

LAPTOP REQUEST

CATALOG ITEM

PROJECT DESIGN PHASE

Team ID: NM2025TMID06464

Team Size: 4

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Project Design Phase:

The Project Design Phase focused on transforming the planned objectives into a structured and user-friendly system within ServiceNow. The main aim was to design an efficient and dynamic Laptop Request Catalog Item that simplifies the laptop request process while ensuring accuracy, approval control, and governance compliance.

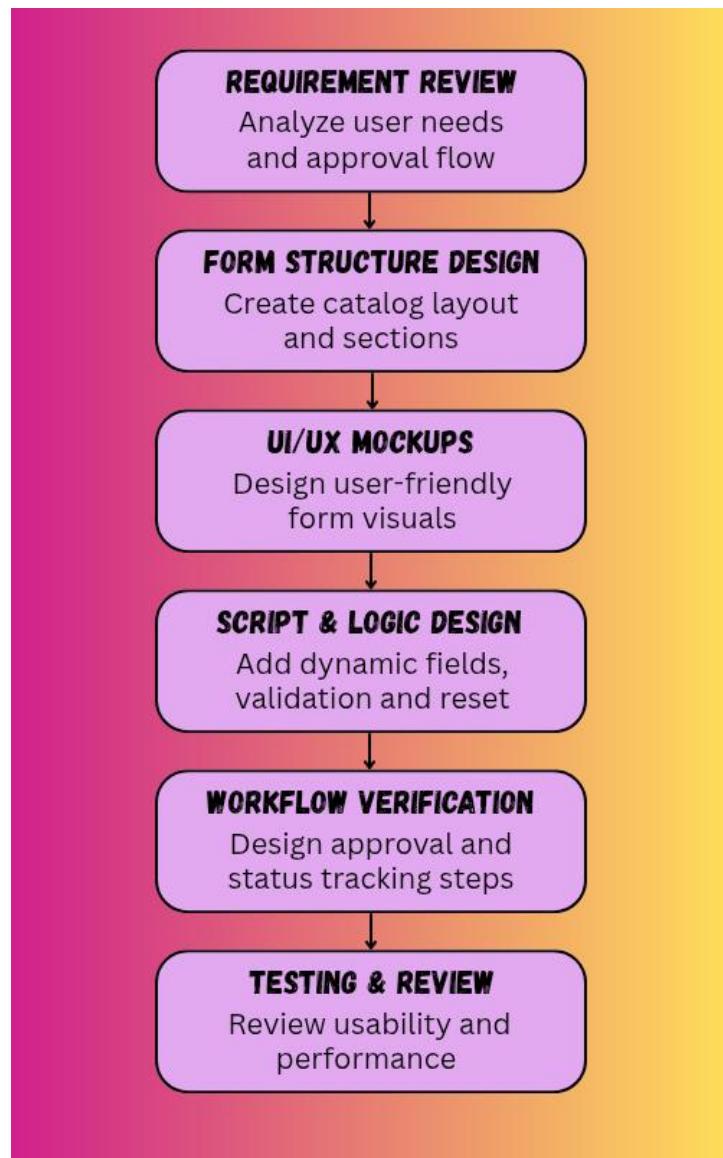
Design Objectives:

- ❖ To create a simple and intuitive user interface for submitting laptop requests.
- ❖ To enable dynamic form behaviour using Catalog Client Scripts and UI Policies.
- ❖ To incorporate a Reset option for clearing form data when needed.
- ❖ To design approval and fulfillment workflows that automate the entire process.
- ❖ To ensure data accuracy, auditability, and security during form submission and request processing.

Process:

The design phase for the *Laptop Request Catalog Item* focuses on transforming user requirements into a well-structured, functional, and user-friendly system. It begins with a Requirement Review to analyze user needs and approval workflows, followed by Form Structure Design to define the catalog's layout and sections. Next, UI/UX Mockups are created to ensure the form is visually appealing and easy to use. In the Script & Logic Design stage, dynamic fields, form validation, and reset functionalities are added to improve interactivity. The Workflow Verification step ensures that approval and tracking processes function seamlessly, and finally, Testing & Review validates usability and overall performance before deployment.

