

# PROJECT DESIGN

TEAM ID	LTVIP2025TMID30975
PROJECT NAME	Laptop Request Catalog Item

## Proposed Solutions Template

S.NO	Pattern	Description
1.	Problem Statement	The current laptop request process is manual, time-consuming, and inefficient, leading to delays in laptop delivery and impacting employee productivity.
2.	Idea/ Solution Description	To simplify and automate the process of requesting laptops within an organization by creating a user-friendly catalog item in ServiceNow. This enables employees to easily submit laptop Request.
3.	Novelty/ Uniqueness	The Laptop Request Catalog Item is unique because it transforms a traditionally manual process into a smart, automated, and user-centric service.
4.	Social Impact/Customer Satisfaction	Social impact: <ul style="list-style-type: none"><li>•promotes equality</li><li>•Strengthens IT and employee collaboration</li></ul> Customer satisfaction: <ul style="list-style-type: none"><li>•Fast and easy access.</li><li>•user-friendly interface.</li></ul>
5.	Business Model	The Laptop Request Catalog Item follows a service-oriented business model within the IT Service Management (ITSM) framework, aiming to deliver efficient, scalable, and cost-effective hardware provisioning.
6.	Scalability of the solution	The Laptop Request Catalog Item is highly scalable, making it suitable for organizations of any size and adaptable to changing needs.

# **Laptop Request Catalog Item**

## **Milestone 1: Update Sets**

In ServiceNow, an update set is a group of configuration changes like business rules, UI policies, etc. that can be moved from one instance to another Instance.

### **Purpose:**

- Update Sets is to enable safe and efficient migration of customizations between ServiceNow instances.
- Transport changes: Move customizations and configurations from one environment to another.
- Version control: Track changes and maintain a version history.
- Change management: Manage and review changes before deploying to production.

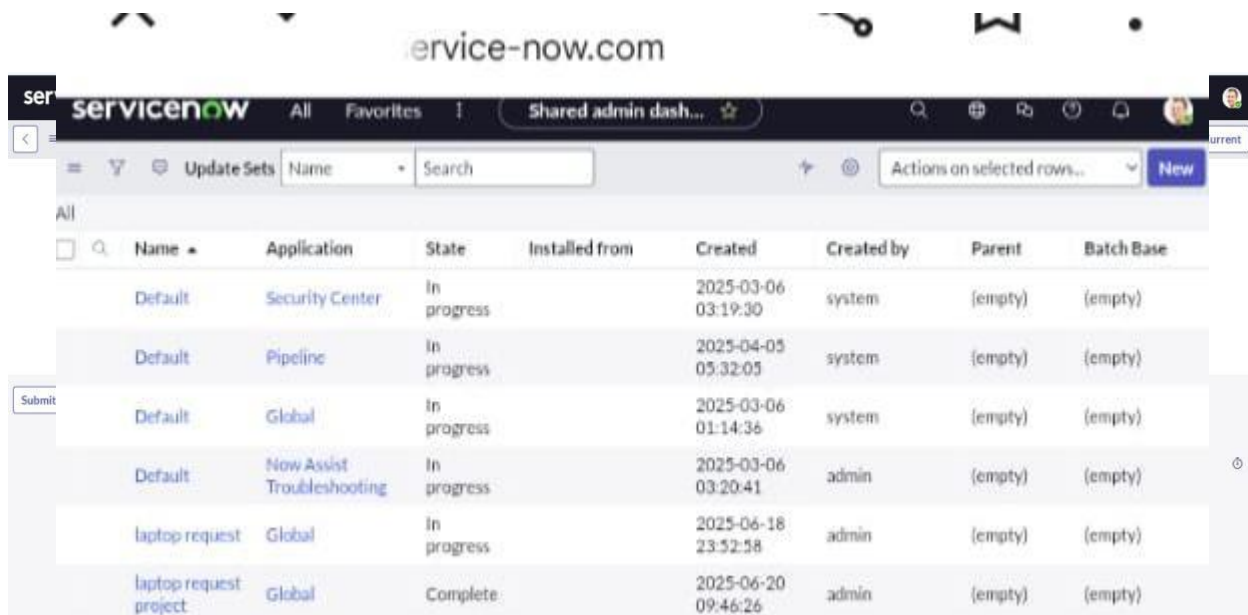
### **Steps:**

- 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

Fill the following details to create a update set as: “Laptop Request”

- 5.Click on submit and make current

6.By clicking on the button it activates the update set.



Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Security Center	In progress		2025-03-06 03:19:30	system	(empty)	(empty)
Default	Pipeline	In progress		2025-04-05 05:32:05	system	(empty)	(empty)
Default	Global	In progress		2025-03-06 01:14:36	system	(empty)	(empty)
Default	Now Assist Troubleshooting	In progress		2025-03-06 03:20:41	admin	(empty)	(empty)
laptop request	Global	In progress		2025-06-18 23:52:58	admin	(empty)	(empty)
laptop request project	Global	Complete		2025-06-20 09:46:26	admin	(empty)	(empty)

## Milestone2 :Service Catalog Item

### Catalog Item:

A Catalog Item in ServiceNow is a specific service or product that can be requested by users through the self-service portal.

### Purpose:

A Catalog Item in ServiceNow is a self-service portal item that allows users to request specific services or products, such as laptops.

Improve efficiency: Automate approval workflows and fulfillment processes to reduce processing times.

### Steps:

- 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

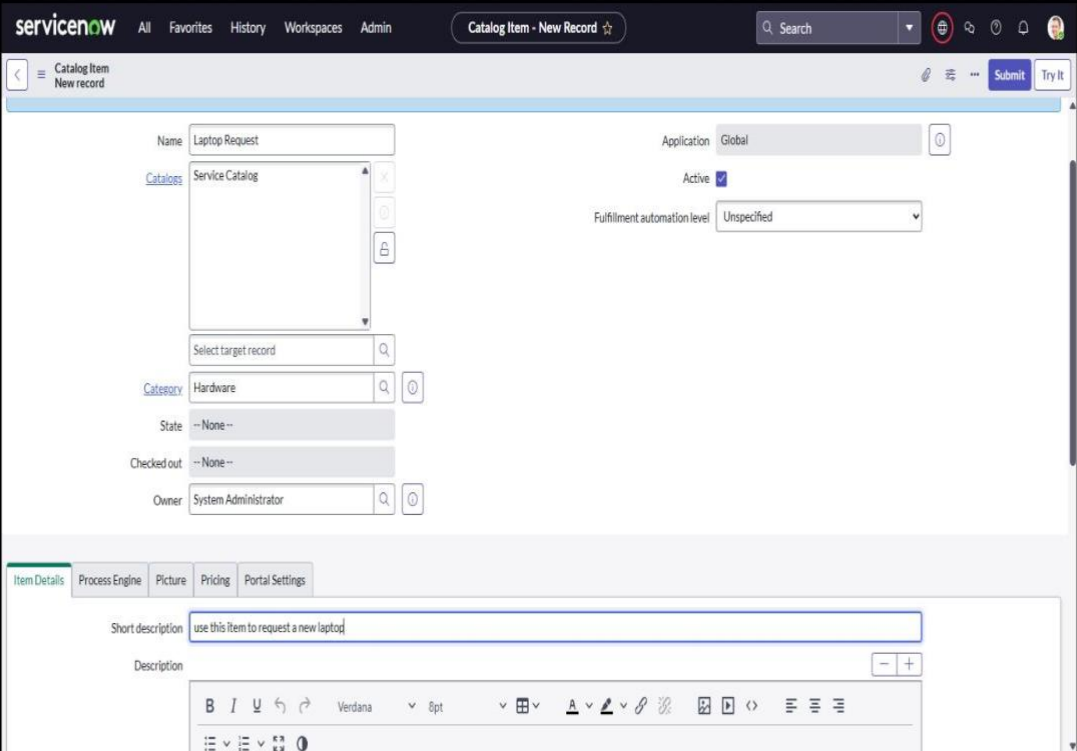
Catalog: service Catalog

Category: Hardware

Short Description: Use this item

To request a new laptop

6.Click on 'SAVE



The screenshot shows the 'Catalog Item - New Record' form in ServiceNow. The form is titled 'Catalog Item - New Record' and has a search bar and navigation links (All, Favorites, History, Workspaces, Admin). The form fields are as follows:

- Name:** Laptop Request
- Application:** Global
- Catalogs:** Service Catalog
- Active:** ☒
- Fulfillment automation level:** Unspecified
- Category:** Hardware
- State:** --None--
- Checked out:** --None--
- Owner:** System Administrator

The form also has tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Short description' field contains the text 'use this item to request a new laptop'. The 'Description' field is empty and has a rich text editor toolbar below it.

