

LAPTOP REQUEST CATALOG ITEM

Team ID : LTVIP2025TMID60572

Team Size : 4

Team Leader : Kancharlapalli Jahnavi

Team member : Kothapalli Jayapal

Team member : Krishna Kishore

Team member : Lemuyel Raj

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INTRODUCTION:-

PROJECT OVERVIEW :

Laptop Request Catalog Item –

This project focuses on designing and implementing a **Laptop Request Catalog Item** within the ServiceNow platform. The goal is to create a **centralized, automated solution** that simplifies how employees request laptops, track approvals, and receive their devices without delays or confusion.

In traditional workflows, laptop requests are handled through manual emails and disconnected forms, leading to lost requests, slow approvals, and poor visibility. This project **eliminates those bottlenecks** by offering a digital, end-to-end process that improves efficiency, accountability, and user satisfaction.

Purpose :

The purpose of this project is to **simplify and modernize** how employees request laptops in an organization.

Instead of relying on outdated emails, slow approvals, and scattered tracking, this project **creates a single, automated platform** where:

Employees can **request the exact laptop they need with a few clicks**

Approvals **happen faster through smart workflows**

Everyone stays **informed about the status in real time**

Asset records are **accurate, transparent, and audit-ready**

The purpose is to turn a frustrating, manual process into a smooth, digital experience that saves time, reduces errors, and empowers employees.

IDEATION PHASE:-

The **ideation phase** was all about **identifying the struggles, dreaming up better solutions, and shaping a clear vision** for how laptop requests *should* work in a modern organization.

Problem Statements:

- Lack of transparency.
- Manual, error-prone workflows.
- Delayed approvals.
- Poor tracking and accountability.

Brainstorming:

Once the problems were clear, we brainstormed solutions:

Build a **self-service portal** where employees can request laptops easily.

Use **dynamic forms** to reduce confusion and mistakes.

Automate approval workflows so requests never get “stuck”.

Enable **real-time tracking and notifications**.

Integrate with **asset management systems** to keep inventory updated.

PROJECT DESIGN

UPDATE SET

Create Local Update set

To create a local update set, open ServiceNow and navigate to **Local Update Sets** under *System Update Sets*. Create a new update set named **“Laptop Request”**, submit it, and click **Make Current** to activate it. This ensures all configuration changes are tracked automatically for deployment and governance.

The screenshot shows the ServiceNow interface for creating a new update set. The breadcrumb trail at the top indicates the path: **Update Set - Laptop Request Project**. The form fields are as follows:

Field	Value
Name	Laptop Request Project
State	In progress
Application	Global
Created	2025-06-26 03:45:56
Created by	admin
Merged to	
Parent	
Release date	
Install date	
Installed from	
Description	

At the bottom of the form, there are buttons for **Update** and **Delete**. Below the form, there is a section for **Related Links** with the following links:

