**Project Title**

**Team Id:** NM2025TMID20204

**Team Members: 4**

**Team Leader:** BHARATH E

**Team Member 1:** CYRIL JOSEPH J

**Team Member 2:** PRADEEP KUMAR S

**Team Member 3:** RANJITH KUMAR S

**Problem Statement:** Employees need a quicker, more reliable way to request laptops. The current manual process causes delays and lacks dynamic guidance. A Service Catalog item should be created with interactive fields, clear instructions, reset options, and full change tracking for governance and deployment**.**

**Objective:** Implement a Service Catalog item to streamline laptop requests by replacing the manual process with a faster, dynamic, and user-friendly form that includes interactive fields, clear instructions, reset functionality, and full change tracking to ensure accuracy, governance, and smooth deployment.

**Skills:** ServiceNow Service Catalog configuration, Catalog Client Scripts, ServiceNow UI Policies and UI Policy Actions

**TASK INITIATION**

**Milestone 1 : Update set**

**Activity 1:** **Create Local Update set**

1. Open ServiceNow.

2. Click All >> search for Update Sets.

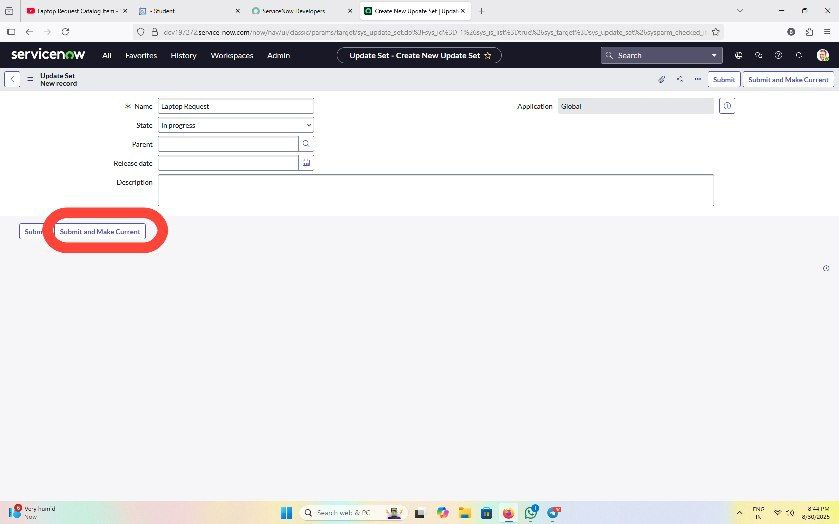
3. Under System Update Sets, select Local Update Sets.

4. Click New.

5. Enter name “Laptop Request.

6. Click Submit and Make Current.

7. The update set becomes active.



**Milestone 2 : Service Catalog Item**

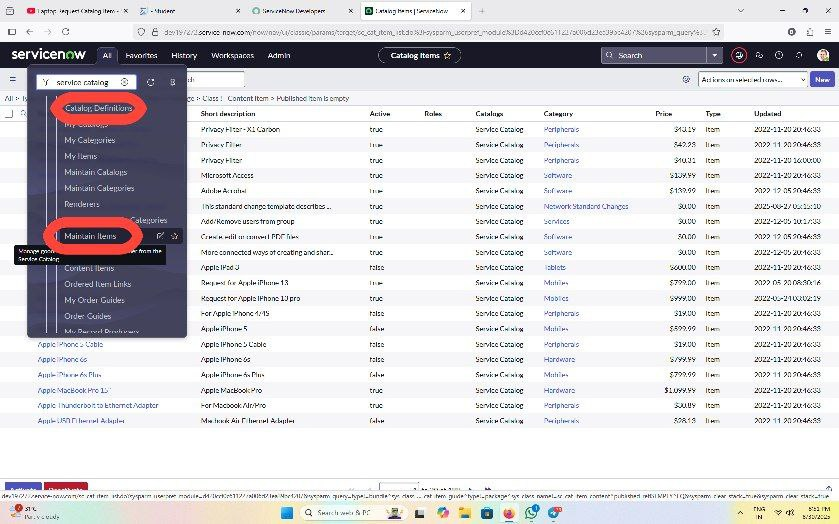
**Activity 1:** **Create Service Catalog Item**

