Laptop Request Catalog Item

**Team Id :NM2025TMID17526**

**Team Members :4**

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**Problem Statement:** A Laptop Request Catalog Item Problem Statement outlines the issues users face when manually requesting laptops, such as a lack of standardized options, inefficient communication, inconsistent approval processes, and difficulty in tracking requests, which a well-designed catalog item aims to solve by providing a user-friendly, automated process for fulfilling laptop needs.

**Objective: The primary objective of a laptop request catalog item is to standardize and streamline the process for users to request a new laptop, gather necessary configuration details, and automatically initiate the fulfillment workflow.**

**Skills: ☺ Technical Knowledge: Understanding of laptop hardware and software specifications.**

**☺ Catalog Management: Ability to create and manage catalog items.**

**☺ Request Fulfillment: Knowledge of request fulfillment processes.**

**☺ Communication: Effective communication with users and stakeholders.**

**☺ Troubleshooting: Basic troubleshooting skills for common**

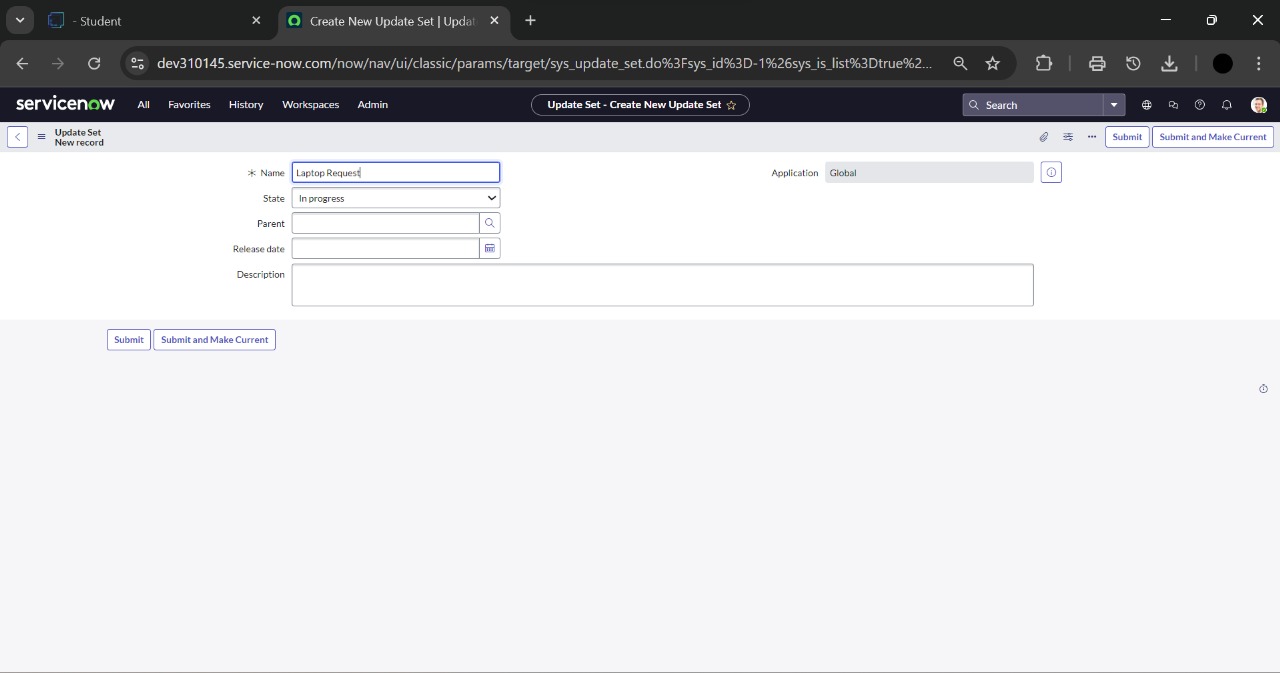
**laptop issues.**

**TASK INITIATION**

**Milestone 1: Update set**

### Activity 1: Create Local Update set

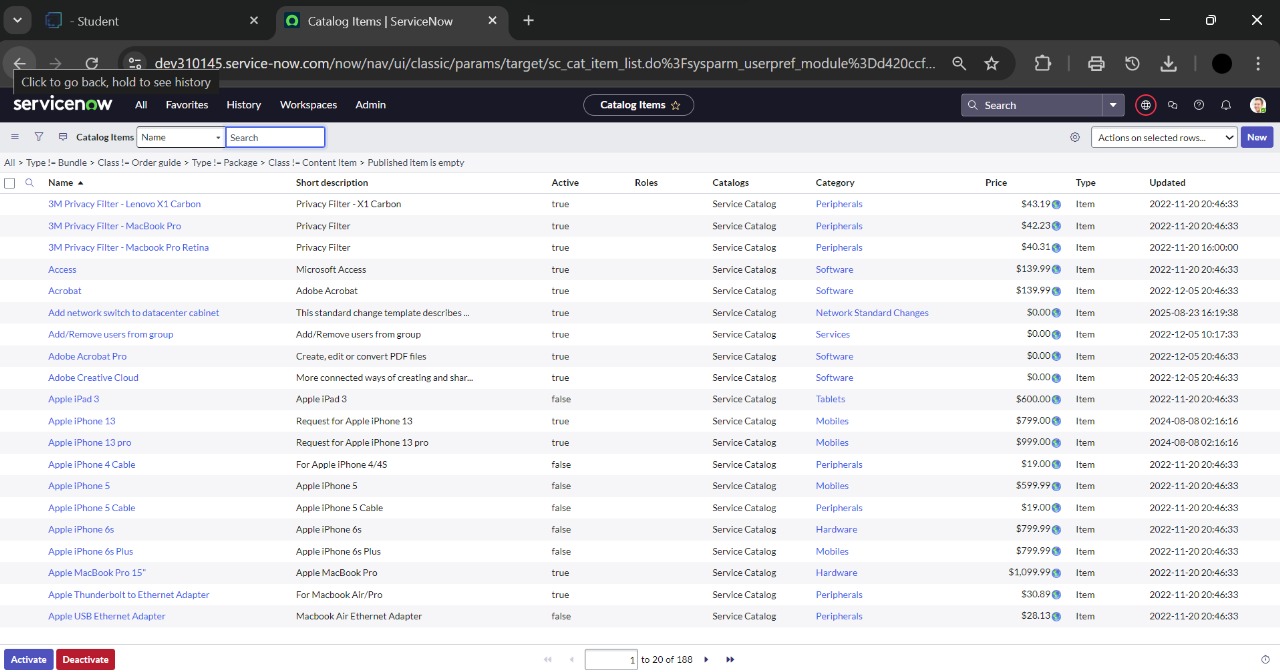
1. Open service now.
2. Click on All  >> search for update sets
3. Select local update sets under system update sets
4. Click on new
5. Fill the following details to create a update set as: “Laptop Request”
6. Click on submit and make current
7. By clicking on the button it activates the update set.

