

INTRODUCTION

Project:”LAPTOP REQUEST CATALOG ITEM”

The Laptop Request Catalog Item is designed to streamline and simplify the process of requesting a new laptop within the organization. This catalog item allows employees to choose from a predefined list of approved laptop models based on their role or department, ensuring consistency, compatibility, and compliance with IT standards.

By using this self-service option, users can submit requests quickly, track the status of their order, and receive automated updates throughout the fulfillment process. The item supports features such as approval workflows, dynamic form fields, and integration with asset management and procurement systems to enable efficient handling and timely delivery.

This system reduces manual work for IT support teams, minimizes delays, and improves the overall user experience in requesting and receiving essential hardware.

Project overview:

Laptop Request Catalog Item

Purpose:

To streamline and standardize the process for employees to request laptops by implementing a self-service catalog item within the organization's IT service portal. This will improve user experience, reduce manual effort, and ensure compliance with asset procurement policies.

IDEATION PHASE

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.

Project objectives:

- Create a user-friendly laptop request form on the IT service catalog.
- Integrate the form with backend workflows for approvals, asset allocation, and procurement.
- Enable tracking of request status and fulfillment through the ITSM platform.
- Ensure role-based access and policy enforcement (e.g., employee eligibility, approval chain).

REQUIREMENT ANALYSIS

Solution Requirements:

DATE	
TEAM ID	LTVIP2025TMID30693
PROJECT NAME	Laptop request catalog item

FUNCTIONAL REQUIREMENT:

Following are the functional requirements.

FR NO	FUNCTIONAL REQUIREMENTS	Sub Requirement
FR-1	Updated set	Create Local Update Set — Prepares the environment for customization tracking.
FR-2	Service catalog item	Define the laptop request form item in the ServiceNow catalog.

FR-3	Ui policy	Set rules for form field visibility, mandatory status, etc., based on user input.
FR-4	Ui action	Add custom buttons/actions on the form (e.g., Submit, Cancel).
FR-5	Export update set	Package the update set for transferring to another instance.
FR-5	Login to another instance	Access a different ServiceNow instance to import the update set.
FR-7	Testing	Verify the functionality and workflow of the catalog item.

NON FUNCTIONAL REQUIREMENTS

Following are the non functional requirements

FRNO	NON FUNCTIONAL REQUIREMENTS	DESCRIPTION
FR-1	Security	Only authenticated users should be able to access the catalog item. Role-based access control should restrict

		actions (e.g., only admins can create or modify update sets).
FR-2	Performance	The form should load within 2 seconds under standard load. UI policies and actions should not cause noticeable delay in response time.
FR-3	Availability	The system should be available 99.9% of the time excluding scheduled maintenance.
FR-4	Scalability	The system should support multiple users submitting laptop requests simultaneously without performance degradation.
FR-5	Maintainability	The update set should be modular and easy to modify without affecting other services. Change logs should be maintained for version tracking.
FR-6	Portability	The solution should work across different ServiceNow instances (via Export/Import of Update Sets).

FR-7	Reliability	The workflow should reliably route requests and not fail under normal load.
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Data Flow Diagram (DFD):

A DFD would include entities, processes, data stores, and data flows, typically in a diagram format (with arrows and shapes) showing how data moves through the system — for example:

- Users submitting a request
- Data moving to the Service Catalog
- Approval workflows
- Provisioning and delivery

Users :

Role Responsibility

- Employee (Requester)

Initiates the laptop request through the service catalog.

- Service Desk Agent / IT Support

Reviews and processes the request; verifies eligibility or availability.

- Catalog Administrator

Designs and configures the catalog item, UI policies, and UI actions.

- System Administrator

Creates and manages update sets, exports/imports them between instances.

Updated set

Service Catalog Item

Ui policy

Ui action

Export update set

**Login to another
instance**

Testing

MILESTONE 1: UPDATE SET

Purpose: Track your changes in ServiceNow.

Steps:

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 record in an update set. The breadcrumb trail indicates the path: Update Set > New record. The form fields are as follows:

- Name: laptop request
- State: In progress (dropdown menu)
- Parent: (empty field with search icon)
- Release date: (empty field with calendar icon)
- Description: (empty text area)
- Application: Global

At the bottom left of the form, there are two buttons: 'Submit' and 'Submit and Make Current'. The 'Submit and Make Current' button is highlighted with a mouse cursor.