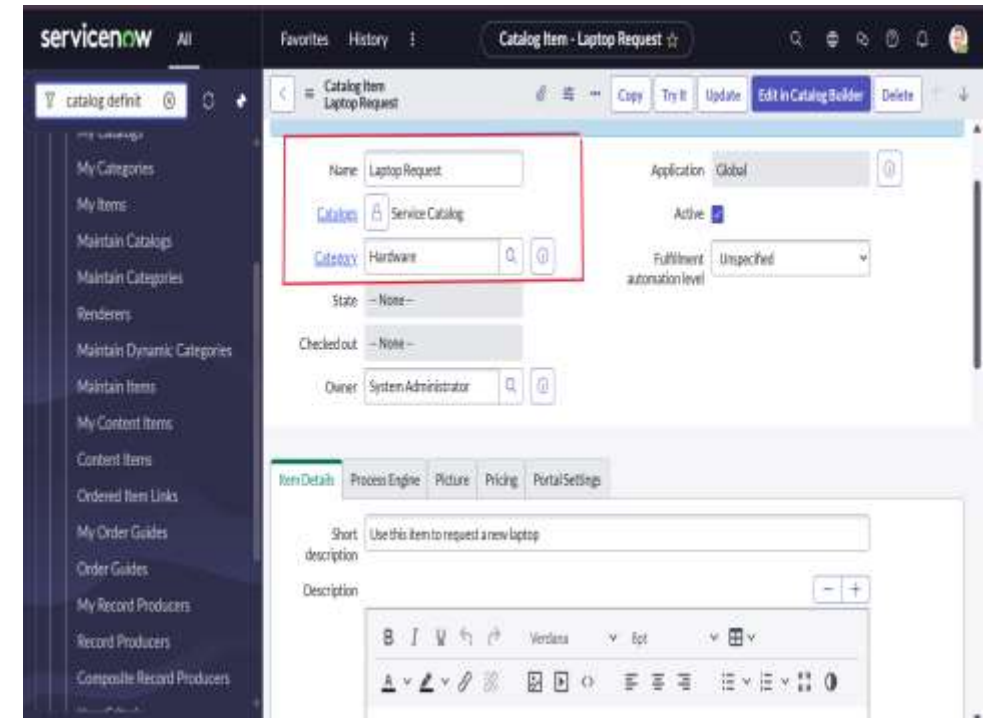
- [Make This My Current Set](#)
- [Merge With Another Update Set](#)
- [Scan Update Set](#)

At the very bottom, there is a navigation bar with the following tabs: **Customer Updates**, **Update Set Logs**, **Child Update Sets**, and **Install History**.

Service Catalog Item

Create Service Catalog Item

- In ServiceNow, open the **Service Catalog** and select **Maintain Items** under *Catalog Definitions*. Create a new catalog item with the following details:
- **Name:** Laptop Request
- **Catalog:** Service Catalog
- **Category:** Hardware
- **Short Description:** Use this item to request a new laptop
- Click **Save** to create the catalog item.