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**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.



1. Fill the following details to create a new catalog item

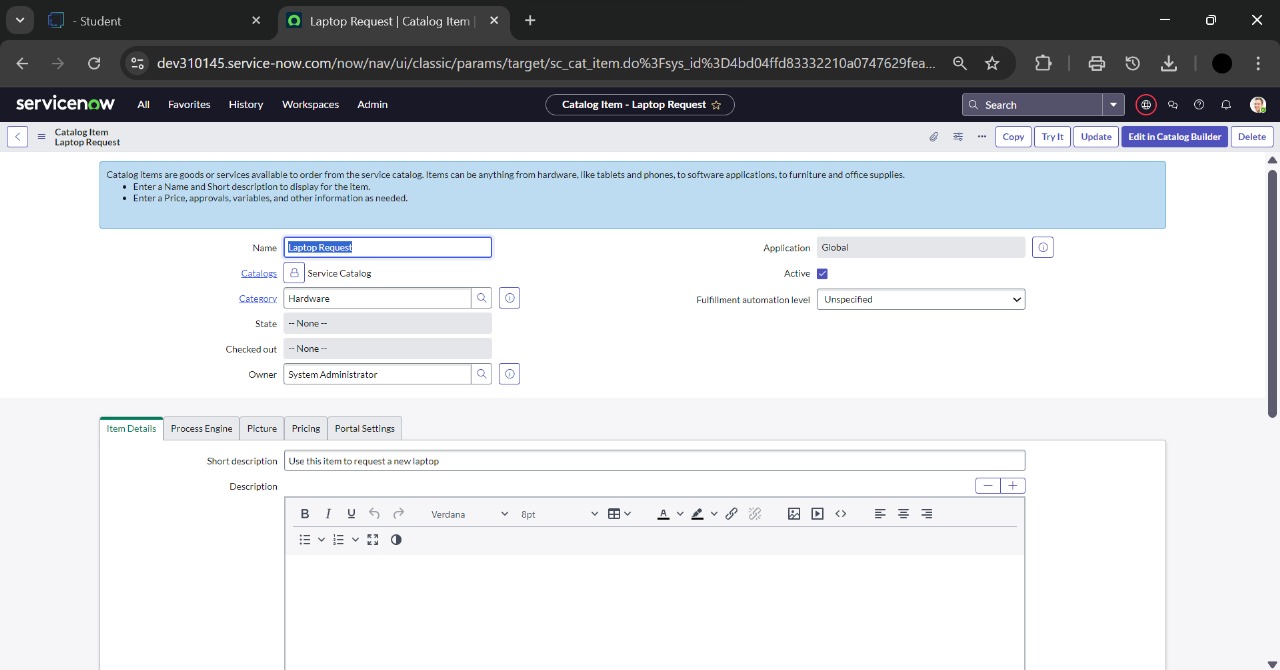
            Name: Laptop Request

            Catalog: service Catalog

            Category: Hardware

            Short Description: Use this item to request a new laptop

1. Click on ‘SAVE’



