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COLLEGE FOR ENGINEERING AND TECHNOLOGY

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NM1051 - SERVICE NEW ADMINISTRATOR

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COLLEGE FOR ENGINEERING AND TECHNOLOGY, POTTAPALAYAM, during the
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Staff in Charge

Head of the Department

Submitted for the University Practical Examination held on _____ at
SRM MADURAI COLLEGE FOR ENGINEERING AND TECHNOLOGY,
POTTAPALAYAM.

Internal Examiner

External Examiner

LAPTOP REQUEST CATALOG

NAAN MUDHALVAN PROJECT REPORT

Submitted by

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Degree of

BACHELOR OF TECHNOLOGY

in

INFORMATION TECHNOLOGY

**SRM MADURAI COLLEGE OF ENGINEERING AND
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LAPTOP REQUEST CATALOG ITEM

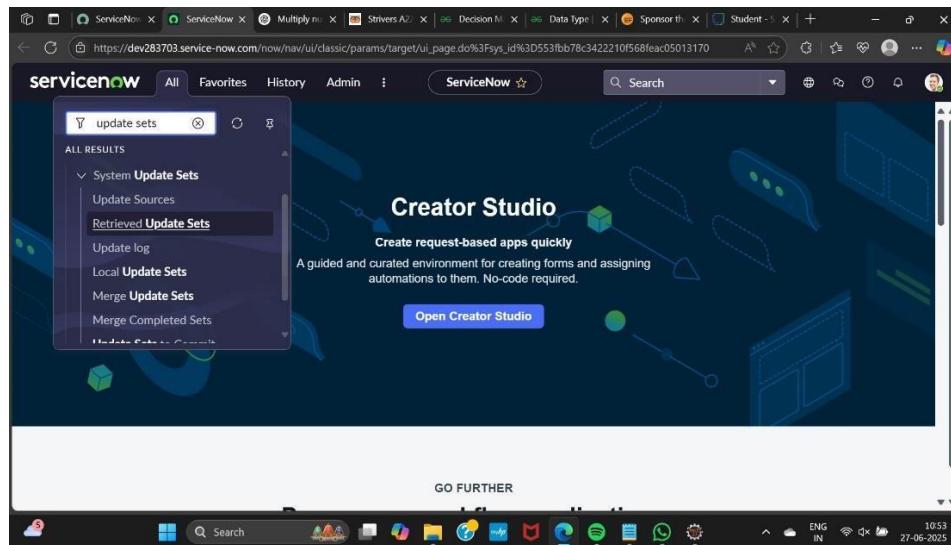
Problem Statement:

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 set.
3. Select local update sets under system update sets.



4. Click on new.

The screenshot shows the ServiceNow Update Sets list page. The title bar says "Update Sets". The main area displays a table with two rows of data:

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Security Center	In progress		2025-04-03 13:58:52	system	(empty)	(empty)
Default	Global	In progress		2025-04-03 12:20:22	system	(empty)	(empty)

Below the table, there is a section titled "Related Links" with a link to "Merge Update Sets". At the bottom of the page, there is a navigation bar with icons and a status bar showing "ENG IN" and the date "27-06-2025".

5. Fill the following details to create a update set as: “Laptop Request”

The screenshot shows the Catalog Item - New Record form. The title bar says "Catalog Item - New Record". The form has several fields:

- Name: Laptop Request
- Application: Global
- Catalogues: Service Catalog
- Active: checked
- Fulfillment automation level: Unspecified
- Select target record: dropdown menu
- Category: Hardware
- State: -- None --
- Checked out: -- None --

At the top of the form, there is a note: "Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies." It also lists requirements: "Enter a Name and Short description to display for the item." and "Enter a Price, approvals, variables, and other information as needed."

At the bottom right, there are "Submit" and "Try it" buttons. The status bar at the bottom shows "ENG IN" and the date "27-06-2025".

