Laptop Request Catalog Item

Team ID : NM2025TMID18519

Team Size : 4

Team Leader : HASWANTH M

Team Member : HARI PRASATH V

Team Member : HARISH R

Team Member : HARISH Y

Problem statement: Laptop Request Catalog Item

TASK INITIATION

Milestone 1 : create Setting up ServiceNow Instance

Activity 1 : Setting up ServiceNow Instance

1. Sign up for a developer account on the ServiceNow Developer site "https://developer.servicenow.com".

2. Once logged in, navigate to the "Personal Developer Instance" section.

3. Click on "Request Instance" to create a new ServiceNow instance.

4. Fill out the required information and submit the request.

5. You'll receive an email with the instance details once it's ready.

6. Log in to your ServiceNow instance using the provided credentials.

7. Now you will navigate to the ServiceNow.
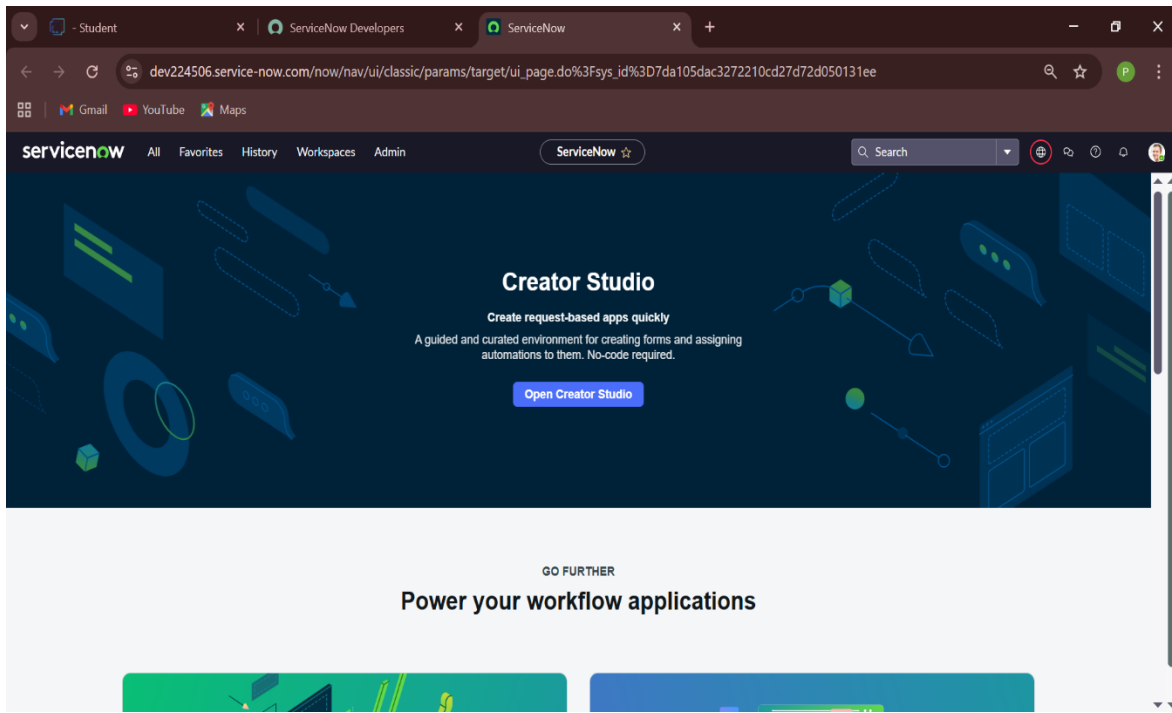
Milestone 2: Create Local Update set