**Milestone 2: Service Catalog Item**

### Activity 2: 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

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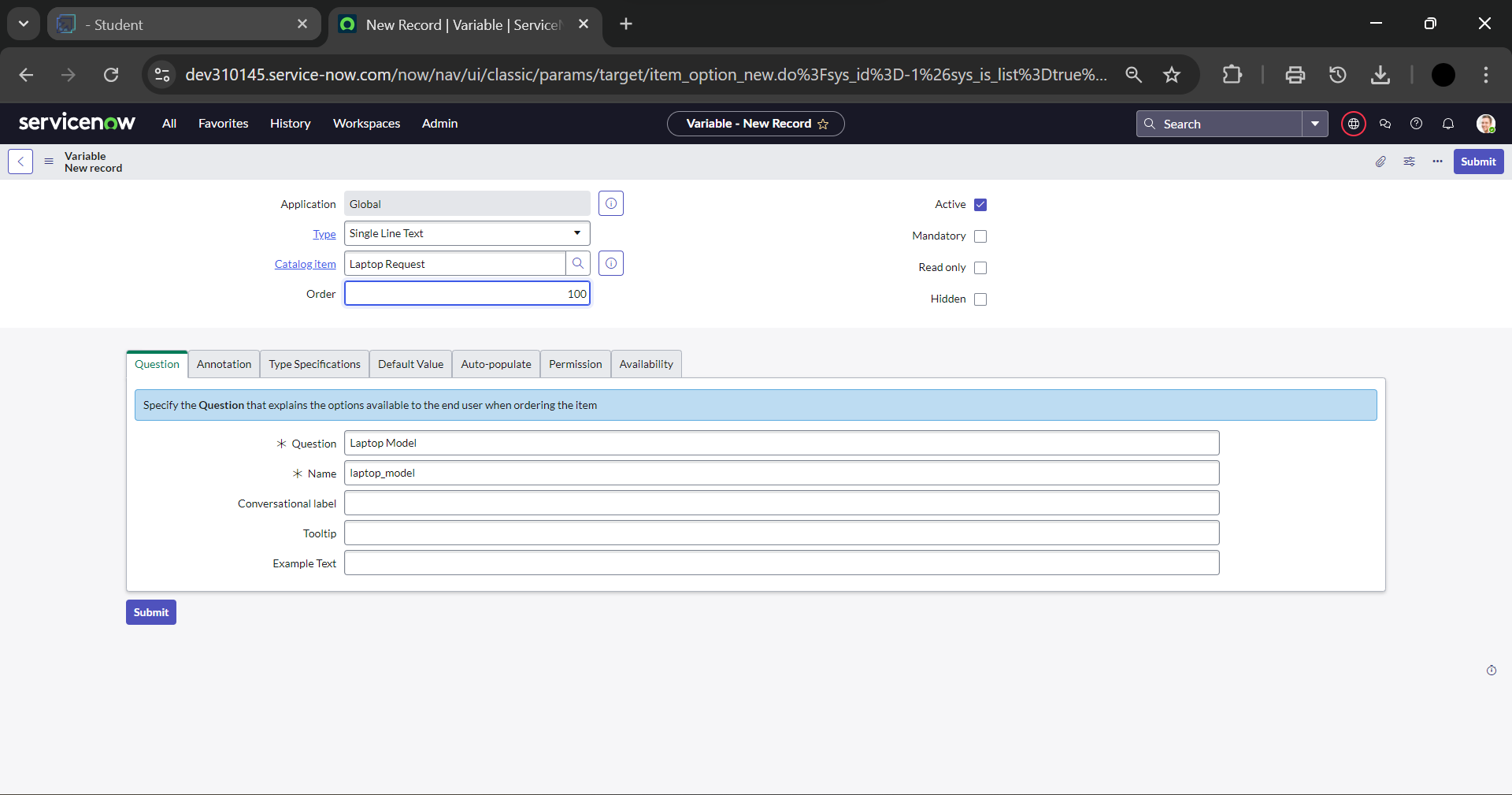
Variable 1:Laptop Model

Type: Single line text

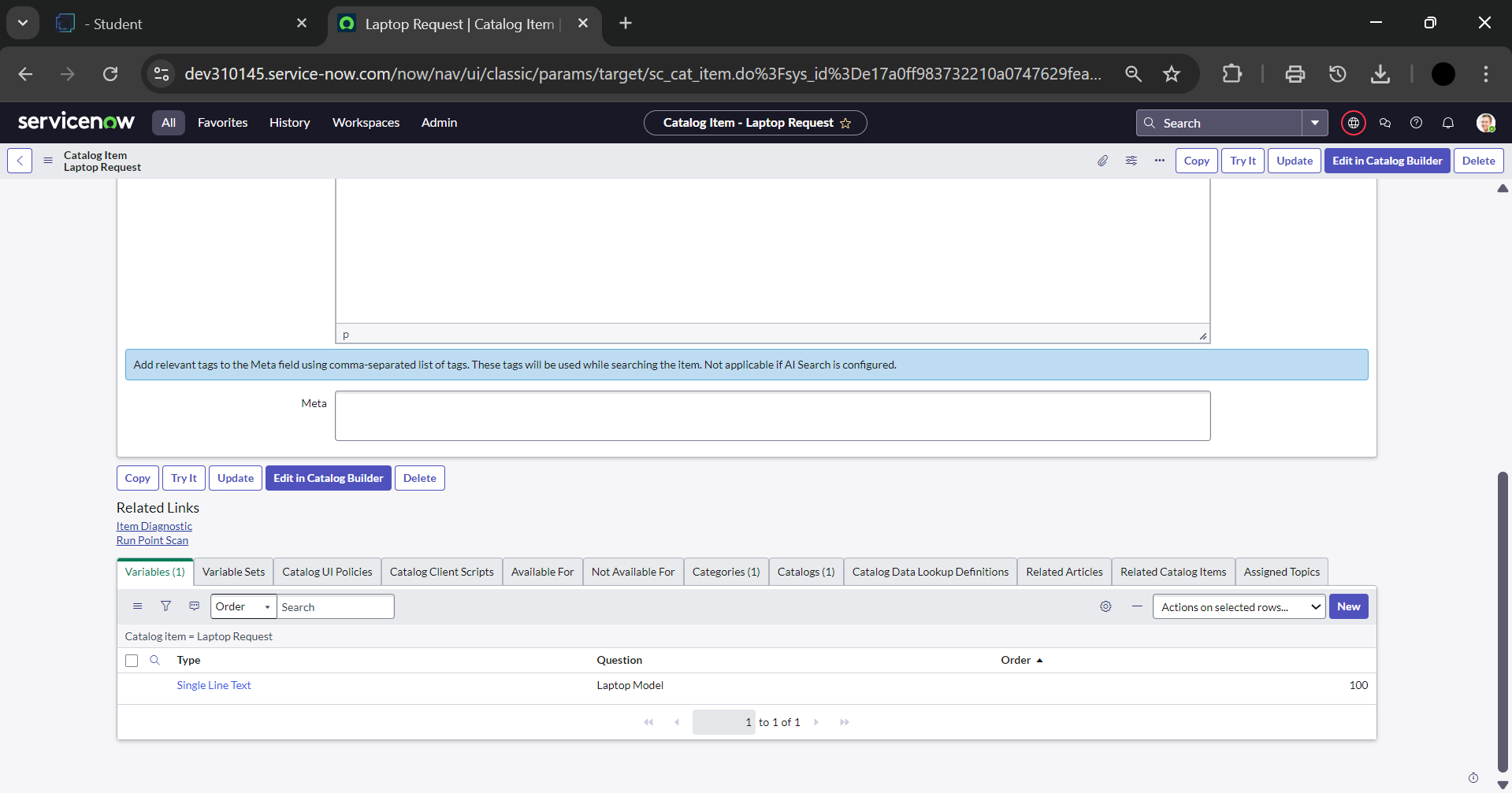
Name: laptop\_model

Order:100

* Click on submit

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* After submit scroll down and click on new