6. Click on submit and make current.

7. By clicking on the button it activates the update set.

The screenshot shows a ServiceNow browser window with the URL https://dev283703.service-now.com/nav/uiclassic/params/target/sys_update_set_list.do. The title bar says "servicenow". The top navigation bar includes "All", "Favorites", "History", "Admin", "Update Sets", "Search", and "New". A message at the top states "Your current update set has been changed to Laptop Request Project [Global]". The main content area is a table titled "All" with columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. There are three rows: "Default" (Security Center, In progress, 2025-04-03 13:58:52, system, (empty), (empty)), "Default" (Global, In progress, 2025-04-03 12:20:22, system, (empty), (empty)), and "Laptop Request Project" (Global, In progress, 2025-06-26 22:25:04, admin, (empty), (empty)). Below the table is a "Related Links" section with a link to "Merge Update Sets". The bottom status bar shows the date and time as 27-06-2025 and 10:54.

NOTE: Perform all actions under this newly created update set only.

Service Catalog Item

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.

The screenshot shows a ServiceNow browser window with the URL https://dev283703.service-now.com/nav/uiclassic/params/target/sc_cat_item.list.do%3Fsysparm_userpref_module%3Dd420ccf0c611.... The title bar says "servicenow". The top navigation bar includes "All", "Favorites", "History", "Admin", "Catalog Items", "Search", and "New". A message at the top says "All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty". The main content area is a table titled "Catalog Items" with columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. There are 186 items listed. The first few items include "3M Privacy Filter - Lenovo X1 Carbon", "3M Privacy Filter - MacBook Pro", "3M Privacy Filter - Macbook Pro Retina", "Access", "Acrobat", "Add network switch to datacenter cabinet", "Add/Remove users from group", and "Adobe Acrobat Pro". The bottom status bar shows the date and time as 27-06-2025 and 10:55.

- 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

The screenshot shows the 'Catalog Item - New Record' page in ServiceNow. The 'Category' field is set to 'Hardware'. The 'Short description' field contains the text 'Use this item to request a new laptop'. The 'Description' field is a rich text editor. The 'Submit' button is visible at the top right.

- 6· Click on ‘SAVE’.

The screenshot shows the 'Catalog Item - New Record' page after saving. A context menu is open with the 'Save' option highlighted. The 'Service Catalog' dropdown is set to 'Service Catalog'. The 'Active' checkbox is checked. The 'Fulfillment automation level' is set to 'Unspecified'. The 'Submit' button is visible at the top right.

Add variables

Step 1:

- After saving the catalog item form scroll down and click on variable (related list).

The screenshot shows the ServiceNow interface for creating a new catalog item. The top navigation bar includes tabs like All, Favorites, History, and a Catalog Item - New Record tab. Below the navigation is a toolbar with Copy, Try It, Update, Edit in Catalog Builder, and Delete buttons. A 'Related Links' section contains links to Item Diagnostic and Run Point Scan. The main area is titled 'Catalog item = Laptop Request'. Under this, there are two related lists: 'Variables' and 'Variable Sets'. The 'Variables' list has a search bar and a 'New' button. The 'Variable Sets' list also has a search bar and a 'New' button. Both lists show a single row with a delete icon, indicating 'No records to display'. The bottom of the screen shows the Windows taskbar with various pinned icons.

- Click on new and enter the details as below

1. Variable 1: Laptop

Model Type: Single line

text Name: laptop model

Order:100

The screenshot shows the 'Variable - New Record' form. At the top, it says 'Variable New record'. The form has several sections: 'Application' (set to Global), 'Type' (set to Single Line Text), 'Catalog item' (set to Laptop Request), and 'Order' (set to 100). To the right of these are checkboxes for 'Active' (checked), 'Mandatory' (unchecked), 'Read only' (unchecked), and 'Hidden' (unchecked). Below this is a 'Question' tab, which is currently selected. It contains fields for 'Question' (Laptop Model), 'Name' (laptop_model), 'Conversational label', 'Tooltip', and 'Example Text'. At the bottom right is a 'Submit' button.