MILESTONE 2:

ACTIVITY 1: SERVICE CATALOG ITEM

Purpose: Create the actual item that end-users will request.

Steps:

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

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

Click on 'SAVE'

ACTIVITY 2: VARIABLES

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

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

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

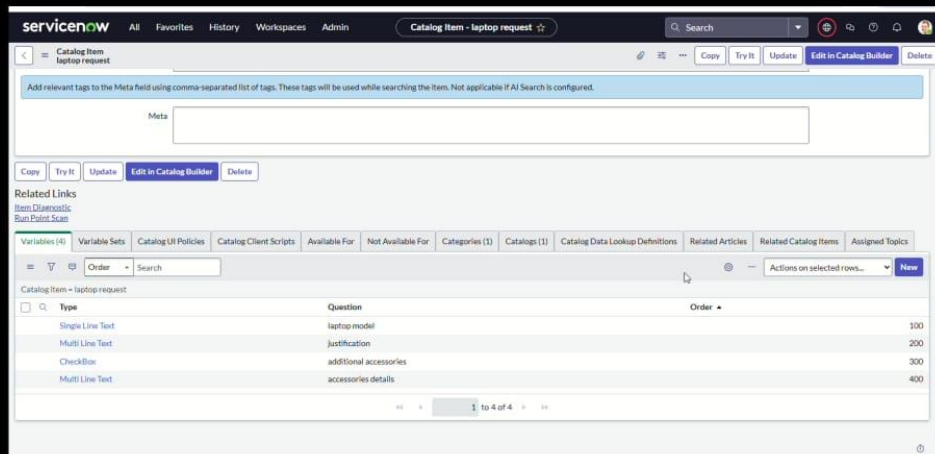
Name: Accessories_details

Order:400

Step2:

After adding above variable which are added to newly created catalog item

Then save the catalog item form



MILESTONE 3: UI POLICY

Steps:

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]

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The page title is 'Catalog UI Policy - show accessories details'. The 'Applies to' section is set to 'A Catalog Item' with the application 'Global'. The 'Catalog Item' is 'laptop request' and the 'Short description' is 'show accessories details'. The 'When to Apply' section is set to 'Script'. The 'Catalog Conditions' section shows a condition: 'additional_accessories' is '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 checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is checked.

Click on save.(do not click on submit)

Scroll down and select 'catalog ui action'

Then click on new button

Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

Click on save and again click save button of the catalog Ui policy form

MILESTONE 4:UI ACTION

Steps:

Open service now.

Click on All >> search for Ui action

Select ui actions under system definition

Click on new

Fill the following details to create ui action

Table: shopping cart(sc_cart)

