LAPTOP REQUEST CATALOG ITEM

Team ID : NM2025TMID18676

Team Size :4

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Problem statement: Employees in the organization need a quick and efficient way to request laptops for Work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or

Ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to Easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the Form if needed. The solution should also ensure all *changes* are *tracked* for governance and deployment.

TASK INITIATION

Milestone 1 : Update sets

Activity 1 : 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
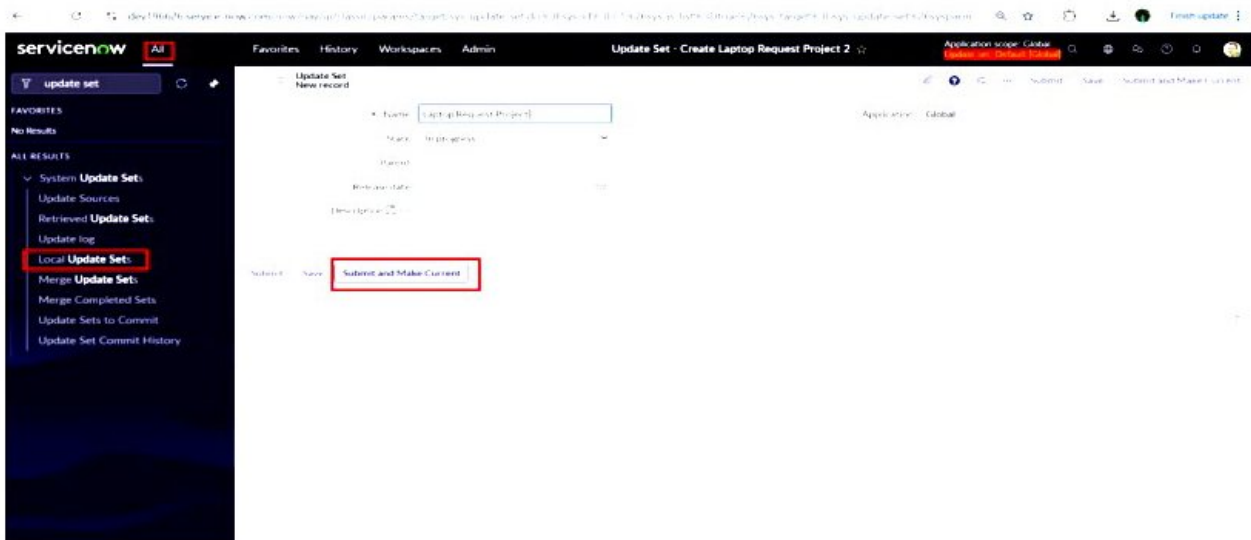
Milestone 2: Service Catalog Item
Activity: Create Service Catalog Item