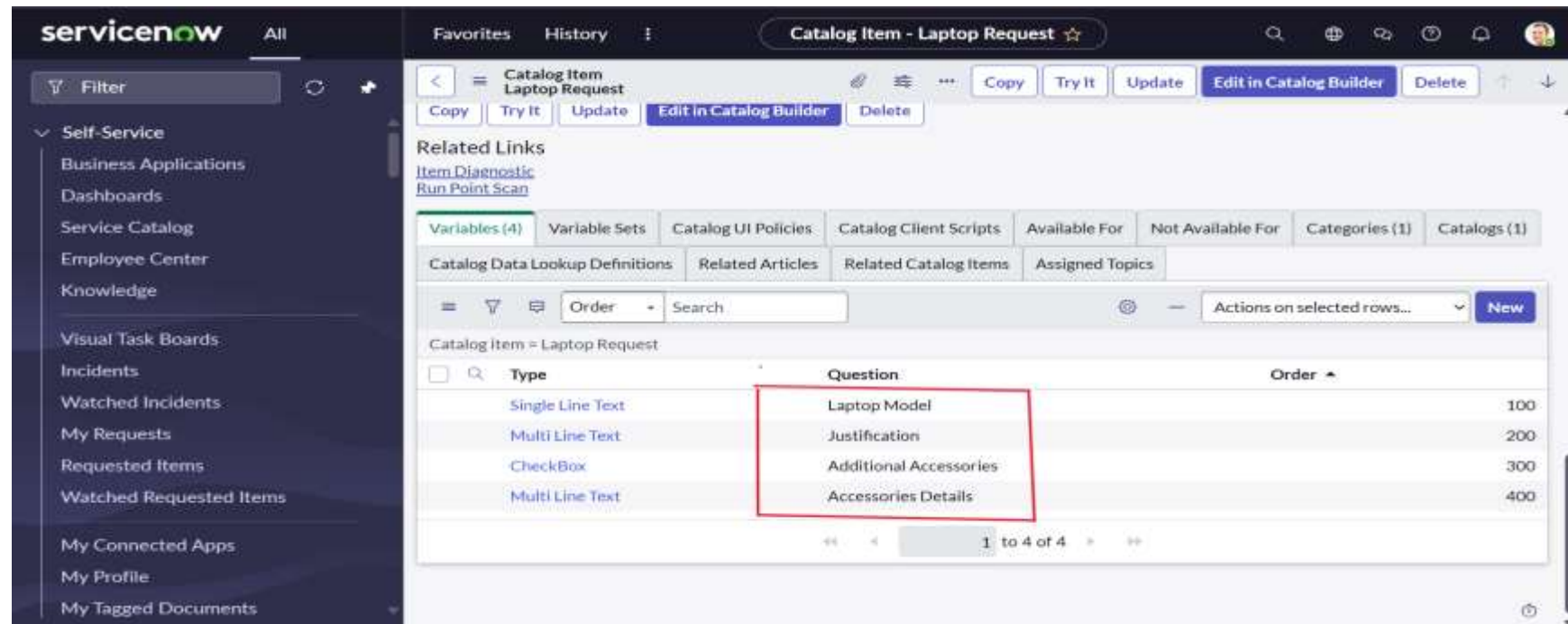
The screenshot shows the ServiceNow interface for creating a new catalog item. The left sidebar displays the navigation menu with 'Maintain Items' selected under 'Catalog Definitions'. The main form is titled 'Catalog Item - Laptop Request'. A red box highlights the 'Name' field (Laptop Request), the 'Catalog' dropdown (Service Catalog), and the 'Category' dropdown (Hardware). Other fields include 'Application' (Global), 'Active' (checked), 'Fulfillment automation level' (Unspecified), 'State' (None), 'Checked out' (None), and 'Owner' (System Administrator). Below the 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.

