

LAPTOP REQUEST CATALOG ITEM

Team ID : NM2025TMID14010

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.

Objective:

Automate and streamline the laptop request process, reduce manual effort and potential delays, improve data accuracy through dynamic form behavior, provide a user-friendly experience with clear instructions, implement form reset functionality, and establish change tracking for governance and deployment.

Skills: UIPATH RPA,TANZU APPLICATION SERVICE

Create Local Update set

Open service now.

Click on All >> search for update sets

Select local update sets under system update sets

Click on new

Fill the following details to create a update set as: “Laptop Request”

Click on submit and make current

By clicking on the button it activates the update set .

The screenshot shows the ServiceNow interface for creating a new update set. The left sidebar contains a navigation menu with 'Local Update Sets' highlighted. The main form area is titled 'Update Set - Create Laptop Request Project 2'. It includes the following fields and buttons:

- Name:** Laptop Request Project
- State:** In progress
- Parent:** (empty field with a search icon)
- Release date:** (empty field with a calendar icon)
- Description:** (empty text area)
- Buttons:** Submit, Save, and Submit and Make Current (highlighted with a red box)

NOTE: Perform all actions under this newly created update set only.

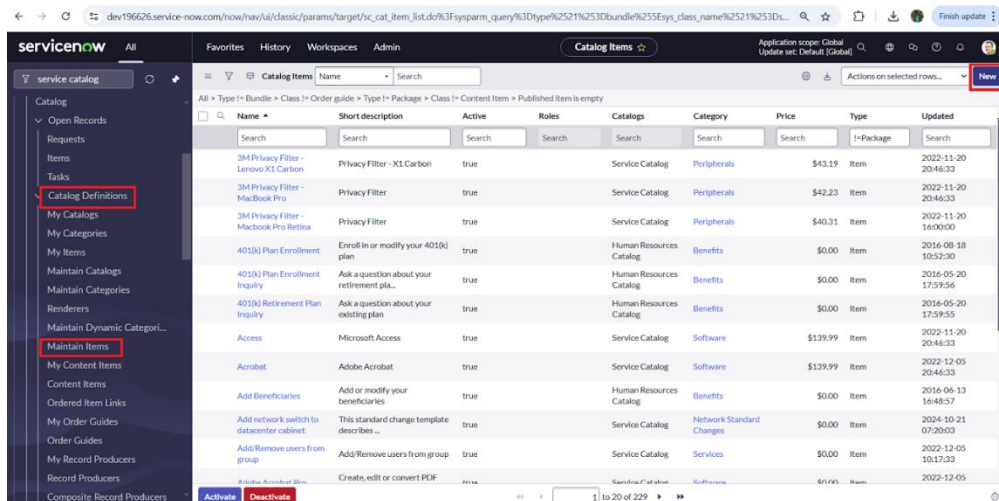
Create Service Catalog Item

Open service now.

Click on All >> service catalog

Select maintain items under catalog definitions

Click on New.



Fill the following details to create a new catalog item

Name: Laptop Request

CatLog: service CatLog

Category: Hardware

Short Description: Use this item to request a new laptop

Click on 'SAVE'

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

The screenshot shows the ServiceNow 'Variable - New Record' form. The form is for creating a new variable. The 'Application' is set to 'Global'. The 'Type' is 'Single Line Text'. The 'Catalog Item' is 'Laptop Request'. The 'Order' is '100'. The 'Active' checkbox is checked. The 'Mandatory', 'Read only', and 'Hidden' checkboxes are unchecked. The 'Question' tab is selected, showing a table with columns 'Question' and 'Name'. The first row has 'Laptop Model' in the 'Question' column and 'laptop_model' in the 'Name' column. The 'Submit' and 'Save' buttons are at the bottom.

