

# LAPTOP REQUEST CATALOG ITEM

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**PROBLEM STATEMENT :** Employees often require laptops for their work responsibilities, but the current process of requesting one is manual, inconsistent, or lacks visibility. This results in delays, miscommunication, and inefficient fulfillment. There is a need for a standardized, automated process to allow users to request laptops via the ServiceNow platform.

**OBJECTIVE :** To design and implement a user-friendly **Laptop Request Catalog Item** in ServiceNow that enables employees to easily request a new laptop or replacement, triggers approval workflows, and integrates with the asset management and fulfillment processes to ensure timely delivery.

**SKILLS :**

- **Basic ServiceNow Knowledge**
  - Know how to log in and navigate ServiceNow.
  - Understand what the Service Catalog is.
- **Form Creation**
  - Learn how to create a simple form (catalog item) for users to request a laptop.
  - Add fields like:
    - Laptop model ◦ Reason for request ◦ Urgency
    - Delivery location

- **Use of Variables**
- Use dropdowns, checkboxes, and text boxes to collect user information.
- **Simple Workflow Design**
- Set up a basic approval flow (e.g., request goes to manager).
- Assign tasks to the IT team once approved.
- **UI Policies (Form Logic)**
- Show or hide fields based on user choices (example: show delivery address if "Ship to home" is selected).
- **Notifications**
- Send automatic emails when:
  - Request is submitted
  - Approved or rejected
  - Item is shipped
- **Testing**
- Test the form to make sure it works as expected.
- Check if approvals and emails are triggered properly.
- **Basic Reporting**
- Create a simple report to track how many laptop requests are made.

## **TASK INITIATION**

### **1.UPDATE SET 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

dev293975.service-now.com/now/nav/ui/classic/params/target/sys\_update\_set.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_update\_set%26sysparm\_checked\_items%3D%26...

service-now All Favorites History Workspaces Update Set - Create New Update Set Search

Update Set  
New record

Name Laptop Request Application Global

State In progress

Parent

Release date

Description

Submit Submit and Make Current

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

dev293975.service-now.com/now/nav/ui/classic/params/target/sys\_update\_set\_list.do

service-now All Favorites History Workspaces Admin Update Sets Search

Update Sets Name Search

All							Application scope: Global	new
	Name	Application	State	Installed from	Created	Created by	Update set: Laptop Request (Glo...	
	Default	Security Center	In progress		2025-07-24 03:45:06	system	(empty)	(empty)
	Default	Pipeline	In progress		2025-09-03 07:36:15	system	(empty)	(empty)
	Default	Global	In progress		2025-07-24 02:19:36	system	(empty)	(empty)
	Laptop Request	Global	In progress		2025-09-03 08:06:27	admin	(empty)	(empty)

Related Links

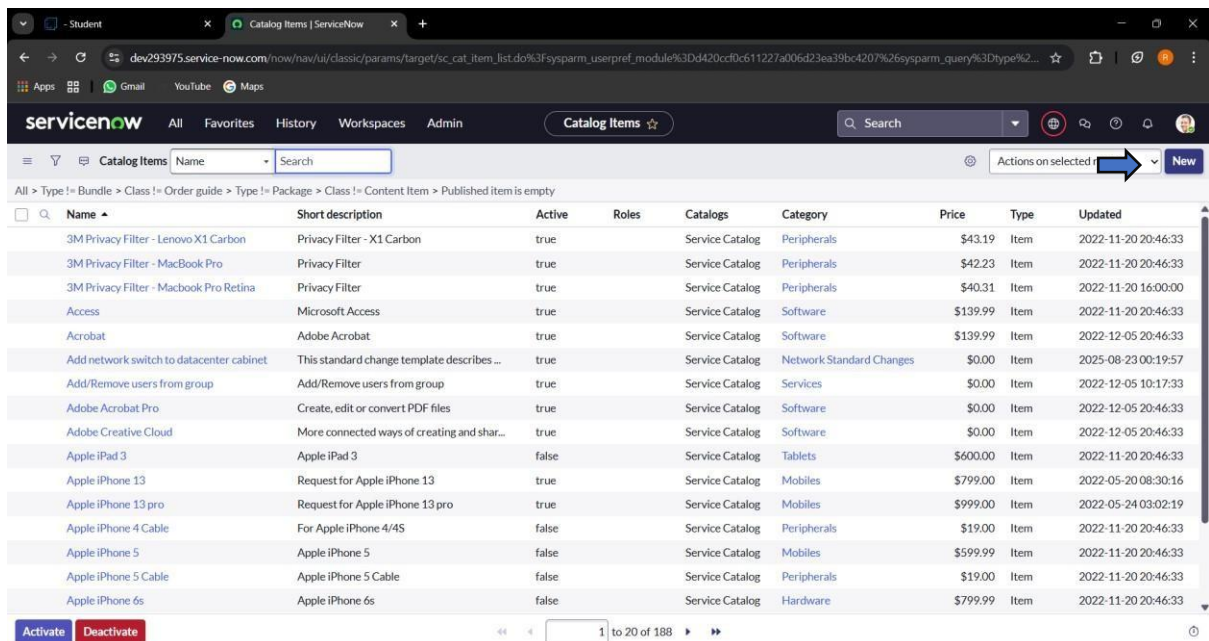
[Merge Update Sets](#)

