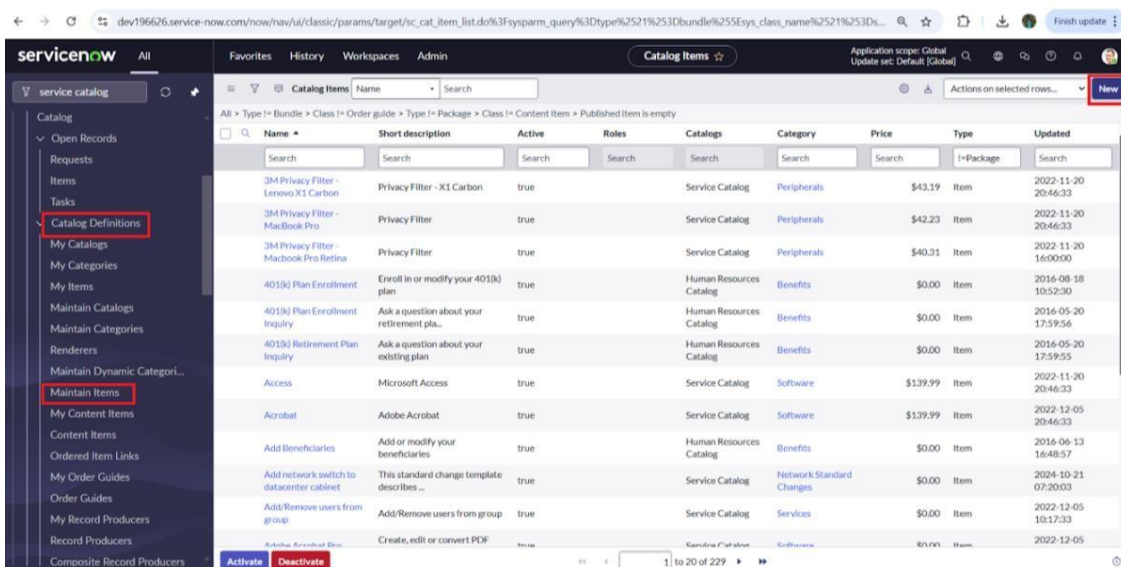


Milestone 2: Service Catalog Item

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'

Activity 2: Add Variable

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

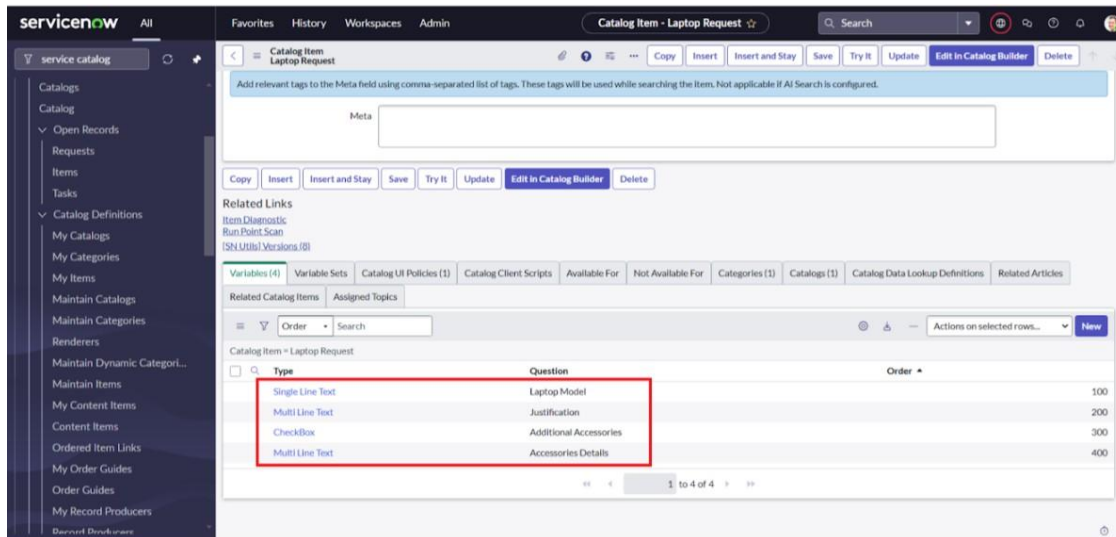
Type: Multi line text

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: Create Catalog Ui policies