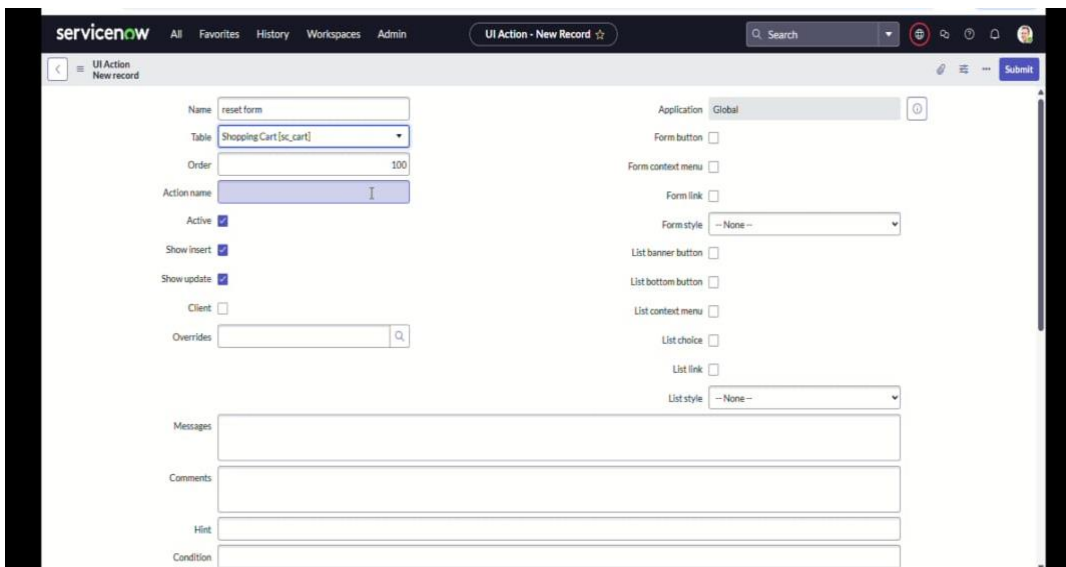
Order:100

Action name: Reset form

Client : checked

Script:

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

The screenshot shows the 'UI Action - New Record' form in ServiceNow. The form is divided into two main sections. The left section contains fields for 'Name' (reset form), 'Table' (Shopping Cart [sc_cart]), 'Order' (100), 'Action name' (Reset form), 'Active' (checked), 'Show insert' (checked), 'Show update' (checked), 'Client' (checked), and 'Overrides'. The right section contains fields for 'Application' (Global), 'Form button', 'Form context menu', 'Form link', 'Form style' (None), 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (None). At the bottom, there are text areas for 'Messages', 'Comments', 'Hint', and 'Condition'. A 'Submit' button is located in the top right corner.

Click on save

Export Update Set

Purpose: Package all changes to migrate to another instance.

MILESTONE 5: EXPORT UPDATE SET

Steps:

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

Purpose: Transfer changes to a test or production instance.

MILESTONE 6: LOGIN TO ANOTHER INSTANCE

Steps:

Open another instance in incognito window

Login with credentials

Click on all>> search for update sets

Select "Retrieved update set" under system update set

It open retrieved update set list and scroll down

Click on Import update set from XML

Upload the downloaded file in XML file

Click on Upload and it gets uploaded.

Open retrieved update set 'laptop request project'

Click on preview update set

And click on commit update set

And also see the related tab updates

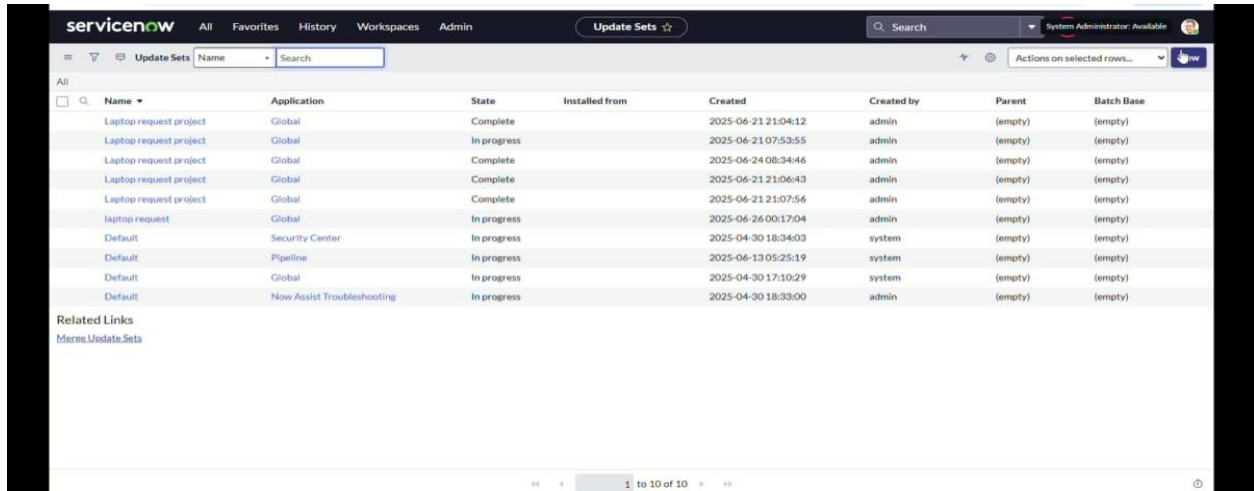
After committing update set in this instance we get all updates which are done in the previous instance