## Add variables:

Variables are form elements like text boxes, dropdowns, checkboxes that collect data from the user when they submit the request.

## Purpose:

1.Collect complete and accurate request details.

2. Streamline approval and fulfillment processes.
3. Avoid follow-up emails or confusion.
4. Automate tasks like routing, assignment, or approvals.

Steps1:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below

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

Variable 2 Justification

Type: Multi line text

Name: justification

Order:200

Variable 3 Additional Accessories

Type: Checkbox

Name: additional\_accessories

Order 300

Variable 4: Accessories Details

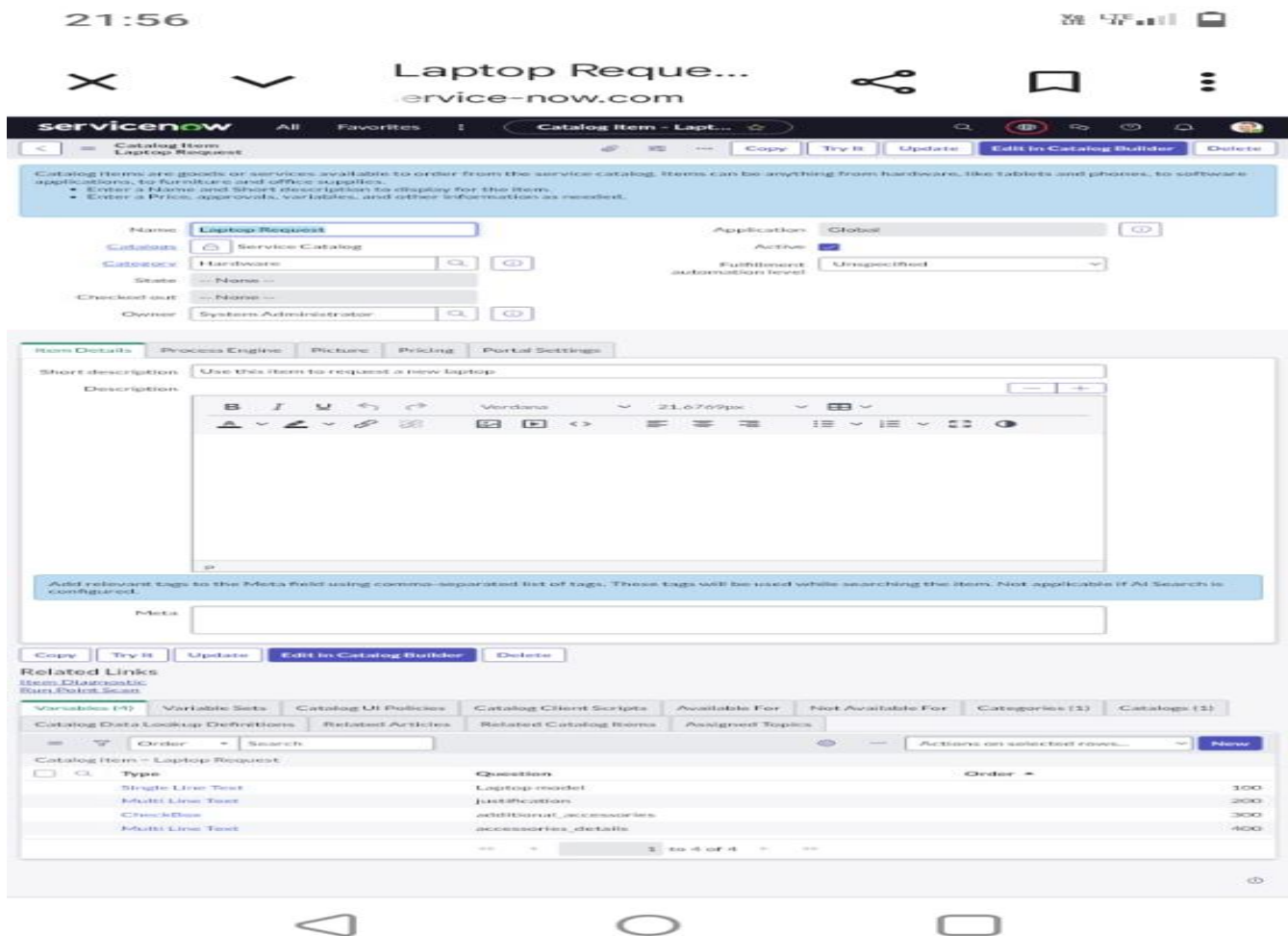
Type: Multi line text

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 Policies

### UI Policies:

UI Policies in ServiceNow are used to dynamically control the behavior of variables. They enhance the experience, ensure data accuracy, and enforce business rules on the client-side.

### Purpose:

- Show/Hide Fields Display specific fields only when needed. E.g: show "Accessories" if checkbox is checked.

•Make Fields Mandatory Make justification mandatory when a high-end laptop model is selected.

### **Steps :**

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 now
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 polices.
10. Then click on now 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 ServiceNow interface for configuring a Catalog UI Policy. The title bar indicates 'Catalog UI Policy - show accessories details'. The main configuration area includes a 'Catalog Conditions' section with a filter 'additional\_accessories is true'. Below this, there are checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). A blue box contains the text 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form'. Another blue box contains 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false'. The 'On load' checkbox is checked, and the 'Reverse if false' checkbox is also checked. At the bottom, there is a 'Related Links' section with a link to 'Run Point Scan'. Below the configuration area is a table titled 'Catalog UI Policy Actions' with columns for Name, Read only, Mandatory, Visible, and Order. The table contains one row: 'accessories\_details' with 'Leave alone' for Read only, 'True' for Mandatory, 'True' for Visible, and '100' for Order. The table is currently showing 1 of 1 items.

## Milestone 4:UI Action

### UI Action :

UI Actions in ServiceNow are buttons, links, or context menu items that appear on forms, lists, or related lists. They allow users to perform specific actions like submitting, saving, approving, rejecting, or triggering scripts.

### Purpose:

- Extend Functionality Add new buttons or links for business processes.
- Improve User Workflow Help users take direct actions without navigating else where.
- Control Visibility Show/hide buttons based on user role, state, or condition.

