



**Sridevi Arts & Science  
College Ponneri**

**PROJECT NAME: LAPTOP REQUEST CATALOGUE ITEM**

**TEAM ID: NM2025TMID19633**

## **A PROJECT REPORT**

**Submitted by**

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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:**

To address these challenges, this project aims to **design and implement a Laptop Request Catalog Item** within the organization's service catalog platform (e.g., ServiceNow, Servicely, BMC, etc.). The goal is to create a standardized, user-friendly, and automated workflow for laptop requests that:

- Captures **all required information** (device type, specifications, justification)

- Integrates with **approval workflows** (e.g., manager approval)
- Generates **automated tasks** for IT fulfillment teams
- Provides **real-time status tracking** for end-users
- Supports **audit trails, SLA monitoring, and reporting**

**Skills:** UiPath RPA,Tanzu Application Service

## TASK INITIATION

### **Milestone 1 : update set**

#### **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

The screenshot shows the ServiceNow interface for creating a new update set. The left sidebar is open, showing the 'All' tab and the 'update set' search bar. Under 'ALL RESULTS', the 'System Update Sets' section is expanded, and 'Local Update Sets' is highlighted. The main form is titled 'Update Set - Create Laptop Request Project 2'. It contains the following fields:

- Name:** Laptop Request Project
- State:** In progress
- Parent:** (empty field)
- Release date:** (empty field)
- Description:** (empty text area)

At the bottom of the form, there are three buttons: 'Submit', 'Save', and 'Submit and Make Current'. The 'Submit and Make Current' button is highlighted with a red box.

## **Milestone 2: Service catalog item**

### **Activity 1: 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.

The screenshot shows the ServiceNow interface for creating a new catalog item. The left sidebar shows the navigation menu with 'Service Catalog' and 'Catalog Definitions' expanded, and 'Maintain Items' selected. The main form is titled 'Catalog Item - Laptop Request'. It includes a header with 'Catalog Item - Laptop Request' and a sub-header 'Laptop Request'. The form contains several fields: 'Name' (Laptop Request), 'Application' (Global), 'Active' (checked), 'Fulfillment automation level' (Unspecified), 'State' (None), 'Checked out' (None), and 'Owner' (System Administrator). Below these fields are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a rich text editor.

### **Activity 2: 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 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 interface for editing a catalog item named 'Laptop Request'. The left sidebar contains navigation links for 'service catalog', '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 'Domain Definitions'. The main content area shows the 'Catalog Item - Laptop Request' form. At the top, there are tabs for 'Variables (4)', 'Variable Sets', 'Catalog UI Policies (1)', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', 'Catalog Data Lookup Definitions', and 'Related Articles'. Below these tabs, there is a 'Related Catalog Items' section with a table listing variables. The table has columns for 'Type', 'Question', and 'Order'. The variables listed 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

