



Laptop Request Catalog Item

Team ID : NM2025TMID18672

Team Size :4

Team Leader : SANDHIYA H

Team member : SWETHA V

Team member : JEERTHANA M

Team member : JANSI M

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.

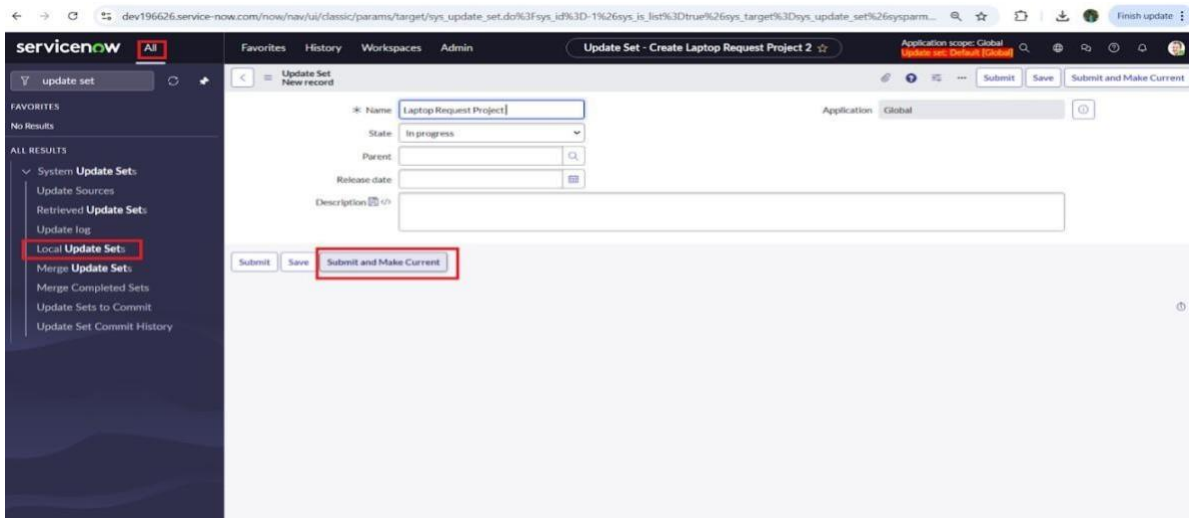
TASK INITIATION

Milestone 1 : Update sets

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"

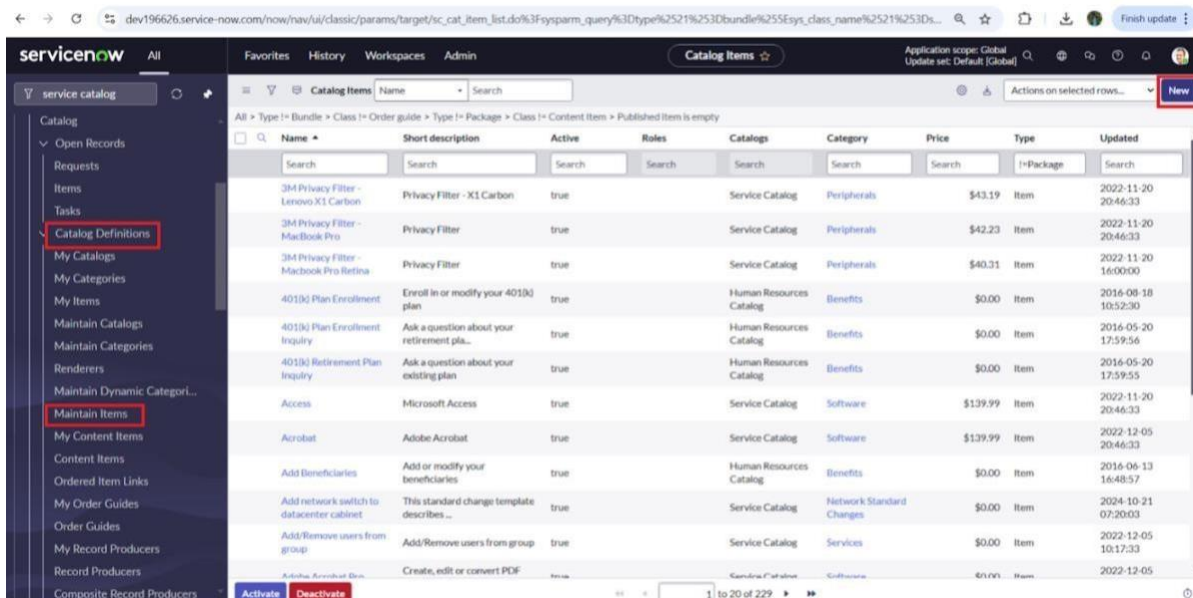
- Click on submit and make current
- By clicking on the button it activates the update set .