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## 2. 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



Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	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
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 network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-08-23 00:19:57
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2022-05-20 08:30:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 03:02:19
Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 6s	Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33

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

dev293975.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsc\_cat\_item%26sysparm\_checked\_items%3D%26sys...

service-now All Favorites History Workspaces Catalog Item - New Record

Catalog Item  
New record

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: Laptop Request

Application: Global

Catalogs: Service Catalog

Category: Hardware

State: -- None --

Checked out: -- None --

Owner: System Administrator

Active: ☒

Fulfillment automation level: Unspecified

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description: Use this item to request a new laptop

Description:

B I U ↶ ↷ Verdana 8pt

## 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

Variable - New Record

Application: Global

Type: Single Line Text

Catalog item: Laptop Request

Order: 100

Active: ☒ Mandatory: ☐ Read only: ☐ Hidden: ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

\* Question: Laptop Model

\* Name: laptop\_model

Conversational label

Tooltip

Example Text

Submit

## 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

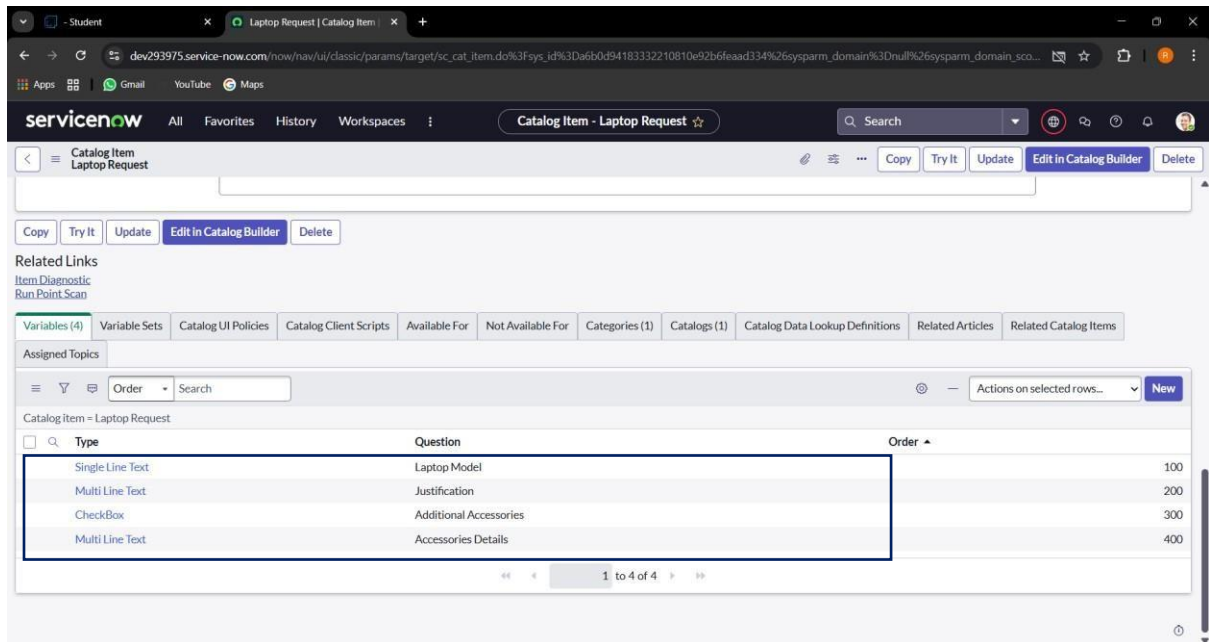
Type: Multi line text

Name:accessories\_details

Order:400

### Step2:

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



### 3.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]

When to Apply Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is **Active**
2. The items in the **Conditions** field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions Add Filter Condition Add "OR" Clause

additional\_accessories is true AND OR X

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load ☒

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

Reverse if false ☒

Submit

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



show accessories details | Catalog UI Policy - show accessories details

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog Requested Item or Catalog Task form. [More Info](#)

Applies to: A Catalog Item

\* Catalog item: Laptop Request

\* Short description: show accessories details

When to Apply: Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is **Active**
2. The items in the **Conditions** field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: Add Filter Condition Add "OR" Clause

additional\_accessories is true

Applies on a Catalog Item view: ☒

Applies on Catalog Tasks: ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load: ☒

Save

- Insert
- Insert and Stay
- Insert with Actions
- Analyze Access
- Show File Properties
- Move to Application...
- Show Latest Update
- Configure
- Export
- View
- Create Favorite
- Copy URL
- Copy sys\_id
- Show XML
- History
- Reload form

show accessories details | Catalog UI Policy - show accessories details

Applies on a Catalog Item view: ☒

Applies on Catalog Tasks: ☐

Applies on Requested Items: ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load: ☒

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

Reverse if false: ☒

Update Delete

Related Links

Run Point Scan

Catalog UI Policy Actions

UI policy = show accessories details

Name	Read only	Mandatory	Visible	Order
additional_accessories	Leave alone	True	True	100

1 to 1 of 1

## 4.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

The screenshot shows the ServiceNow 'UI Action - New Record' form. The form is titled 'UI Action - New Record' and shows fields for Name, Table, Order, Action name, and Client. The 'Client' field is checked. A 'Save' button is visible in the top right corner.

Fields and values:

- Name: Reset form
- Table: Shopping Cart [sc\_cart]
- Order: 100
- Action name: Reset form
- Client: ☒

Buttons and options:

- Save (highlighted)
- Configure
- Export
- Create Favorite
- Copy URL
- Copy sys\_id
- Reload form

Form options:

- Form button: ☐
- Form context menu: ☐
- Form link: ☐
- Form style: -- None --
- List banner button: ☐
- List bottom button: ☐
- List context menu: ☐
- List choice: ☐
- List link: ☐
- List style: -- None --