Service Catalog item

Add Variables

After saving the catalog item, scroll to the **Variables** related list and create the following variables:

- ☐ Laptop Model
- ☐ Justification
- ☐ Additional Accessories
- ☐ Accessories Details



The screenshot shows the ServiceNow interface for editing a 'Catalog Item - Laptop Request'. The left sidebar contains navigation links such as 'Self-Service', 'Business Applications', 'Dashboards', 'Service Catalog', 'Employee Center', 'Knowledge', 'Visual Task Boards', 'Incidents', 'Watched Incidents', 'My Requests', 'Requested Items', 'Watched Requested Items', 'My Connected Apps', 'My Profile', and 'My Tagged Documents'. The main content area displays the 'Catalog Item - Laptop Request' form. The 'Variables' tab is active, showing a table with four variables:

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

The 'Variables' tab is highlighted in the top navigation bar. The 'New' button is visible in the bottom right corner of the table.

After adding these variables, save the catalog item form. If needed, click **New** again to add any remaining variables using the same process.

UI Policy

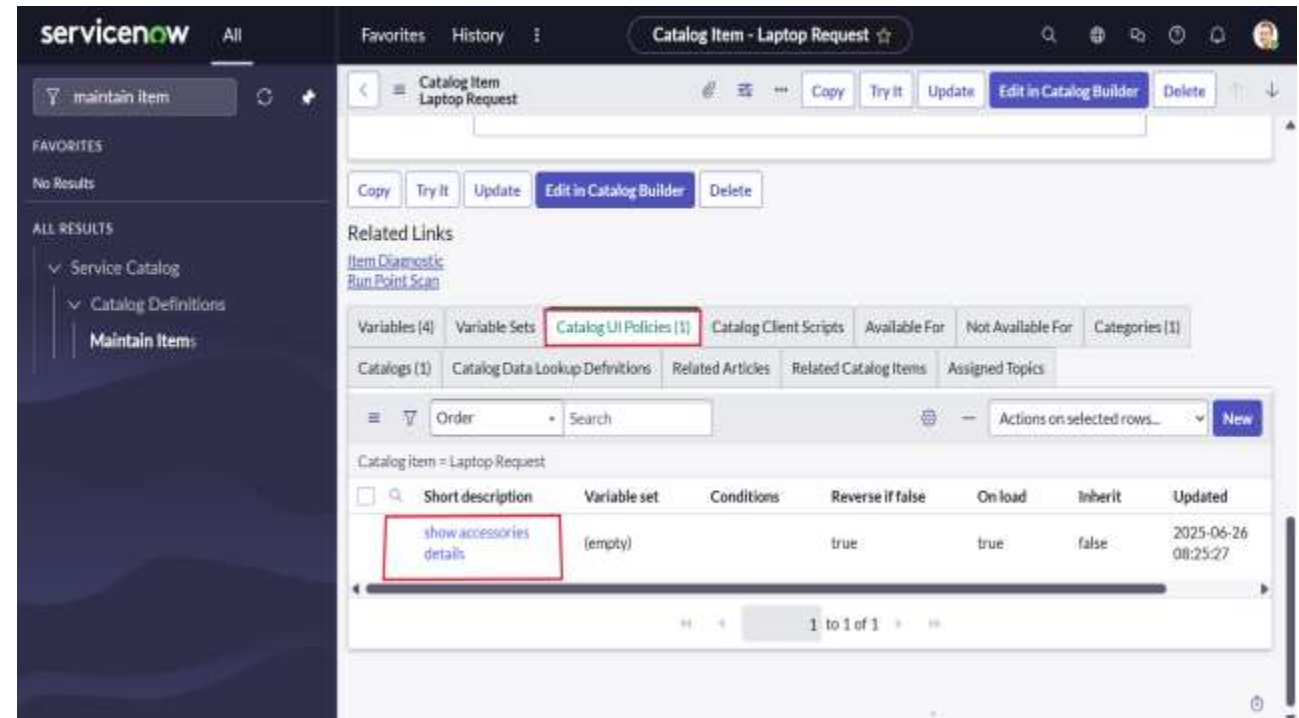
Creating Catalog Ui policies

Open **Service Catalog** and select **Maintain Items** under *Catalog Definitions*. Search for the **Laptop Request** item created earlier and open it. Scroll to **Catalog UI Policies** and create a new policy with the short description *Show Accessories Details*. Click **Save** (do not submit). Next, in **Catalog UI Policy Actions**, create a new action:

Variable Name: accessories_details

- Order: 100
- Mandatory: True
- Visible: True

Save the action, then save the Catalog UI Policy.



