**Project Report: Laptop Request Catalog Item**

**1. Title Page**

**Project Title:** Laptop Request Catalog Item  
**Platform:** ServiceNow  
**Duration:** 30 Days  
**Submitted by:** Kukkala Naveen  
**Mentor:** (To be assigned)

**2. Introduction**

The **Laptop Request Catalog Item** project aims to automate and simplify the process of requesting laptops within an organization using **ServiceNow’s Service Catalog** feature.  
This project provides an easy and interactive interface for employees to submit laptop requests with additional options such as model selection, justification, and accessories.  
By implementing this solution, the organization can reduce manual interventions, eliminate errors, and ensure a faster, more transparent approval process.

**3. Objectives**

* To automate the laptop request process in an organization.
* To improve service delivery using ServiceNow Service Catalog.
* To provide a user-friendly and dynamic form for employees.
* To demonstrate ServiceNow capabilities in handling IT Service Management workflows.

**4. Tools & Technologies Used**

* **Platform:** ServiceNow
* **Modules Used:** Service Catalog, UI Policy, UI Action, Update Sets
* **Languages Used:** JavaScript (for client scripts and UI actions)

**5. Implementation Steps**

**Step 1: Create Service Catalog Item**

* Navigated to **Service Catalog → Maintain Items**.
* Created a new catalog item named **“Laptop Request”** under the **Hardware Category**.
* Added short description and configuration details.

**Step 2: Add Variables**

* Added variables for user input:
  1. **Laptop Model** – Single line text
  2. **Justification** – Multi line text
  3. **Additional Accessories** – Checkbox
  4. **Accessories Details** – Multi line text

**Step 3: Create Catalog UI Policy**

* Created a **UI Policy** named *Show Accessories Details*.
* Set the condition: when *Additional Accessories* is checked, the *Accessories Details* field becomes **mandatory and visible**.

**Step 4: Create UI Action**

* Added a **UI Action** on the Shopping Cart table (*sc\_cart*) with the name **Reset Form**.
* JavaScript code clears all form fields and displays an alert confirming the reset:
* function resetForm() {
* g\_form.clearForm();
* alert("The form has been reset.");
* }

**Step 5: Export Update Set**

* Created an **Update Set** named *Laptop Request Project*.
* Set its state to *Complete* and exported it as an XML file.

**Step 6: Retrieve Update Set in Another Instance**

* Logged into another ServiceNow instance (Incognito mode).
* Imported the XML file into **Retrieved Update Sets**.
* Previewed and committed the update set successfully.

**Step 7: Testing**

* Navigated to **Service Catalog → Hardware Category → Laptop Request**.
* Verified that all fields appeared correctly.
* Confirmed that the *Accessories Details* field only appears when the *Additional Accessories* checkbox is selected.
* Successfully tested the reset button functionality.

**6. Output**

* The **Laptop Request** form allows employees to select a laptop model, justify the request, and specify accessories if required.
* UI Policy works dynamically — the “Accessories Details” field becomes visible and mandatory when the checkbox is checked.
* The “Reset Form” button clears all fields successfully.

*(Screenshots of these outputs can be attached or added in your GitHub repository.)*

**7. 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.

**8. Future Scope**

* Integrate approval workflows for manager verification.
* Add asset tracking and delivery status notifications.
* Extend the catalog to include other hardware items like monitors, printers, and accessories.