****

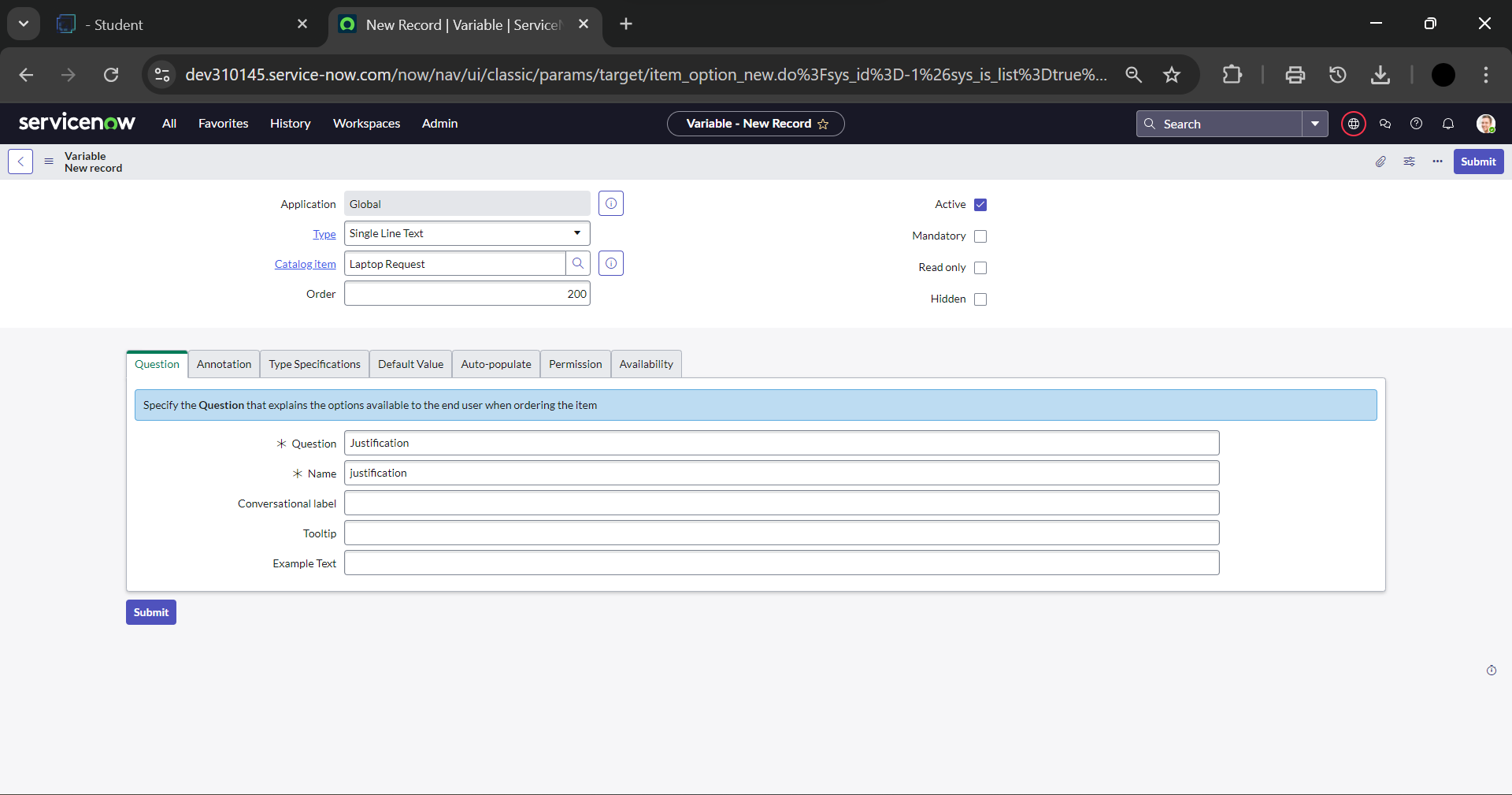
Variable 2:Justification

 Type: Multi line text

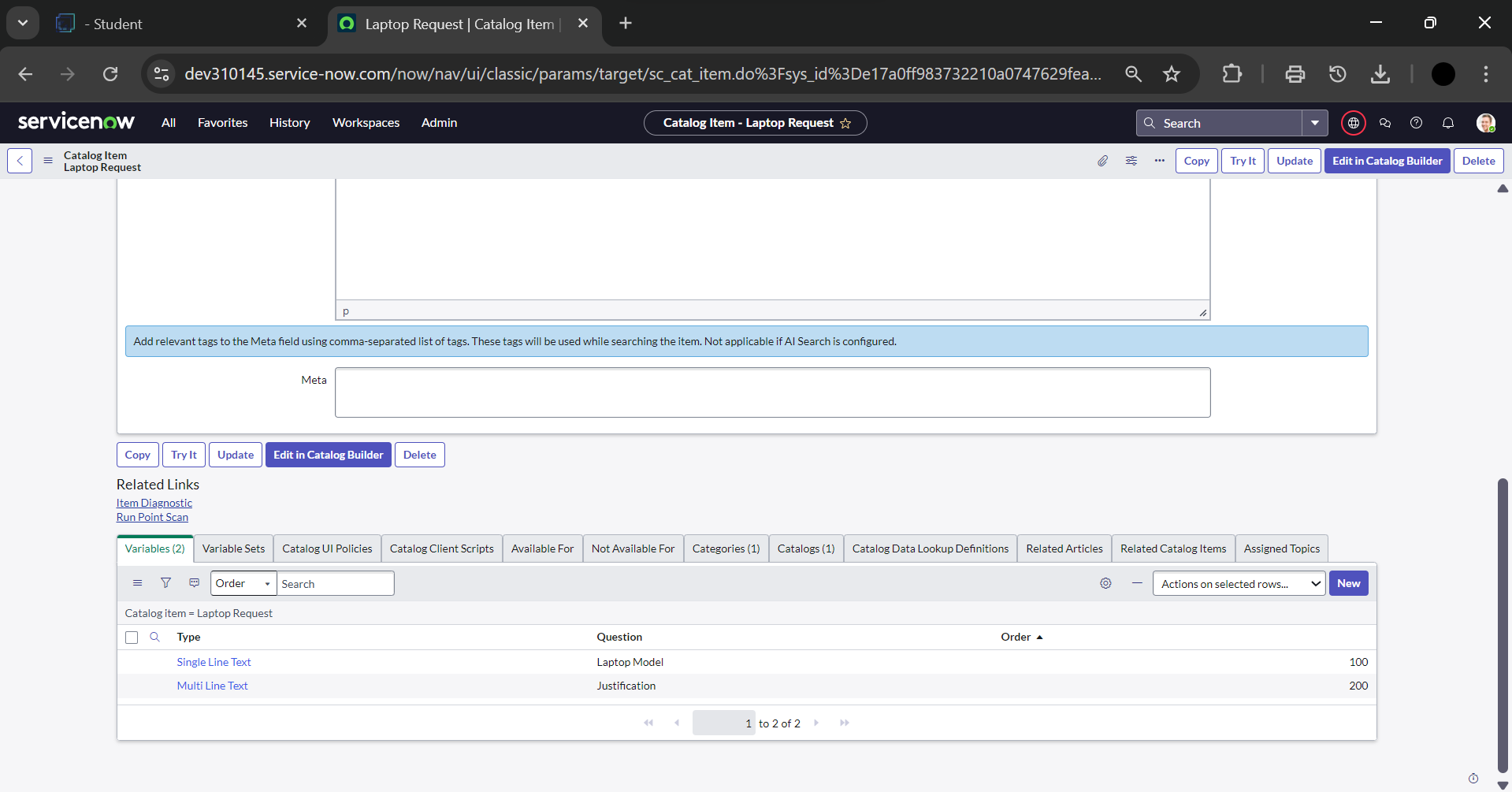
  Name: justification

  Order: 200

