



SRM MADURAI
COLLEGE FOR ENGINEERING AND TECHNOLOGY
Approved by AICTE, New Delhi | Affiliated to Anna University, Chennai



NM1051 - SERVICE NEW ADMINISTRATOR

Name : _____

Roll No : _____

Branch : _____

Year/Sem : _____



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of _____ Semester B.E / B.Tech _____
course in the **NM1051 - SERVICE NEW ADMINISTRATOR** in SRM MADURAI
COLLEGE FOR ENGINEERING AND TECHNOLOGY, POTTAPALAYAM, during the
academic year _____

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

TEAM ID: NM2025TMID02089

ARUL SUBRAMANIYAN G (911122205301)

CHANDRA KISHORE S (911122205302)

MOHANA VARTHINI R (911122205304)

SUNDHARA MAHALINGAM R (911122205305)

Degree of

BACHELOR OF TECHNOLOGY

in

INFORMATION TECHNOLOGY

**SRM MADURAI COLLEGE OF ENGINEERING AND
TECHNOLOGY SIVAGANGAI 630612**



ANNA UNIVERSITY: CHENNAI 600 025

NOV 2025

ANNA UNIVERSITY: CHENNAI 600 025

BONAFIDE CERTIFICATE

Certified that this project report “**LAPTOP REQUEST CATALOG**” is the Bonafide work of **ARUL SUBRAMANIYAN G (911122205301), CHANDRA KISHORE S (911122205302), MOHANA VARTHINI R (911122205304), SUNDHARA MAHALINGAM R (911122205305)** who carried out the project work under my supervision.

SIGNATURE

Dr.J.Jeyaranjani.,
HEAD OF THE DEPARTMENT
Associate Professor,
Department of IT,
SRM College of Engineering,
And Technology, Sivagangai District,
630612

SIGNATURE

Mrs.P.Divya Bharathi., M.E.,
SUPERVISOR
Assistant Professor,
Department of IT,
SRM College of Engineering,
And Technology, Sivagangai District,
630612

Submitted for the Project Viva-Voice held on.....

Internal Examiner

External Examiner

LAPTOP REQUEST CATALOG ITEM

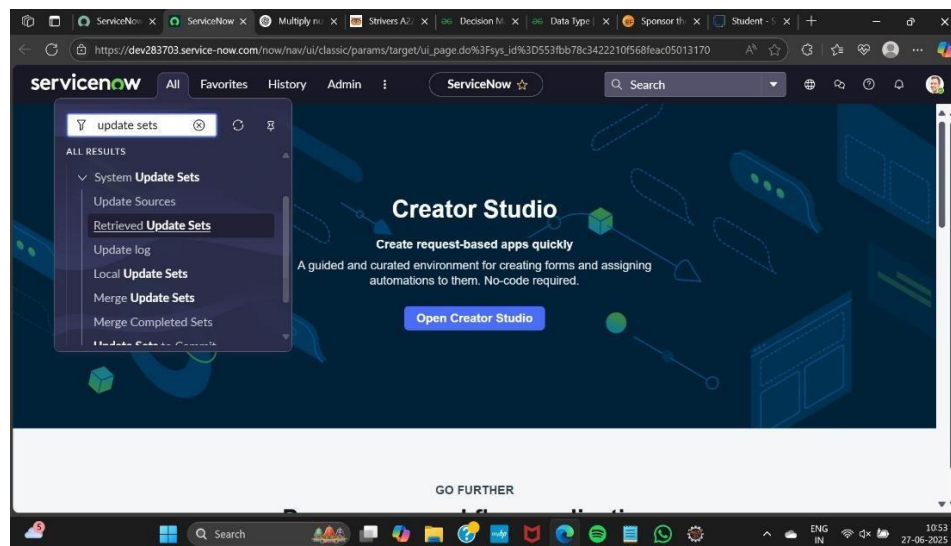
Problem Statement:

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.