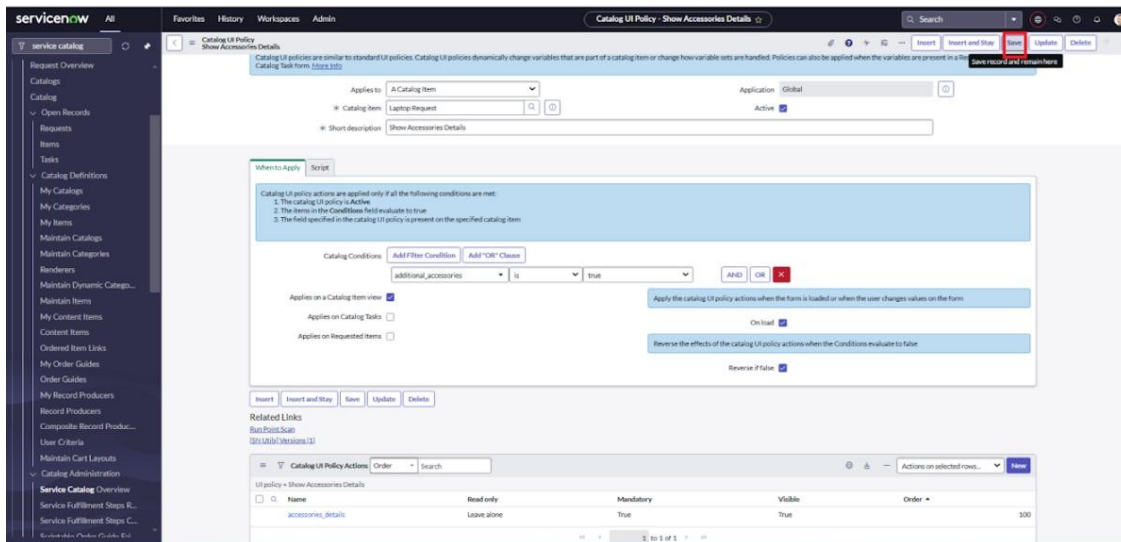
1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for 'laptop request' which is created before
4. Select 'laptop request' and scroll down click on "Catalog Ui policies"
5. In the catalog ui policies related list tab click on new
6. Give short description 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 buttons for 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' and 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false'.

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 'Insert', 'Insert and Stay', 'Save', 'Update', and 'Delete'. The 'Catalog Item' is set to 'Laptop Request'. The 'Variable name' is 'accessories_details' and the 'Order' is '100'. The 'Application' is 'Global'. The 'Mandatory' checkbox is checked, and the 'Visible' checkbox is checked. The 'Read only' is set to 'Leave alone', the 'Value action' is 'Leave alone', and the 'Field message type' is 'None'. The 'Save' button is highlighted with a red box.