## **Milestone 3: UI Policy**

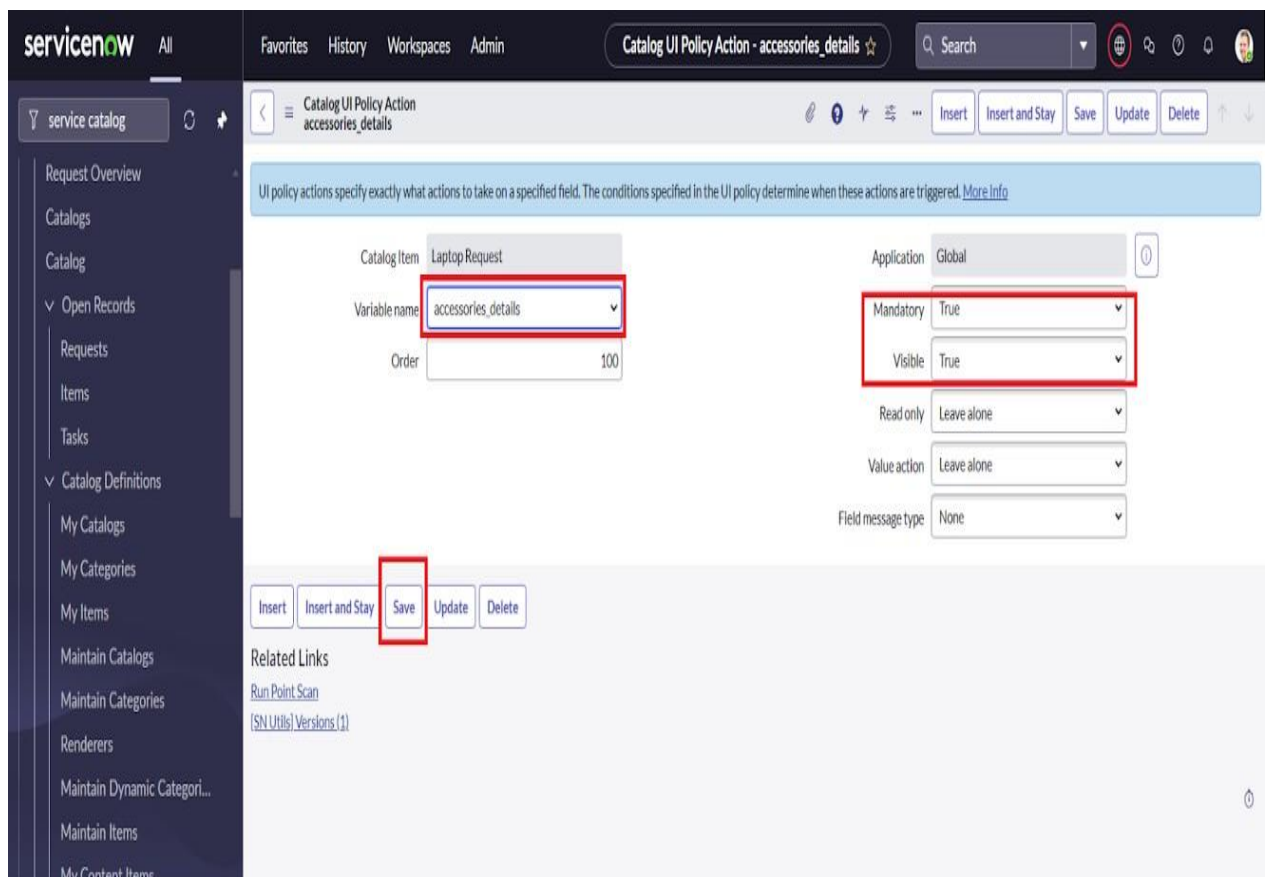
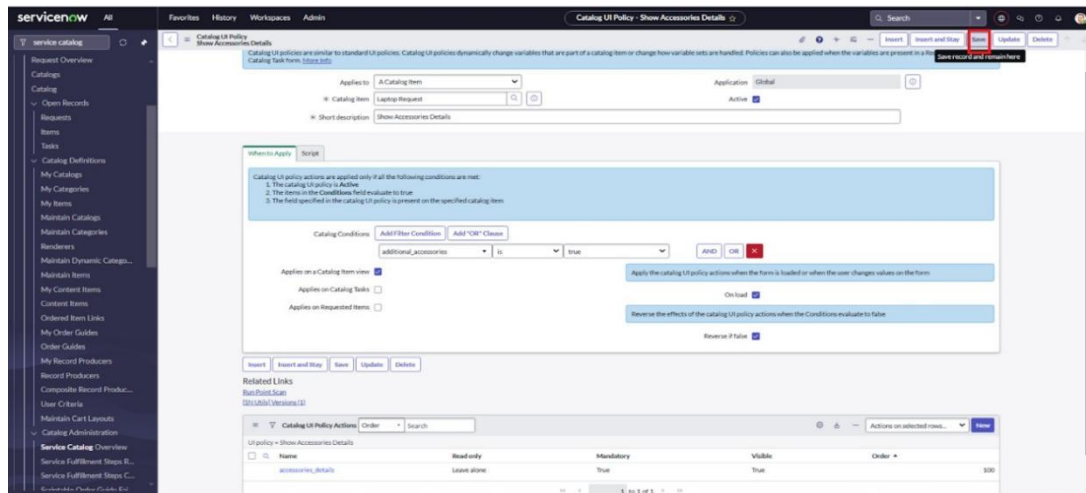
### **Activity 1: Create Catalog Ui policies**

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 ServiceNow interface for configuring a Catalog UI Policy. The left sidebar shows the navigation menu with 'maintain it' selected. The main area is titled 'Catalog UI Policy - Show Accessories Details'. It includes fields for 'Applies to' (A Catalog Item), 'Catalog item' (Laptop Request), 'Short description' (Show Accessories Details), and 'Application' (Global). The 'When to Apply' tab is active, showing a list of conditions: 'The catalog UI policy is Active', 'The items in the Conditions field evaluate to true', and 'The field specified in the catalog UI policy is present on the specified catalog item'. Below this, the 'Catalog Conditions' section shows a filter for 'additional\_accessories' with the operator 'is' and the value 'true'. The 'Applies on a Catalog item view' checkbox is checked. The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' checkbox is also checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is checked.