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 .
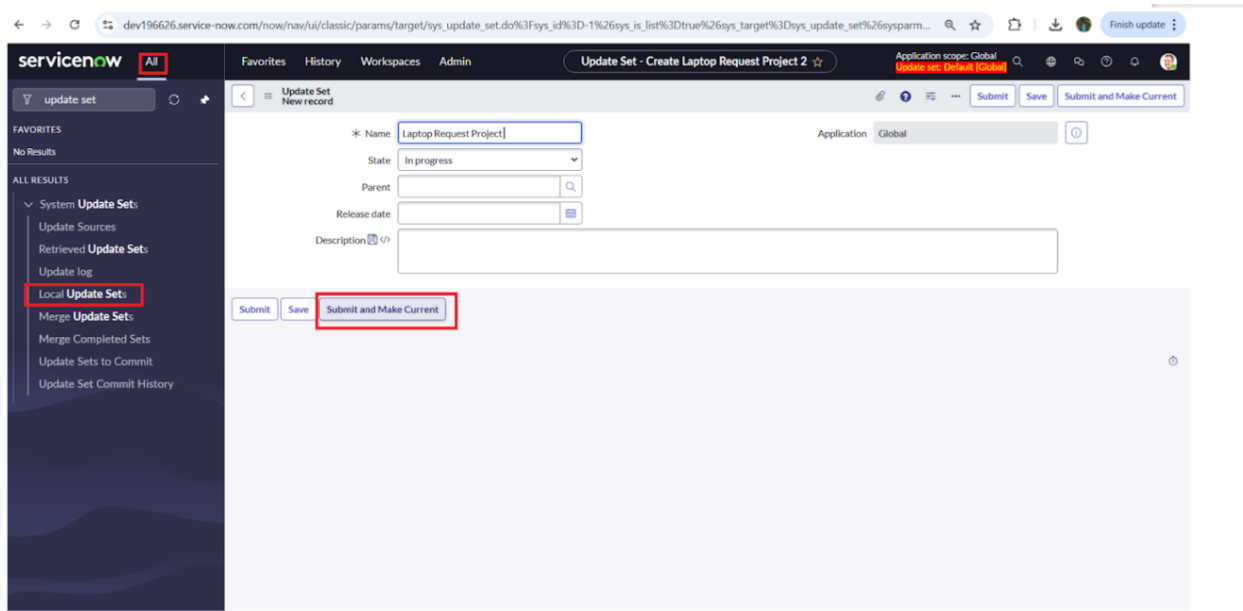
Milestone 3: Create Service Catalog Item

