

TITTLE : LAPTOP REQUEST CATALOG ITEM

Team Id :NM2025TMID16473

Team Members:

Team Leader : Ilavazhagan.I.V

Team Member 1 : Manikandan.V

Team Member 2 : Rajasekaran.S

Team Member 3 : Aathif.A

Team Member 4 : Sanjay.N

Problem Statement :

Employees currently face delays and inefficiencies when requesting laptop. The existing process lacks automation , traking , and standardized catalog items, leading confusion approval delays, and miscommunication between IT and employees.

Objetive :

To design and implement a laptop catalog item in service catalog that allows employees to request easily. The catalog item should include fields for laptop type, configuration, justification manager approval, and tracking, ensuring a smooth, automated, and transparent process.

Skill Required :

. Service Now catalog item creation /ITSM Tools

.Workflow & Approval configuration

.Form design (UI polices,client scripts)

.Business Rule / Scripting knowledge (java script for service now)

Task Initiation (steps):

1.Requirement Gathering – collect laptop requirement (types, specification approval flow assignment groups).

2. Design catalog item – create from fields (laptop type, justification , urgency ,delivery location, etc...).

3. Work flow Setup -Define approval process (employee-manager-IT fulfillment).

TASK INITIATION :

Milestone 1: Laptop Request Catalog Item

Problem Statement : Problem Statement:

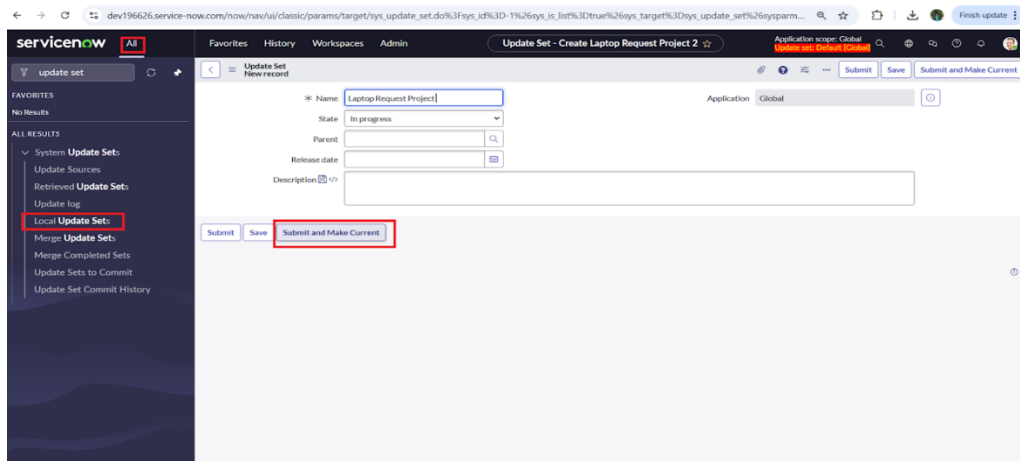
Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to 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.

Update set :

Create Local Update set :

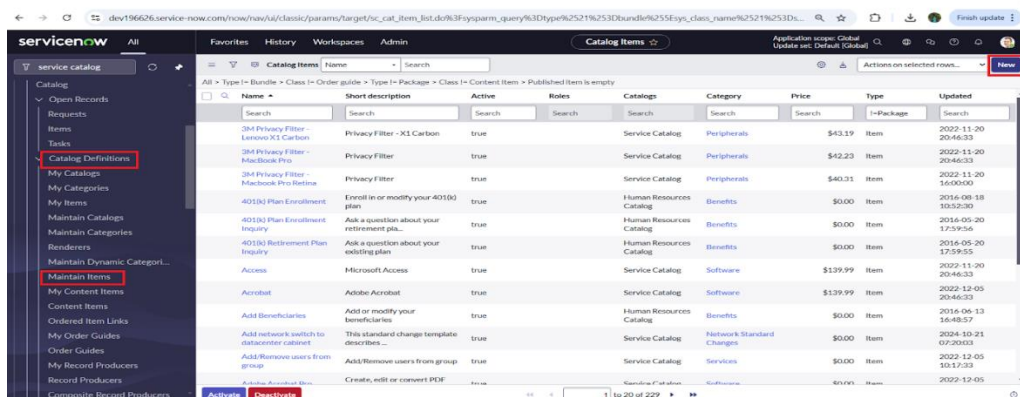
- 1. Open service now.**
- 2. Click on All >> search for update sets**
- 3. Select local update sets under system update sets**
- 4. Click on new**
- 5. Fill the following details to create a update set as: “Laptop Request”**
- 6. Click on submit and make current**
- 7. By clicking on the button it activates the update set .**