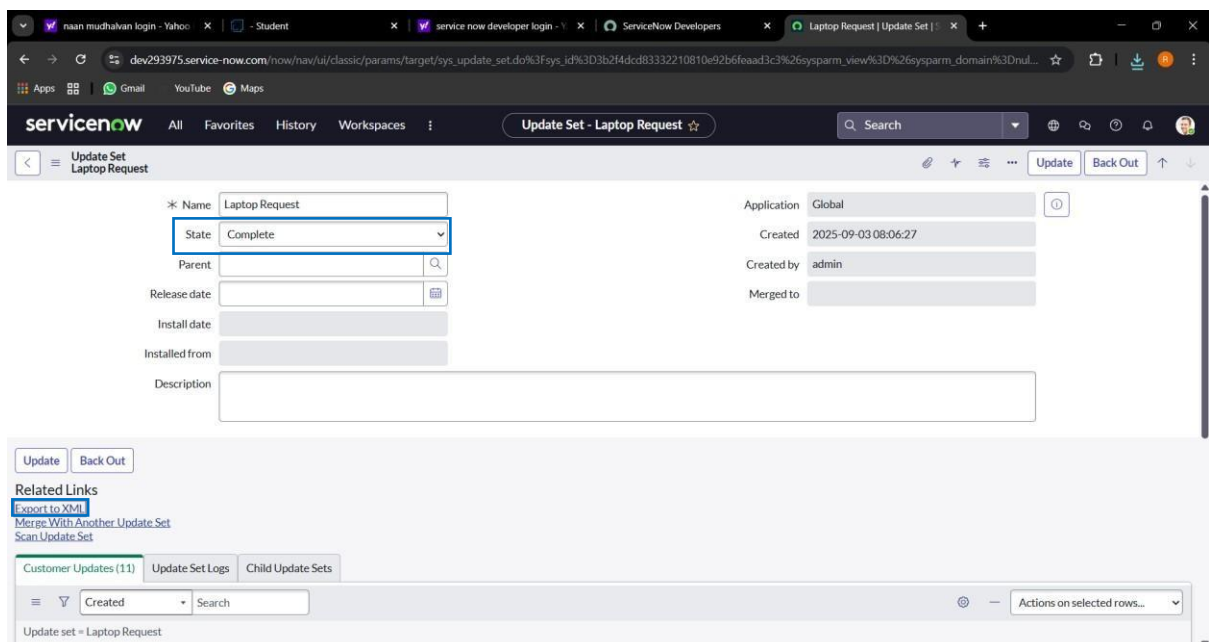
Other fields:

- Active: ☒
- Show insert: ☒
- Show update: ☒
- List v2 Compatible: ☒
- List v3 Compatible: ☐
- Overrides:
- Messages:
- Comments:

## 5.EXPORT UPDATE SET

### EXPORTING CHANGES TO ANOTHER INSTANCE

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

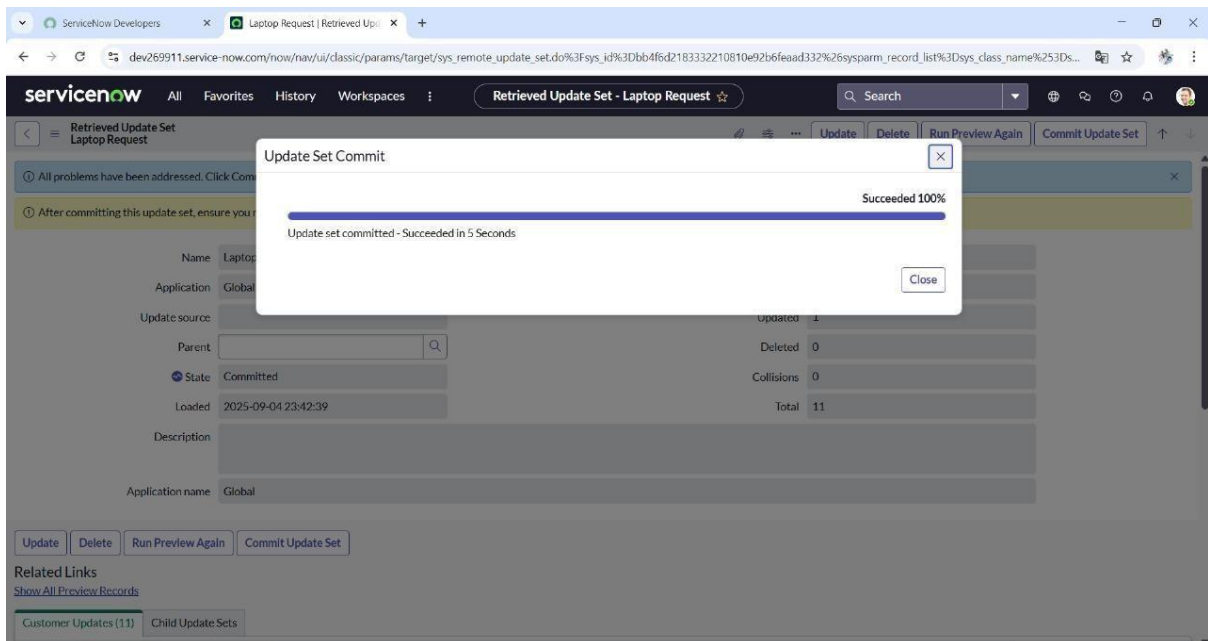
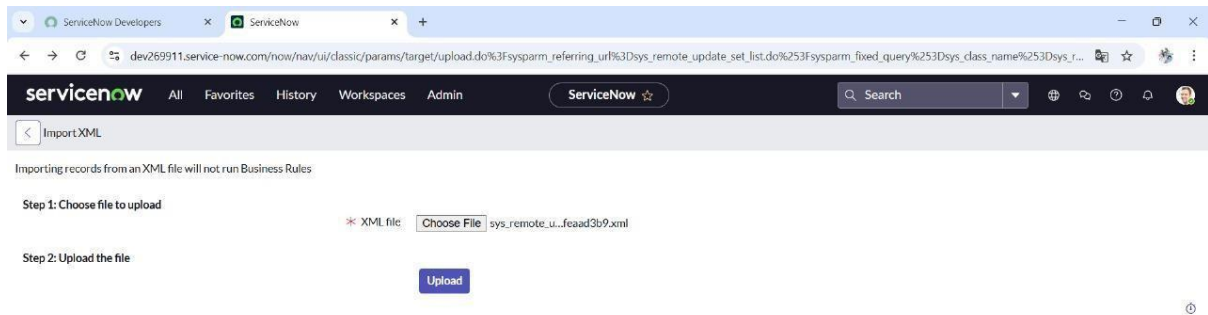