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

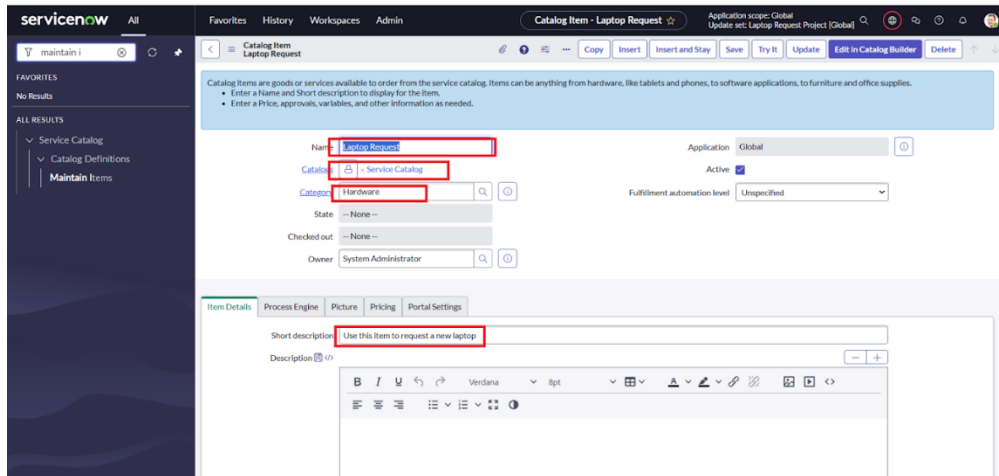
Order:400

Step2:

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

The screenshot shows the ServiceNow Catalog Item form for 'Laptop Request'. The left sidebar contains a navigation menu with options like 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items', 'My Content Items', 'Content Items', 'Ordered Item Links', 'My Order Guides', 'Order Guides', 'My Record Producers', and 'Demand Definition'. The main form area includes a 'Meta' field with a placeholder text: 'Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the Item. Not applicable if AI Search is configured.' Below this are buttons for 'Copy', 'Insert', 'Insert and Stay', 'Save', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. The 'Related Links' section lists 'Item Diagnostic', 'Run Point Scan', and 'SN Utlb Versions (8)'. The 'Variables' tab is active, showing a table of variables. The table has columns for 'Type', 'Question', and 'Order'. The variables are: 'Single Line Text' (Laptop Model, Order 100), 'Multi Line Text' (Justification, Order 200), 'Checkbox' (Additional Accessories, Order 300), and 'Multi Line Text' (Accessories Details, Order 400). A red box highlights the 'Multi Line Text' row for 'Accessories Details'.

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
Checkbox	Additional Accessories	300
Multi Line Text	Accessories Details	400



