

# **PROJECT REPORT**

## **LAPTOP REQUEST CATALOG ITEM**

**Category:** ServiceNow

**Level:** Intermediate

# **1. Introduction**

## **1.1 Project Overview**

The *Laptop Request Catalog Item* project focuses on developing a dynamic ServiceNow Service Catalog solution that enables employees to request laptops efficiently.

The system replaces the existing manual process with an automated, structured, and trackable request workflow using:

- Service Catalog Item
- UI Policies
- UI Actions
- Update Sets
- Form Validation
- Workflow Tracking

This ensures faster approvals, accurate data capture, and governance compliance.

## **1.2 Purpose**

The purpose of this project is to:

- Automate laptop request process
- Reduce manual errors and delays
- Enable dynamic form behaviour
- Ensure proper governance through update sets
- Improve employee experience

## **2. IDEATION PHASE**

### **2.1 Problem Statement**

Employees in the organization need a quick and efficient way to request laptops for work.

The current process is:

- Manual
- Prone to delays
- Lacks dynamic form validation
- No structured tracking

To address this, a Service Catalog item must be created with:

- Dynamic fields
- Clear instructions
- Reset form functionality
- Governance tracking using Update Sets

### **2.2 Empathy Map Canvas**

**User: Employee Requesting laptop**

**Thinks**

- I need a laptop quickly for work
- I don't want approval delays

**Feels**

- Frustrated with manual process
- Confused about required details

**Says**

- “Why is this taking so long?”
- “What information do I need to submit?”

## **Does**

- Sends email requests
- Follows up manually

## **2.3 Brainstorming**

Possible solutions considered:

- Email-based approval system
- Excel tracking
- Automated ServiceNow Catalog Item (Selected Solution)

Reason for Selection:

- Integrated Workflow
- Built-in approval engine
- Scalable
- Governance tracking

### **3. REQUIREMENT ANALYSIS**

#### **3.1 Customer Journey Map**

- 1.** Employee logs into ServiceNow
- 2.** Navigates to Service Catalog
- 3.** Selects “Hardware>>Laptop Request”
- 4.** Fills dynamic form
- 5.** Submits request
- 6.** Manager approval
- 7.** IT fulfilment
- 8.** Laptop delivered

#### **3.2 Solution Requirement**

##### **Functional requirements**

- Create Service Catalog Item
- Add variables (Laptop type, RAM, Storage, Justification)
- Apply UI policy for dynamic fields
- Add Reset form UI Action
- Track changes using Update Set
- Enable approval workflow

##### **Non-functional Requirements**

- Easy to use
- Fast loading
- Secure
- Trackable
- Scalable

### **3.3 Data Flow Diagram**

#### **Level 0 DFD**

Employee → Service catalog → Approval → IT Team → Delivery

#### **Level 1 DFD**

Employee

↓

Catalog Item Form

↓

Request Table(sc\_request)

↓

Approval Table

↓

IT Fulfillment

### **3.4 Technology Stack**

❖ **Platform:** ServiceNow

❖ **Modules used:**

- Service catalog
- Workflow/ Flow Designer
- UI Policy
- UI Action
- Update sets

❖ **Scripting:** JavaScript(Client-side & Server-side)

## **4. PROJECT DESIGN**

### **4.1 Problem Solution Fit**

<b>Problem</b>	<b>Solution</b>
Manual requests	Service Catalog Item
Delays	Automated workflow
Incorrect data	Mandatory fields & UI Policy
No tracking	Update Sets

### **4.2 Proposed Solution**

A ServiceNow Service catalog item titled:

**“Laptop Request Catalog Item”**

Features:

- Dynamic form behaviour
- Conditional fields
- Reset button (UI Action)
- Approval Workflow
- Governance tracking

## **4.3 Solution Architecture**

### **Architecture Flow**

Employee (Portal)



Service Catalog Item



Request Generated (RITM)



Approval Flow



IT fulfilment



Closure

## **5. PROJECT PLANNING & SCHEDULING**

### **5.1 Project Planning**

<b>Phase</b>	<b>Task</b>	<b>Duration</b>
Planning	Requirement gathering	1 Day
Development	Create Catalog Item	1 Day
Configuration	UI Policies & UI Actions	1 Day
Testing	Functional testing	1 Day
Deployment	Export Update Set	1 Day