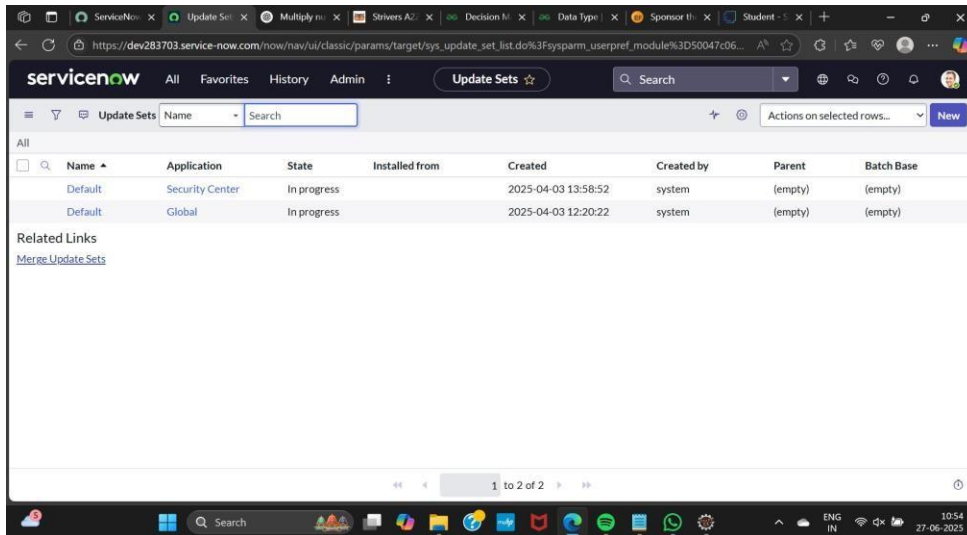
Update set

Create Local Update set

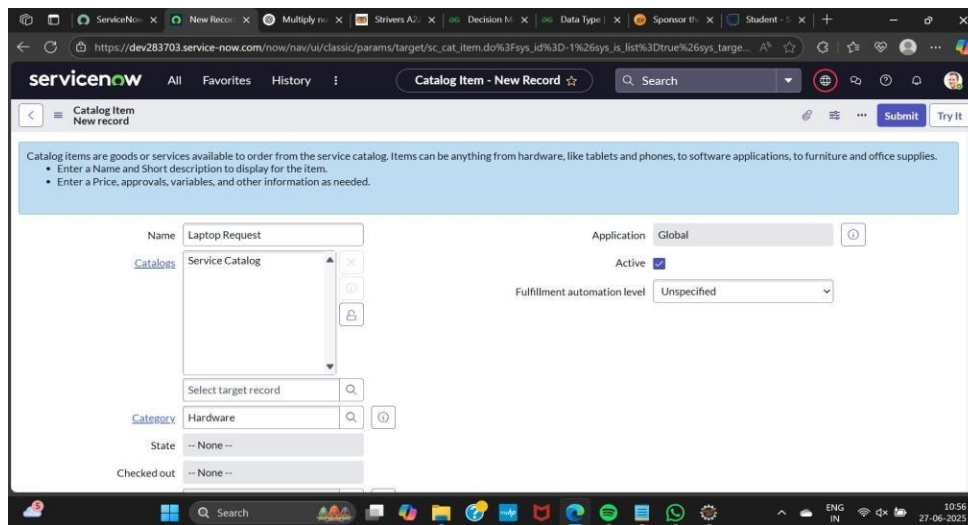
1. Open service now.
2. Click on All >> search for update set.
3. Select local update sets under system update sets.



4. Click on new.

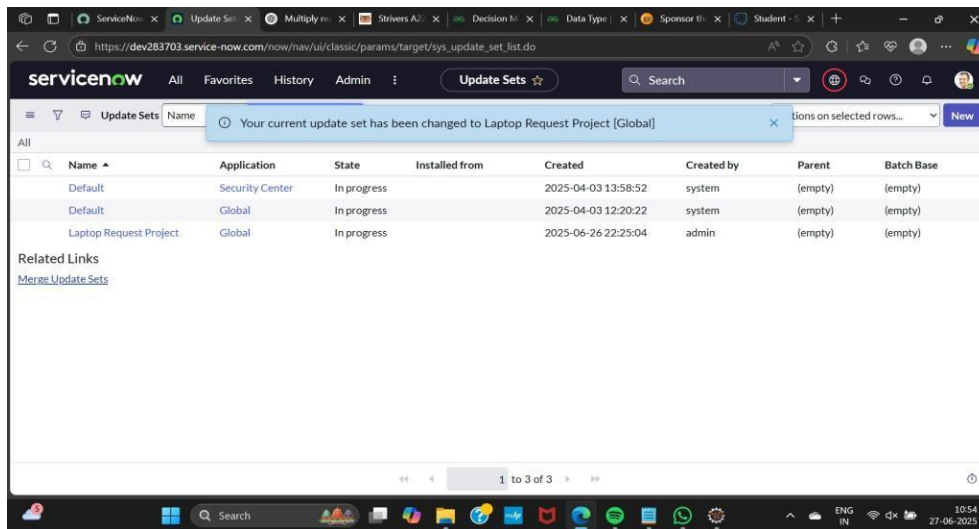


5. Fill the following details to create a update set as: “Laptop Request”



6. Click on submit and make current.

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

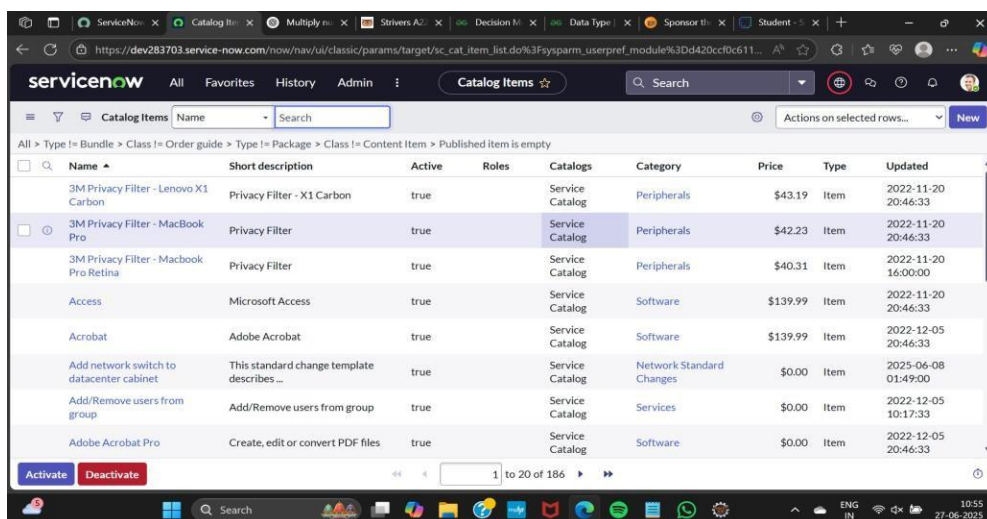


NOTE: Perform all actions under this newly created update set only.

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.