8. Click on save.(do not click on submit)
9. Scroll down on 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



## 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

- Click on new
- 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

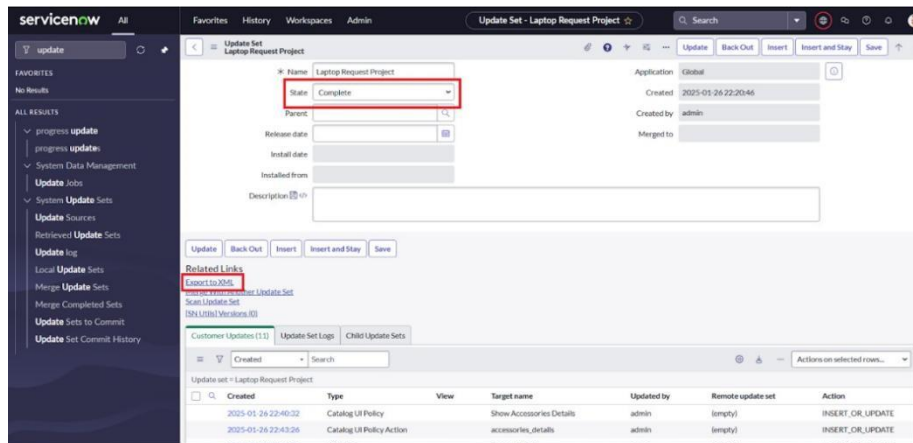
The screenshot shows the ServiceNow 'UI Action - Reset Form' configuration page. The left sidebar contains a navigation menu with 'UI Action' selected. The main area is divided into two columns. The left column contains fields for 'Name' (Reset Form), 'Table' (Shopping Cart [sc\_cart]), 'Order' (100), and 'Action name' (Reset Form). Below these are checkboxes for 'Active', 'Show insert', 'Show update', 'Client' (checked), 'List v2 Compatible', and 'List v3 Compatible'. The right column contains checkboxes for 'Form button', 'Form context menu', 'Form link', 'Form style' (set to 'None'), 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (set to 'None'). At the bottom, there are text areas for 'Messages', 'Comments', 'Hint', 'Onclick', and 'Condition'. The 'Save' button in the top right corner is highlighted with a red box.

## **Milestone 5: Export Update set**

### **Activity 1: Exporting changes to another instances**

- Click on All >> search for update sets
- Select local update set
- Select created update set i.e. 'Laptop Request Project'
- Set the state to 'Complete'
- In the related list Update tab, updates are visible which we perform under this update set.
- Click on export to XML ,it download one file

