

M.A.M COLLEGE OF ENGINEERING

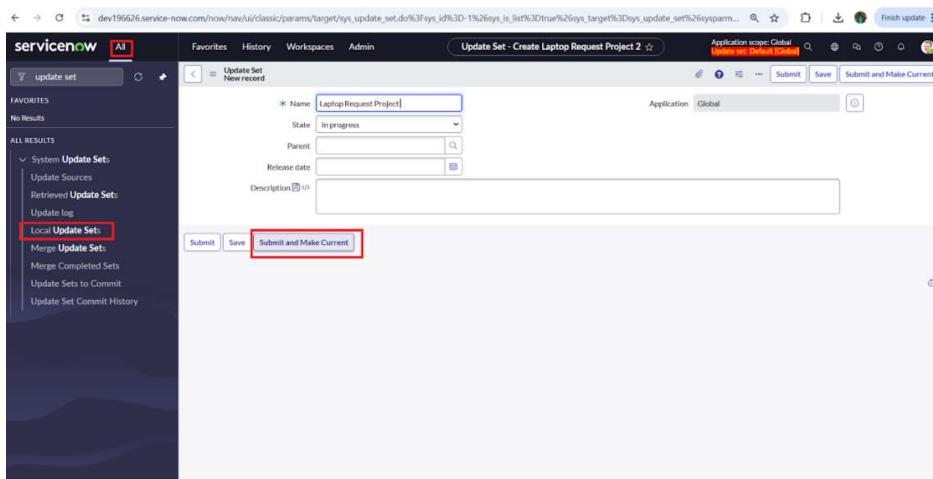
PROJECT NAME : Laptop Request Catalog Item

TEAM MEMBERS :

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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 .



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

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.

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$133.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
401(k) Plan Enrollment	Enroll in or modify your 401(k) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-08-18 10:52:30
401(k) Plan Enrollment Inquiry	Ask a question about your retirement plan...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:56
401(k) Retirement Plan Inquiry	Ask a question about your existing plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:55
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add Beneficiaries	Add or modify your beneficiaries	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-04-13 14:04:42
Add network switch to datacenter cabinet	This standard change template describes...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-10-24 07:20:03
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Create, edit or convert PDF	Create, edit or convert PDF	false						2022-12-05

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

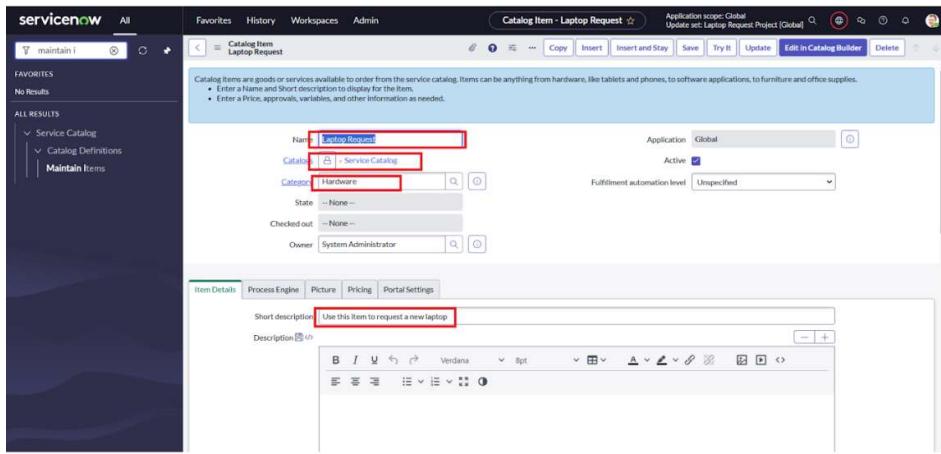
Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6. Click on 'SAVE'



Add variables

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 interface for creating a new variable. The left sidebar has a 'Catalog' section expanded, showing 'Catalog', 'Open Records', 'Requests', 'Items', and 'Tasks'. Under 'Catalog Definitions', 'My Catalogs', 'My Categories', and 'My Items' are listed. The main area is titled 'Variable - New Record' with tabs for 'Variable', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Variable' tab is active. The 'Type' field is set to 'Single Line Text' (highlighted with a red box). The 'Catalog Item' field contains 'Laptop Request'. The 'Order' field is set to 100. On the right, there are checkboxes for 'Active' (checked), 'Mandatory' (unchecked), 'Read only' (unchecked), and 'Hidden' (unchecked). Below the tabs, a section titled 'Specify the Question that explains the options available to the end user when ordering the item' contains a table with rows for 'Question' (Laptop Model) and 'Name' (laptop_model) (highlighted with a red box). There are also fields for 'Tooltip' and 'Example Text'. At the bottom are 'Submit' and 'Save' buttons.