Log into another ServiceNow instance

Navigate to Retrieved Update Sets

Import XML file

Preview & Committee



Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Laptop request project	Global	Complete		2025-06-21 21:04:12	admin	(empty)	(empty)
Laptop request project	Global	In progress		2025-06-21 07:53:55	admin	(empty)	(empty)
Laptop request project	Global	Complete		2025-06-24 08:34:46	admin	(empty)	(empty)
Laptop request project	Global	Complete		2025-06-21 21:06:43	admin	(empty)	(empty)
Laptop request project	Global	Complete		2025-06-21 21:07:56	admin	(empty)	(empty)
Laptop request	Global	In progress		2025-06-26 00:17:04	admin	(empty)	(empty)
Default	Security Center	In progress		2025-04-30 18:34:03	system	(empty)	(empty)
Default	Pipeline	In progress		2025-06-13 05:25:19	system	(empty)	(empty)
Default	Global	In progress		2025-04-30 17:10:29	system	(empty)	(empty)
Default	Now Assist Troubleshooting	In progress		2025-04-30 18:33:00	admin	(empty)	(empty)

Related Links
[Merge Update Sets](#)

7. Testing

Purpose: Ensure the form works properly.

MILESTONE 7: TESTING

Steps:

Search for service catalog in application navigator in target instance

Select catalog under service catalog

Select hardware category and search for 'laptop request' item

Select laptop request item and open it

It shows three variables only

As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory

Now see the results, it fulfills our requirements.

The screenshot shows the ServiceNow interface for a 'laptop request'. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The breadcrumb trail is 'Service Catalog > Top Requests > laptop request'. The main form area has a header 'Use this item to request a new laptop'. Below this, there is a section 'Exists in categories' with a sub-section 'laptop model' containing a text input field. Another section 'Justification' contains a larger text area. Below that is 'Additional Accessories' with a sub-section 'Accessories details' and another text area. On the right side, a summary box 'Order this Item' displays 'Quantity' as 1 and 'Delivery time' as 2 Days, with 'Order Now' and 'Add to Cart' buttons. At the bottom right, a 'Shopping Cart' section indicates it is 'Empty'.

PROJECT PLANNING & SCHEDULE

Assigned tasks to the group members as show in below

Functional requirements	User story	No. Of activities	Team members
Updated set Service catalog item	Create Local Update Set: Create a new update set to capture the changes made during development.	2	M.mounika
Service catalog item Ui policy	Define the Service Catalog Item for Laptop	2	S.Sailaja

	Request, including form fields, description, and variables.		
Ui action Export update set	Add custom UI Actions (like buttons or links) to the form if necessary Export the update set created earlier for deployment to another instance.	2	S.Bujjiprameela
Login to another instance, testing	ServiceNow instance where the update set will imported. Perform thorough testing of the catalog item in the new instance to ensure it works as intended.	2	S.Madhuraveni

Advantages:

1. Step-by-Step Guidance:

The structure is clear and linear, making it easier for beginners to follow the development flow.

2. Hands-on Learning:

Encourages practical experience with ServiceNow modules like Service Catalog, Update Sets, UI Policies, etc.

3. Reusability and Portability:

By using update sets, configurations can be exported and reused in other instances.

4. Focus on Best Practices:

Separating concerns (like UI Policies and UI Actions) promotes better maintainability.

5. Testing and Validation:

Includes testing steps, which reinforce the importance of verifying functionality before deployment.

6. Real-world Project:

Simulates an actual IT service management task, making learners job-ready.

Disadvantages:

1. Linear Flow Limitation:

May be too rigid for users who want to explore out of order or work on advanced customization.

2. Lack of Depth in Each Step:

High-level steps might not go deep into complex configurations or edge-case handling.

3. Dependence on Platform Knowledge:

Beginners without prior ServiceNow exposure may find some steps confusing or too fast-paced.

4. Environment Constraints:

Requires access to a ServiceNow instance, which might not be feasible for all users.

5. Basic Scope:

Focuses on a single catalog item; lacks exposure to broader ServiceNow features like workflows, scripting, or integrations.

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