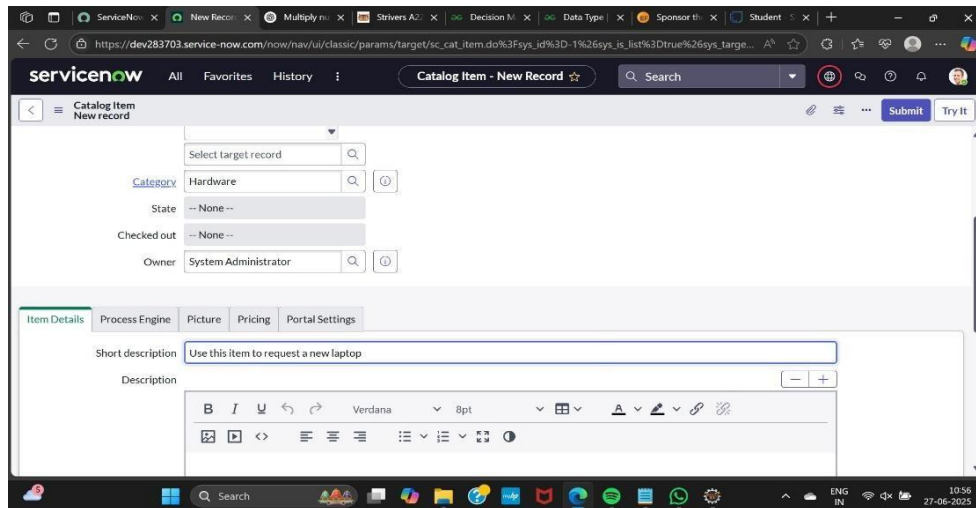
5. Fill the following details to create a new catalog item

Name: Laptop Request

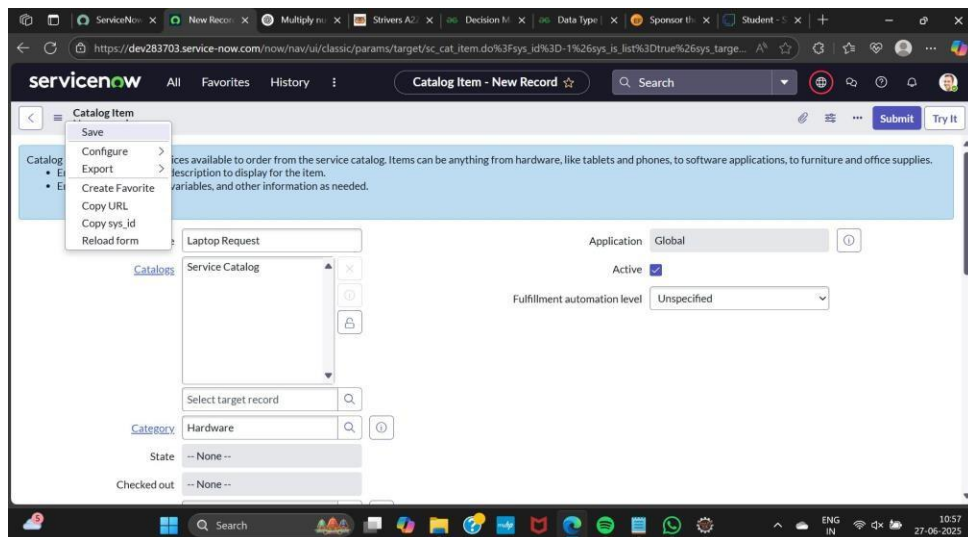
Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop



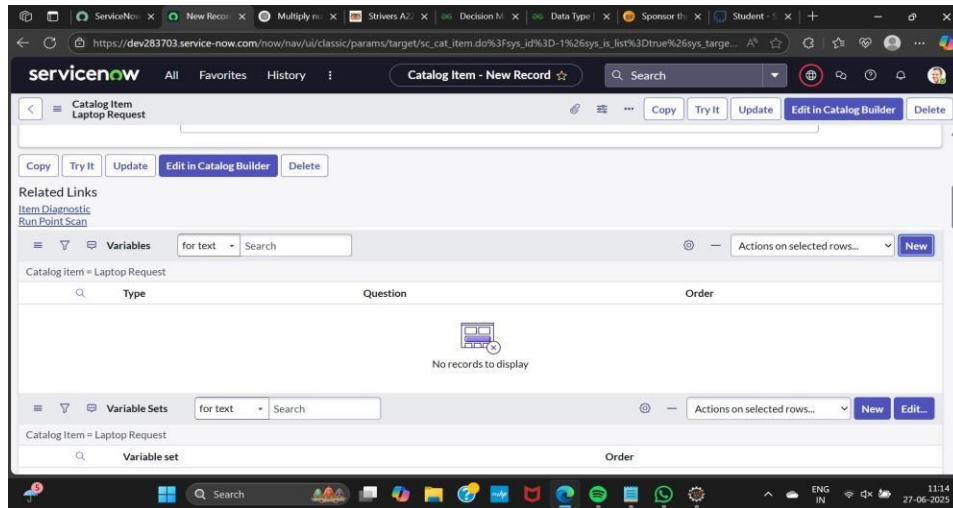
6. Click on 'SAVE'.