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

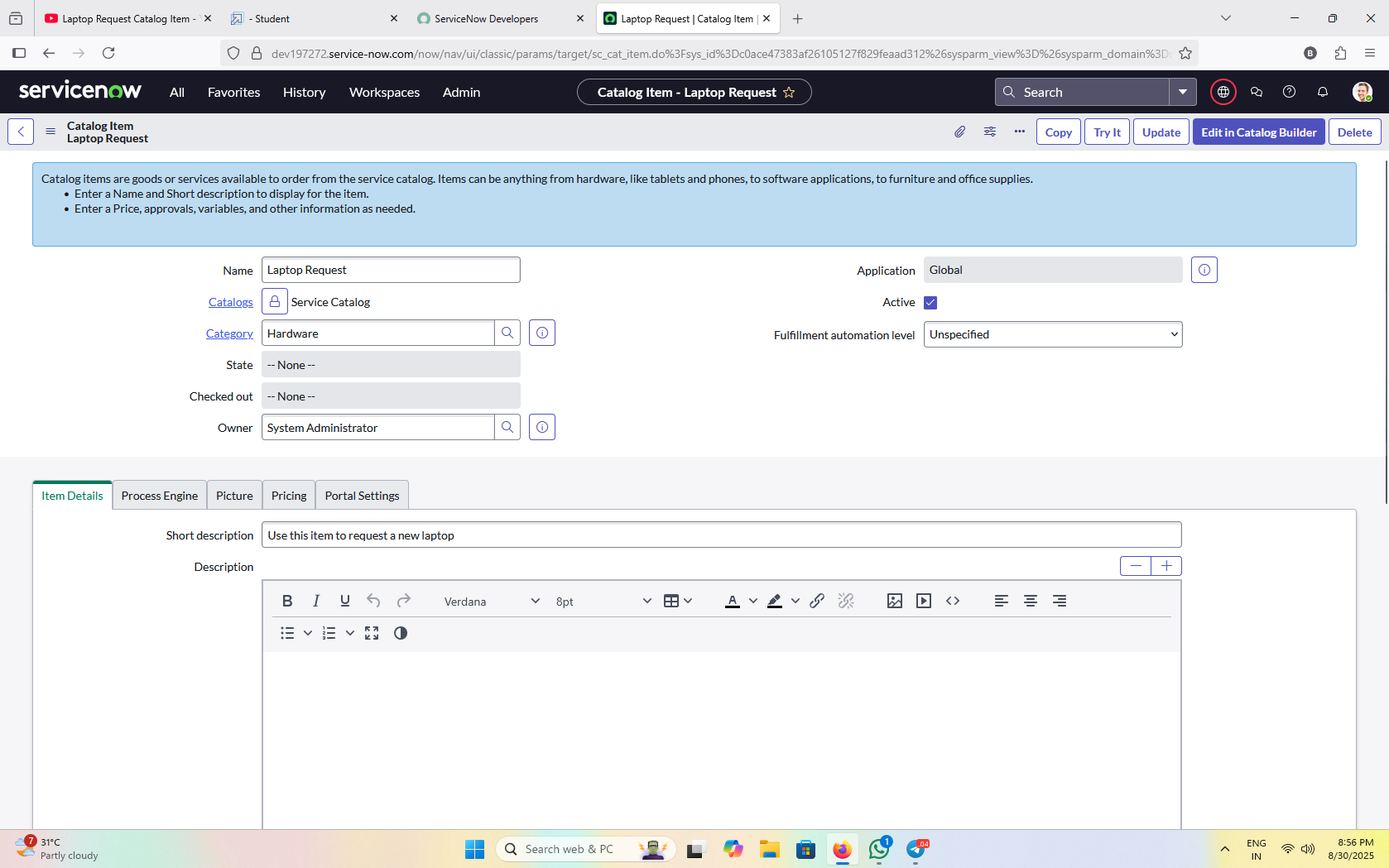
Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6. Click on ‘SAVE’