SERVICE CATALOG

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'

The screenshot shows the ServiceNow 'Catalog Item' form for 'Laptop Request'. The form is titled 'Catalog Item - Laptop Request' and includes a navigation bar with 'Favorites', 'History', 'Workspaces', and 'Admin'. The main form area contains the following fields:

- Name:** 'Laptop Request' (highlighted with a red box)
- Catalog:** 'Service Catalog' (highlighted with a red box)
- Category:** 'Hardware' (highlighted with a red box)
- Application:** 'Global' (dropdown menu)
- Active:** ☒ (checkbox)
- Fulfillment automation level:** 'Unspecified' (dropdown menu)
- State:** 'None' (dropdown menu)
- Checked out:** 'None' (dropdown menu)
- Owner:** 'System Administrator' (dropdown menu)

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

Add variables

Step1:

- After saving the catalog item form scroll down and click on variable(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

The screenshot shows the ServiceNow 'Variable - New Record' form. The 'Application' is set to 'Global'. The 'Type' is 'Single Line Text'. The 'Catalog Item' is 'Laptop Request'. The 'Order' is '100'. The 'Active' checkbox is checked. The 'Mandatory', 'Read only', and 'Hidden' checkboxes are unchecked. The 'Question' tab is selected, showing a text area for the question. The 'Name' is 'laptop_model'. The 'Submit' and 'Save' buttons are at the bottom.

-

2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

4. Variable 4: Accessories Details

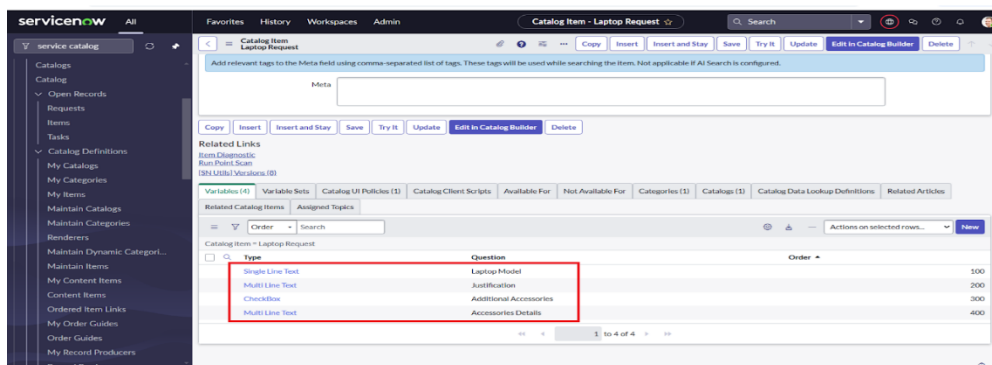
Type: Multi line text

Name:accessories_details

Order:400

Step2:

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

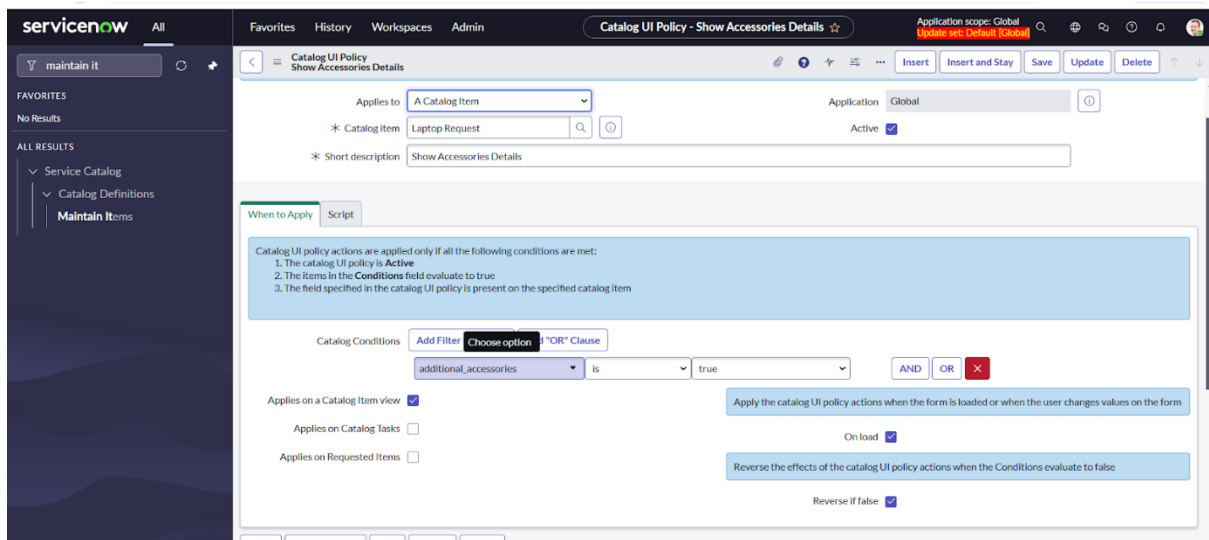


UI POLICY

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

The screenshot shows the 'Catalog UI Policy Action - accessories_details' form in ServiceNow. The form is titled 'Catalog UI Policy Action - accessories_details' and includes a search bar. The left sidebar shows the 'service catalog' menu with options like 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items', and 'My Content Items'. The main form area has the following fields: 'Catalog Item' (Laptop Request), 'Variable name' (accessories_details), 'Order' (100), 'Application' (Global), 'Mandatory' (True), 'Visible' (True), 'Read only' (Leave alone), 'Value action' (Leave alone), and 'Field message type' (None). The 'Save' button is highlighted with a red box. Below the form, there are 'Related Links' for 'Run Point Scan' and 'SNL VOMS Versions (1)'.

The screenshot shows the 'Catalog UI Policy - Show Accessories Details' form in ServiceNow. The form is titled 'Catalog UI Policy - Show Accessories Details' and includes a search bar. The left sidebar shows the 'service catalog' menu with options like 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items', and 'My Content Items'. The main form area has the following fields: 'Applies to' (A Catalog Item), 'Application' (Global), 'Active' (checked), 'Catalog Conditions' (Additional Conditions), 'Additional Conditions' (additional_accessories), 'Applies on Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), 'Applies on Requested Items' (unchecked), 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' (checked), 'On load' (checked), 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' (checked), and 'Reverse if false' (checked). The 'Save' button is highlighted with a red box. Below the form, there are 'Related Links' for 'Run Point Scan' and 'SNL VOMS Versions (1)'. At the bottom, there is a table with the following data:

| UI policy | Name | Read only | Mandatory | Visible | Order |
|--------------------------------------|---------------------|-------------|-----------|---------|-------|
| UI policy - Show Accessories Details | accessories_details | Leave alone | True | True | 100 |