The screenshot shows the ServiceNow interface for the 'Catalog Item - Laptop Request'. The left sidebar shows the navigation menu with 'Service Catalog' and 'Catalog Definitions' expanded, and 'Maintain Items' selected. The main content area shows the 'Catalog UI Policies' section. A table lists the policies, with one policy highlighted: 'show accessories details'. The table has columns for 'Short description', 'Variable set', 'Conditions', 'Reverse if false', 'On load', 'Inherit', and 'Updated'.

Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated
show accessories details	(empty)		true	true	false	2025-06-26 08:25:27

UI Action

Create UI action

In ServiceNow, go to **UI Actions** under *System Definition* and create a new UI action with these details:

Table: shopping cart(sc_cart)

Order: 100

Action name: Reset form

Client : checked

Click **Save** to create the UI action.

The screenshot shows the ServiceNow interface for creating a new UI Action. The left sidebar displays the navigation menu with 'UI Actions' under 'System Definition' highlighted. The main form is titled 'UI Action - Reset form'. The form fields are as follows:

- Name:** Reset form
- Table:** Shopping Cart [sc_cart]
- Order:** 100
- Action name:** Reset form
- Active:** ☒
- Show insert:** ☒
- Show update:** ☒
- Client:** ☒ (highlighted with a red box)
- List v2 Compatible:** ☒
- List v3 Compatible:** ☐
- Overrides:** (empty field with a search icon)
- Messages:** (empty text area)
- Application:** Global
- 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 --

The 'UI Action - Reset form' title and the 'Name' field are highlighted with a red box. The 'Client' checkbox is also highlighted with a red box.