Add variables

Step 1:

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



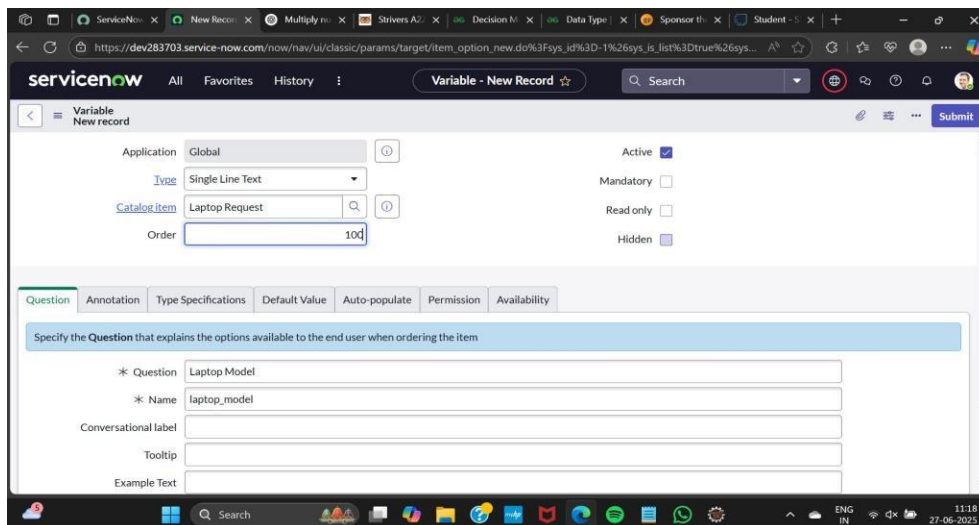
- Click on new and enter the details as below

