval, and proper governance through update set tracking.

3. Scope

This project focuses on designing a dynamic Service Catalog item for laptop requests, automating form behavior using UI Policies, UI Actions, and Client Scripts, enabling governance through update sets for easy deployment across instances, and simplifying the employee experience while improving efficiency in IT service delivery.

4. Technologies Used

Component	Technology
Platform	ServiceNow
Scripting	JavaScript (Client Script, Catalog Script, UI Action Script)
Modules Used	Service Catalog, System Definition, Update Sets
Tools	ServiceNow Flow Designer, Catalog UI Policy, XML Export/Import
Database Tables	sc_catalog, sc_cat_item, sc_cart

5. Implementation Steps

- Create Local Update Set

1. Open ServiceNow.
2. Navigate to All → Update Sets → Local Update Sets.
3. Click New and fill details:
 - Name: Laptop Request
4. Submit and make current to activate the update set.

- Create Service Catalog Item

1. Open ServiceNow.
2. Navigate to All → Service Catalog → Maintain Items.
3. Click New and fill:
 - Name: Laptop Request
 - Catalog: Service Catalog
 - Category: Hardware
 - Short Description: Use this item to request a new laptop
4. Click Save.

- Add Variables

1. Scroll to Variables and click New.
2. Add variables:
 - Laptop Model (Single Line Text)
 - Justification (Multi Line Text)
 - Additional Accessories (Checkbox)
 - Accessories Details (Multi Line Text)
3. Save the catalog item form.

- Create Catalog UI Policies

1. Navigate to Service Catalog → Maintain Items → Laptop Request.
2. Scroll to Catalog UI Policies and click New.
3. Set description: Show Accessories Details.
4. Condition: [Field: additional_accessories | Operator: is | Value: true]
5. Click Save.
6. Add UI Policy Action:
 - Variable Name: accessories_details
 - Mandatory: True
 - Visible: True
 - Order: 100
7. Save policy and action.

- Create UI Action

1. Navigate to All → UI Actions.
2. Click New.
3. Table: shopping_cart (sc_cart)
4. Action Name: Reset Form
5. Client: Checked
6. Script:

```
function resetForm() {  
    g_form.clearForm();  
    alert('The form has been reset.');
```

```
}  
7. Save.
```

- Exporting Changes to Another Instance

1. Go to All → Update Sets → Local Update Sets.
2. Select Laptop Request Project.
3. Set state to Complete.
4. Click Export to XML to download.

- Retrieving the Update Set

1. Open another instance in incognito mode.
2. Go to All → Update Sets → Retrieved Update Sets.
3. Click Import Update Set from XML.
4. Upload the file, Preview, and Commit the update set.

- Test Catalog Item

1. Navigate to Service Catalog → Hardware Category.
2. Open Laptop Request item.
3. Verify dynamic behavior:
 - Accessories Details appears only when Additional Accessories is checked.
4. Test reset functionality and mandatory validation.

6. Results

The Laptop Request Catalog Item was successfully created, tested, and deployed across instances. Dynamic behaviors, form validation, and reset functionality operated as expected, confirming the solution's reliability and efficiency.

7. Advantages

- Reduces manual effort and delays.
- Ensures accurate data collection.
- Provides user-friendly and dynamic forms.
- Facilitates easy deployment using update sets.
- Enhances governance and tracking.

8. Future Enhancements

- Integrate with Asset Management for inventory tracking.
- Add automated approval workflows and email notifications.
- Enable chatbot (Virtual Agent) for guided requests.
- Include analytics dashboard for performance insights.

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 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.