**Activity 2:** **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

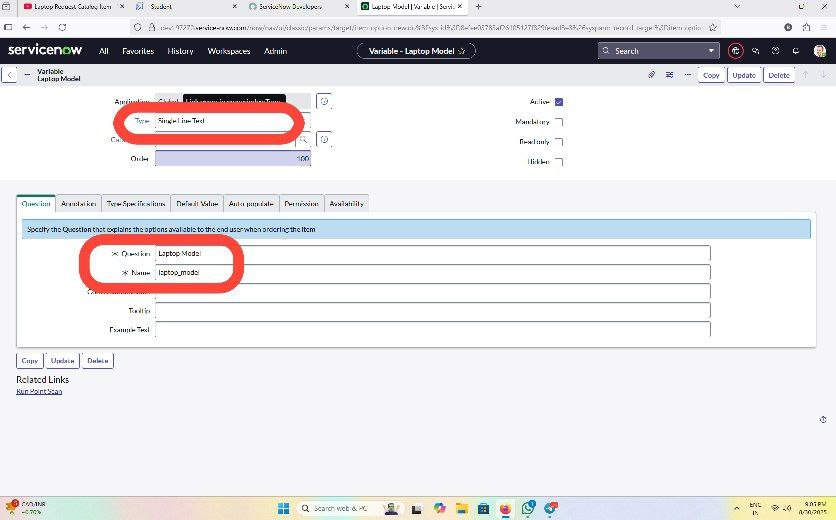
1. Variable 1:Laptop Model

Type: Single line text

Name: laptop\_model

Order:100

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



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

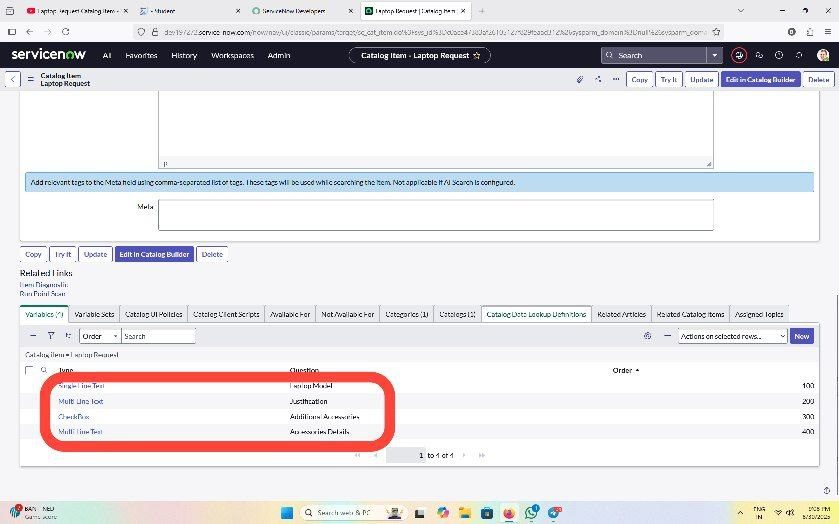