Create Catalog Ui policies

Click on all>> search for service catalog

Select maintain item under catalog definition

Search for 'laptop request' which is created before

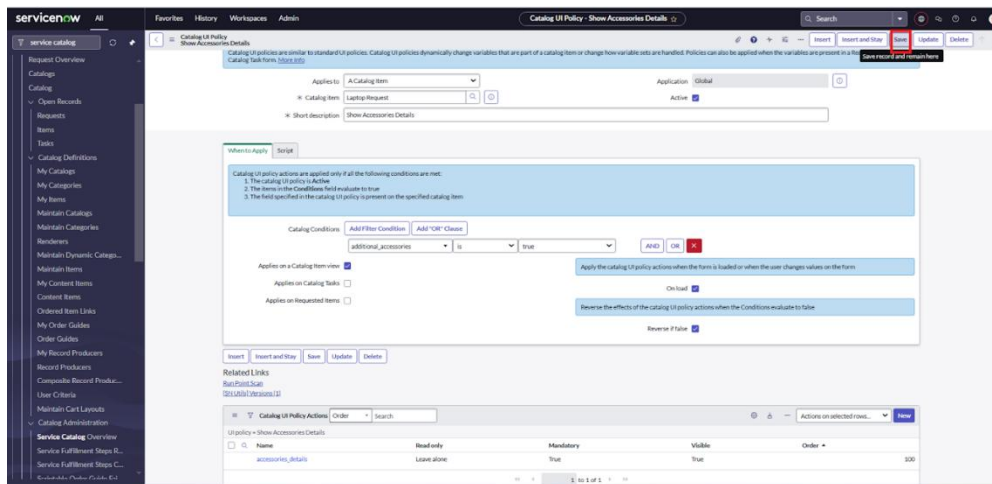
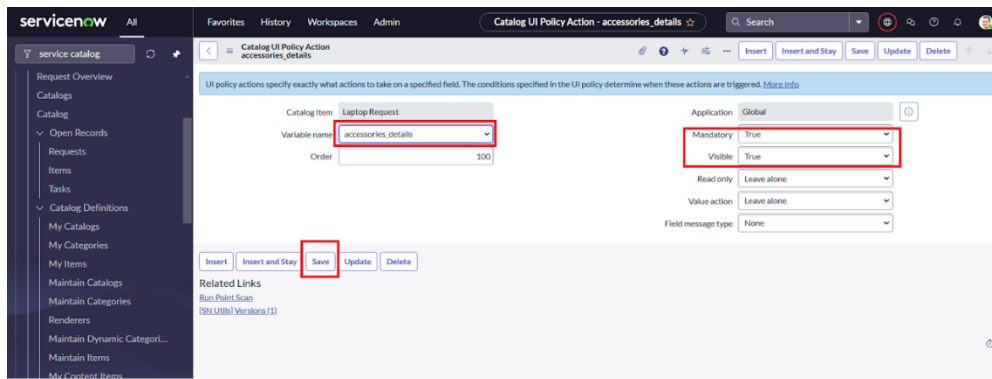
Select 'laptop request' and scroll down click on "Catalog Ui policies"

In the catalog ui policies related list tab click on new

Give short description as: show accessories details

Set the Catalog Condition in the related list tab 'when to apply'

[field: additional_ accessories, operator: is, value: true]



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

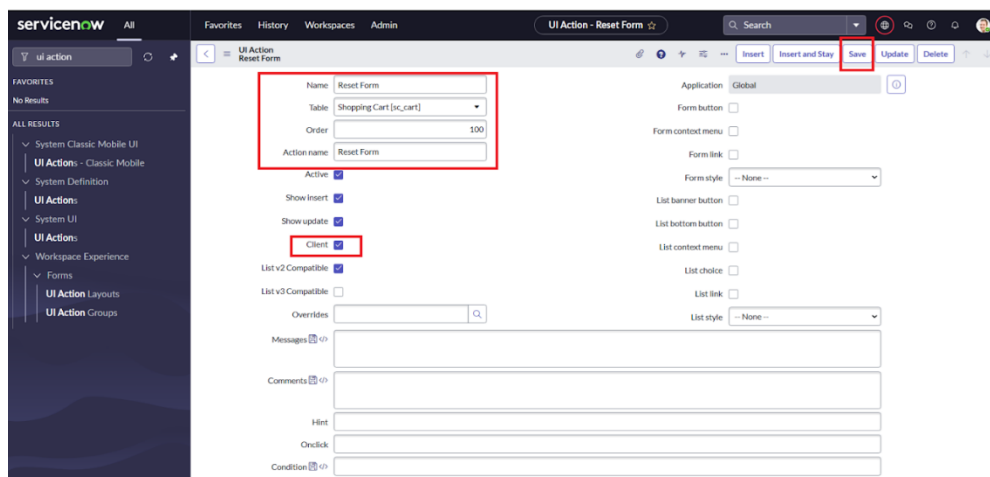
Action name: Reset form

Client : checked

Script:

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

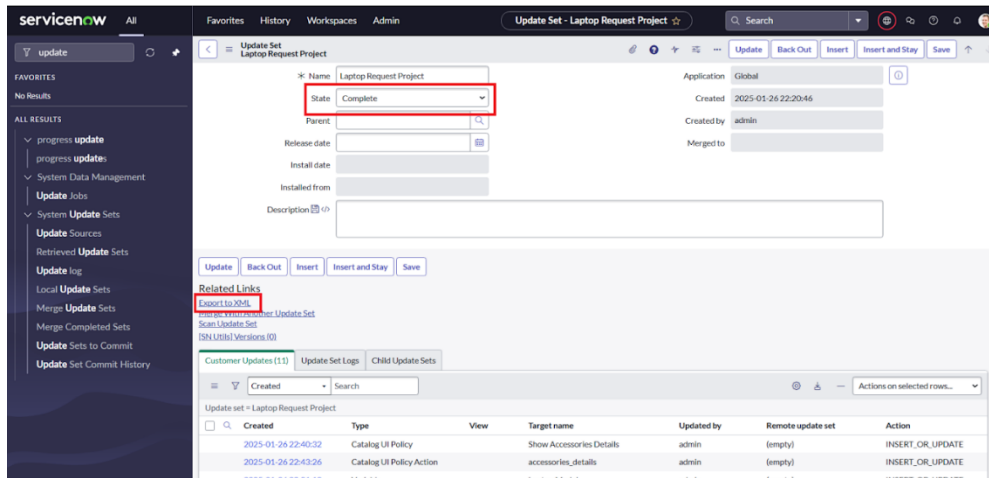
Click on save



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.

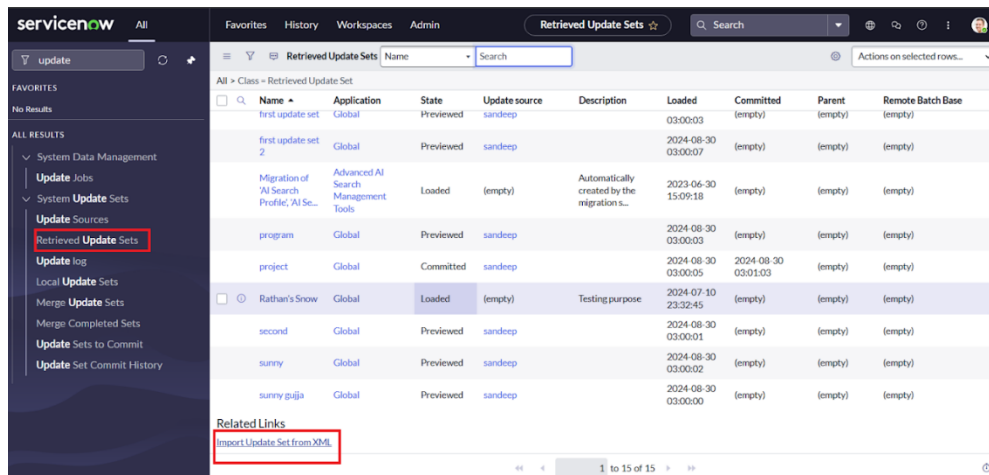
6. Click on export to XML ,it download one file



Retrieving the update set

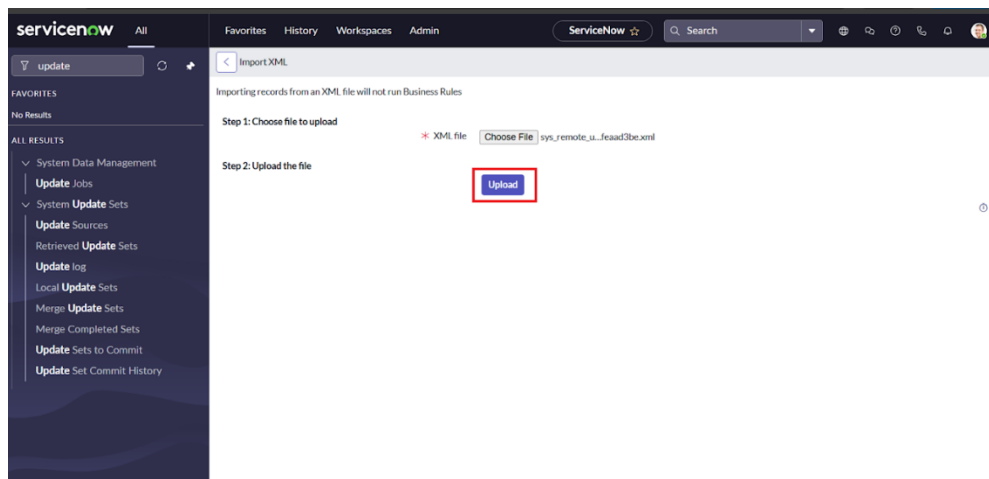
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down