UI ACTION

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

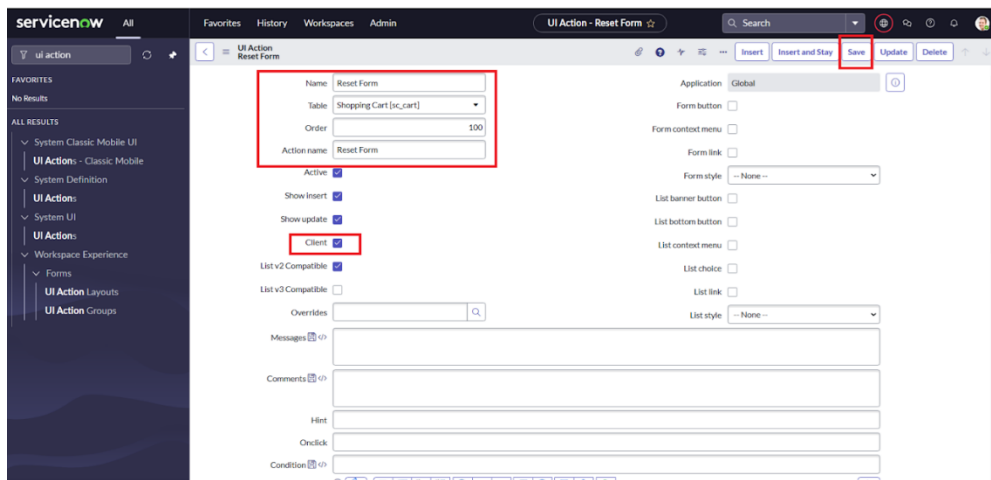
Action name: Reset form

Client : checked

Script:

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

Click on save

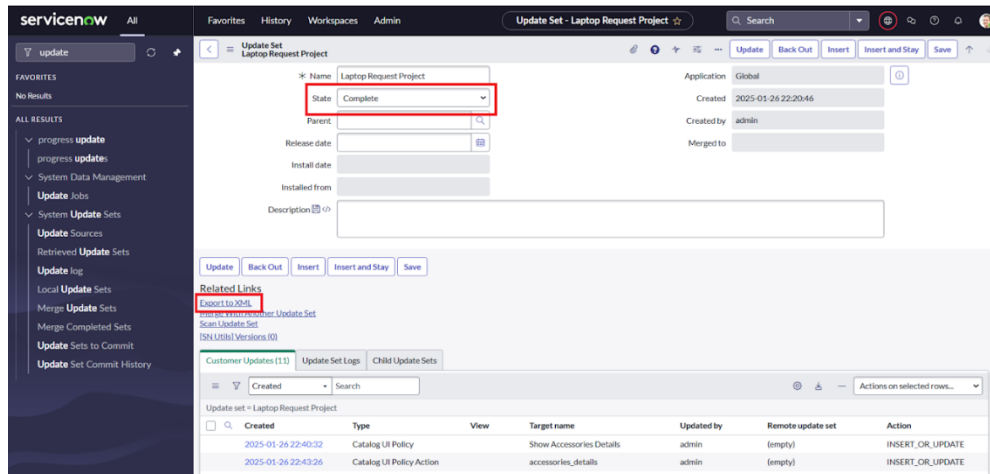


EXPORT UPDATE SET

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

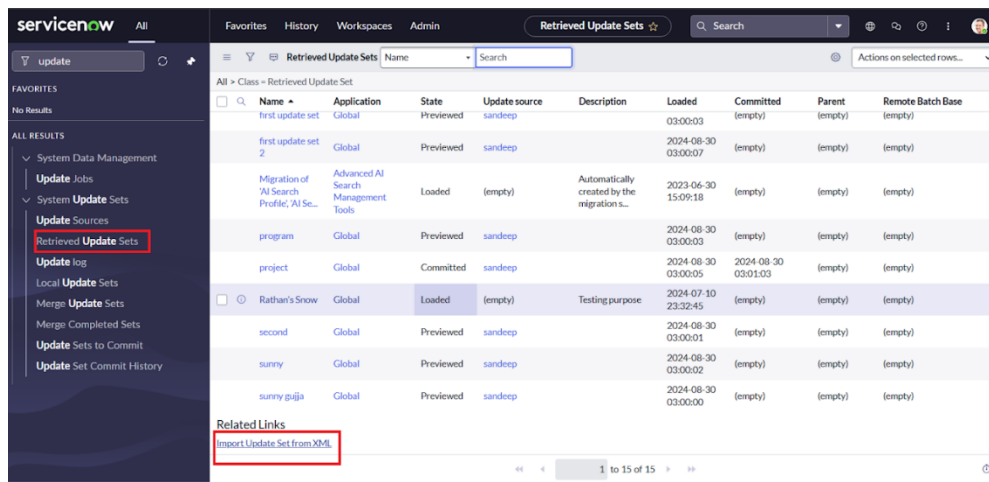


LOGIN TO ANOTHER INSTANCE

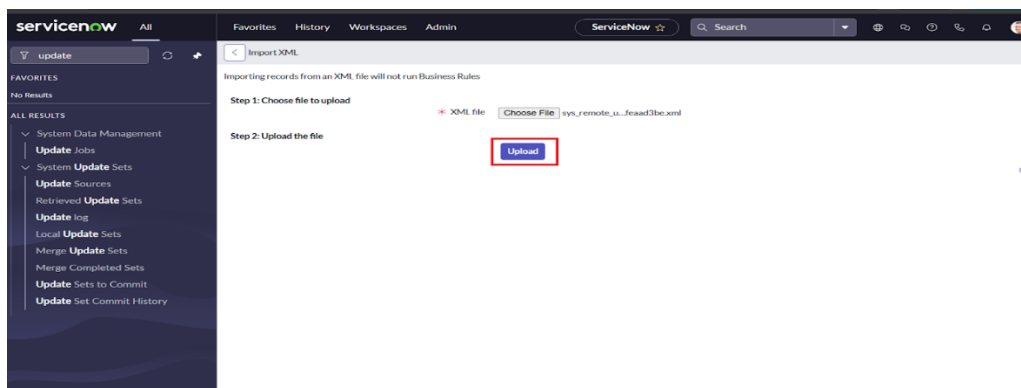
Retrieving the update set

1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets

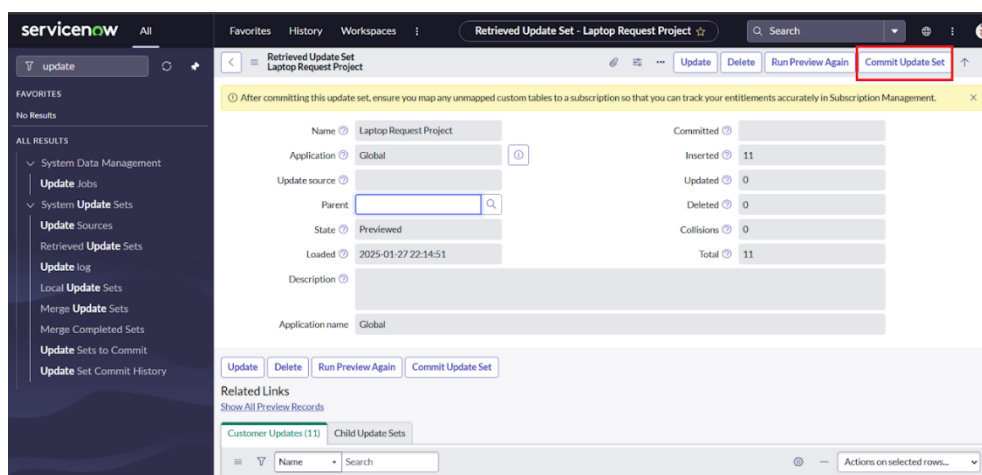
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML



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



1. Open retrieved update set 'laptop request project'
2. Click on preview update set
3. And click on commit update set
4. And also see the related tab updates
5. After committing update set in this instance we get all updates which are done in the previous instance