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

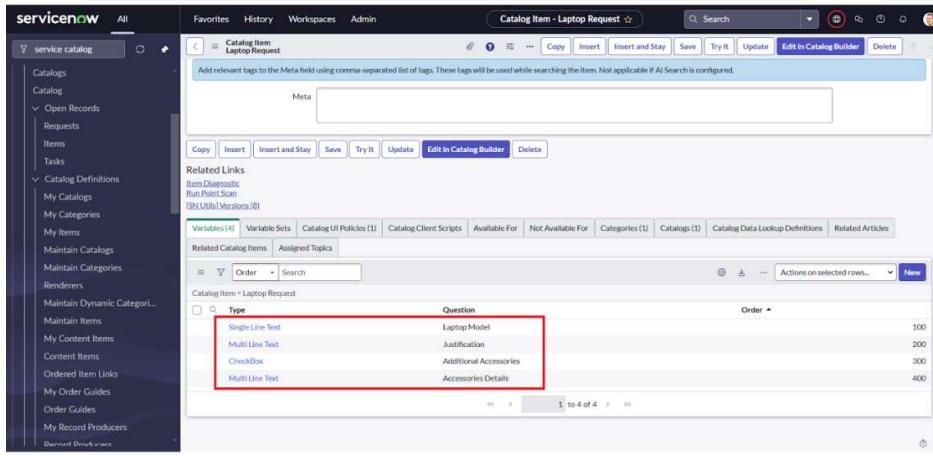
Type: Multi line text

Name:accessories_details

Order:400

Step2:

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



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]`

Catalog UI Policy - Show Accessories Details

Applies to: A Catalog Item
Catalog Item: Laptop Request

Short description: Show Accessories Details

When to Apply: Script

Catalog Conditions: additional_accessories is true

Applies on Catalog Item view:

Applies on Catalog Tasks:

Applies on Requested Items:

On load:

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false:

Reverse if false:

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

Catalog UI Policy Action - accessories_details

Catalog Item: Laptop Request

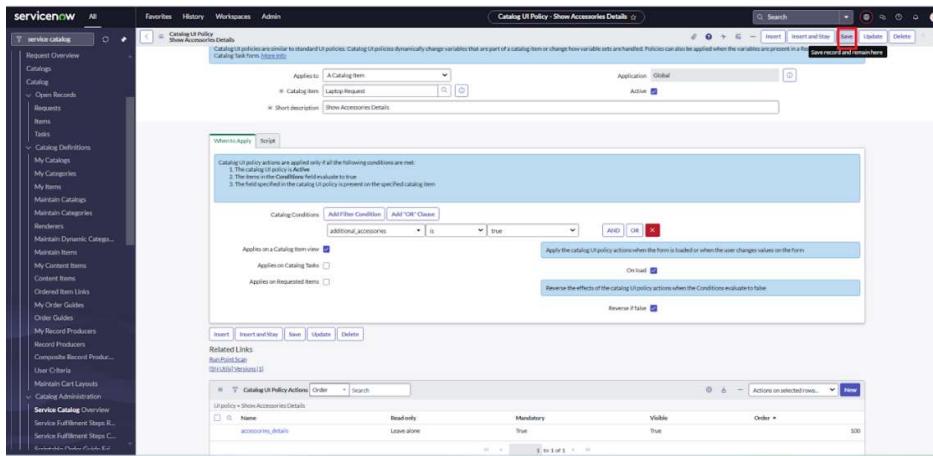
Variable name: accessories_details

Order: 100

Application: Global

Mandatory: <input checked="" type="checkbox"/>	Visible: <input checked="" type="checkbox"/>
Read only: <input type="checkbox"/>	Value action: <input type="checkbox"/>
Field message type: None	

Buttons: Insert, Insert and Stay, Save, Update, Delete



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

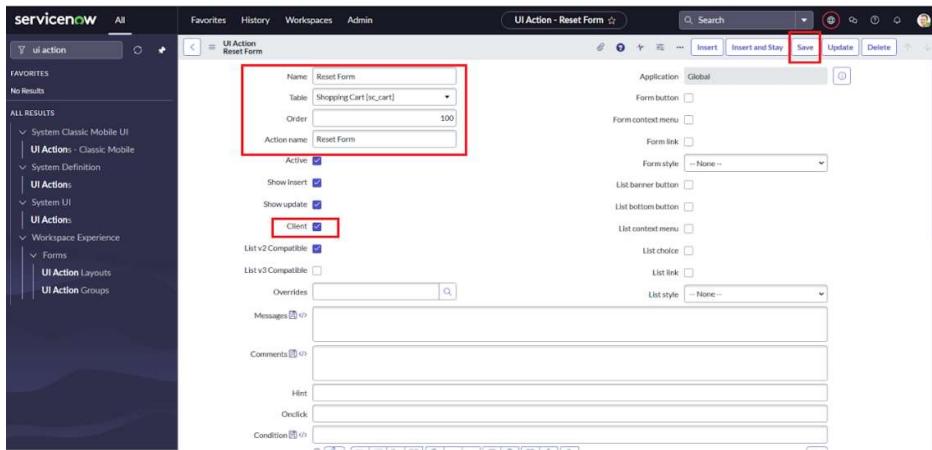
Action name: Reset form

Client : checked

Script:

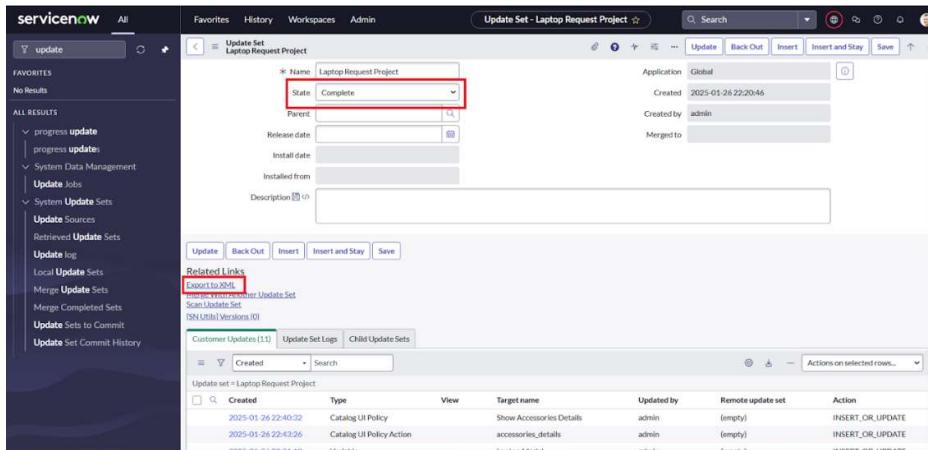
```
function resetForm() {
    g_form.clearForm(); // Clears all fields in the form
    alert("The form has been reset.");
}
```

Click on save



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

The screenshot shows the ServiceNow 'Retrieved Update Sets' list. The left sidebar has 'Retrieved Update Sets' selected. In the center, there's a table with columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. There are several entries, including 'First update set' and 'Migration of AI Search Profile, AI Se...'. At the bottom, under 'Related Links', there is a link 'ImportUpdateSetFromXML' which is also highlighted with a red box.

7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.

The screenshot shows the 'Import XML' step. The left sidebar has 'Import Update Set' selected. The main area shows 'Step 1: Choose file to upload' with a 'Choose File' button and 'sys_remote_u_fcaad3be.xml' selected. Below it, 'Step 2: Upload the file' has a large blue 'Upload' button which is highlighted with a red box.

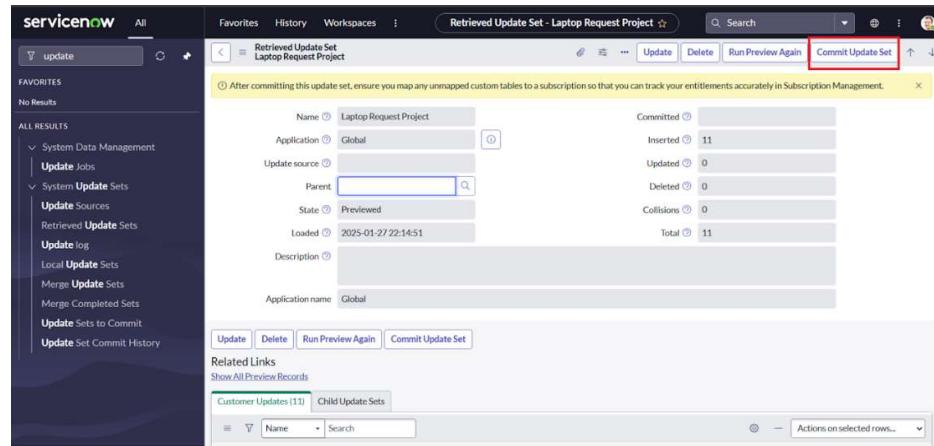
9. Open retrieved update set 'laptop request project'

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



The screenshot shows the ServiceNow interface for managing update sets. The left sidebar has a 'System Data Management' section with 'Update Jobs', 'System Update Sets', and 'Retrieved Update Sets'. The main area is titled 'Retrieved Update Set - Laptop Request Project'. It displays details like Name (Laptop Request Project), Application (Global), and various statistics: Committed (11), Inserted (11), Updated (0), Deleted (0), Collisions (0), and Total (11). Below this is a table with columns 'Name' and 'Search'. A yellow message box at the top right says: 'After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.' The 'Commit Update Set' button is highlighted with a red box.

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'. The left sidebar has a 'Catalog' node highlighted with a red box. The main area shows a form with fields: 'Laptop Model' (containing 'Laptop Model'), 'Justification' (empty), and a checkbox for 'Additional Accessories'. On the right, there's an 'Order Now' button and a shopping cart summary.

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.

This screenshot is similar to the previous one, but the 'Additional Accessories' checkbox is checked. A red box highlights this checked state. Below it, a field labeled 'Accessories Details' is also highlighted with a red box, indicating it is now visible and mandatory.

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.