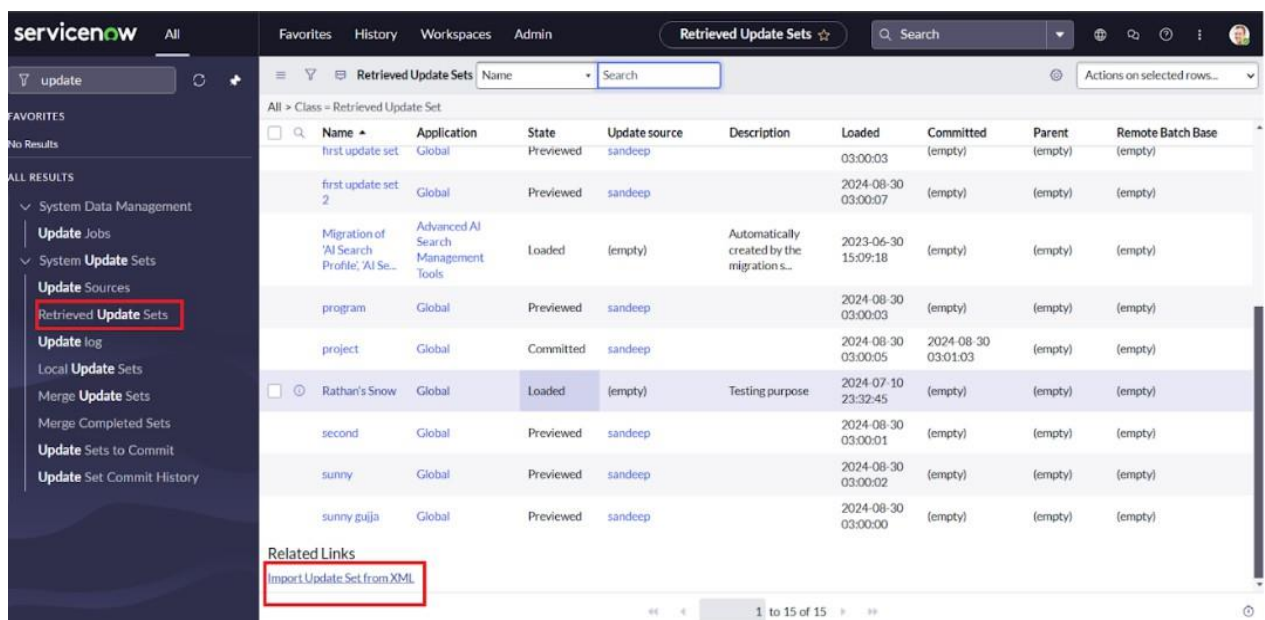




## Milestone 6: Login to another Instance

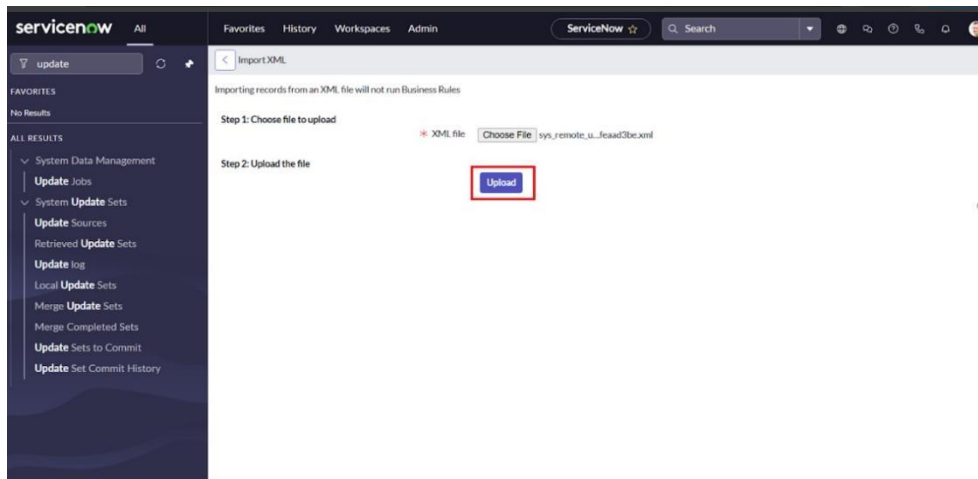
### Activity 1: Retrieving the update set

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

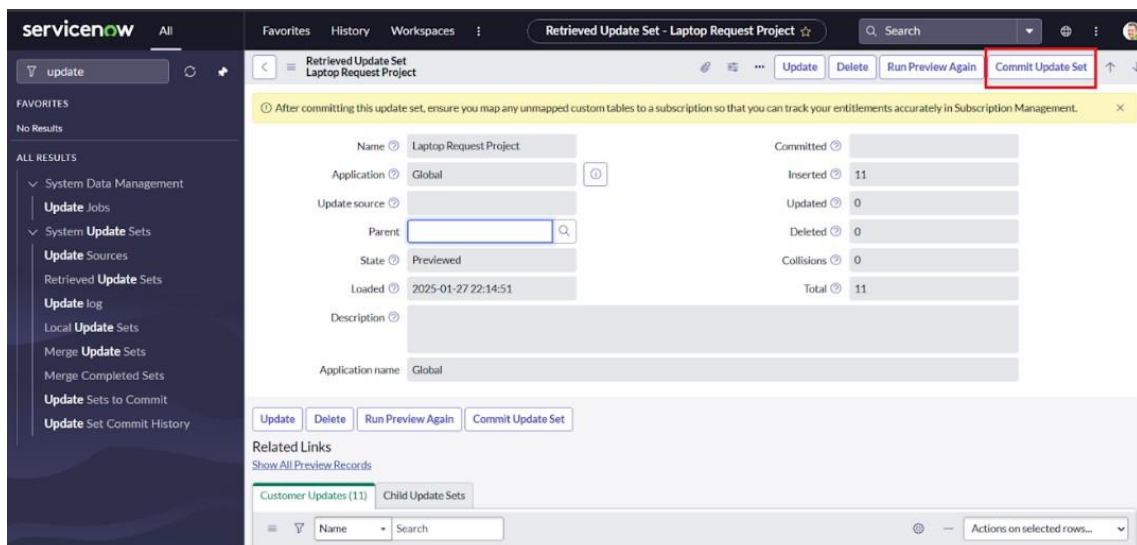


7. Upload the downloaded file in XML fil

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



## **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

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model

Justification

☐ Additional Accessories

Order this Item

Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart: 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.

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model

Justification

☒ Additional Accessories

\* Accessories Details

Order this Item

Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart: 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.