## 6.LOGIN TO ANOTHER INSTANCE

### 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

The screenshot displays the ServiceNow interface for a 'Retrieved Update Set - Laptop Request'. The page includes a header with the ServiceNow logo and navigation tabs. The main content area shows the update set details, including its name, application, update source, parent, state, and loaded date. A table of update statistics is also present, with the 'Committed' date and time highlighted in red. Below the details, there are links for 'Related Links' and a table of 'Customer Updates (11)'.

Update source	Parent	State	Loaded	Description	Application name
Laptop Request		Committed	2025-09-04 23:42:39		Global

Committed	Inserted	Updated	Deleted	Collisions	Total
2025-09-05 00:00:02	10	1	0	0	11

Update Delete

Related Links

Show Commit Log

Show All Preview Records

Customer Updates (11) Child Update Sets

Name Search

Actions on selected rows...

Name	Type	Target name	Table	View	Action
Remote update set = Laptop Request					

## 7.LOGIN TO ANOTHER INSTANCE

### TESTING

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

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model

Justification

Accessories Details

Order this Item

Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart

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

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model

Justification

Accessories Details

Order this Item

Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart

Empty

- Now the project is completed with 90% successfully.

The screenshot displays the Smart Internz Project Workspace interface. The browser address bar shows the URL: `naanmudhalvan.smartinternz.com/Student/guided_project_workspace/27806`. The interface includes a sidebar with navigation links: Home, Projects (selected), and Support. The main content area is divided into two tabs: 'Guided Project' and 'Project Workspace' (selected). Under the 'Project Workspace' tab, the project details are listed: Project Title: Laptop Request Catalog Item, NM Id: 422C9AEEF8BF467830249B5675DEBA01, and Industry Mentor(s) Name: No Mentor has been assigned. A circular progress indicator shows 90.00% completion. Below the project details, there is a 'GENERAL INSTRUCTION' section with a 'SHOW' button. Further down, there are buttons for 'Demo Link', 'View Mentor Comments', and 'View Industry Mentor Comments'. The bottom section is divided into three tabs: 'PROJECT DETAILS' (selected), 'TASK & PROGRESS', and 'MENTOR REVIEW'. Under 'PROJECT DETAILS', there is a green button labeled 'Laptop Request Catalog Item'. Under 'TASK & PROGRESS', there is a pink button labeled 'INTERMEDIATE' and the text 'Laptop Request Catalog Item'.

# THANKYOU