- Click on submit.
- Again click on new and add Remaining variables in the above process

The screenshot shows the ServiceNow interface for managing catalog items. The current view is for a 'Catalog Item - Laptop Request'. A table lists a single variable:

Type	Question	Order
Single Line Text	Laptop Model	100

2. Variable 2: Justification

Type: Multi line text

Name: justification

Order: 200

The screenshot shows the 'Variable - New Record' page. The 'Type' is set to 'Multi Line Text'. The 'Catalog Item' is 'Laptop Request'. The 'Order' is 200. The 'Question' tab is active, showing the configuration for the 'Justification' variable:

- * Question: Justification
- * Name: justification
- Conversational label: (empty)
- Tooltip: (empty)
- Example Text: (empty)

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

The screenshot shows the ServiceNow Catalog Item - Laptop Request 3 page. At the top, there are buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete. Below this is a Related Links section with Item Diagnostic and Run Point Scan. A navigation bar includes Variables (4), Variable Sets, Catalog UI Policies (1), Catalog Client Scripts, Available For, Not Available For, Categories (1), Catalogs (1), Catalog Data Lookup Definitions, and Related Articles. The main content area displays a table of variables:

Type	Question	Order	Name	Read only	Created
Single Line Text	Laptop Model	100	laptop_model	false	2025-09-17 05:46:09
Multi Line Text	Justification	200	justification	false	2025-09-17 05:47:03
CheckBox	Additional Accessories	300	additional_accessories	false	2025-09-17 05:47:45
Multi Line Text	Accessories Details	400	accessories_details	false	2025-09-17 05:48:40

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

The screenshot shows the same Catalog Item page with a context menu open over the variable table. The menu options include Save, Insert, Insert and Stay, Edit in Catalog Builder, Analyze Access, Move to Application..., Show Latest Update, Configure, Export, View, Create Favorite, Copy URL, Copy sys_id, Show XML, History, and Reload form. The table below shows the variables again:

Question	Order
Laptop Model	100
Justification	200
Additional Accessories	300
Accessories Details	400

UI Policy

Create Catalog UI policies

- Click on all>> search for service catalog
- Select maintain item under catalog definition
- Search for 'laptop request' which is created before

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
	Search	Search	Search	Search	Search	Search	!Package	Search
Laptop Request	Use this item to request a new laptop	true		Service Catalog	Hardware	\$0.00	Item	2025-06-26 22:53:09
Lenovo ThinkPad Power Adapter - 135W	For Lenovo Thinkpad.AC Adapter, 135W	true		Service Catalog	Peripherals	\$99.99	Item	2022-11-20 20:46:33
Lenovo Thinkpad Power Adapter - 90W	For Lenovo Thinkpad, T-Series, 90W	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33
Lenovo USB Ethernet Adapter	For Lenovo X1 Carbon	false		Service Catalog	Peripherals	\$28.79	Item	2022-11-20 20:46:33
Lenovo X1 Carbon Power Adapter	For Lenovo X1 Carbon	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33
Loaner Laptop	Short term, while computer is repaired/...	true		Service Catalog	Hardware	\$0.00	Item	2022-11-20 20:46:33

4· Select ‘laptop request’ and scroll down click on “Catalog Ui policies”

5· In the catalog ui policies related list tab click on new.

Catalog Item - Laptop Request		Copy	Try It	Update	Edit in Catalog Builder	Delete			
Catalog Item Laptop Request		Copy	Try It	Update	Edit in Catalog Builder	Delete			
Related Links									
Item Diagnostic		Run Point Scan							
Variables (4)	Variable Sets	Catalog UI Policies	Catalog Client Scripts	Available For	Not Available For	Categories (1)			
Related Articles	Related Catalog Items	Assigned Topics							
<table border="1"> <thead> <tr> <th>Order</th> <th>Search</th> <th>New</th> </tr> </thead> </table>							Order	Search	New
Order	Search	New							
Catalog item = Laptop Request									
Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated			
No records to display									

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.