Type: Multi line text

Name:accessories\_details

Order:400

**Step2:**

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



**Milestone 3 : UI Policy**

**Activity 1:** **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

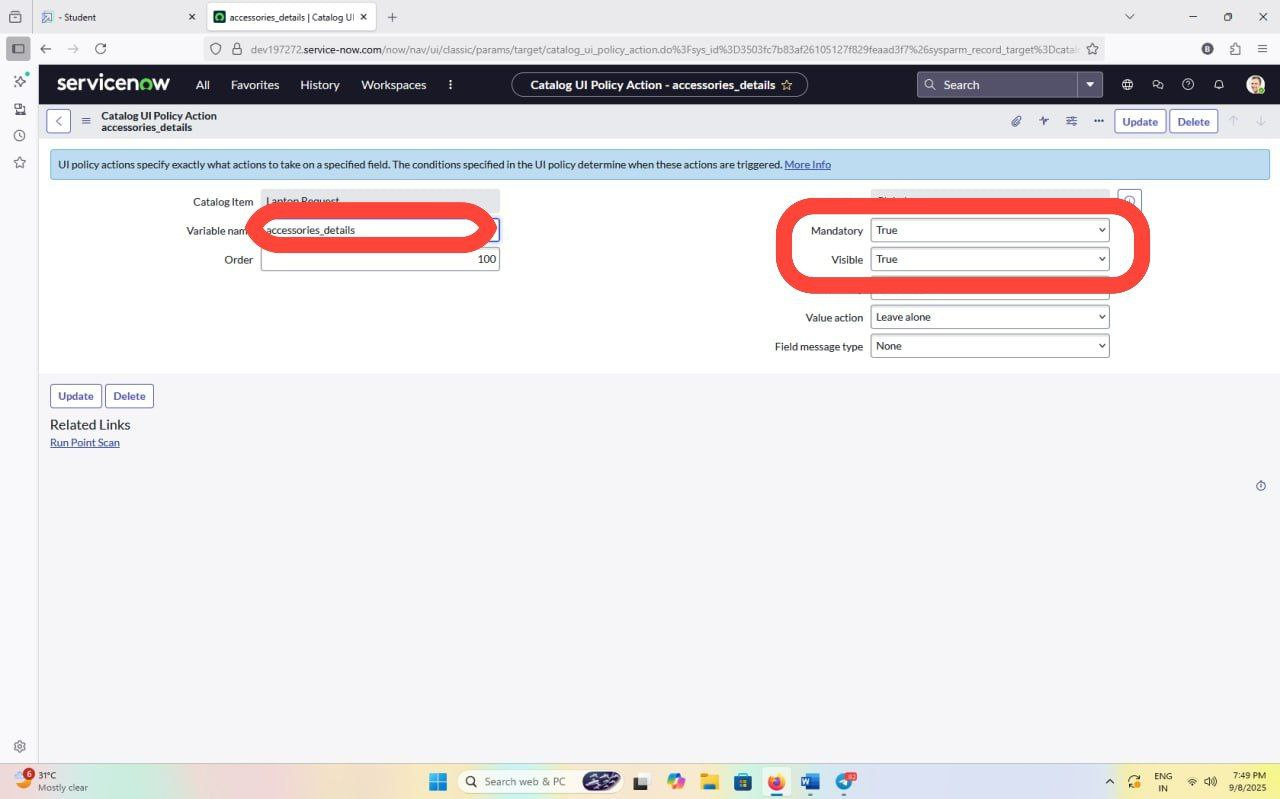
11. Select variable name as: accessories\_details

