MANGAYARKARASI COLLEGE OF ENGINEERING

Department Of Computer Science Engineering

Completed a project on

LAPTOP REQUEST CATALOG ITEM

Submitted By

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# LAPTOP REQUEST CATALOG ITEM

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.
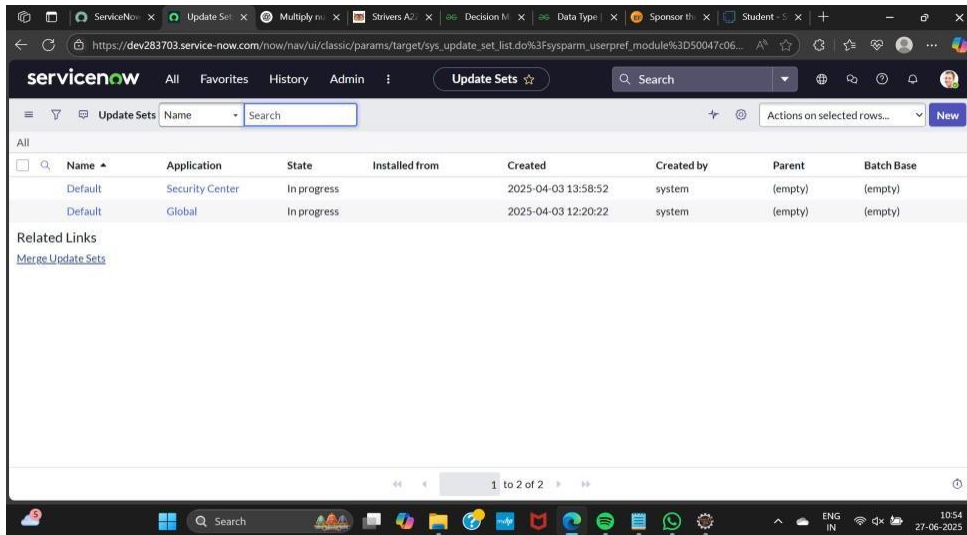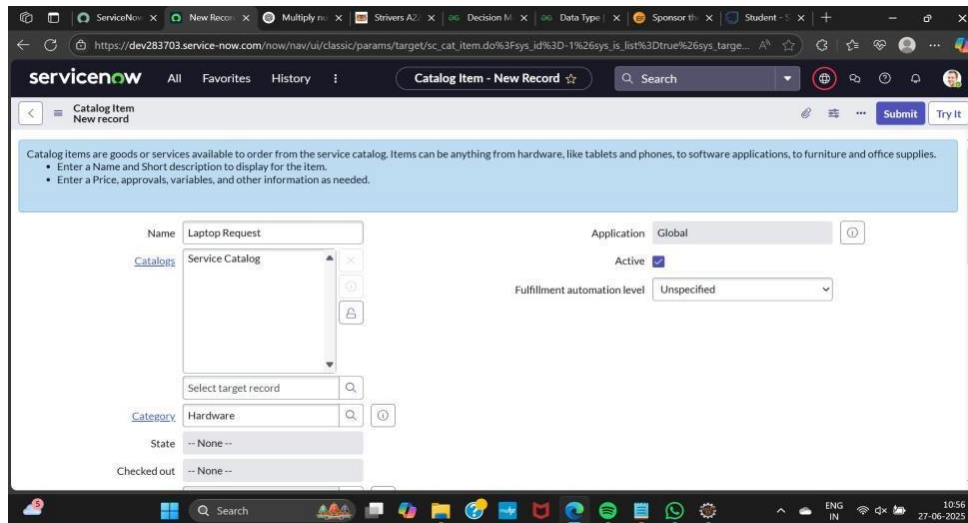
Update set

Create Local Up dateset

1. Open service now.

2. Click on All>>search for update set.

3. Select local up date sets under system update sets.
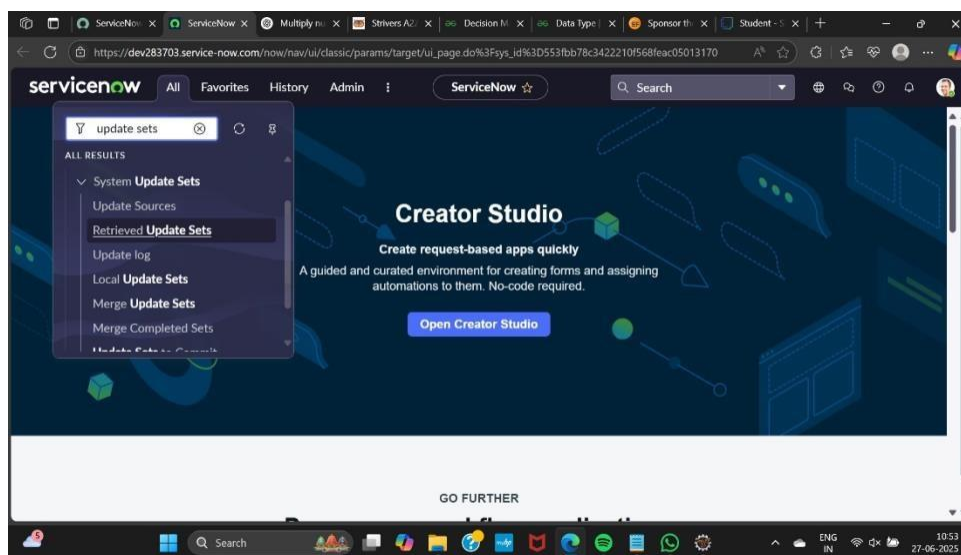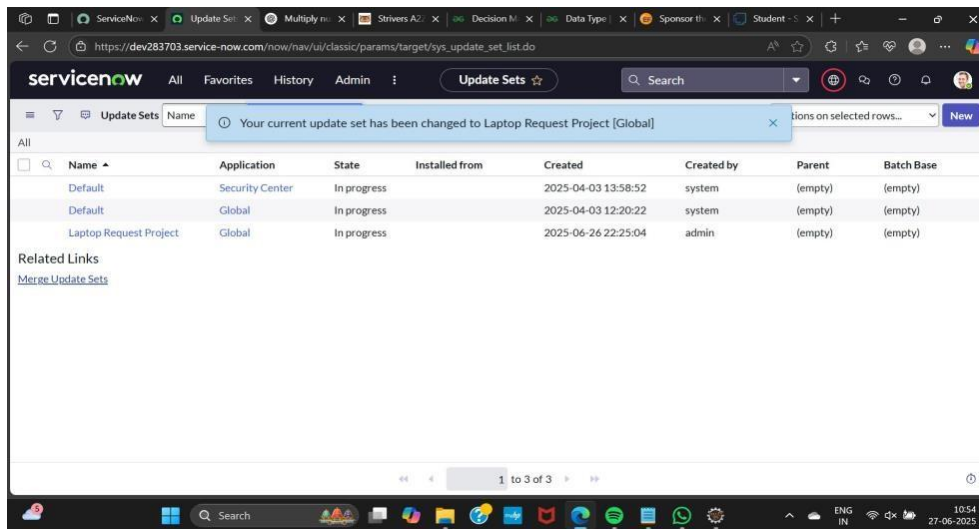
4. Click on new.