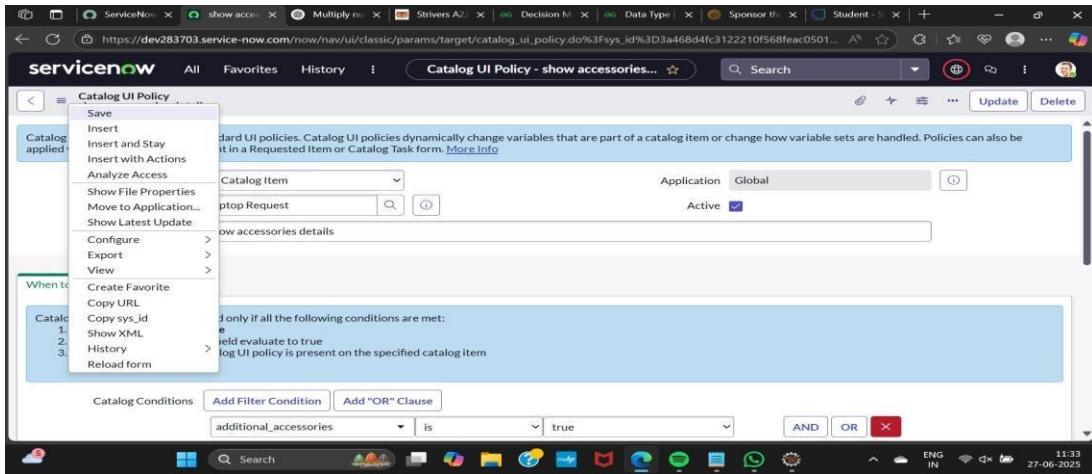
11· Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

12· Click on save and again click save button of the catalog ui policy form



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)

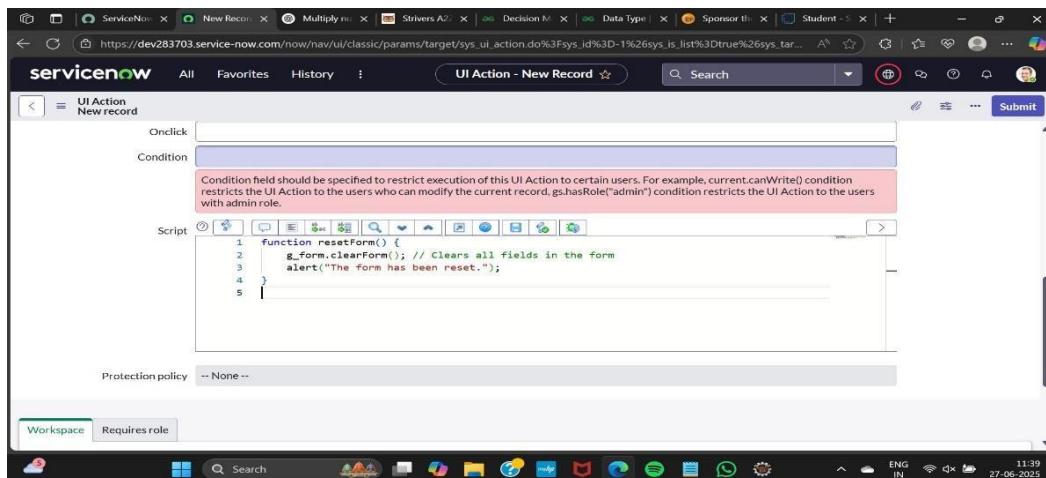
Order:100

Action name: Reset form

Client : checked

Script:

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

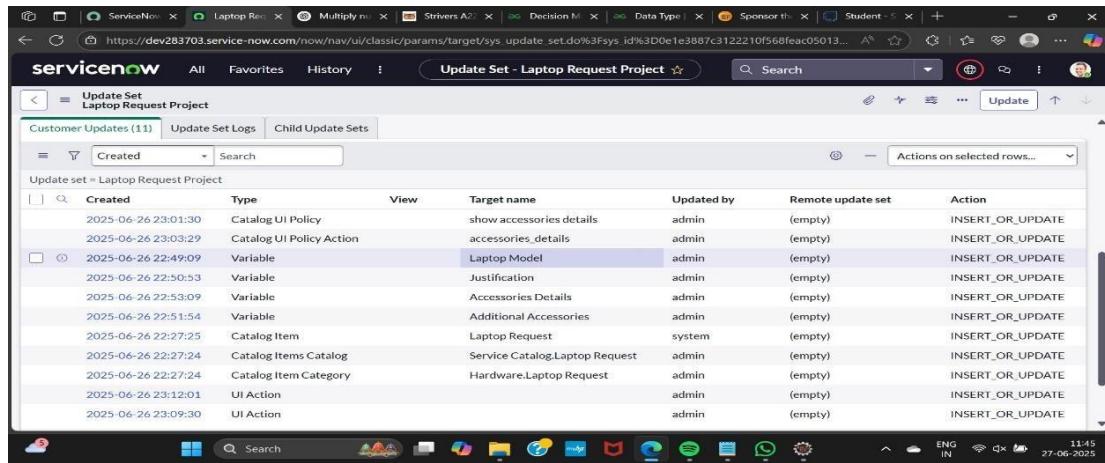


6. Click on save

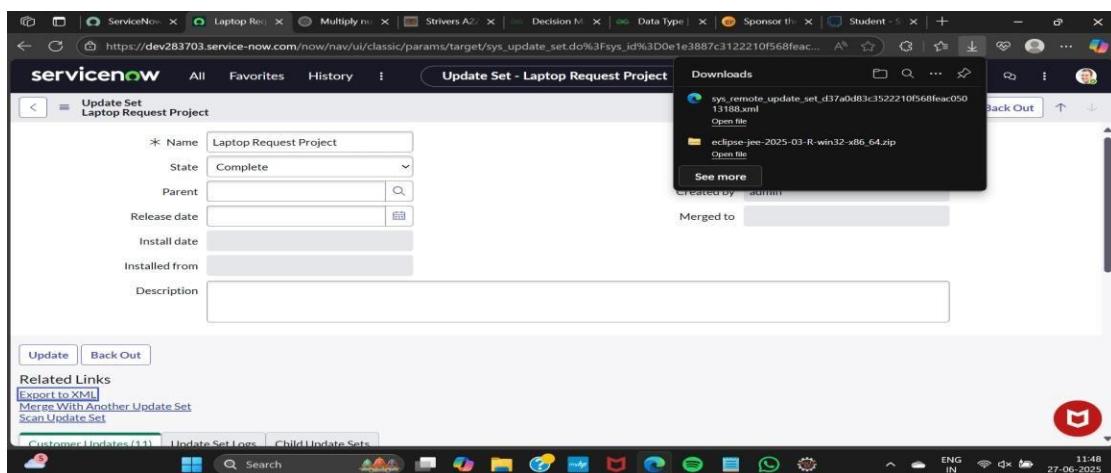
Export Update set

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



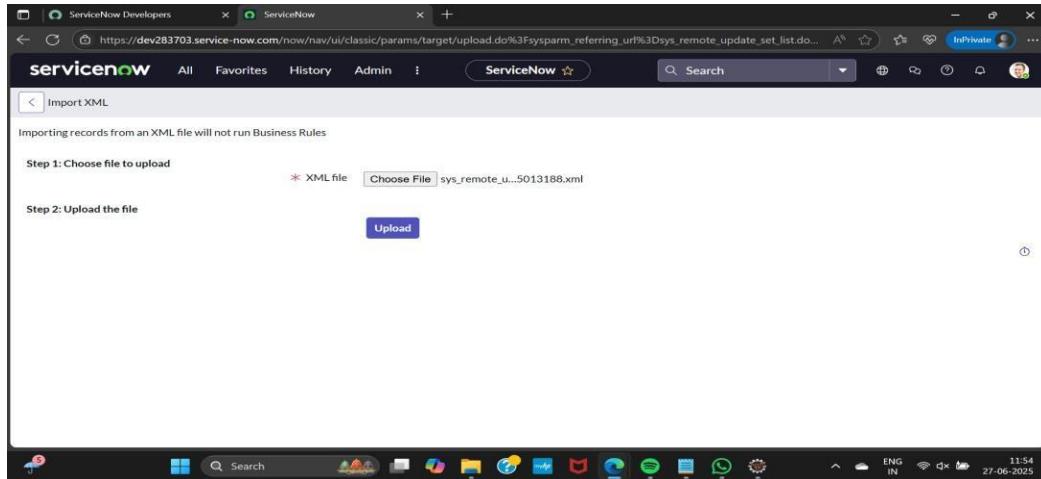
Login to another Instance

Retrieving the update set

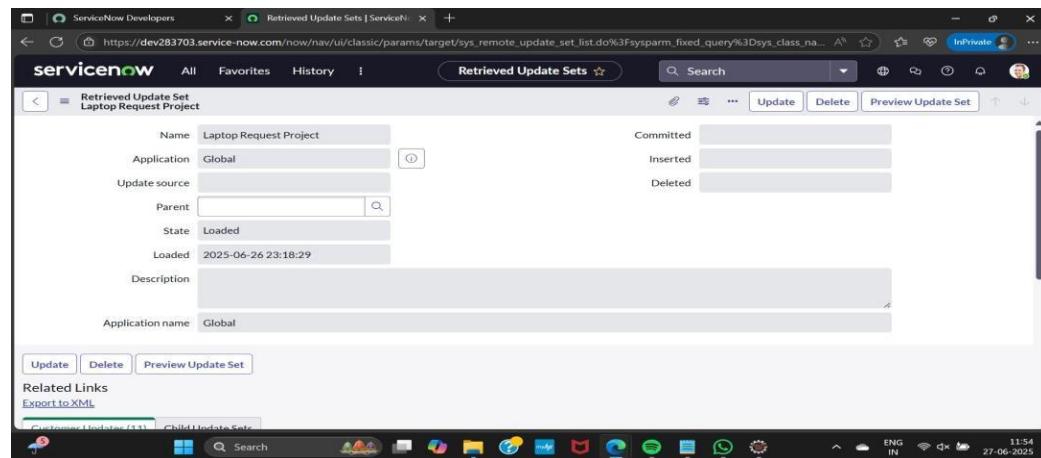
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML

