

Naan Mudhalvan Project

Title: Laptop Request Catalog Item

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Team Size : 4

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Laptop Request Catalog Item Project Report

Introduction

- The Laptop Request Catalog Item project was developed in ServiceNow as part of the Smart Internz guided learning program. The objective of this project was to understand and implement key ServiceNow components required to create a functional service request process.
- This project enables employees to request a laptop through the Service Catalog, ensuring request tracking, UI control, automation, and testing.

Objectives

- Create and configure a new update set
- Develop a Service Catalog item for laptop request
- Implement UI Policy to control form behavior
- Create UI Action for request processing
- Export update set and import to another instance
- Test and validate the end-to-end functionality

Tools & Platform

- **Platform:** ServiceNow
- **Module Used:** Service Catalog
- **Guided Workspace:** Smart Internz

Project Components

1. Update Set Creation

- An update set named **Laptop Request Catalog Item** was created to track all configuration changes made in the instance.

2. Service Catalog Item

- A catalog item titled **Laptop Request** was created under the service catalog. Key fields were added such as:
 - Additional Accessories
 - Accessories Details
 - Laptop Model
 - Justification
- A request workflow was configured for submission.

3. UI Policy

A UI Policy was configured to dynamically control the visibility and mandatory behavior of fields based on user input.

4. UI Action

A UI Action button was added to perform a conditional action for request approval or processing.

5. Export Update Set

The update set was exported for deployment into another ServiceNow instance.

6. Import & Testing in Another Instance

The exported update set was imported into a different ServiceNow instance and validated. Testing steps includes:

- Catalog item access

- Form submission
- Policy validation
- Action execution

Conclusion

- This project provided hands-on experience in ServiceNow configuration, enabling the creation of a functional Laptop Request system. It enhanced understanding of Service Catalog development, UI policies, update sets, and instance migration.
- The successful completion of this project demonstrates foundational ServiceNow development skills and workflow configuration knowledge.