1. Variable 1: Laptop

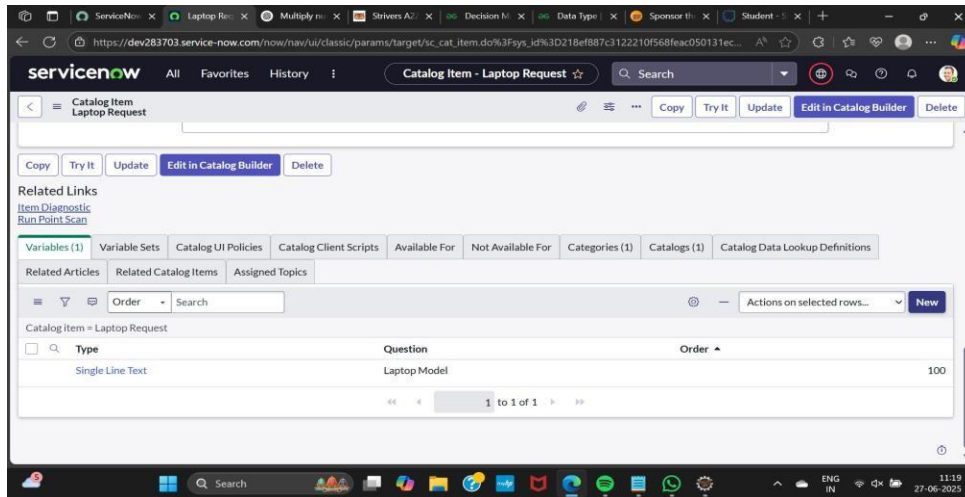
Model Type: Single line

text Name: laptop model

Order:100



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

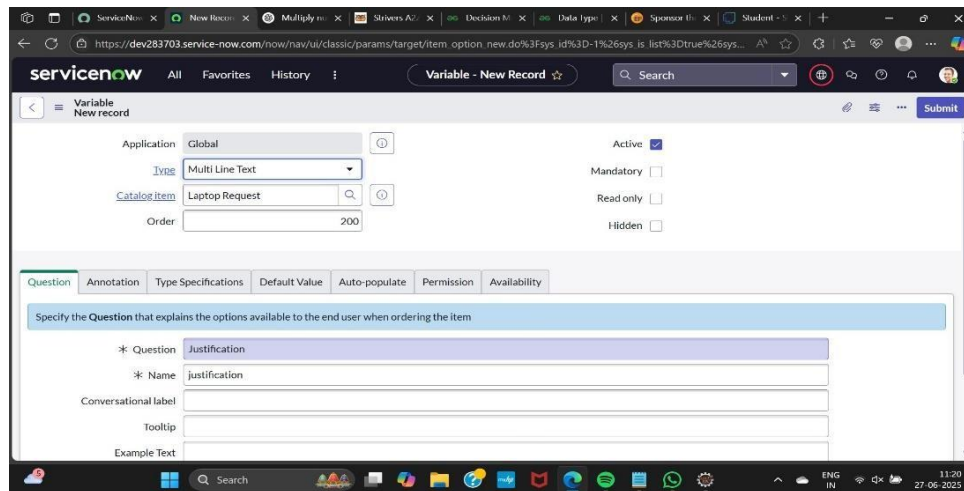


2. Variable 2: Justification

Type: Multi line text

Name: justification

Order: 200



3. Variable 3: Additional Accessories

Type: Checkbox

Name: additional_accessories

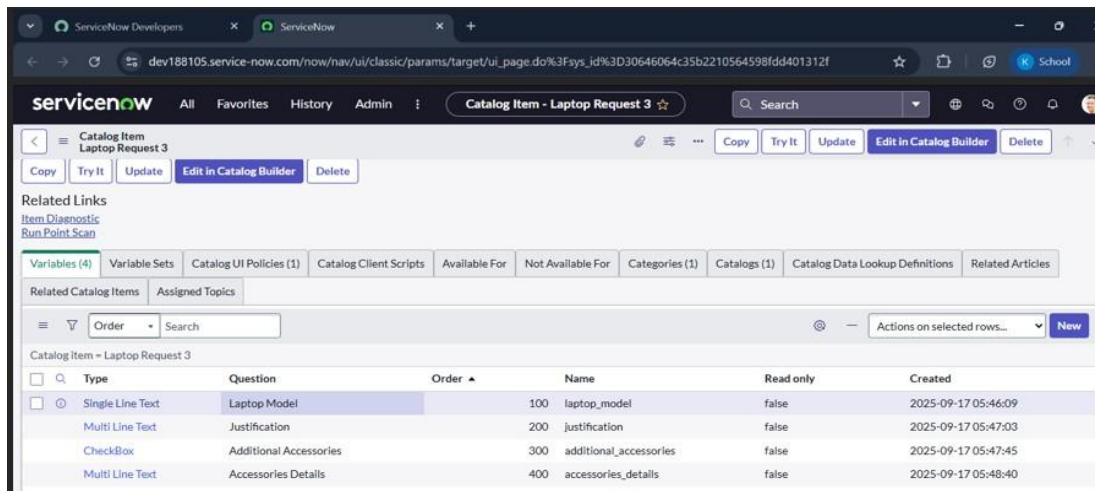
Order: 300

4. Variable 4: Accessories Details

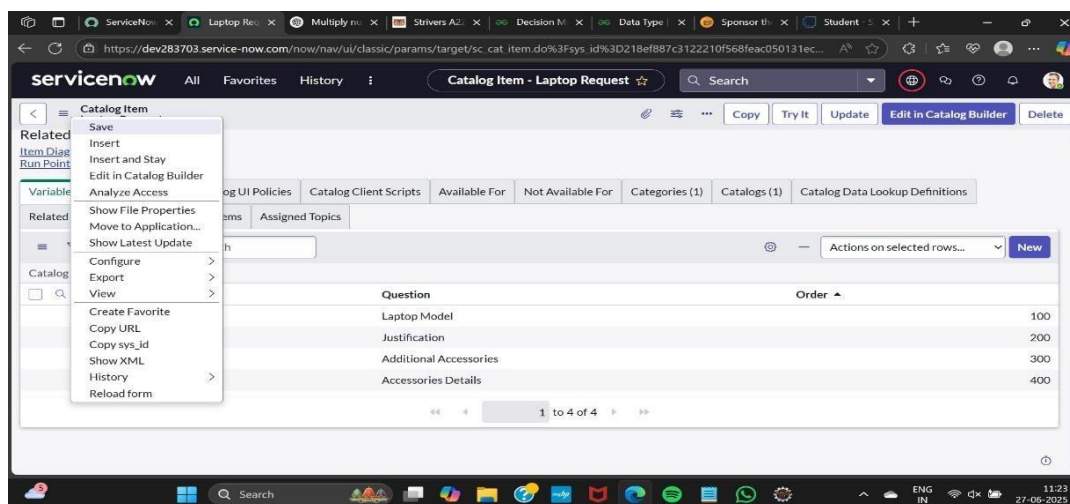
Type: Multi line text

Name : accessories_details

Order: 400



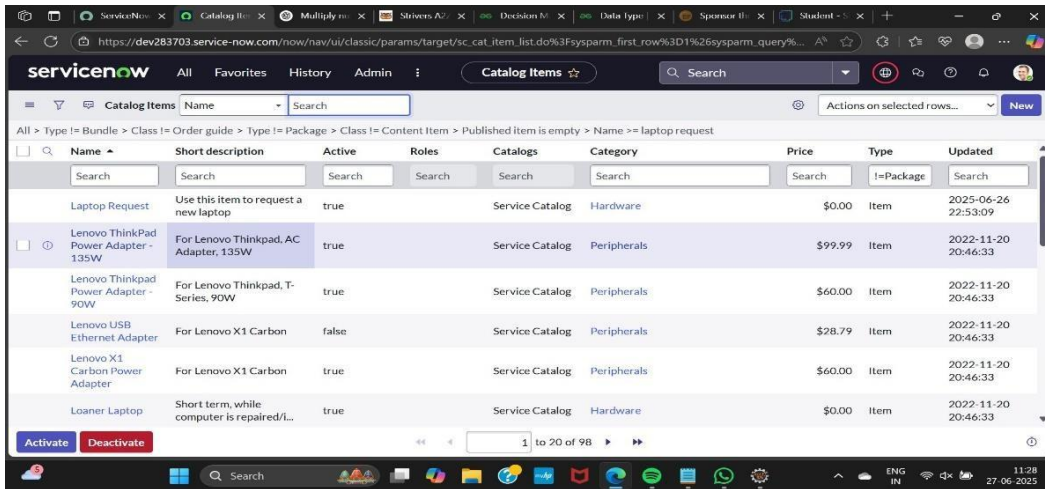
- After adding above variable which are added to newly created catalog item
- Then save the catalog item.



UI Policy

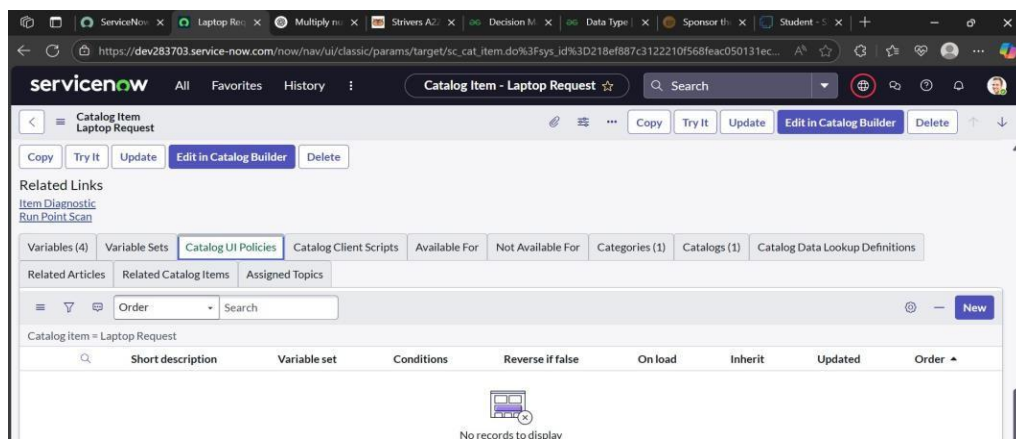
Create Catalog UI policies

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.