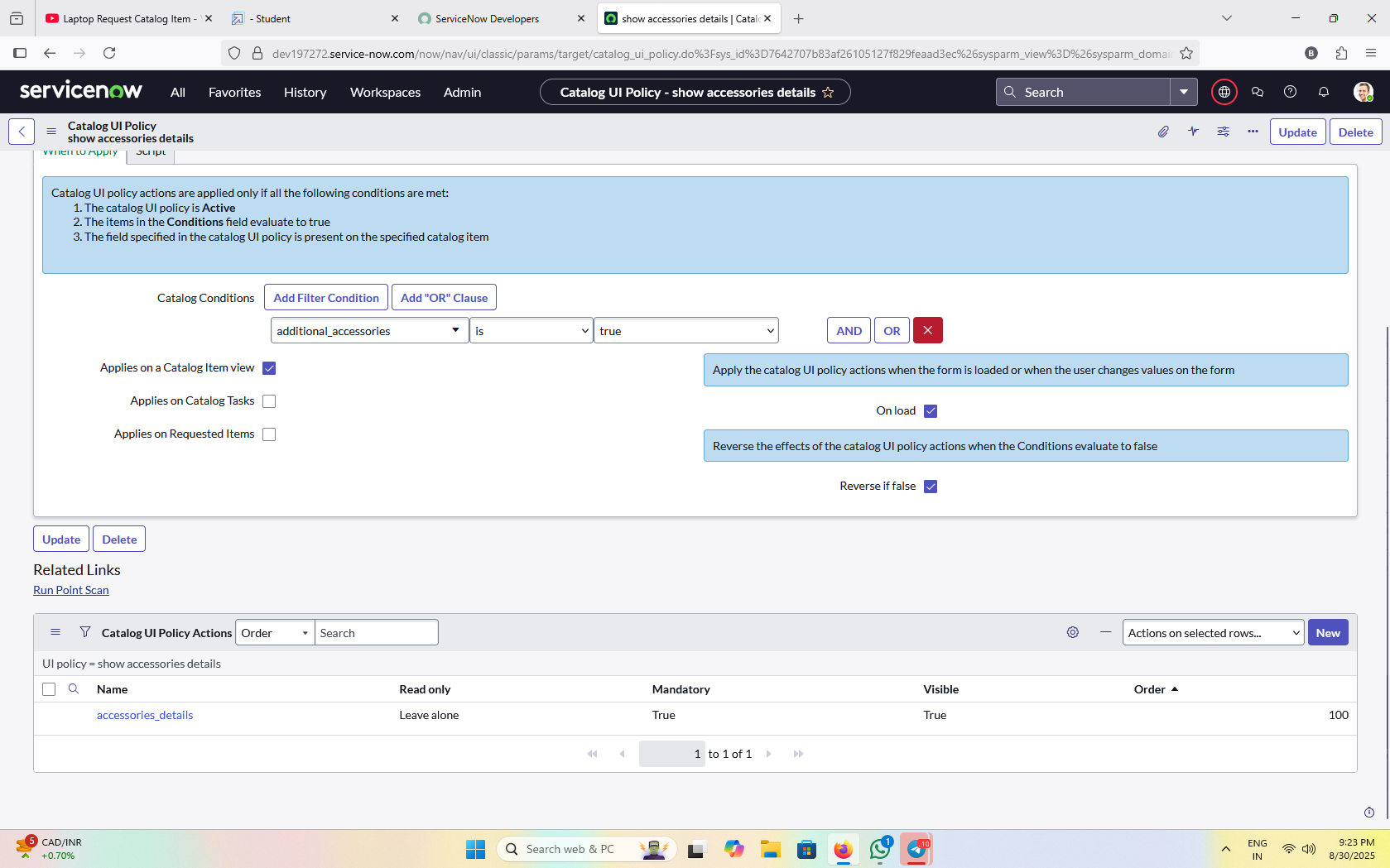
Order:100

Mandatory: True

Visible : True

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





**Milestone 4 : UI Action**

**Activity 1:** **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

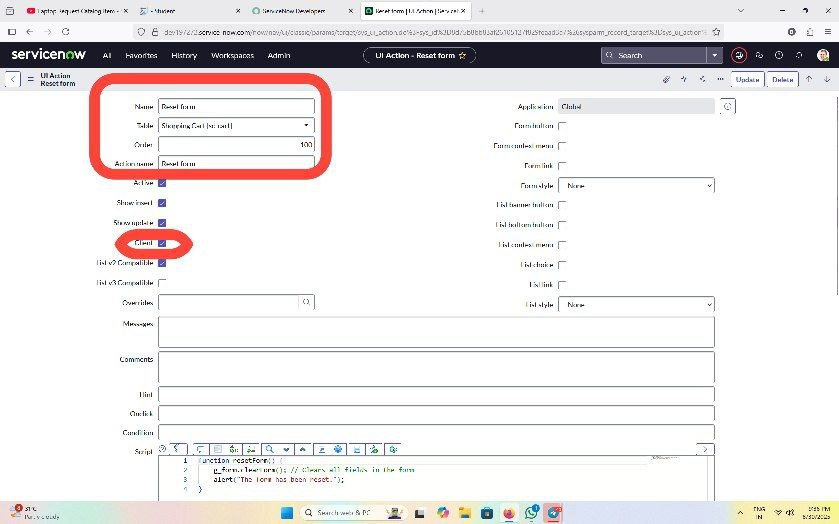
Action name: Reset form

Client : checked

Script:

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

Click on save



**Milestone 5 : Export Update set**

**Activity 1:** **Exporting changes to another instances**

1. Click on All >> search for update sets

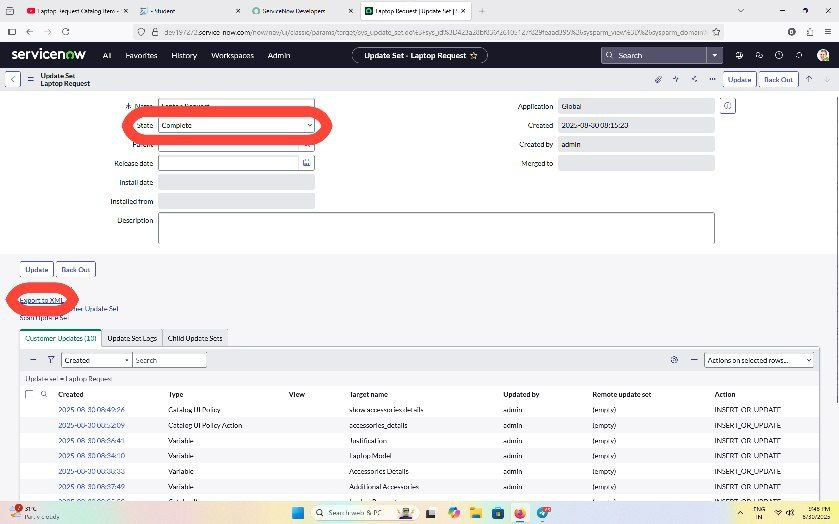
2. Select local update set

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



**Milestone 6 : Login to another Instance**

**Activity 1:** **Retrieving the update set**

1. Open another instance in incognito window

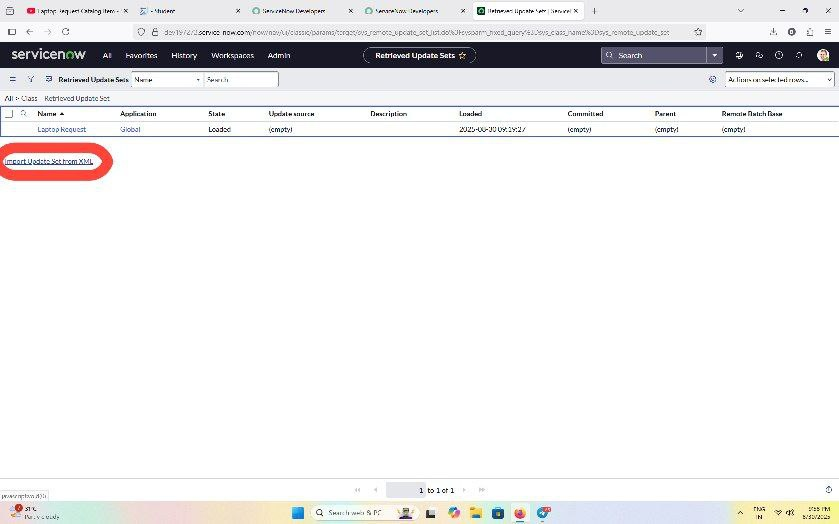
2. Login with credentials

3. Click on all>> search for update sets

4. Select “Retrieved update set” under system update set

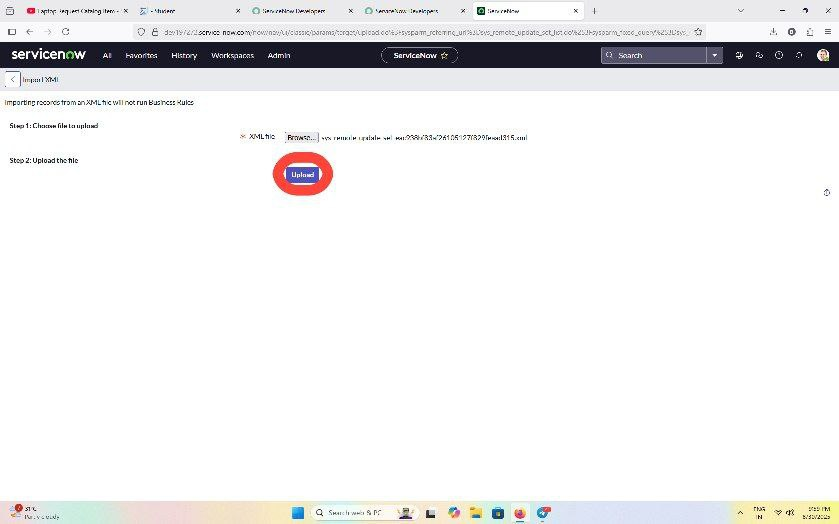
5. It open retrieved update set list and scroll down