* Click on submit



* After submit scroll down and click on new



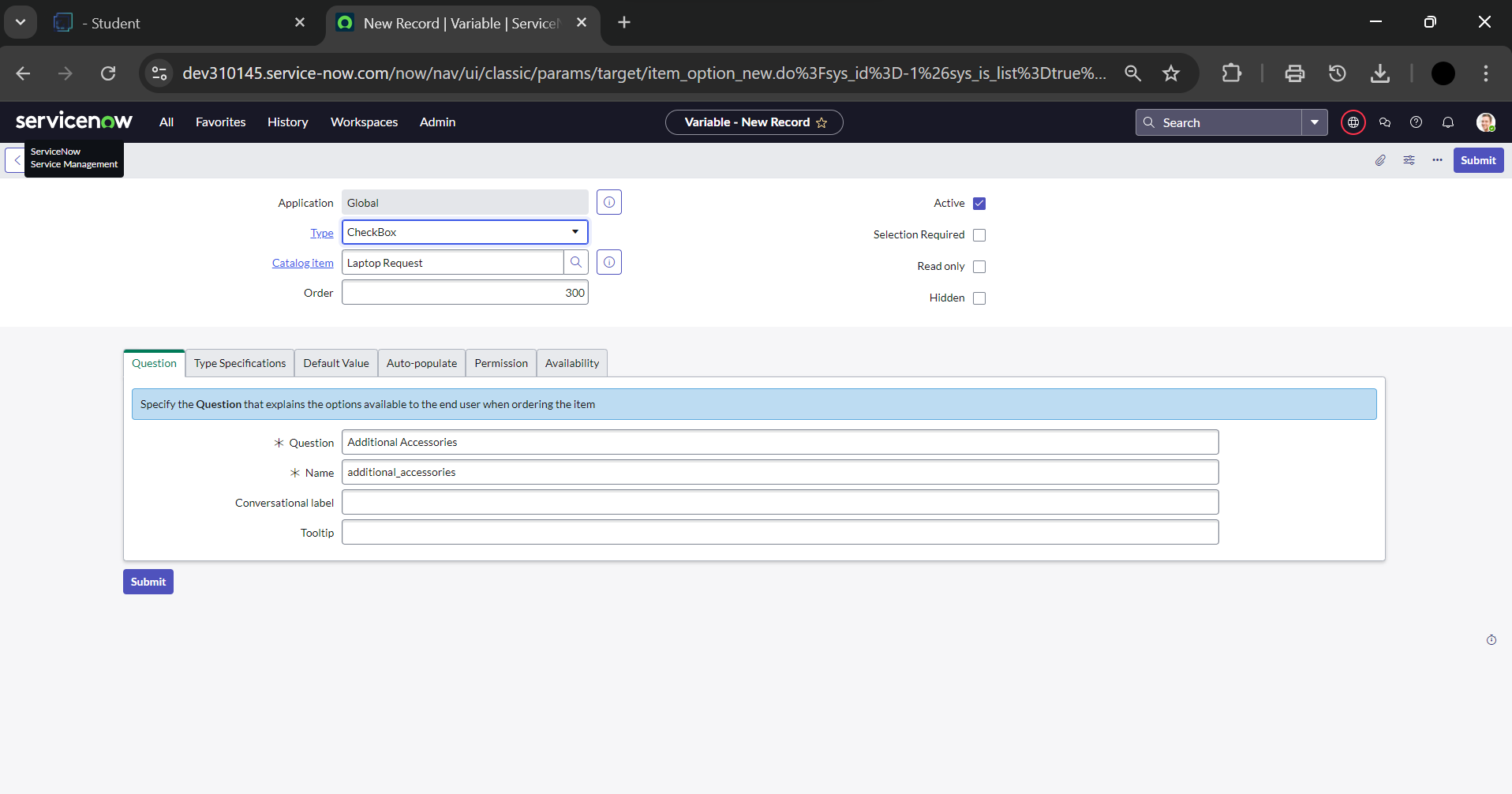
Variable 3: Additional Accessories

Type: CheckBox