6. Click on Import update set from XML



7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.



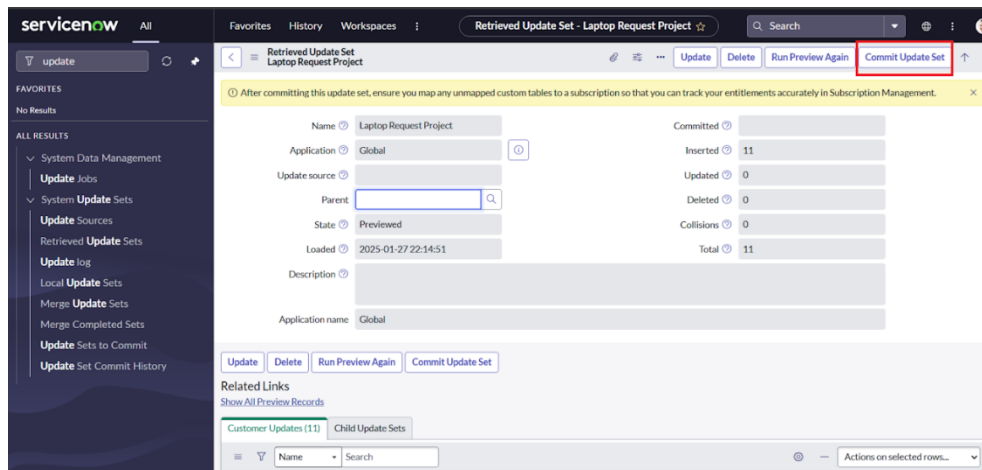
9. Open retrieved update set 'laptop request project'

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



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

The screenshot shows the ServiceNow interface for a 'Laptop Request' form. The breadcrumb trail at the top indicates the path: Service Catalog > Hardware > Laptop Request. The form is titled 'Use this item to request a new laptop'. It contains three input fields: 'Laptop Model', 'Justification', and 'Additional Accessories'. The 'Additional Accessories' checkbox is currently unchecked. On the right side, there is a section for 'Order this Item' with a quantity of 1, a delivery time of 2 days, and buttons for 'Order Now' and 'Add to Cart'. A 'Shopping Cart' section at the bottom right shows it is 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.

The screenshot shows the same ServiceNow 'Laptop Request' form, but with the 'Additional Accessories' checkbox checked. This action has triggered the display of the 'Accessories Details' field, which is highlighted with a red box. The 'Laptop Model' field now contains the text 'hp'. The 'Justification' field is still empty. The 'Order this Item' section on the right remains the same, with a quantity of 1 and a delivery time of 2 days. The 'Shopping Cart' section at the bottom right still shows it is empty.

Conclusion :

The Laptop Request Catalog Item project effectively transforms the laptop request process by utilizing ServiceNow's Service Catalog features. By introducing a dynamic and user-friendly interface, the project minimizes manual errors and significantly

improves operational efficiency. This initiative showcases the power of ServiceNow in automating outdated processes and delivering seamless, user-focused solutions. Ultimately, it enhances service delivery and boosts employee satisfaction by offering a faster, clearer, and more efficient request experience.