5. Fill the following details to create a update set as: "Laptop Request"

6. Click on submit and make current.
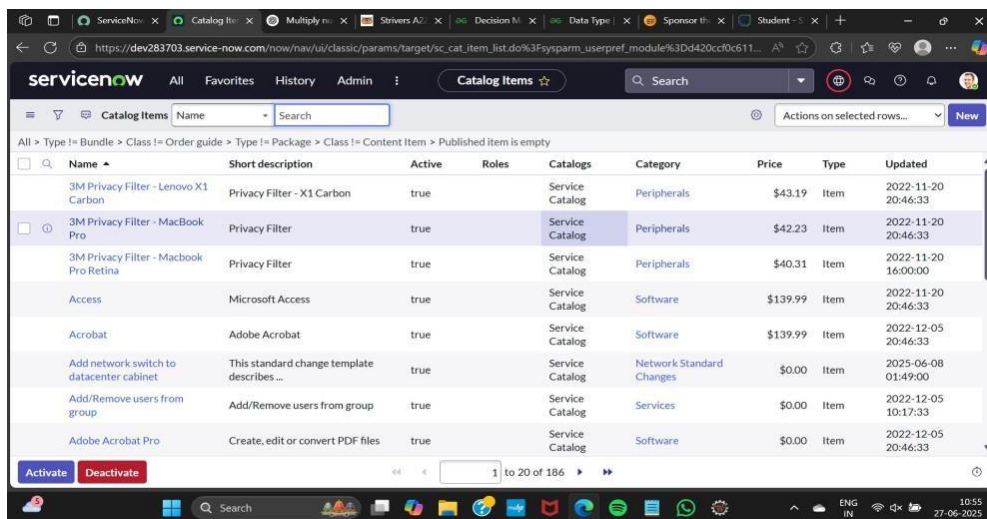
7. By click in on the button it activates the update set.

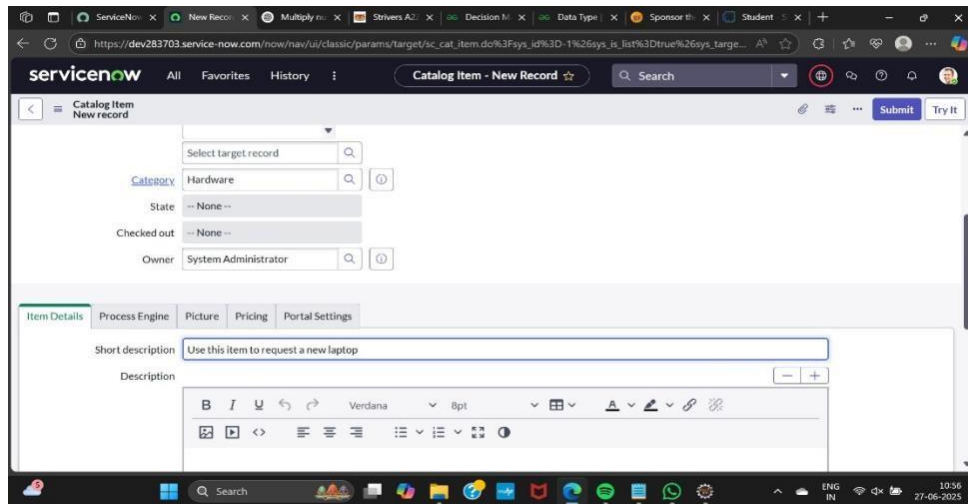**NOTE: Perform alloctions under this newly created up date set only.**