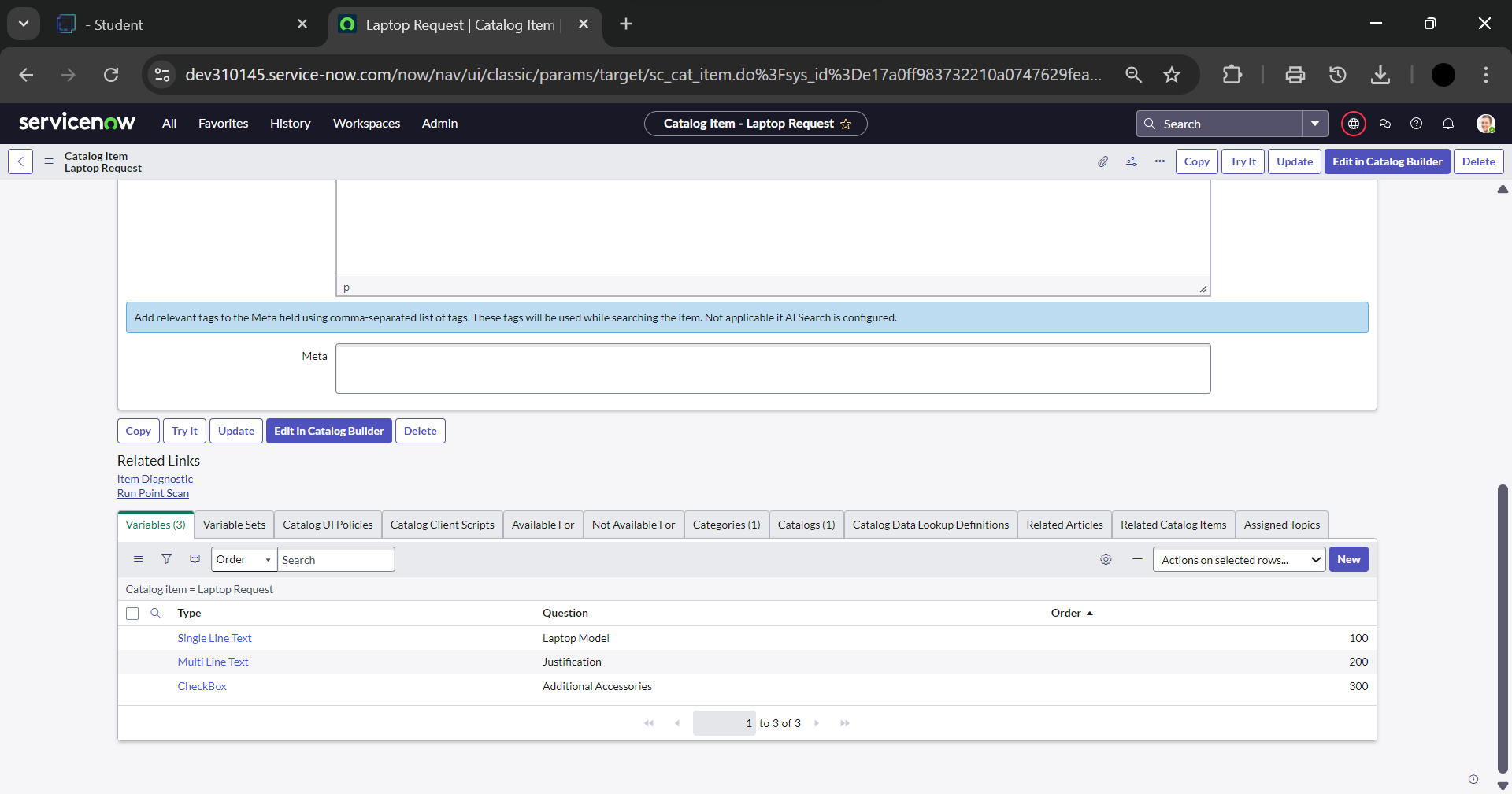
Name: additional\_accessories

Order: 300

* Click on submit



* After submit scroll down and click on new



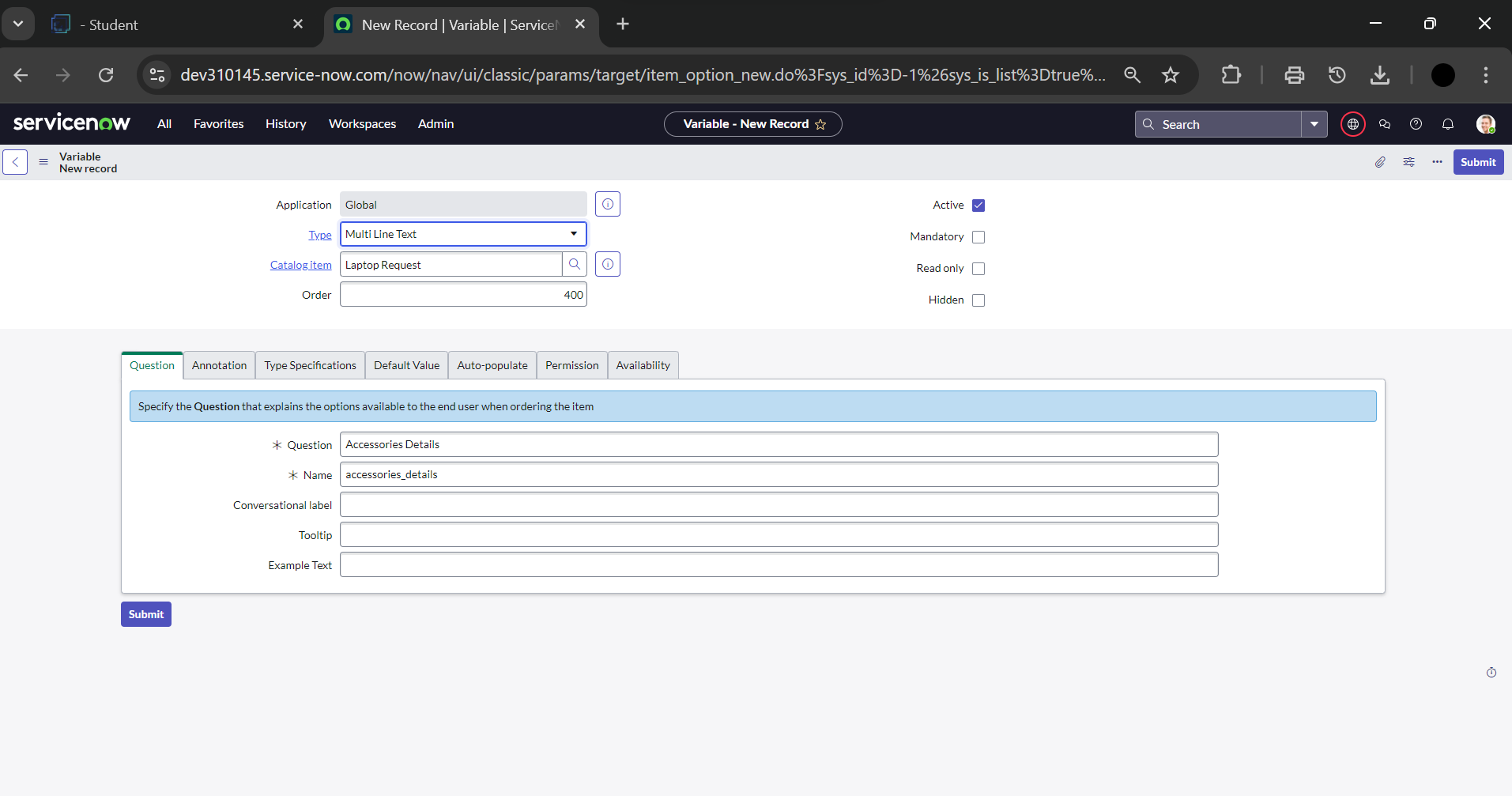