Milestone 2: Service Catalog Item

Activity: Create Service Catalog Item

- Open service now.
- Click on All >> service catalog
- Select maintain items under catalog definitions 4. Click on New.



- 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
- 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

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: 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. The 'When to Apply' tab is selected, showing a script that applies the policy when the catalog UI policy is active, the item in the 'Conditions' field evaluates to true, and the field specified in the catalog UI policy is present on the specified catalog item. The 'Catalog Conditions' section shows a filter for 'additional_accessories' with the operator 'is' and value '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). The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' checkbox is checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is also checked.

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. The 'Catalog Item' is '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' dropdown is set to 'Leave alone'. The 'Value action' dropdown is set to 'Leave alone'. The 'Field message type' dropdown is set to 'None'. The 'Save' button is highlighted with a red box. The 'Related Links' section shows 'Run Point Scan' and 'Set UI Policy Versions (1)'.

The screenshot shows the ServiceNow Catalog UI Policy configuration interface. The left sidebar contains navigation links for 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Catalogs', 'Maintain Items', 'Content Items', 'Ordered Item Links', 'My Order Guides', 'Order Guides', 'My Record Producers', 'Record Producers', 'Composite Record Producers', 'User Criteria', 'Maintain Cart Layouts', and 'Catalog Administration'. The main area is titled 'Catalog UI Policy: Show Accessories Details'. It includes a 'Catalog task form' link, a 'Catalog UI policies' description, and a 'When to Apply' section with a 'Script' tab. The 'Script' tab contains a text area with the following conditions: '1. The catalog UI policy is Active', '2. The Items in the Conditions field evaluate to true', and '3. The field specified in the catalog UI policy is present on the specified catalog item'. Below this, there are 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 'Add Filter Condition' and 'Add "OR" Clause', and a dropdown menu for 'additional_accessories' with a value of 'true'. At the bottom, there is a 'Related Links' section with links to 'Run Point Scan' and 'Get User Criteria', and a table of 'Catalog UI Policy Actions'.

UI policy	Name	Read only	Mandatory	Visible	Order
UI policy - Show Accessories Details	accessories_details	Leave alone	True	True	100

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

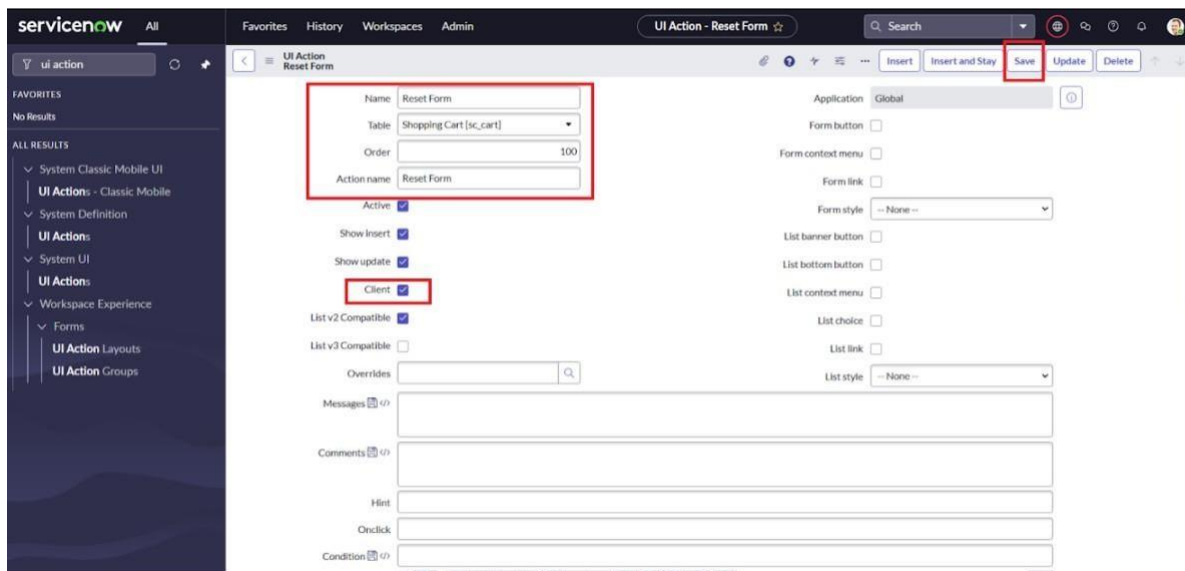
Action name: Reset form

Client : checked

Script:

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

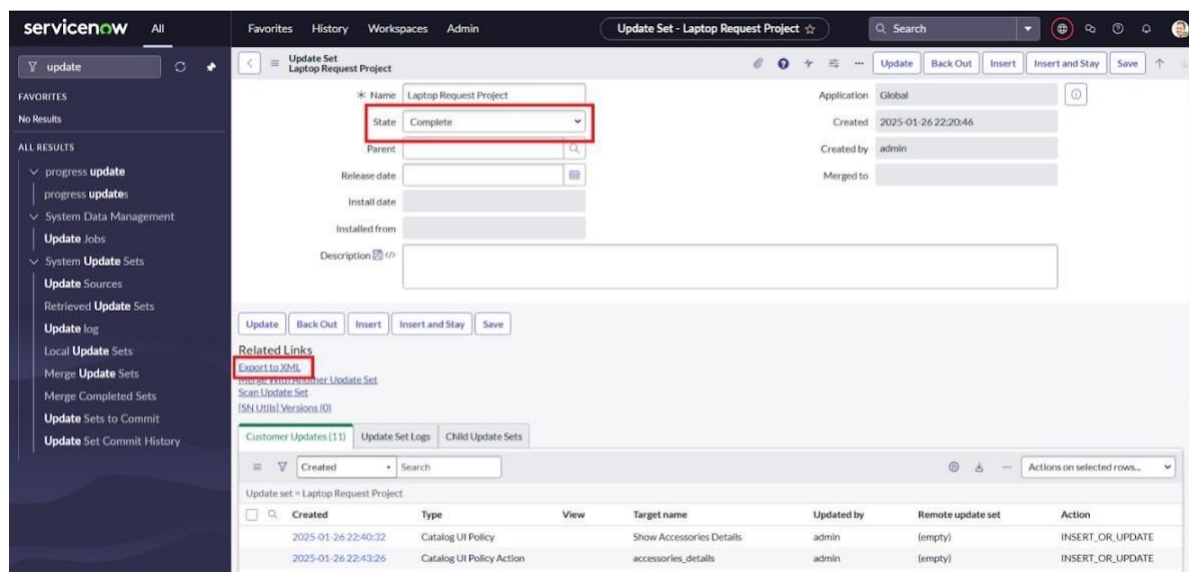
Click on save



Milestone 5: Export Update set

Activity: Exporting changes to another instances

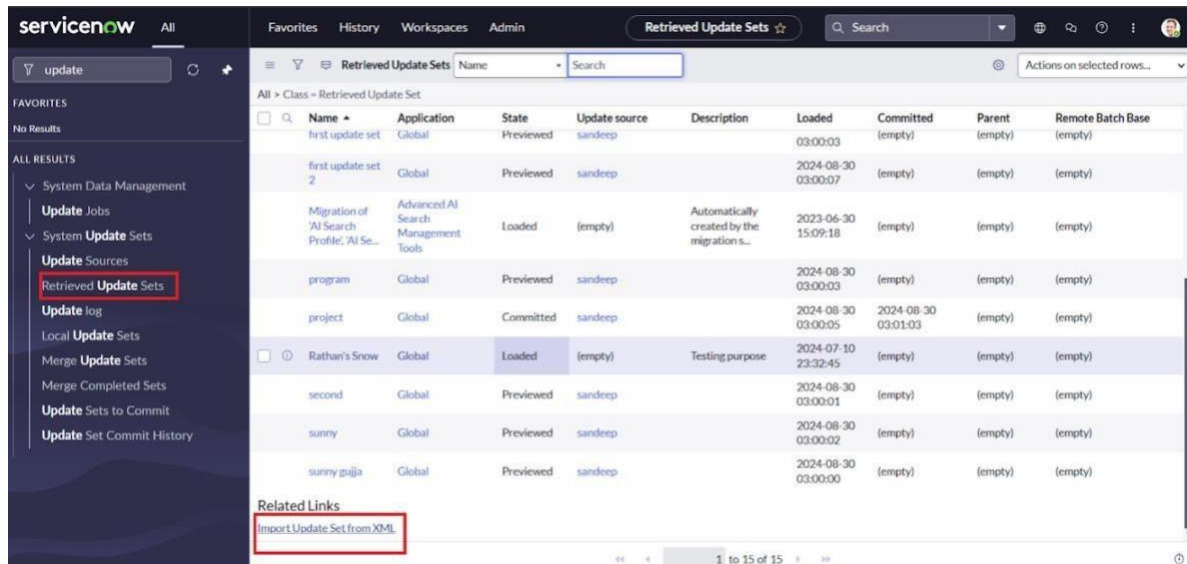
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file