### Steps:

- 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(); // Clears all fields in the form  
  Alert("The form has been reset.");}
```

Click on save.

The screenshot shows the ServiceNow UI Action configuration interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The main header indicates the current action is 'UI Action - Reset form'. The configuration form is divided into two columns. The left column contains fields for 'Name' (Reset form), 'Table' (Shopping Cart [sc\_cart]), 'Order' (100), 'Action name' (Reset form), and several checkboxes: 'Active' (checked), 'Show insert' (checked), 'Show update' (checked), 'Client' (checked), 'List v2 Compatible' (checked), and 'List v3 Compatible' (unchecked). Below these are fields for 'Overrides', 'Messages', 'Comments', 'Hint', and 'OnClick'. The right column contains a dropdown for 'Application' (Global) and a series of checkboxes for various UI elements: '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 top right of the form are 'Update' and 'Delete' buttons.

## Milestone 5:Export Update Sets

**Exporting Changes To Another Instance:**

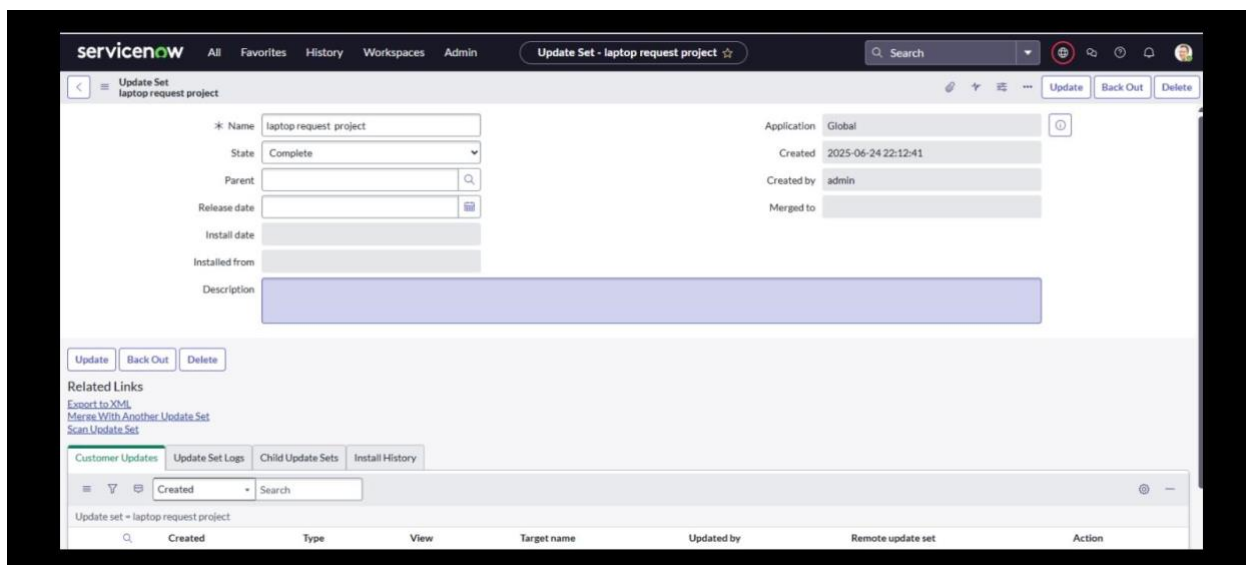
Exporting changes to another instance refers to the process of moving configurations (like a Laptop Request Catalog Item, its variables.

## Purpose :

Exporting changes to another instance in the context of a Laptop Request Catalog Item is to safely move and deploy the developed catalog item and its related configurations from one ServiceNow environment to another—such as from Development → Testing → Production—without manually recreating the work.

## Steps:

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

### Retrieving the Update Sets:

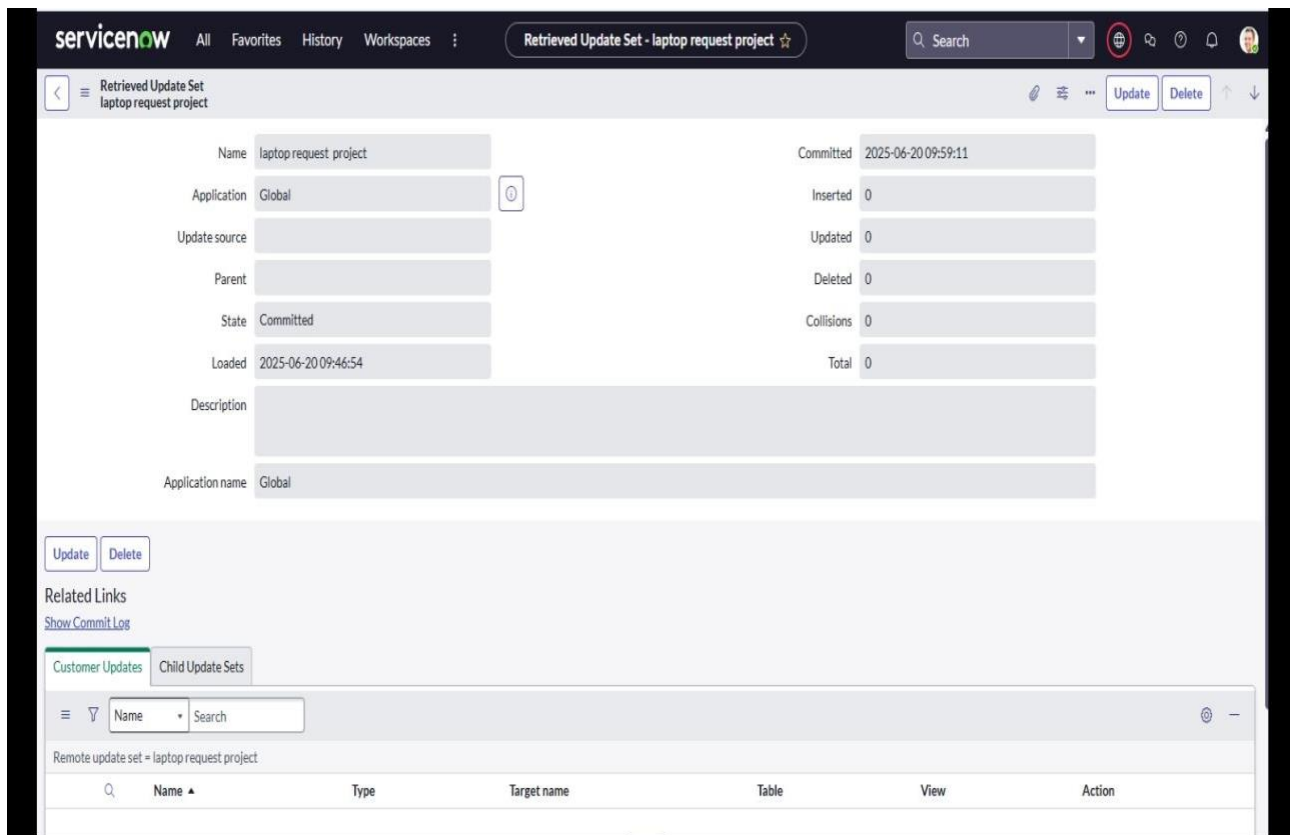
Retrieving Update Sets refers to the process of importing update sets from one ServiceNow instance into another, usually after they have been exported as an XML file from a development or staging environment.