1. Open service now.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions
4. Click on New.
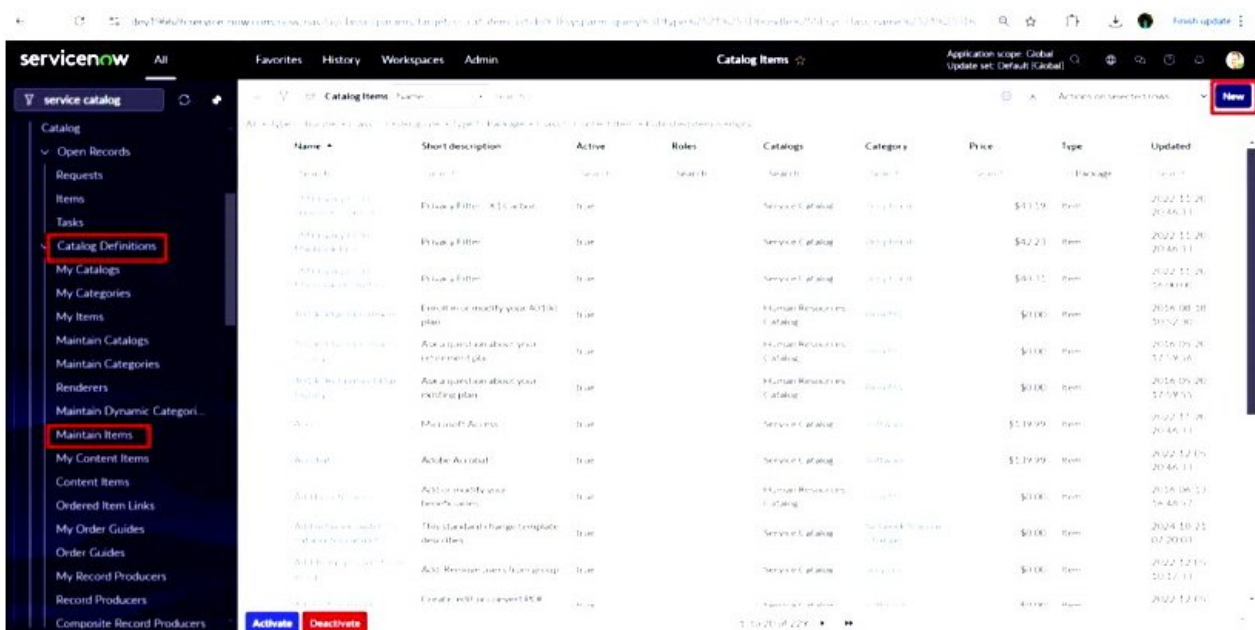
5. Fill the following details to create a new catalog item
     Name: Laptop Request
     Catalog: service Catalog
     Category: Hardware
     Short Description: Use this item to request a new laptop
6. Click on 'SAVE'
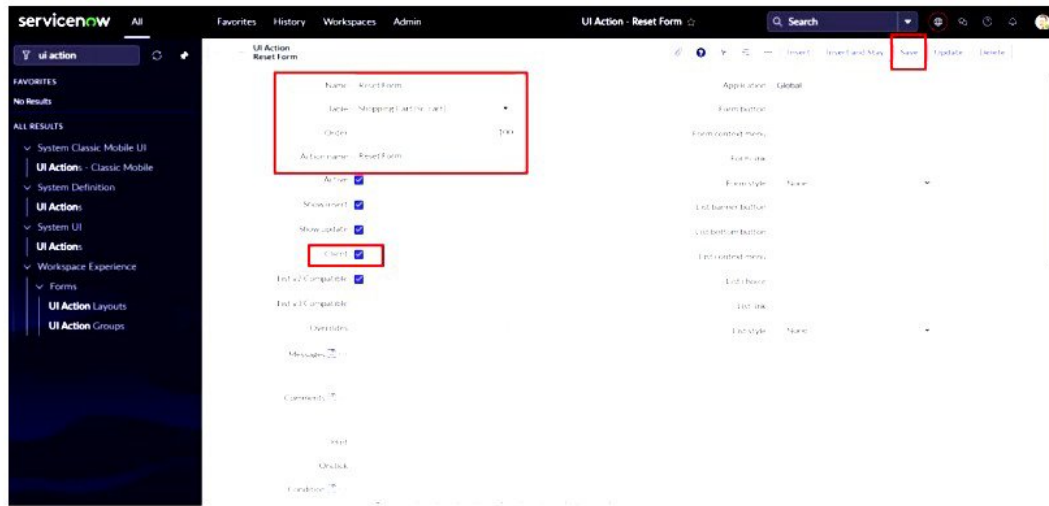
Milestone 5: **Export Update set**