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

4. Click on New.
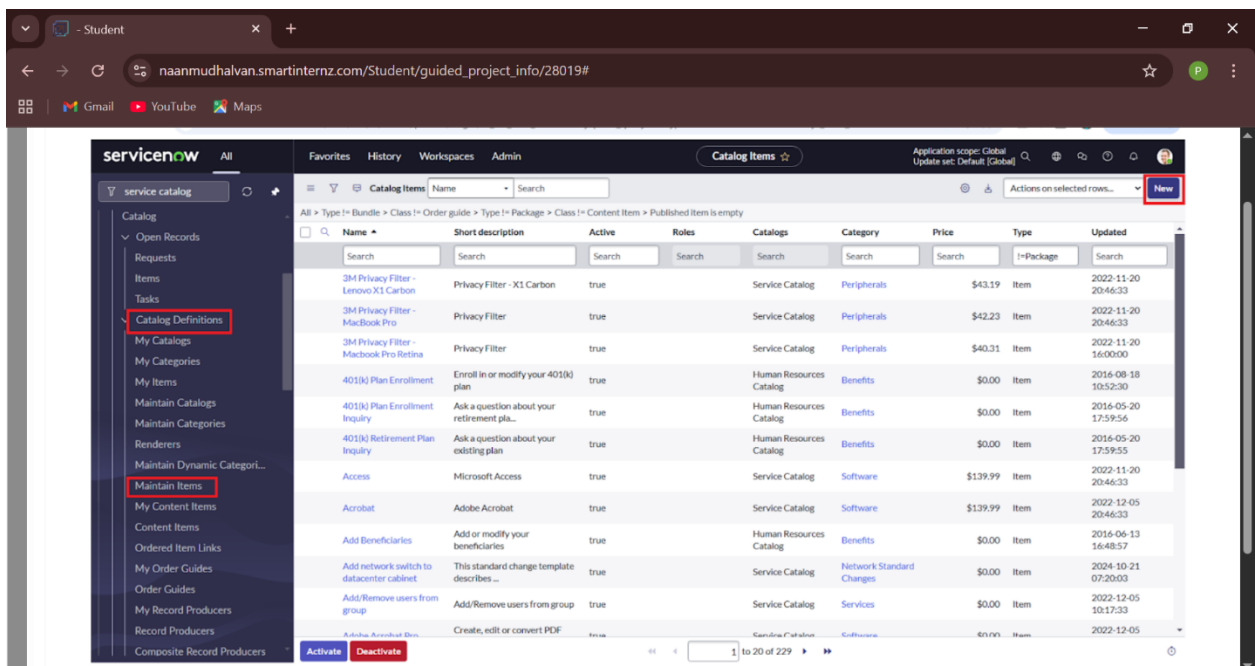
5. Fill the following details to create a new catalog item
   Name: Laptop Request
   Catalog: service Catalog
   Category: Hardware
   Short Description: Use this item to request a new laptop
6. Click on 'SAVE'
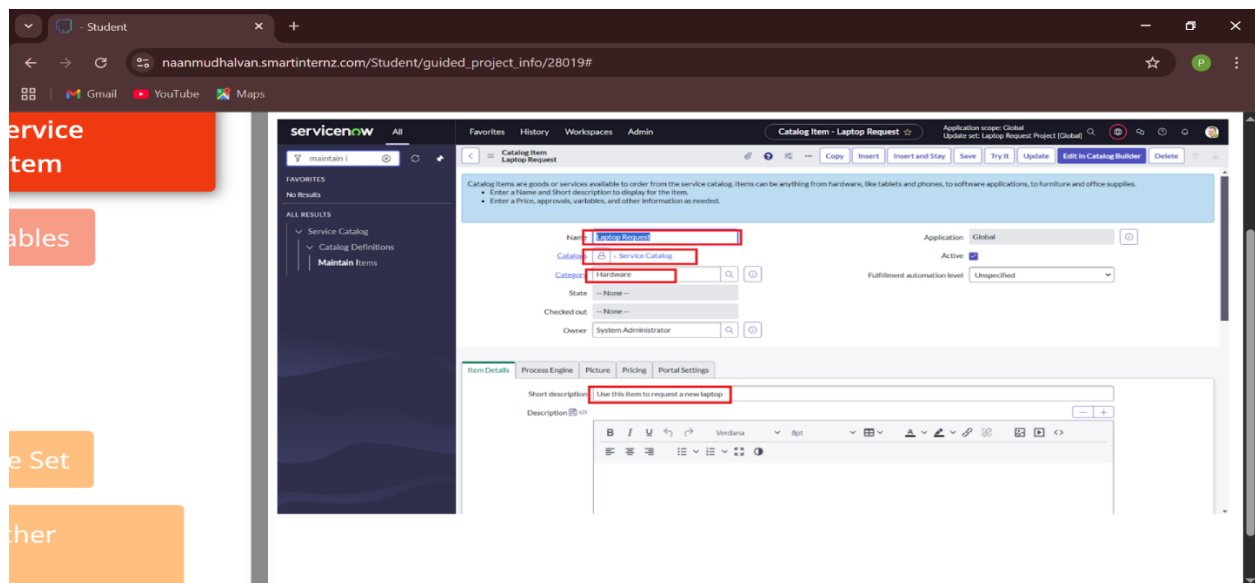
Milestone 4: Add variables

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below
Variable 1:Laptop Model
   7.   Type: Single line text
   8.   Name: laptop_model
   9.   Order:100