### **Purpose:**

- Move Configurations Bring over catalog items, variables, scripts.
- Ensure Change Consistency Maintain the same version of configurations across multiple environment.

### **Steps:**

- 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

### Test Catalog Item:

Means verifying that all its functionalities, workflows, and user interactions work correctly before it is deployed to production. This ensures that users can request laptops smoothly, and all backend processes like approvals and tasks are triggered as

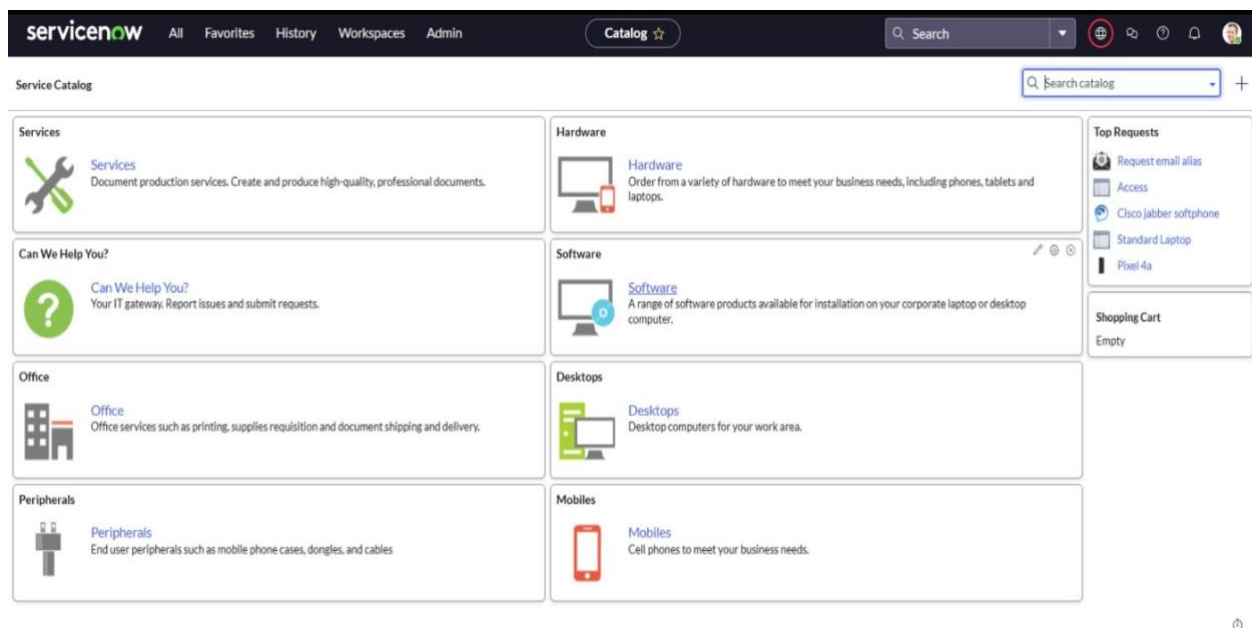
### Purpose:

- Verify Workflows Check if approvals, tasks, and routing processes are working properly.

- Prevent Errors Catch and fix issues before users encounter them.
- Improve User Experience Ensure form is easy to use and intuitive.

## Steps:

- 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.



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