Total Duration: 5 Days

## **6. FUNCTIONAL & PERFORMANCE TESTING**

### **6.1 Performance Testing**

#### **Functional Testing**

<b>Test Case</b>	<b>Expected Result</b>	<b>Status</b>
Submit form	Request created	Pass
Dynamic fields	Show/Hide properly	Pass
Reset button	Clears form	Pass
Approval	Sent to manager	Pass

#### **Performance Testing**

- Form loads under 2 seconds
- No script errors
- Workflow triggers correctly

## 7. RESULTS

### 7.1 Output Screenshots

- Service Catalog Item form
- Dynamic field behaviour
- Reset button functionality
- Request created (RITM number)
- Approval screen

The screenshot shows the ServiceNow Update Sets interface. The title bar says "Update Sets". The main area displays an "Update Set" for "Laptop Request Project". The "Name" field is set to "Laptop Request Project" and has a red asterisk indicating it is required. The "State" dropdown is set to "Complete". The "Parent" field is highlighted with a blue selection bar. Other fields include "Release date", "Install date", "Installed from", and "Description". To the right, details like "Application: Global", "Created: 2026-02-05 01:40:47", and "Created by: admin" are shown. At the bottom, there are "Update" and "Back Out" buttons.

The screenshot shows the ServiceNow Service Catalog item form for "Laptop Request". The title bar says "Laptop Request". The main area has a heading "Use this item to request a new laptop". It includes fields for "Laptop Model" and "Justification", both with placeholder text. On the right, there's a sidebar titled "Order this Item" with "Quantity" (set to 1) and "Delivery time" (set to 2 Days). A large blue "Order Now" button is prominent. Below it is an "Add to Cart" button and a "Shopping Cart" section which is currently empty. A link "Additional Accessories" is also visible.

Laptop Request | ServiceNow

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model:

Justification:

Order this Item

Quantity: 1

Delivery time: 2 Days

**Order Now**

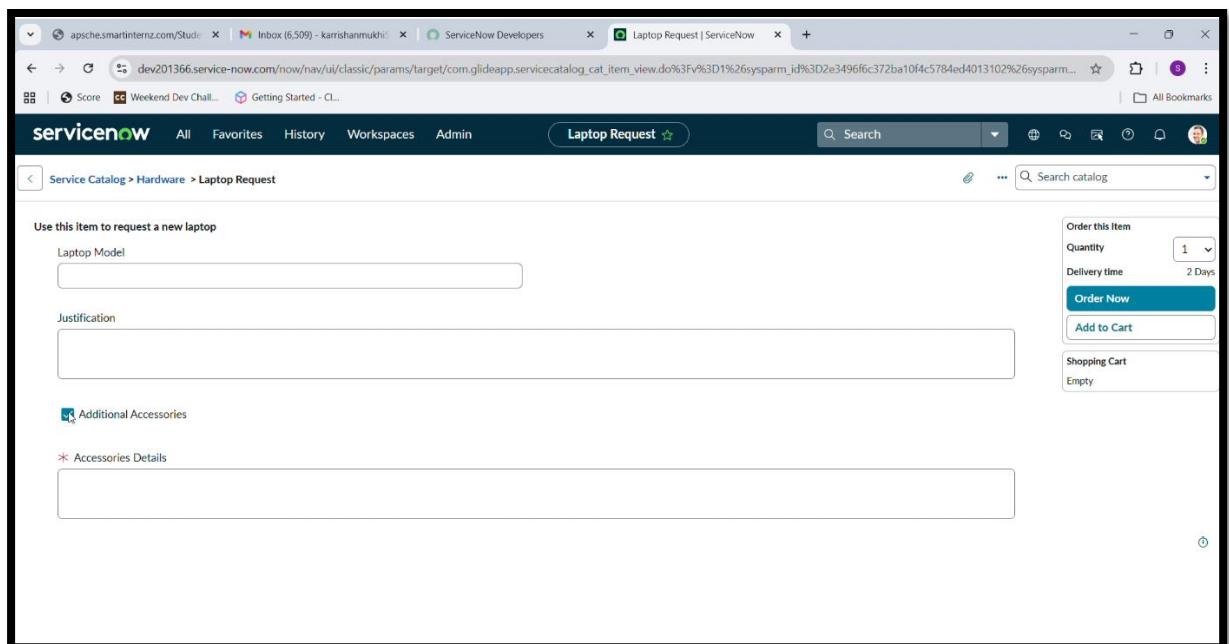
Add to Cart

Shopping Cart

Empty

Additional Accessories

\* Accessories Details:



Order Status: REQ0010001

Order Status

Thank you, your request has been submitted

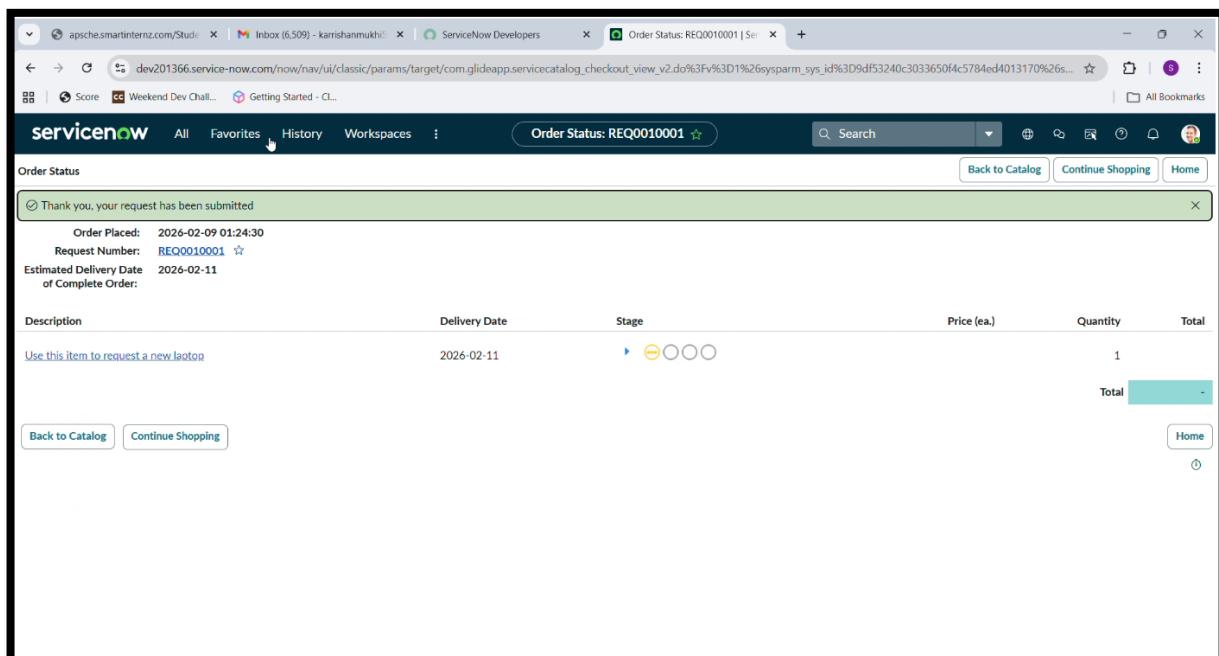
Order Placed: 2026-02-09 01:24:30

Request Number: **REQ0010001**

Estimated Delivery Date of Complete Order: 2026-02-11

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2026-02-11	▶ ○ ○ ○		1	

Back to Catalog Continue Shopping Home



## **8. ADVANTAGES & DISADVANTAGES**

### **Advantages**

- Faster request processing
- Reduced manual errors
- Dynamic user guidance
- Full governance tracking
- Scalable solution

### **Disadvantages**

- Requires ServiceNow license
- Initial configuration effort
- Requires admin access

## **9. CONCLUSION**

The Laptop Request Catalog Item successfully automates the employee laptop request process using ServiceNow.

The solution enhances efficiency, ensures structured data capture, improves approval tracking, and provides governance through Update Sets.

This project demonstrates practical implementation of ServiceNow catalog management, UI customization, and workflow automation.

## **10. FUTURE SCOPE**

- Auto-asset creation in CMDB
- Integration with procurement system
- SLA tracking
- Dashboard reporting
- Multi-level approvals
- AI-based recommendation for laptop type

## **Github & Project Demo Link**

<https://github.com/Shanmukhi16/LAPTOP-REQUEST-CATALOG-ITEM>