Activity: **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
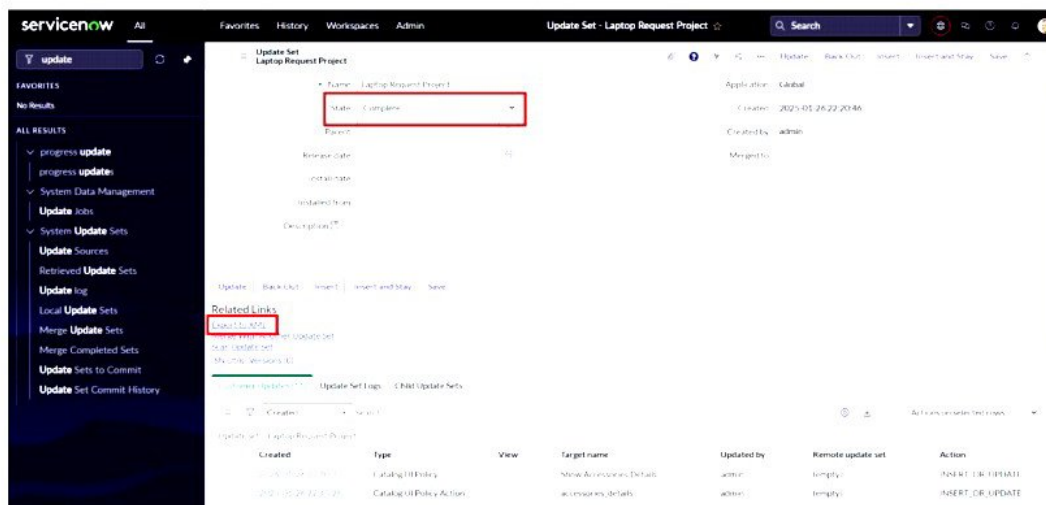
Milestone 6:Login to another Instance

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.

6. As per our scenario, when we click on additional accessories checkbox then accessories deta visible and that should be mandatory
7. Now see the results,it fulfills our requirements.
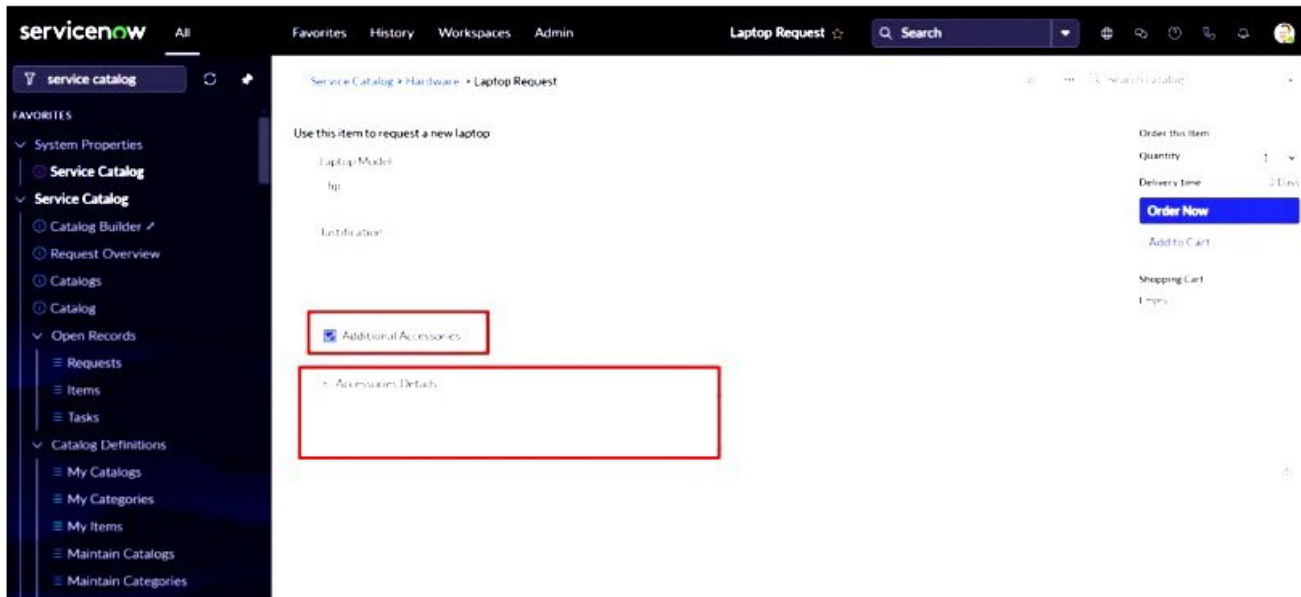
Conclusion :

The Laptop Request Catalog Item project successfully streamlines the process of requesting laptops within th organization by leveraging ServiceNow's Service Catalog capabilities. Through the implementation of a dynam item, the project ensures that users have an intuitive and user-friendly interface, reducing errors and improv efficiency.This project demonstrates how ServiceNow can be used to replace manual, error-prone processes automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances empl satisfaction by providing a modern and streamlined request experience.