Service Catalog Item
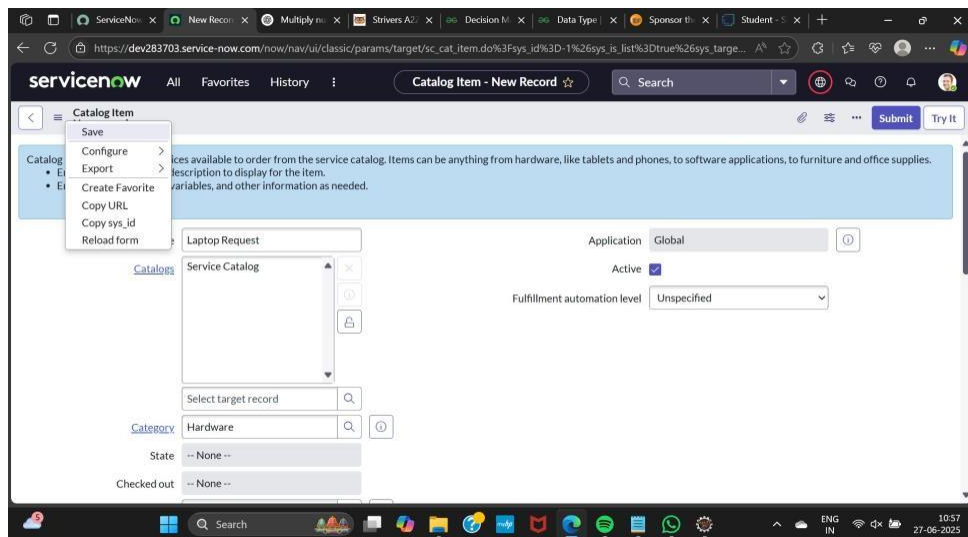
Create Service Catalog Item

1. Open service now.

2. Click on All>>service catalog.

3. Select maintain items under catalog definitions.

4. Click on New.

5. Fill the following details to create a new catalog
   item Name: Laptop Request

   Catalog: service Catalog

   Category: Hardware

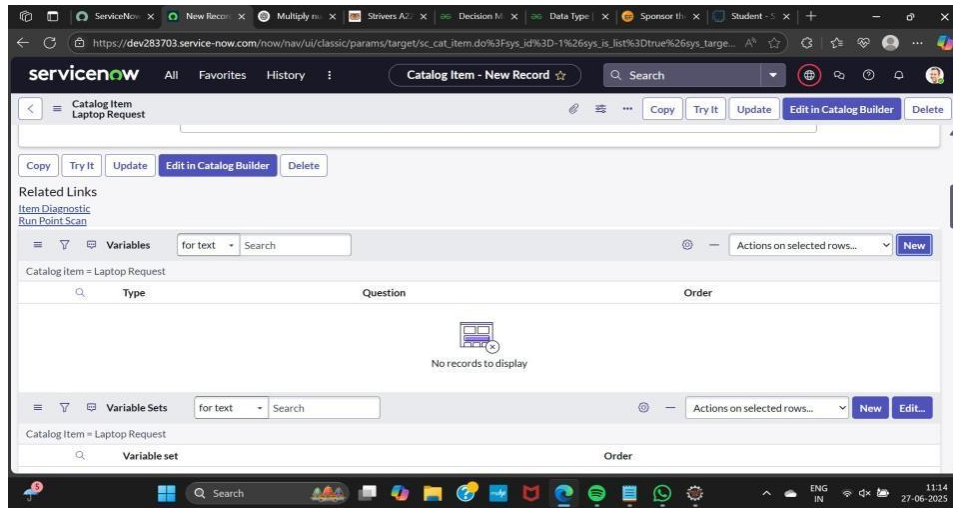   Short Description: Use this item to request a new laptop

6. Click on 'SAVE'.

Add variables

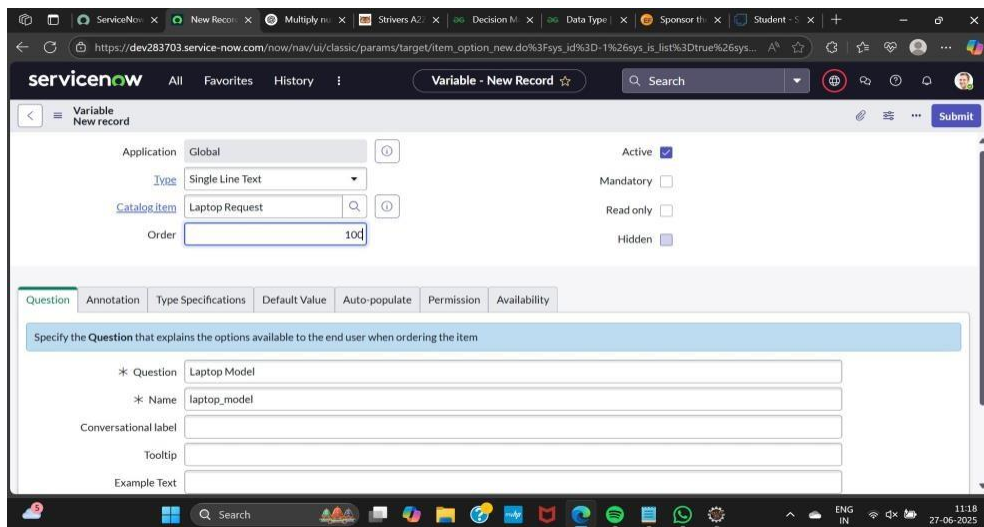- After saving the catalog item form scroll down and click on variable(related list).