7. Upload the downloaded file in XML file

- 8· Click on Upload and it gets uploaded.

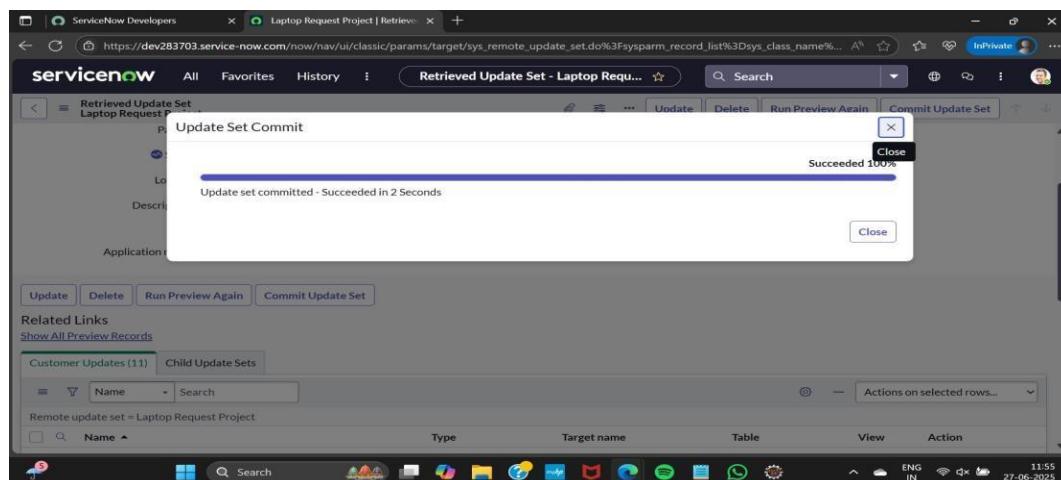


- 9· Open retrieved update set 'laptop request project'



- 10· Click on preview update set

- 11· And click on commit update set



- 12· And also see the related tab updates

- 13· After committing update set in this instance we get all updates which are done in the previous instance.

