

M.A.M COLLEGE OF ENGINEERING

PROJECT NAME : Laptop Request Catalog Item

TEAM MEMBERS :

1. Aswin T
2. Abubakkar Sithick S
3. Kishore A
4. Mohammed Aadhil M

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 .

The screenshot shows the ServiceNow interface for creating a new update set. The left sidebar displays the 'Update Set' menu with 'Local Update Sets' selected. The main form area is titled 'Update Set - Create Laptop Request Project 2' and contains the following fields:

- Name: Laptop Request Project
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

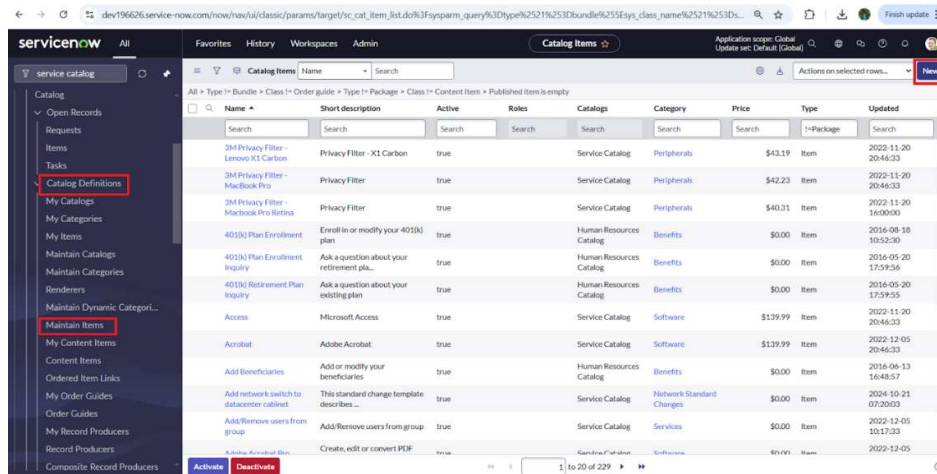
At the bottom of the form, there are three buttons: 'Submit', 'Save', and 'Submit and Make Current'. The 'Submit and Make Current' button is highlighted with a red box.

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.



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

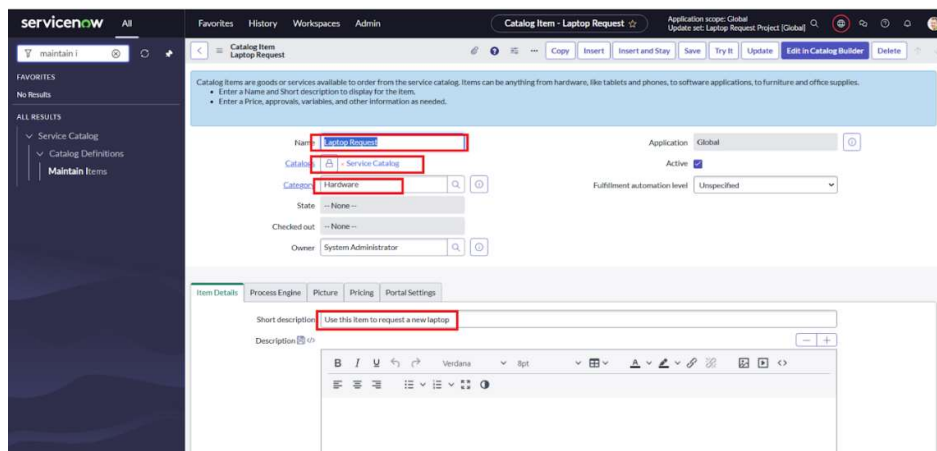
Name: Laptop Request

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

ServiceNow Variable - New Record form. The form includes fields for Application (Global), Type (Single Line Text), Catalog Item (Laptop Request), Order (100), Active (checked), Mandatory (unchecked), Read only (unchecked), and Hidden (unchecked). The Question tab is selected, showing a question text box with the placeholder 'Specify the Question that explains the options available to the end user when ordering the item'. The Name field is set to 'laptop_model' and the Question field is set to '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

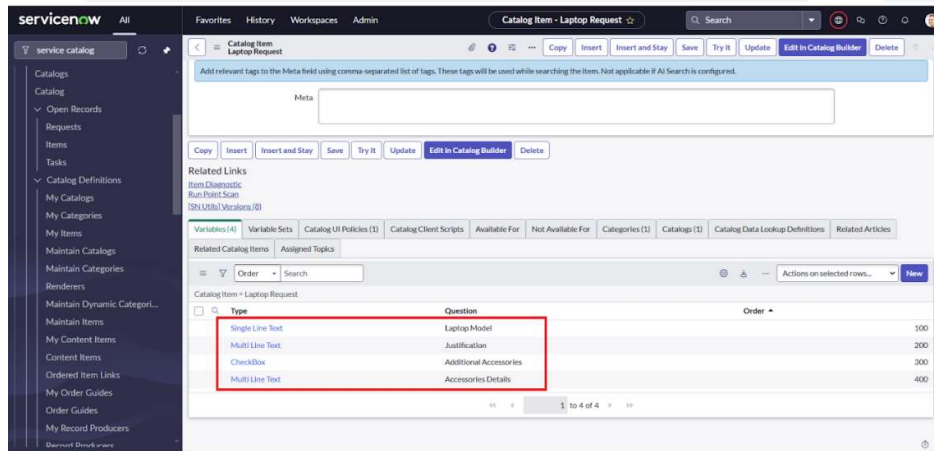
Type: Multi line text

Name:accessories_details

Order:400

Step2:

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



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]

The screenshot shows the 'Catalog UI Policy - Show Accessories Details' configuration page in ServiceNow. The left sidebar shows the navigation menu with 'Maintain Items' selected. The main area has tabs for 'When to Apply' and 'Script'. Under 'When to Apply', there are sections for 'Catalog Conditions' and 'Applies on'. The 'Catalog Conditions' section shows a condition: 'additional_accessories is true'. The 'Applies on' section has checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). There are also options for 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' (checked), 'On load' (checked), and 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' (checked).

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

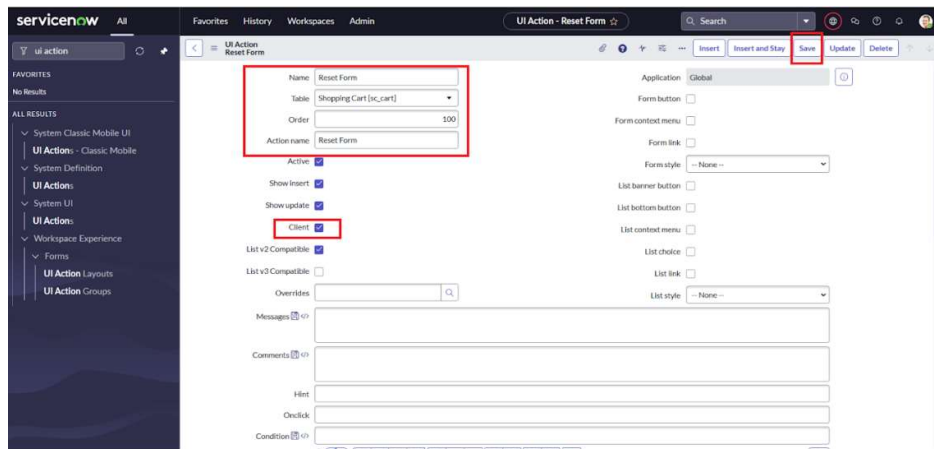
Order:100

Mandatory: True

Visible : True

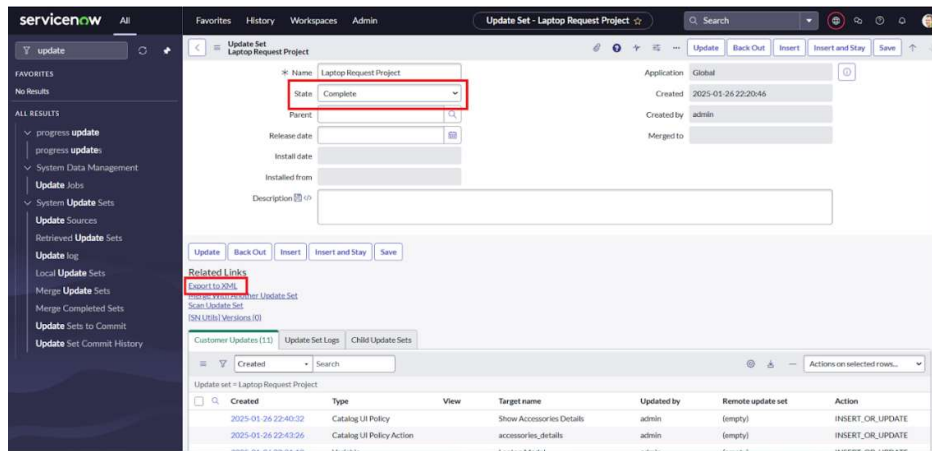
12. Click on save and again click save button of the catalog ui policy form

The screenshot shows the 'Catalog UI Policy Action - accessories_details' configuration page in ServiceNow. The left sidebar shows the navigation menu with 'service catalog' selected. The main area has tabs for 'Catalog Item', 'Variable name', and 'Application'. The 'Catalog Item' section shows 'Laptop Request' and 'Order' with a value of '100'. The 'Variable name' section shows 'accessories_details'. The 'Application' section has dropdowns for 'Mandatory' (True), 'Visible' (True), 'Read only' (Leave alone), 'Value action' (Leave alone), and 'Field message type' (None). There are buttons for 'Insert', 'Insert and Stay', 'Save', 'Update', and 'Delete'. The 'Save' button is highlighted with a red box.