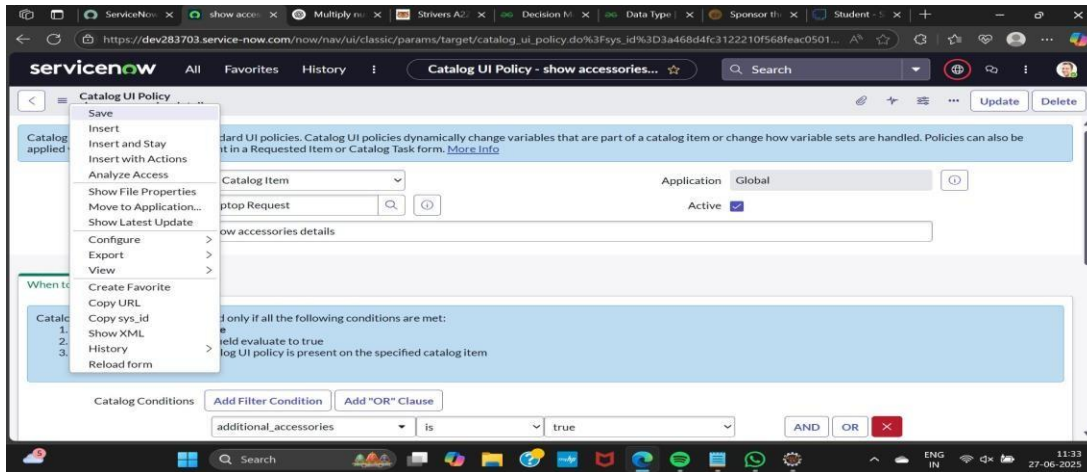
11. Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

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



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)

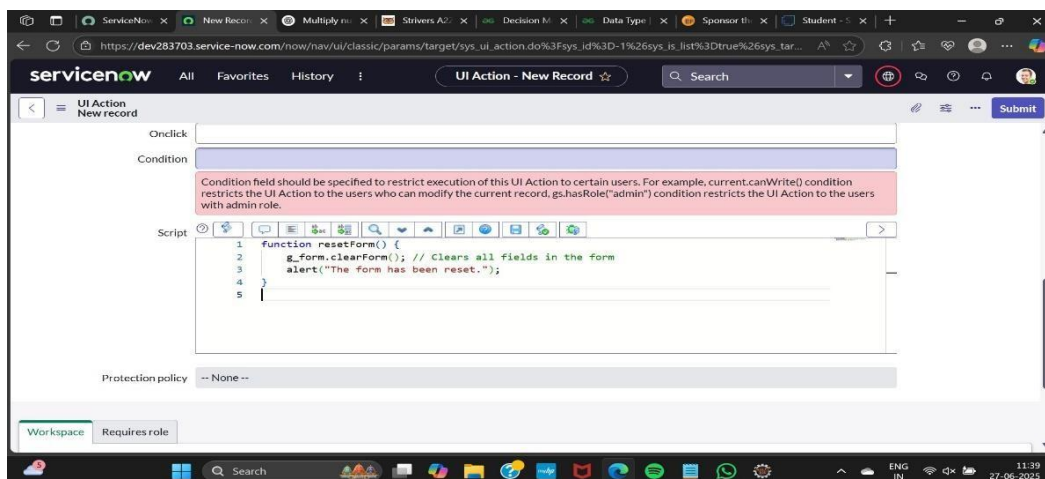
Order:100

Action name: Reset form

Client : checked

Script:

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

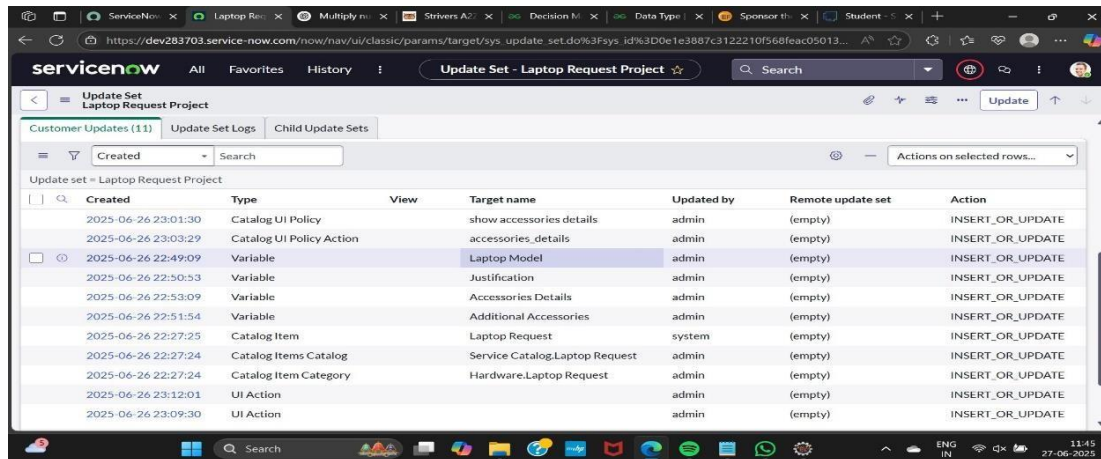


6. Click on save

Export Update set

Exporting changes to another instances

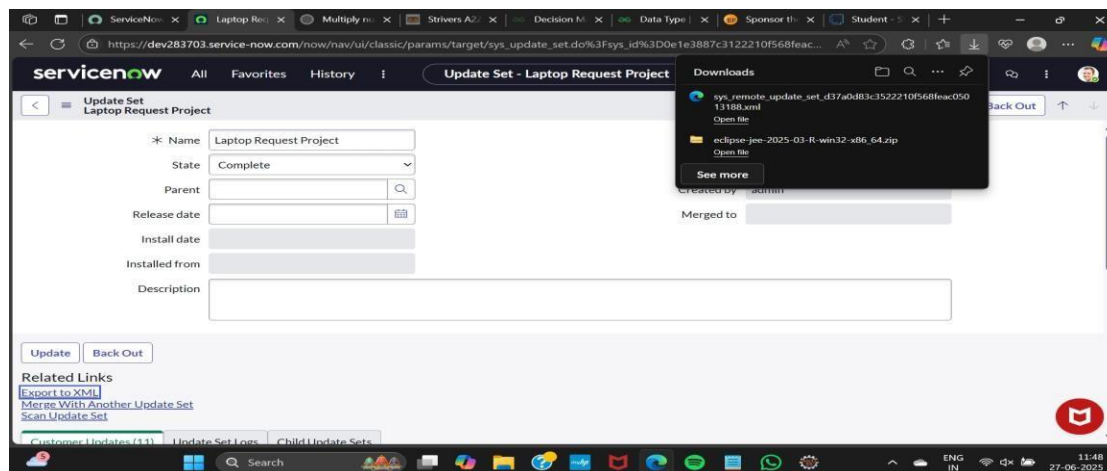
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.



The screenshot shows the 'Update Set - Laptop Request Project' page in ServiceNow. The 'Updates' tab is active, displaying a table of updates. The table has columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. The 'Laptop Model' update is selected.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-06-26 23:01:30	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 23:03:29	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:49:09	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:50:53	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:53:09	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:51:54	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:27:25	Catalog Item		Laptop Request	system	(empty)	INSERT_OR_UPDATE
2025-06-26 22:27:24	Catalog Items Catalog		Service Catalog.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:27:24	Catalog Item Category		Hardware.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 23:12:01	UI Action			admin	(empty)	INSERT_OR_UPDATE
2025-06-26 23:09:30	UI Action			admin	(empty)	INSERT_OR_UPDATE

6. Click on export to XML ,it download one file



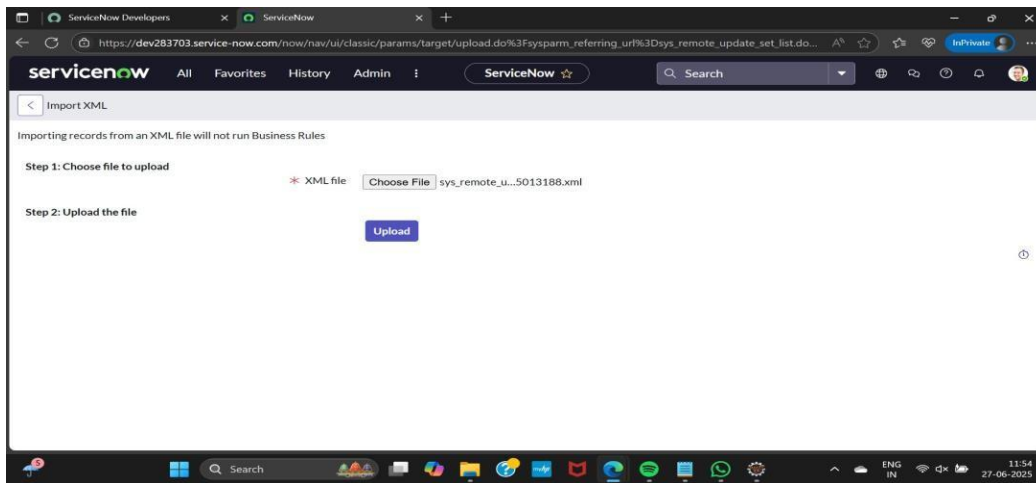
Login to another Instance

Retrieving the update set

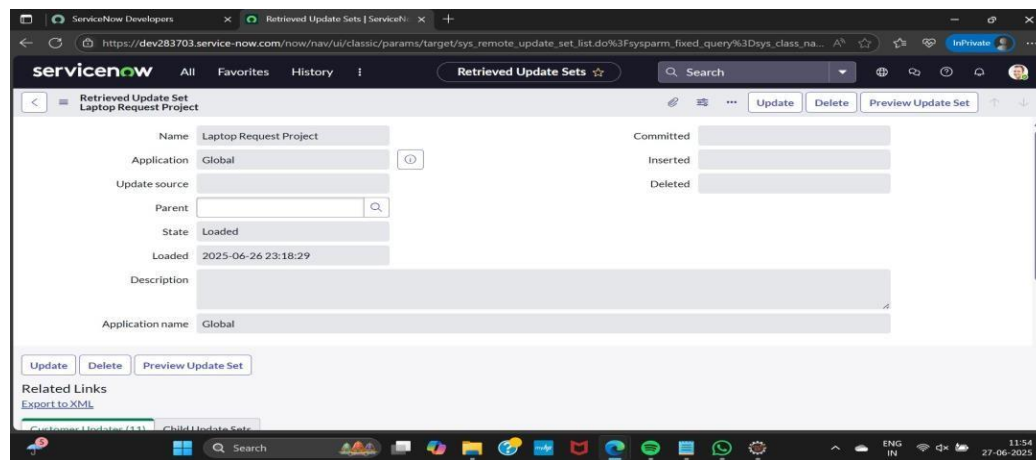
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select "Retrieved update set" under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML

7· Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.