- Click on new and enter the details as below
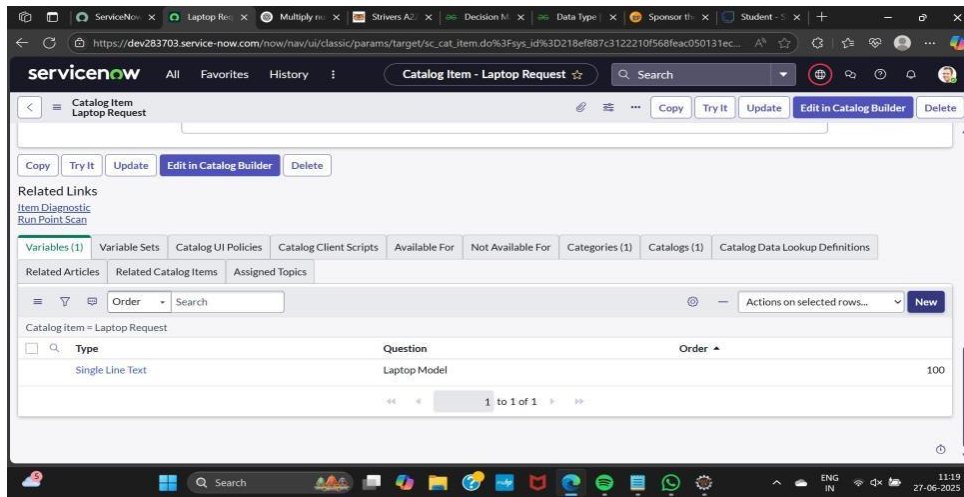
1. Variable 1: Laptop

   Model Type: Single line

   text Name: laptop

   model Order:100

- Click on submit.
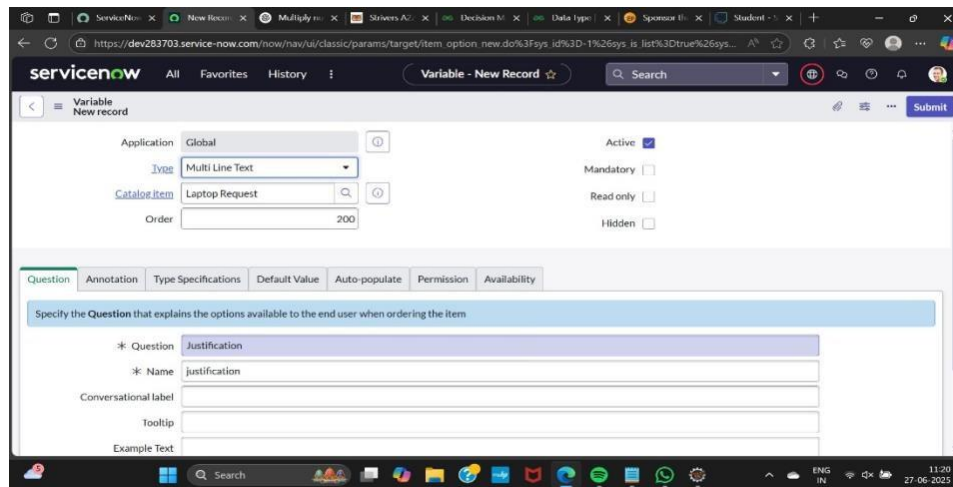- Again click on new and add Remaining variables in the above process

2. Variable 2: Justification

    Type: Multi linetext

    Name: justification

    Order:200

3. Variable3: Additional Accessories

    Type: Check box
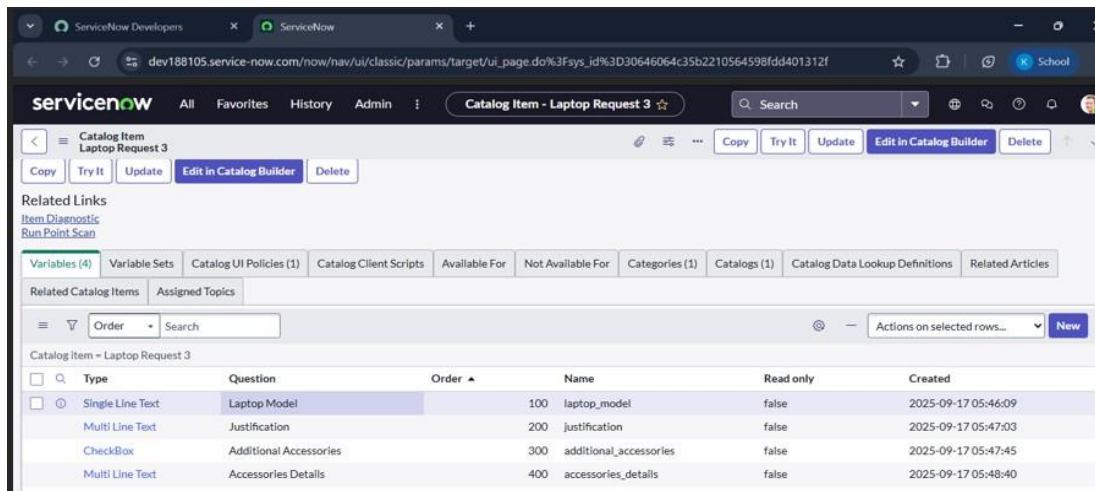
    Name: additional_accessories