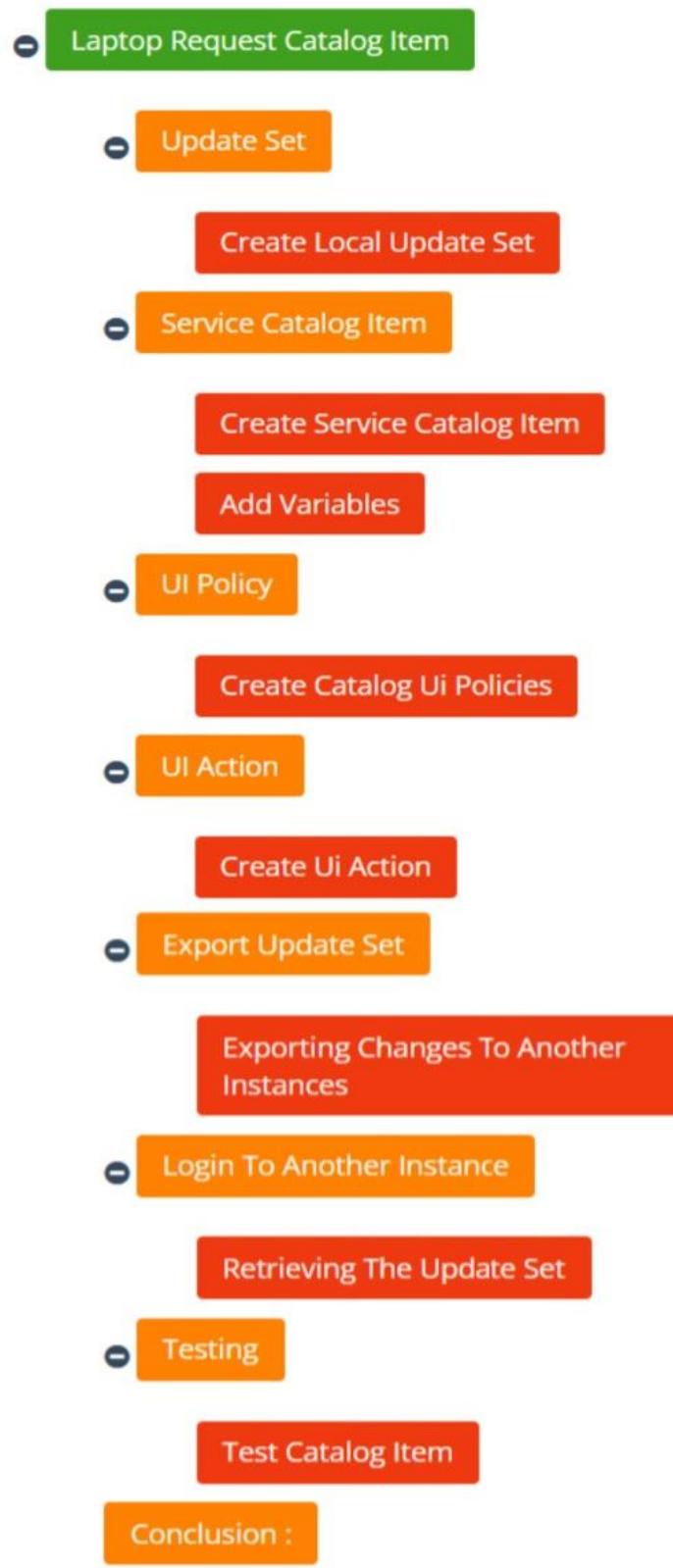
Process Flowchart:



Workflow Design:

The Workflow Design Phase focuses on developing the process flow for the *Laptop Request Catalog Item* to ensure a smooth, automated, and trackable experience for both users and administrators. This phase defines how each component interacts, from catalog creation to testing and deployment.

Workflow Diagram:



Workflow Steps:

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.

Create Local Update set:

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:

1. After saving the catalog item form scroll down and click on variable. (related list)
2. Click on new and enter the details as below.
 - a. Variable 1: Laptop Model
Type: Single line text
Name: laptop_model
Order: 100
3. Click on submit.
4. Again click on new and add Remaining variables in the above process.
 - b. Variable 2: Justification
Type: Multi line text
Name: justification
Order:200
 - c. Variable 3: Additional Accessories
Type: Checkbox
Name: additional_accessories
Order:300
 - d. Variable 4: Accessories Details
Type: Multi line text
Name:accessories_details
Order:400
5. After adding above variable which are added to newly created catalog item.
6. Then save the catalog item form.

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.

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.");  
}
```

6. Click on save.

Exporting changes to another instances:

1. Click on All >> search for update sets.
2. Select local update set.
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.

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.

Outcome:

This workflow ensures a structured and automated process for requesting laptops within the organization. It improves user experience, reduces manual intervention, enhances governance through update sets, and ensures consistent deployment across instances.