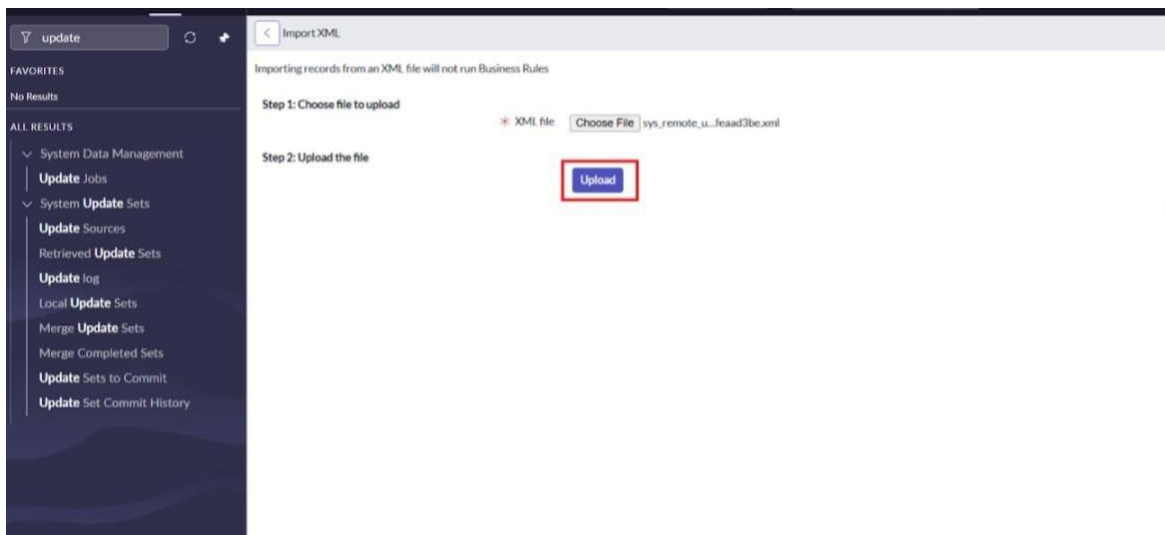
Milestone 6: Login to another Instance

Activity 1: Retrieving the update set

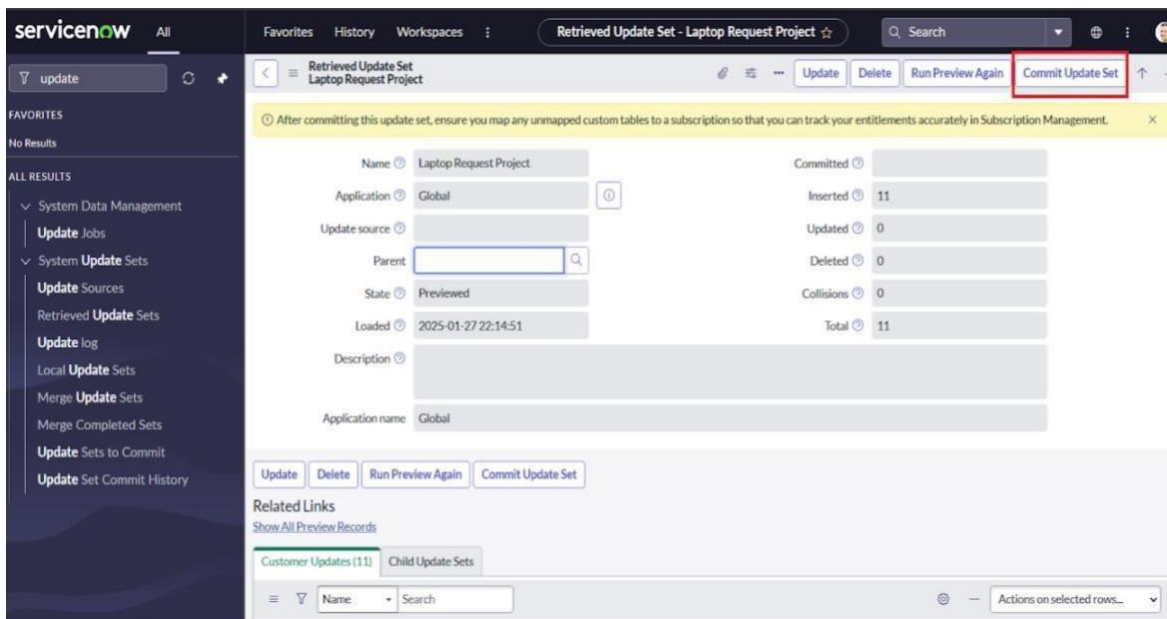
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML



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



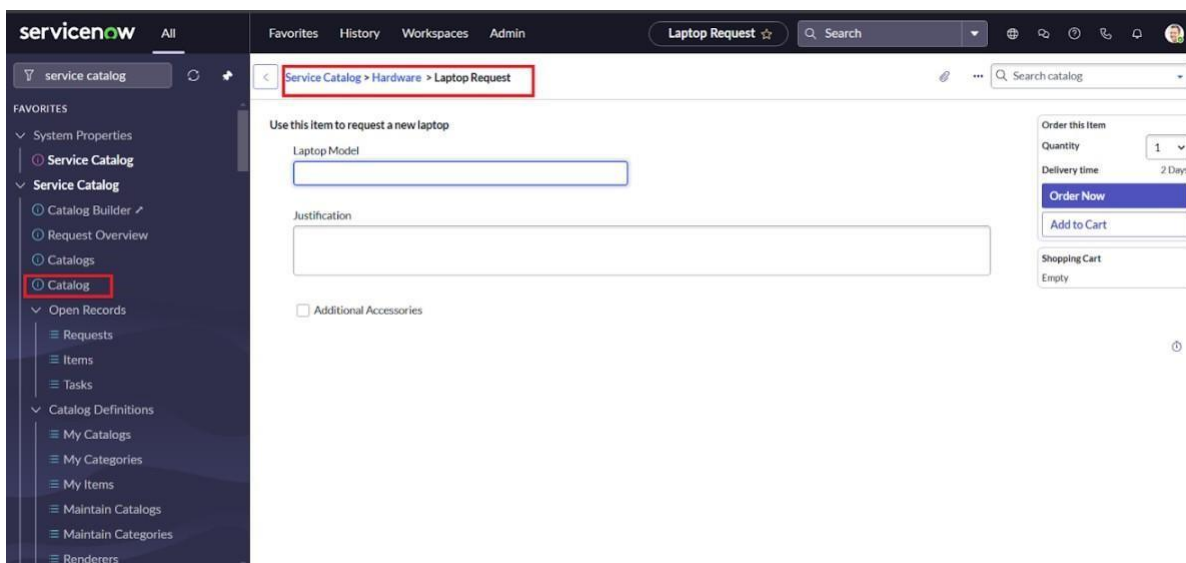
9. Open retrieved update set 'laptop request project
10. Click on preview update set
11. And click on commit update set
12. And also see the related tab updates
13. After committing **update** set in this instance we get all updates which are done in the previous instance



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' catalog item. The main form area is titled 'Use this item to request a new laptop'. It contains several input fields: 'Laptop Model' with the value 'hp', a 'Justification' field, and a section for 'Additional Accessories'. The 'Additional Accessories' checkbox is checked and highlighted with a red box. Below it, the 'Accessories Details' field is also highlighted with a red box. On the right side, there is a summary section titled 'Order this Item' showing 'Quantity' as 1 and 'Delivery time' as 2 Days. Below this are buttons for 'Order Now' and 'Add to Cart'. The left sidebar shows the 'Service Catalog' navigation menu with options like 'System Properties', 'Service Catalog', 'Catalog Builder', 'Request Overview', 'Catalogs', 'Catalog', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', and 'Maintain Categories'.

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.