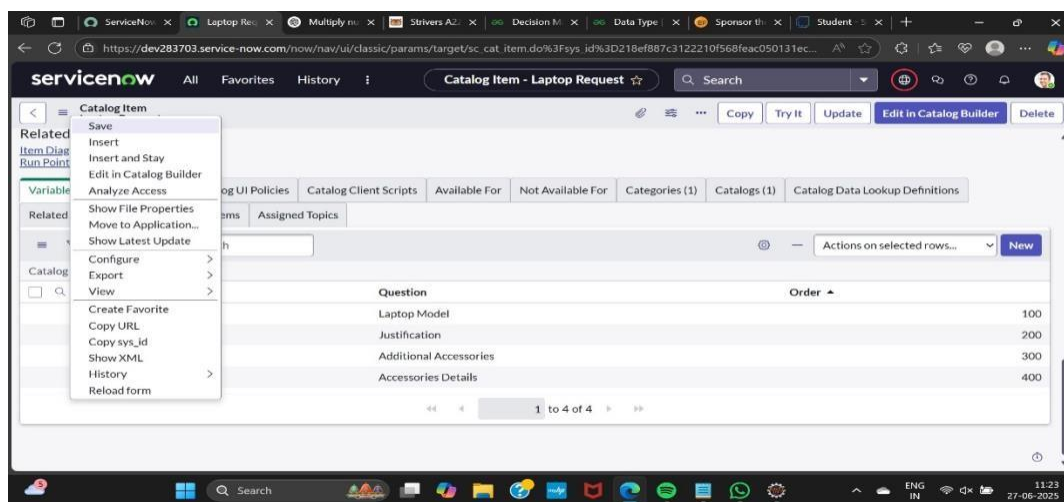   Order: 300

4. Variable4:AccessoriesDetails

    Type: Multi linetext
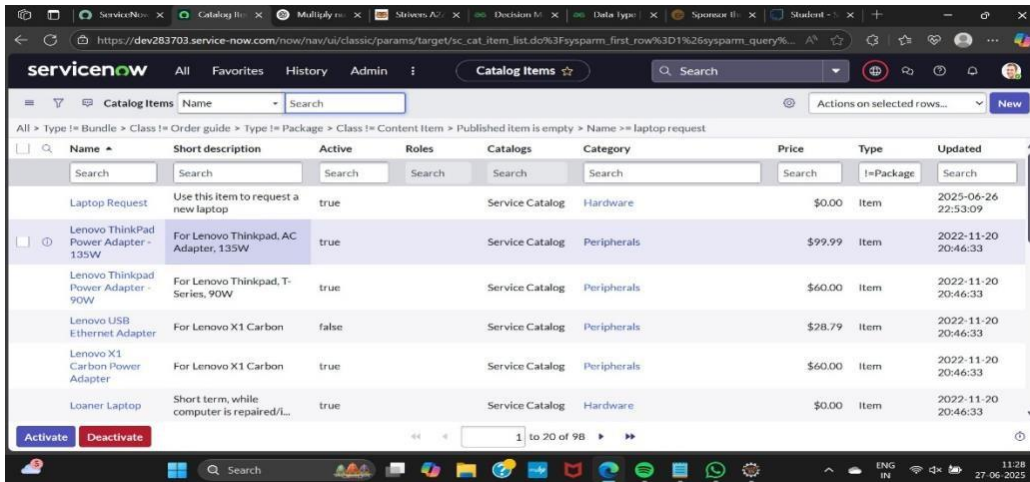
    Name: accessories_details

    Order: 400

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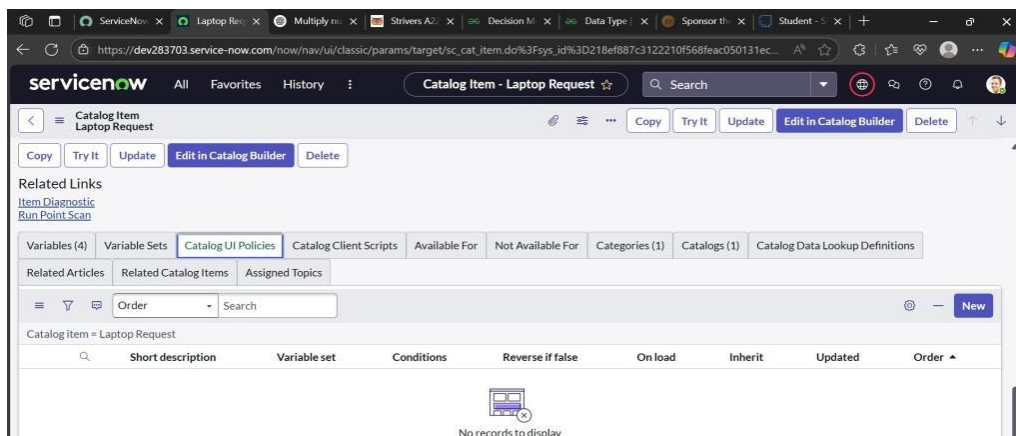- Then save the catalog item.


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]

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
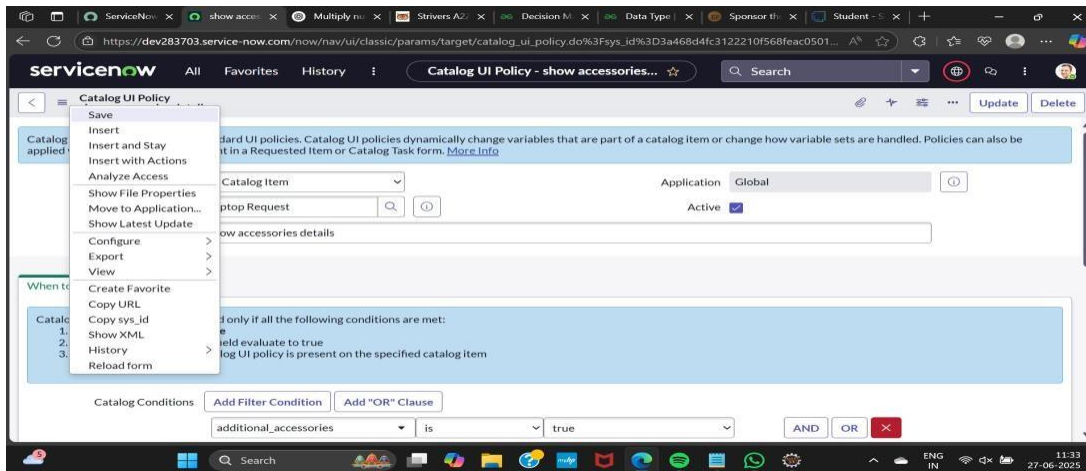
UI Action