Variable 4: Accessories Details

Type: Multi line text

Name: accessories\_details

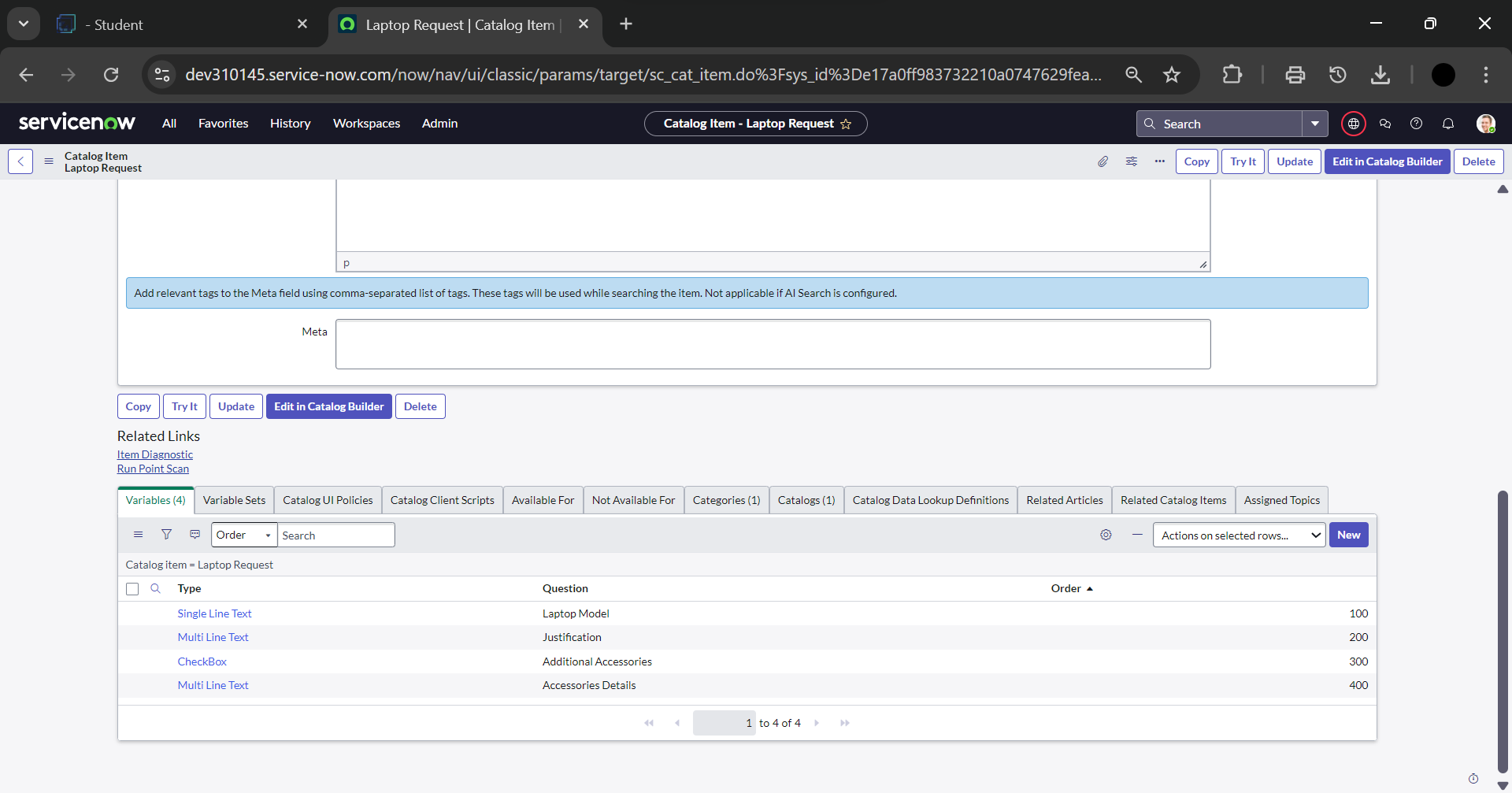
Order:400

* Click on submit