TESTING

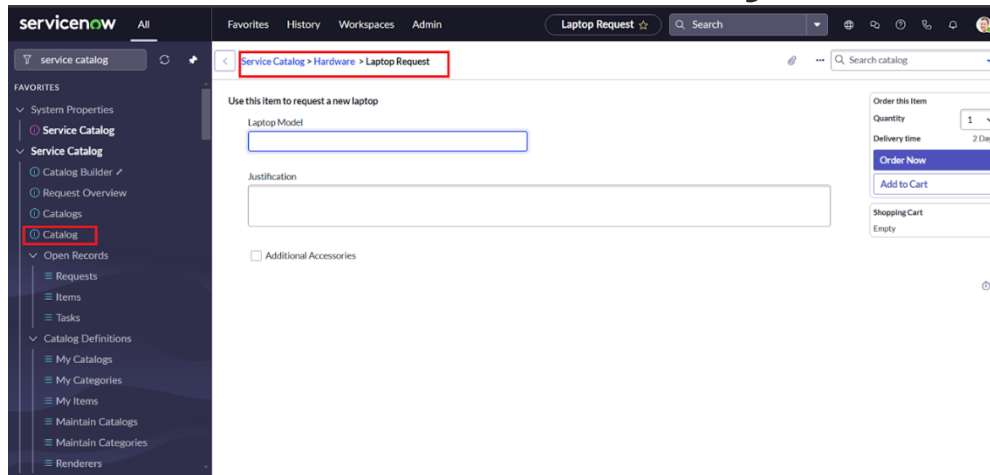
Test Catalog Item

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

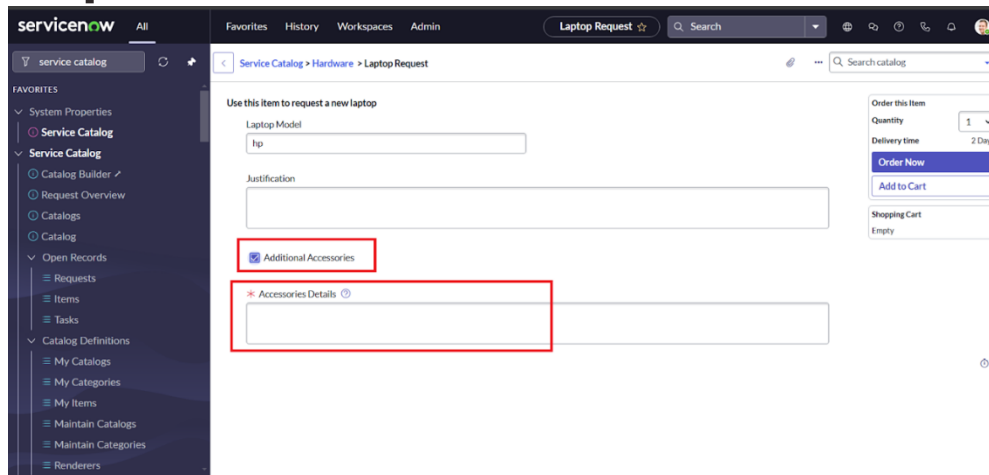
5. It shows three variables only



The screenshot shows the ServiceNow interface for a 'Laptop Request' item. The breadcrumb navigation at the top reads 'Service Catalog > Hardware > Laptop Request'. The left sidebar shows the 'Catalog' menu item highlighted. The main form area is titled 'Use this item to request a new laptop' and contains three input fields: 'Laptop Model', 'Justification', and 'Additional Accessories'. The 'Additional Accessories' checkbox is currently unchecked. On the right side, there is a 'Order this Item' section with a 'Quantity' dropdown set to '1' and a 'Delivery time' of '2 Days'. Below this are buttons for 'Order Now' and 'Add to Cart'. At the bottom right, a 'Shopping Cart' section shows '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.



The screenshot displays the ServiceNow interface for a 'Laptop Request' catalog item. The left sidebar shows the 'Service Catalog' menu with options like 'Catalog Builder', 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', and 'Renderers'. The main content area is titled 'Laptop Request' and includes a search bar. Below the title, there is a section 'Use this item to request a new laptop' with fields for 'Laptop Model' (containing 'hp') and 'Justification'. A red box highlights the 'Additional Accessories' section, which includes a sub-section 'Accessories Details' also highlighted with a red box. On the right side, there is a 'Order this Item' section with a 'Quantity' dropdown set to '1', a 'Delivery time' of '2 Days', and buttons for 'Order Now' and 'Add to Cart'. A 'Shopping Cart' section at the bottom right shows '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.