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)
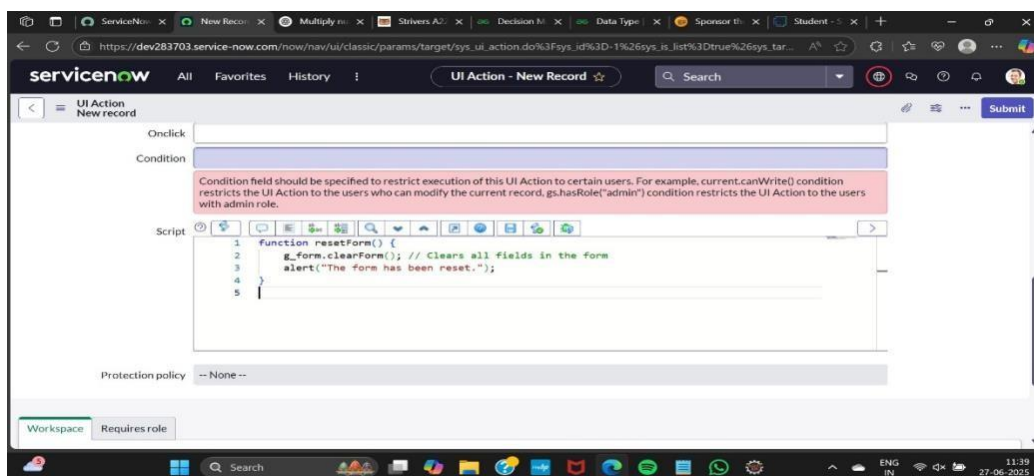   Order:100
   Action name: Reset form
   Client : checked

Script:

```
Function reset Form(){
g_form.clearForm();//Clear sall fields in the form
alert("The form has been reset.");
}
```
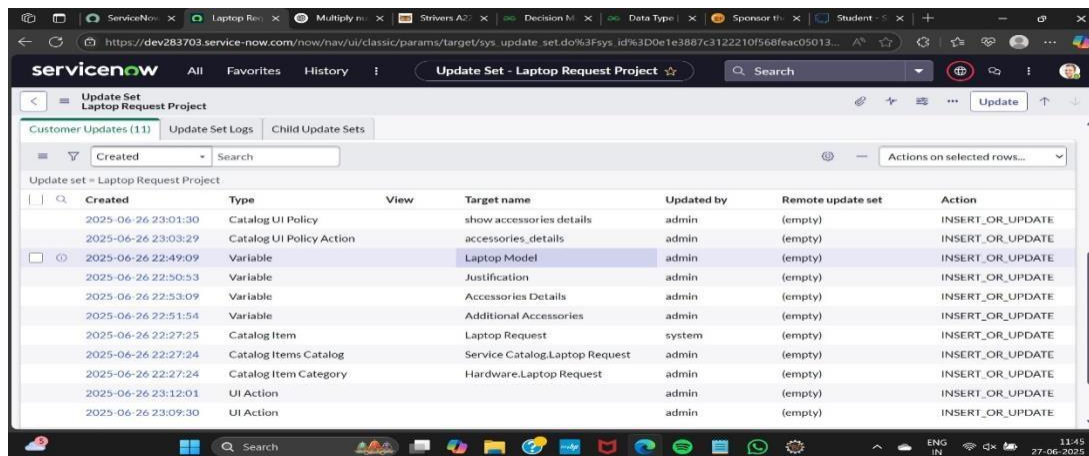

6. Click on save

Export Up dateset

Exporting changes to another instances

1. Click on All>>search for update sets
2. Select local up dateset
3. Select create up dateseti.e.'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Up date tab, updates are visible which we perform under this up dateset.

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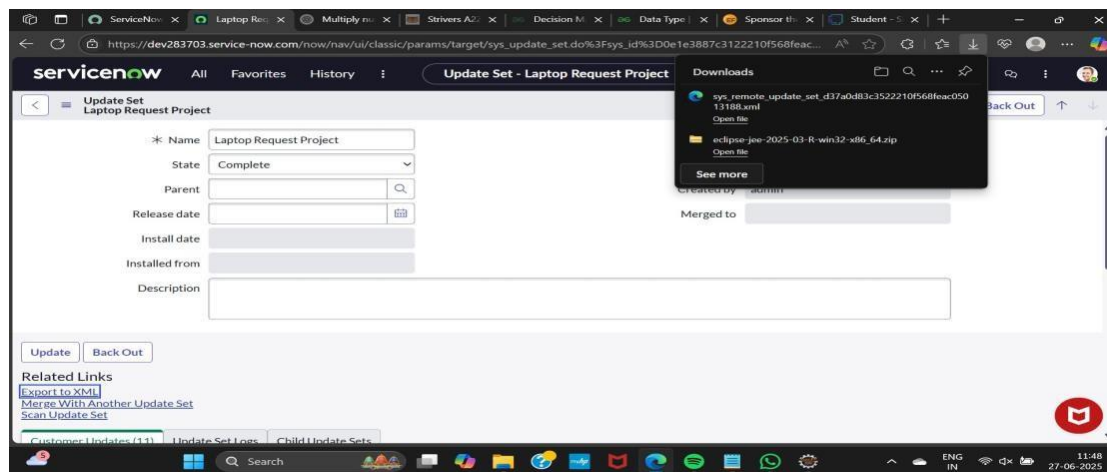