6. Click on Import update set from XML



7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded



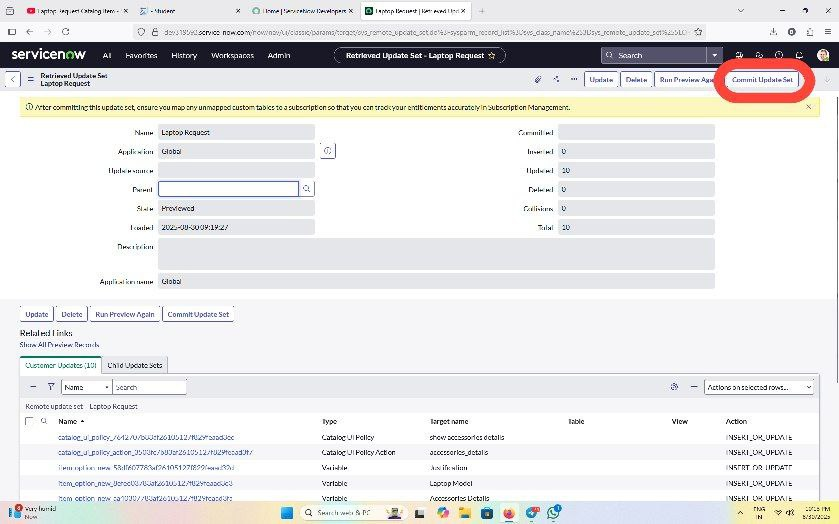
9. Open retrieved update set ‘laptop request project’

10. Click on preview update set

11. And click on commit update set

12. And also see the related tab updates

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



**Milestone 7 : Testing**

**Activity 1: Test Catalog Item**

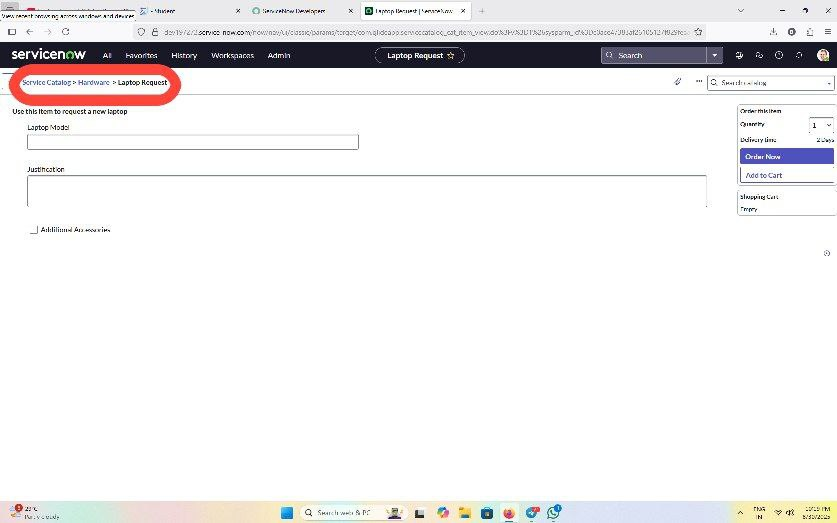
1. Search for service catalog in application navigator in target instance

2. Select catalog under service catalog

3. Select hardware category and search for ‘laptop request’ item

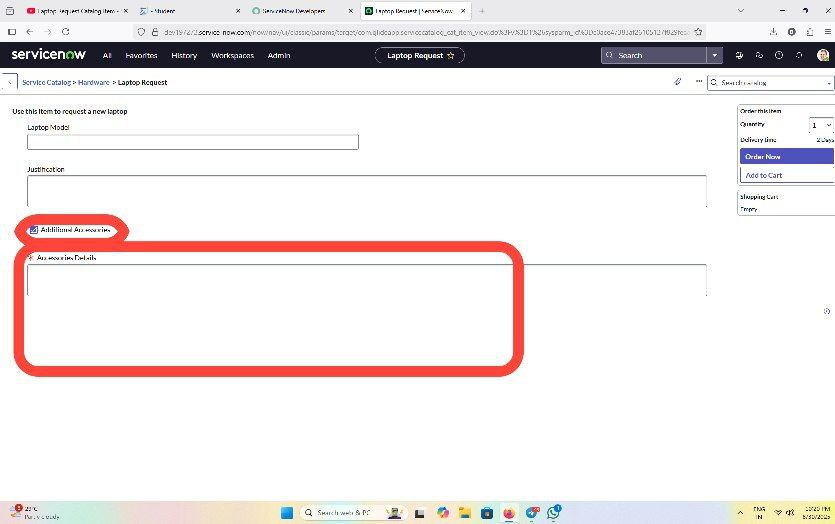
4. Select laptop request item and open it

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 has successfully streamlined the laptop request process by leveraging ServiceNow’s Service Catalog. Through the implementation of a dynamic and intuitive catalog item, the project reduces errors, enhances efficiency, and replaces manual processes with automated solutions. Ultimately, it not only strengthens service delivery but also improves employee satisfaction by providing a seamless and modern request experience.