Exporting changes to another instances

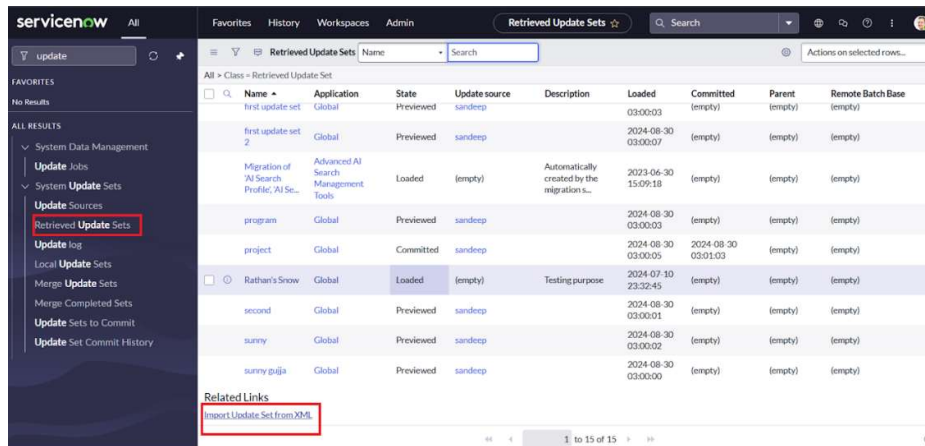
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file



Retrieving the update set

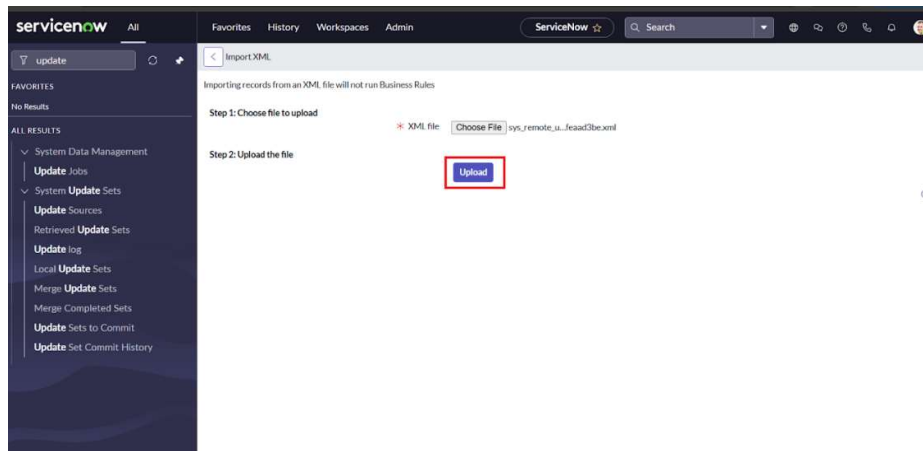
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down

6. Click on Import update set from XML



7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.



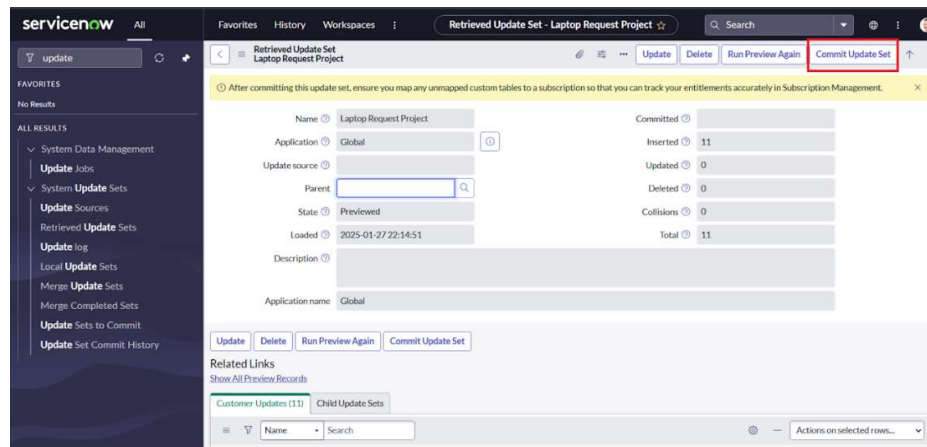
9. Open retrieved update set 'laptop request project'

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



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' form. The breadcrumb trail at the top indicates the path: 'Service Catalog > Hardware > Laptop Request'. The form is titled 'Use this item to request a new laptop'. It contains three input fields: 'Laptop Model' (a text box), 'Justification' (a larger text box), and 'Additional Accessories' (a checkbox). On the right side, there is a section for 'Order this Item' with a 'Quantity' dropdown set to '1', a 'Delivery time' of '2 Days', and buttons for 'Order Now' and 'Add to Cart'. Below these buttons is a 'Shopping Cart' section showing '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.

This screenshot shows the same 'Laptop Request' form, but with the 'Additional Accessories' checkbox checked. A new field, 'Accessories Details', has appeared below the 'Justification' field. This field is marked as mandatory with a red asterisk and a question mark icon. The 'Laptop Model' field now contains the text 'hp'. The 'Order this Item' section on the right remains the same, showing 'Quantity' as '1' and 'Delivery time' as '2 Days'.

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.