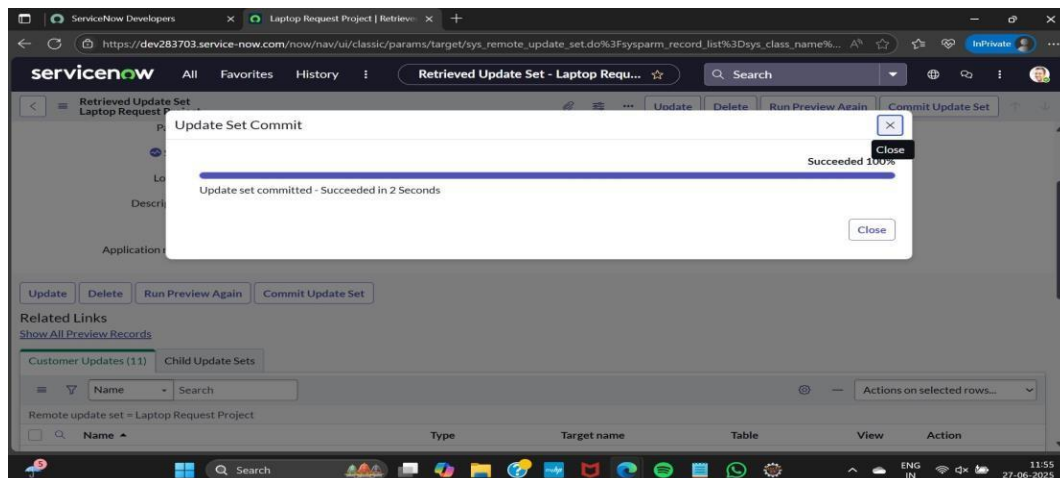


9. Open retrieved update set 'laptop request project'



10. Click on preview update set

11. And click on commit update set



12. And also see the related tab updates

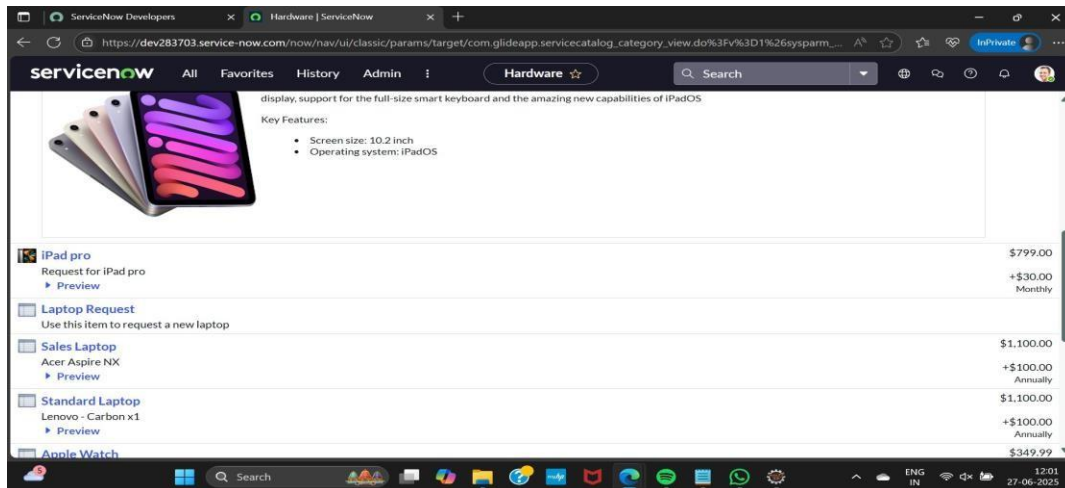
13. After committing update set in this instance we get all updates which are done in the previous instance.

Name	Type	Target name	Table	View	Action
catalog_ui_policy_3a468d4fc3122210f568feac050131d8	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_ead60903c3522210f568feac05013108	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_a5744d0fc3122210f568feac05013170	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_9fce4c7c3122210f568feac050131fa	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

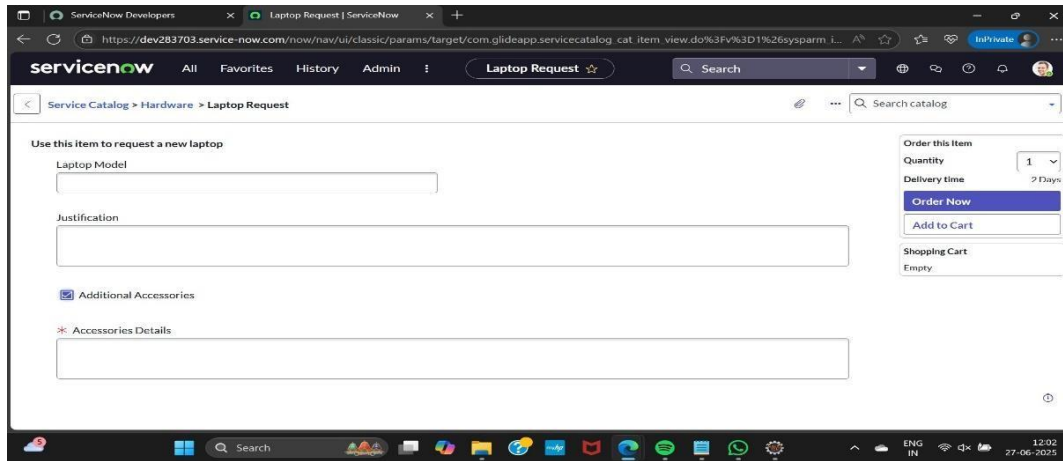
Testing

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.



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.