Export Update set

Exporting changes to another instances

In ServiceNow, open Local Update Sets and select the created update set “Laptop Request Project.” Set the state to Complete.

In the Updates related list, you can view all captured changes. To export, click Export to XML—this downloads the update set file for deployment or backup.

The screenshot shows the ServiceNow interface for an update set named 'Laptop Request Project'. The 'Status' dropdown menu is set to 'Complete' and is highlighted with a red box. Below the form, in the 'Related Links' section, the 'Export to XML' link is also highlighted with a red box. The 'Related List' at the bottom displays a table of updates.

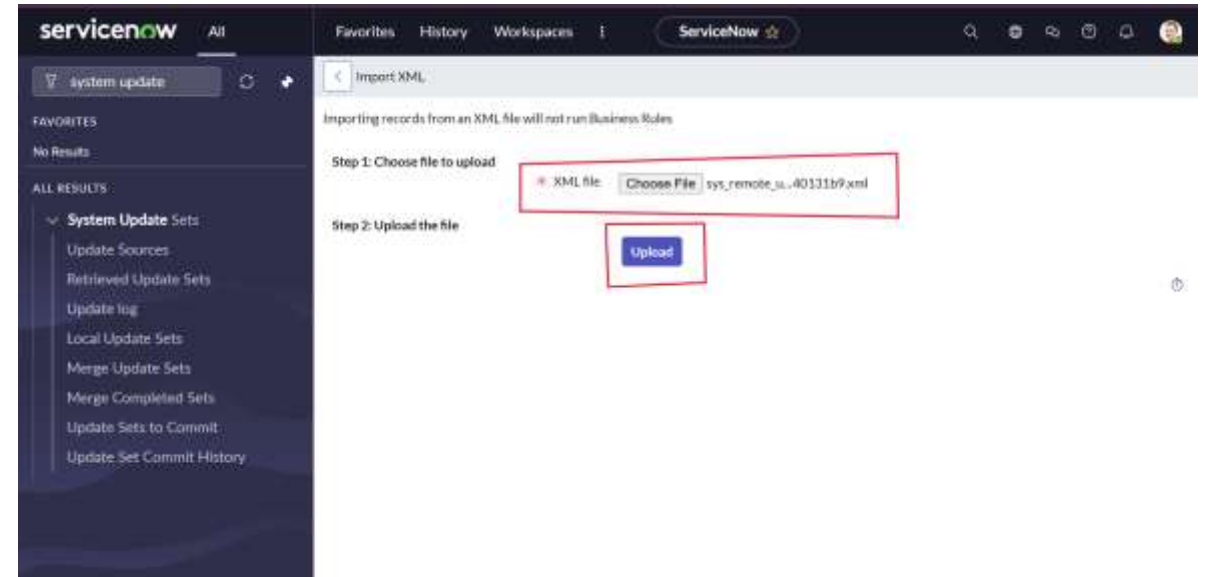
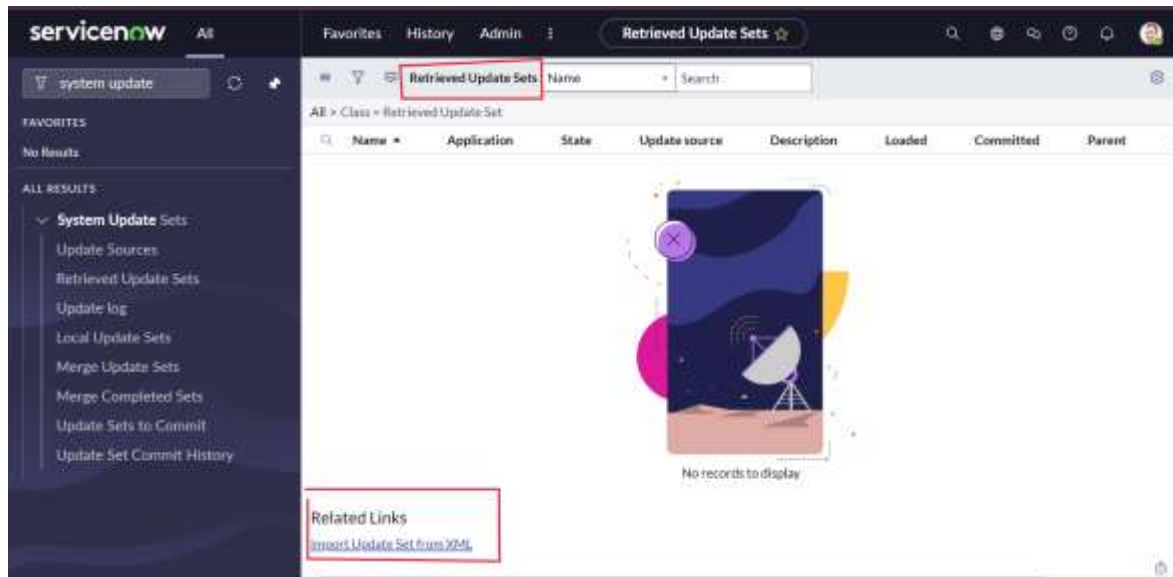
Created	Type	View	Target name	Updated by	Remote update set	Action
2023-01-26 22:40:32	Catalog UI Policy		Show Accountant Details	admin	(empty)	INSERT_OR_UPDATE
2023-01-26 22:40:36	Catalog UI Policy Action		accountant_details	admin	(empty)	INSERT_OR_UPDATE