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

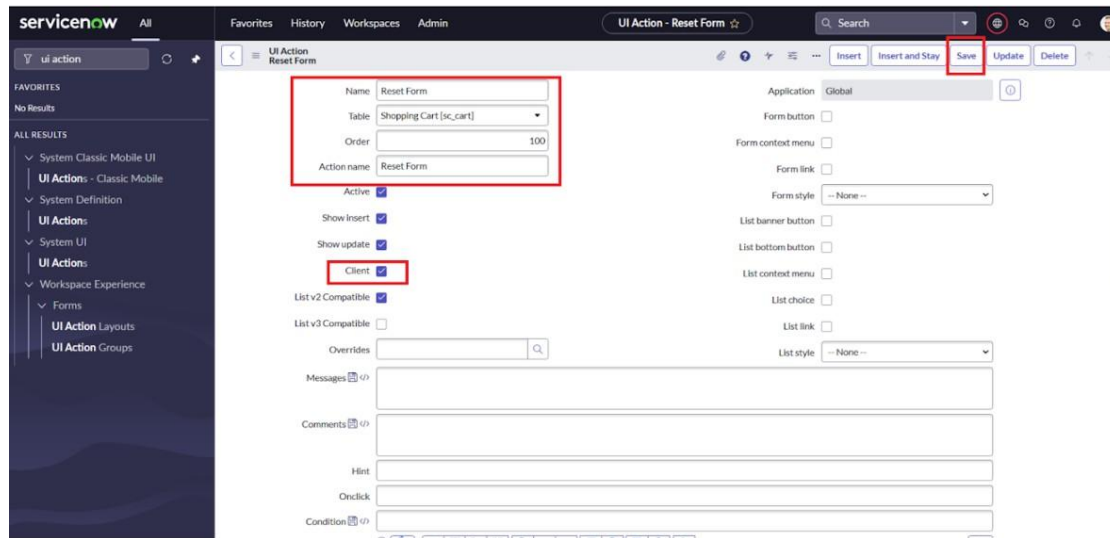
Action name: Reset form

Client : checked

Script:

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

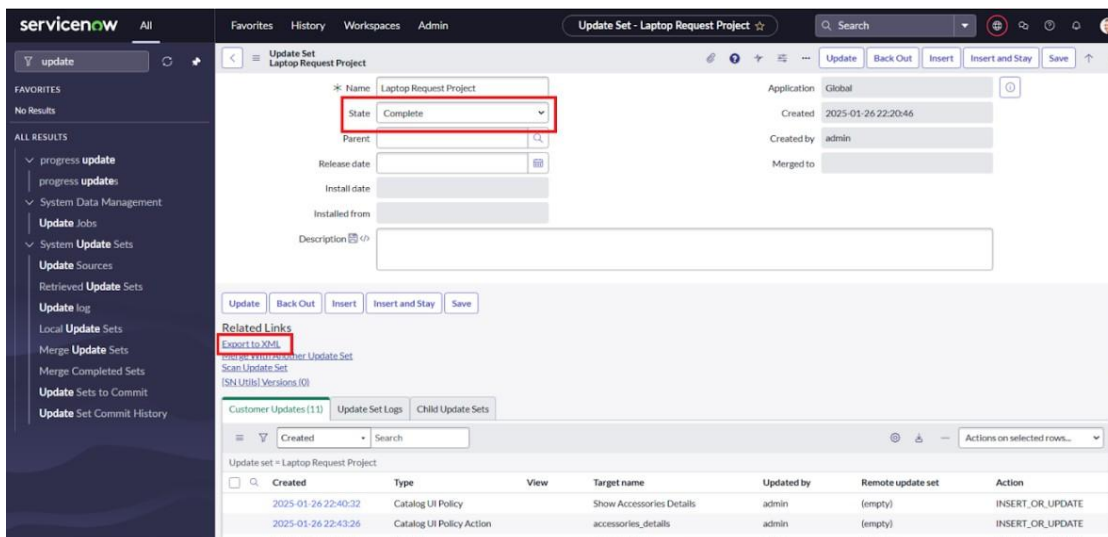
Click on save



Milestone 5: Export Update set

Activity: 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

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		03:00:03	(empty)	(empty)	(empty)
first update set 2	Global	Previewed	sandeep		2024-08-30 03:00:07	(empty)	(empty)	(empty)
Migration of AI Search Profile, AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migrations...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	sandeep		2024-08-30 03:00:05	2024-08-30 03:01:03	(empty)	(empty)
Rathan's Snow	Global	Loaded	(empty)	Testing purpose	2024-07-10 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	sandeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny guja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

Related Links

[Import Update Set from XML](#)

7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.