Login to another Instance

Retrieving the up date set

1. Open another instance in incognito window
2. Login with credentials
3. Click on all>>search for up date sets
4. Select "Retrieve up date set" under system up date set
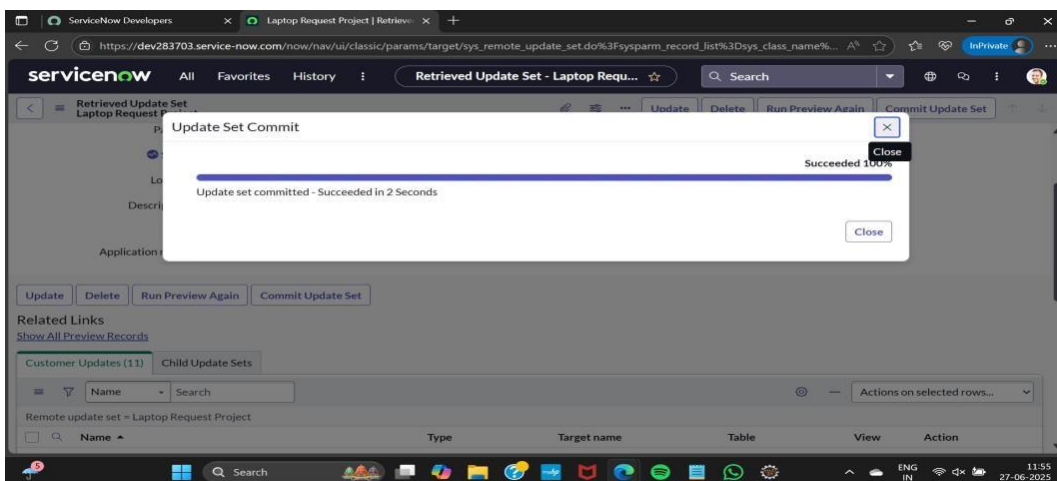5. It open retrieve up dataset list and scroll down

6. Click on Import update set from XML
7. Upload the downloaded file in XML file
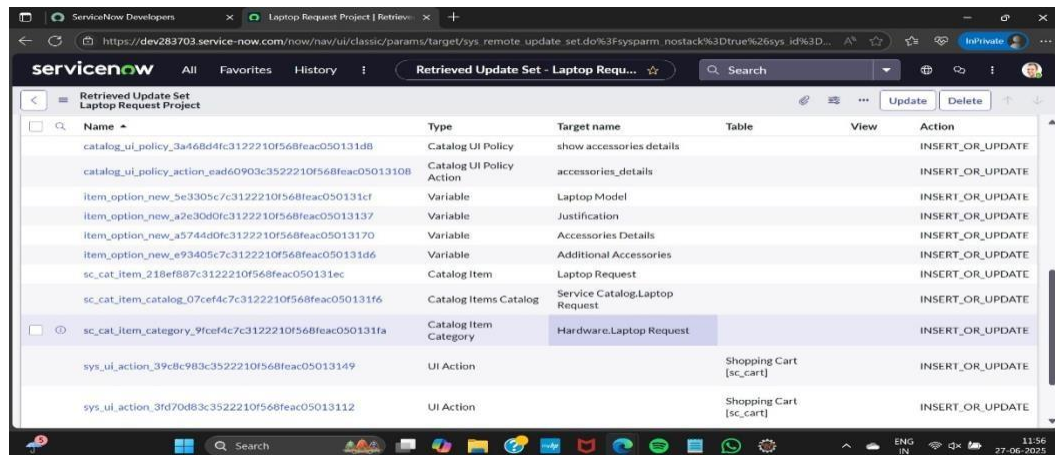8. Click on Upload and it gets uploaded.
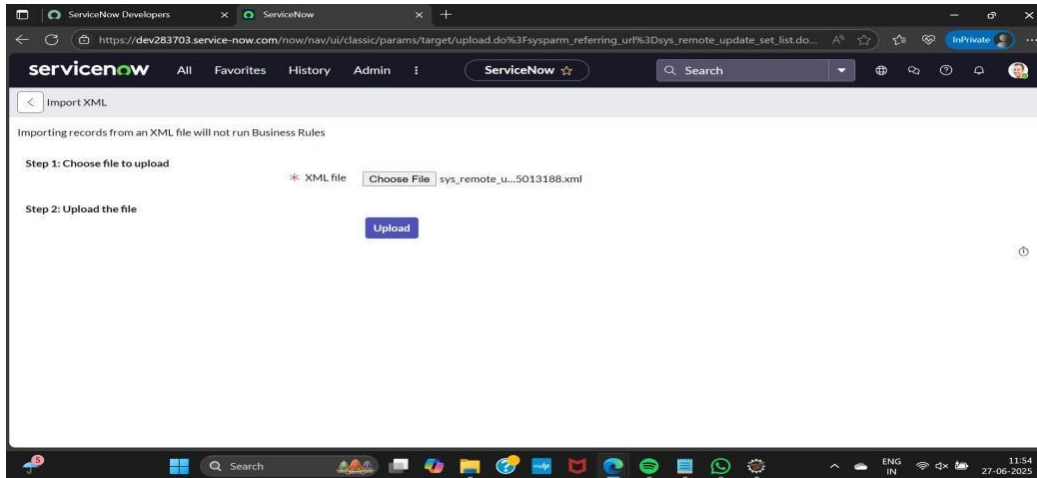
9. Open retrieved up date set 'laptop request project'
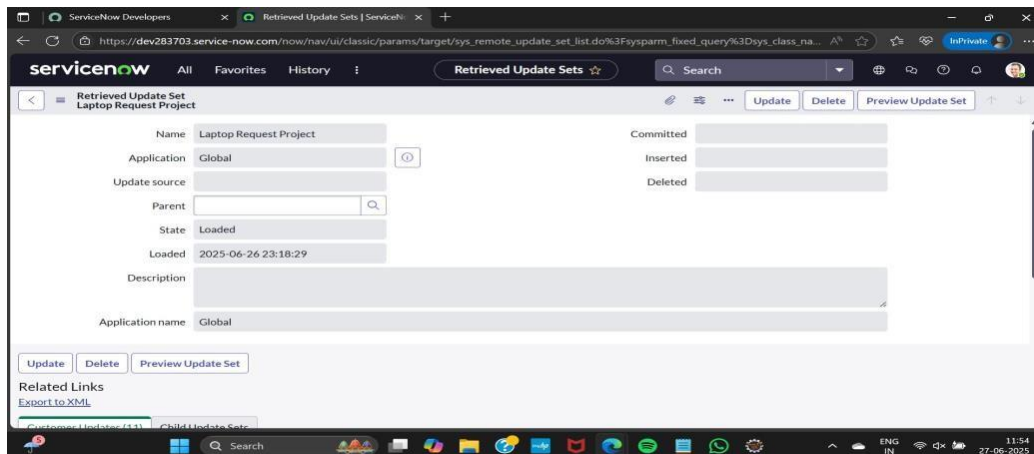
10. Click on preview up dateset
11. And click on commit up dateset