Name	Type	Target name	Table	View	Action
catalog_ui_policy_3a468d4fc6122210f568feac050131d8	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_ead60902c3522210f568feac0501310B	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_5e3305c7c3122210f568feac050131cf	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_a2e30d0fc3122210f568feac05013137	Variable	Justification			INSERT_OR_UPDATE
item_option_new_a5744df0fc3122210f568feac05013170	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_e93405c7c3122210f568feac050131d6	Variable	Additional Accessories			INSERT_OR_UPDATE
sc_cat_item_218ef887c3122210f568feac050131ec	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_07cef4c7c3122210f568feac050131f6	Catalog Items Catalog	Service Catalog,Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_9fcff4c7c3122210f568feac050131fa	Catalog Item Category	Hardware:Laptop Request			INSERT_OR_UPDATE
sys_ui_action_39c8c983c3522210f568feac05013149	UI Action	Shopping Cart [sc_cart]			INSERT_OR_UPDATE
sys_ui_action_3fd70d83c3522210f568feac05013112	UI Action	Shopping Cart [sc_cart]			INSERT_OR_UPDATE

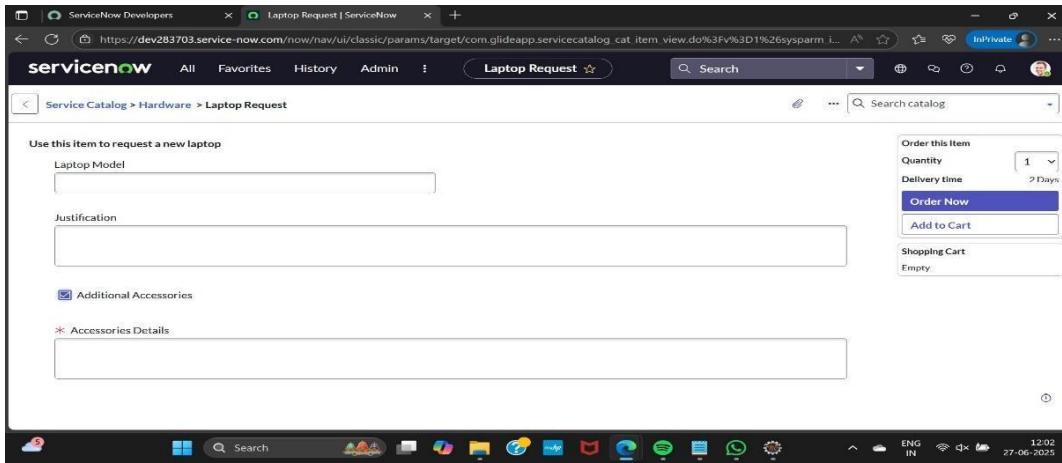
Testing

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.

The screenshot shows the ServiceNow web interface with the URL https://dev283703.service-now.com/nav/ui/classic/params/target/com.glideapp.servicenow.catalog.category_view.do?3Fv%3D1%26sysparm.... The page title is "Hardware | ServiceNow". The main content area displays a product card for the "iPad pro". The card includes an image of the device, a brief description, and a list of key features: "Screen size: 10.2 inch" and "Operating system: iPadOS". To the left of the main content, there is a sidebar listing other catalog items: "iPad Request", "Sales Laptop", "Standard Laptop", and "Apple Watch". On the right side, there are price details for the iPad pro: \$799.00 and +\$30.00 Monthly. The bottom of the screen shows the Windows taskbar with various pinned icons.

5. It shows three variables only.
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.

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.