Import XML

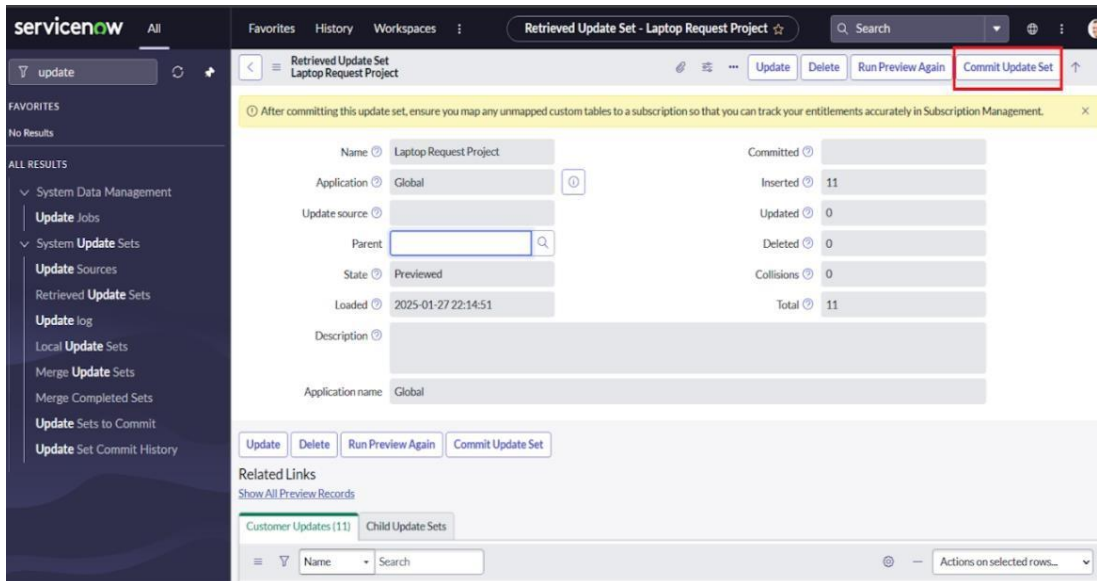
Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file sys_remote_u...fead3be.xml

Step 2: Upload the file

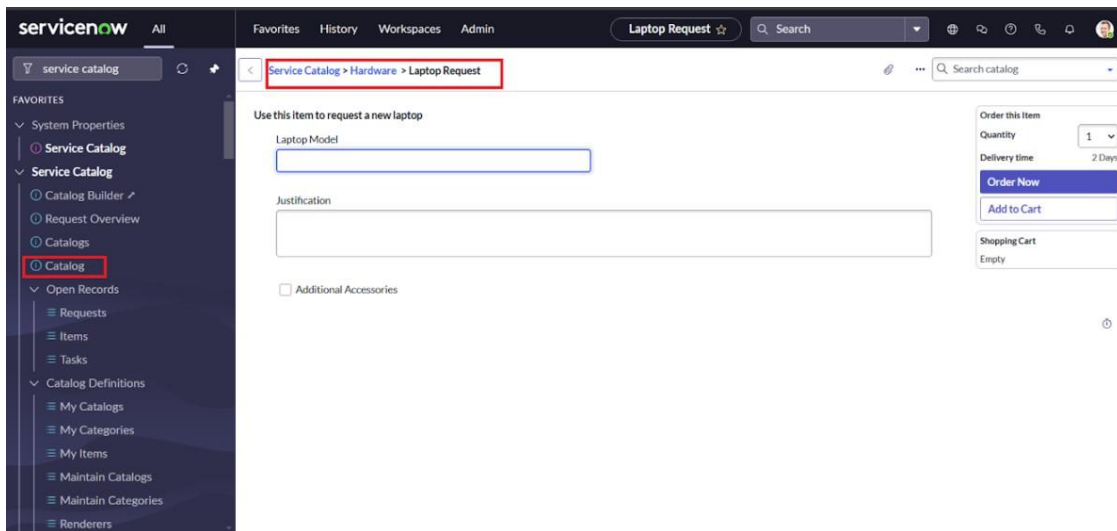
9. Open retrieved update set 'laptop request project'
10. Click on preview update set
11. And click on commit update set
12. And also see the related tab updates
13. After committing **update** set in this instance we get all updates which are done in the previous instance



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.

The screenshot displays the ServiceNow interface for a 'Laptop Request' form. The left sidebar shows the 'Service Catalog' menu. The main form area is titled 'Laptop Request' and includes a search bar. The form fields are as follows:

- Laptop Model:** A text input field containing 'hp'.
- Justification:** A text input field.
- Additional Accessories:** A checkbox that is checked and highlighted with a red box.
- Accessories Details:** A text input field that is highlighted with a red box.

On the right side of the form, there is a section for 'Order this Item' with a 'Quantity' dropdown set to '1' and a 'Delivery time' of '2 Days'. Below this are buttons for 'Order Now' and 'Add to Cart', and a 'Shopping Cart' section showing 'Empty'.

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.