12. And also see the related tab updates
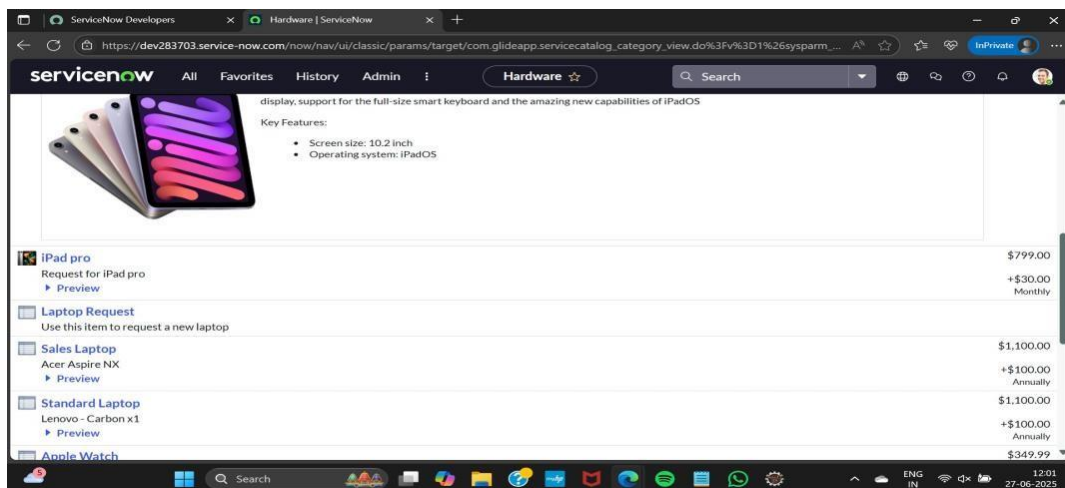13. After commiting updateset in this instance we get all updates which are do in the previous instance.
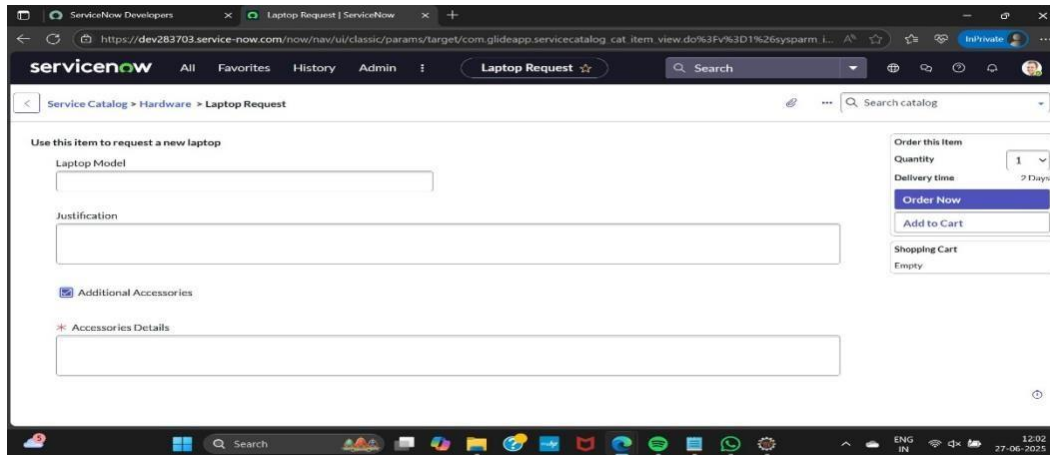

Testing

Test CatalogI tem
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 variable sonly.

6. As per our scenario, when we click on additional accessories check box then accessories details fields is 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 laptopswithintheorganizationbyleveragingServiceNow'sServiceCatalogcapabilities.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 Service Now 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.