Login to another Instance

Retrieving the update set

In another ServiceNow instance (opened in an incognito window), log in with your credentials. Navigate to **Retrieved Update Sets** under *System Update Sets*. Click **Import Update Set from XML**, upload the previously downloaded XML file, and click **Upload** to import it.

After committing the update set, all updates from the original instance are applied in this environment.

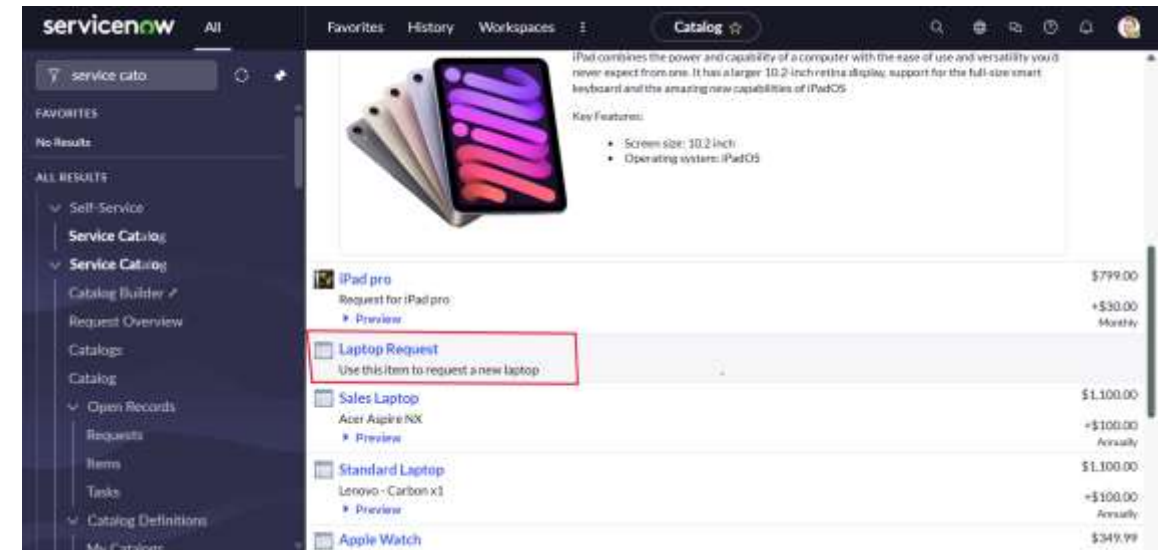
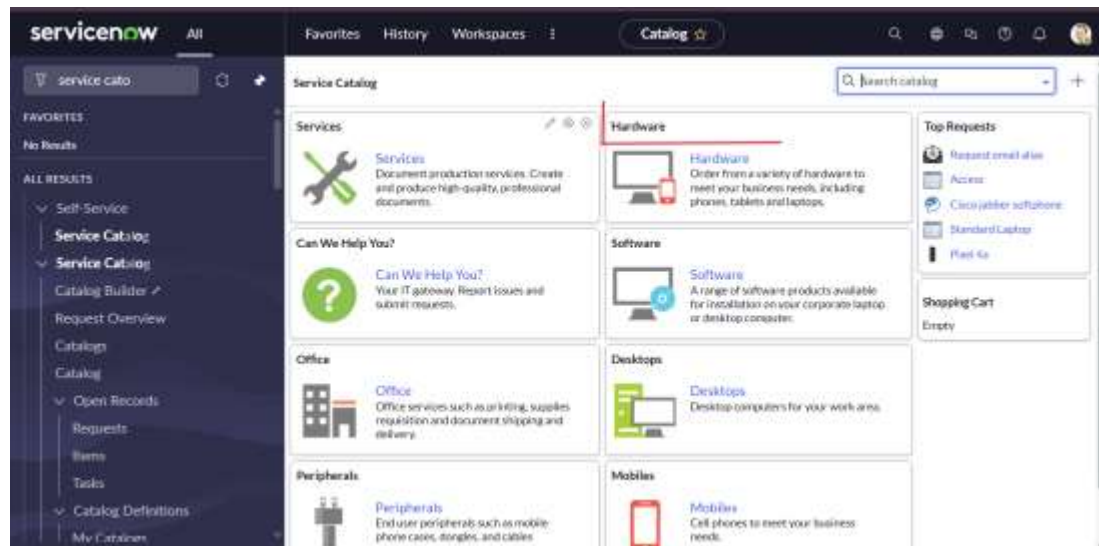


Testing

Test Catalog Item

In the target ServiceNow instance, search for **Service Catalog** in the application navigator and open **Catalog** under *Service Catalog*.

Select the **Hardware** category and search for the **Laptop Request** item. Open the item to verify the configuration—it shows three variables by default.



When the **Additional Accessories** checkbox is selected, the **Accessories Details** field becomes visible and mandatory, confirming that the setup works as intended.

The screenshot displays the ServiceNow interface for a 'Laptop Request' form. The left sidebar shows the navigation menu with 'Service Catalog' expanded. The main content area is titled 'Laptop Request' and includes a breadcrumb trail: 'Service Catalog > Hardware > Laptop Request'. The form contains several fields: 'Laptop Model', 'justification', and 'Accessories Details'. The 'Additional Accessories' checkbox is checked, and the 'Accessories Details' field is highlighted with a green border, indicating it is mandatory. The 'Order this Item' section on the right shows a quantity of 1 and a delivery time of 2 days, with buttons for 'Order Now' and 'Add to Cart'. The 'Shopping Cart' section shows it is empty.

service now All

Favorites History Workspaces Laptop Request

service cato

Service Catalog > Hardware > Laptop Request

Search catalog

Use this item to request a new laptop

Laptop Model

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 streamlines laptop requests by using ServiceNow's Service Catalog. With a dynamic, user-friendly form, it reduces errors, automates approvals, and improves efficiency. This solution replaces manual processes with an intuitive experience that boosts service delivery and enhances employee satisfaction.