**Step2:**

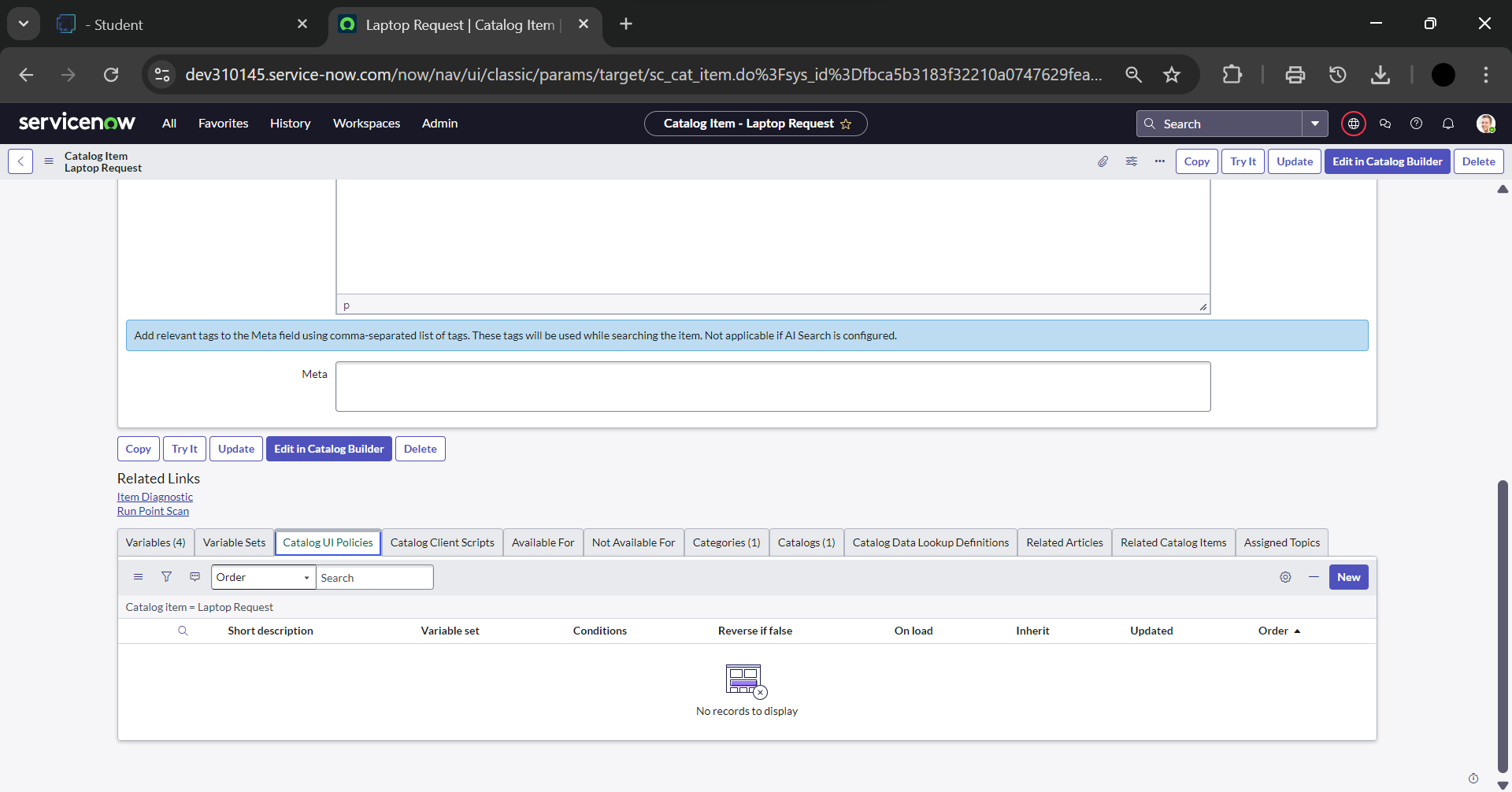
* After scroll down above variable which are added to newly created catalog item
* Then save the catalog item form



**Milestone 3: UI Policy**

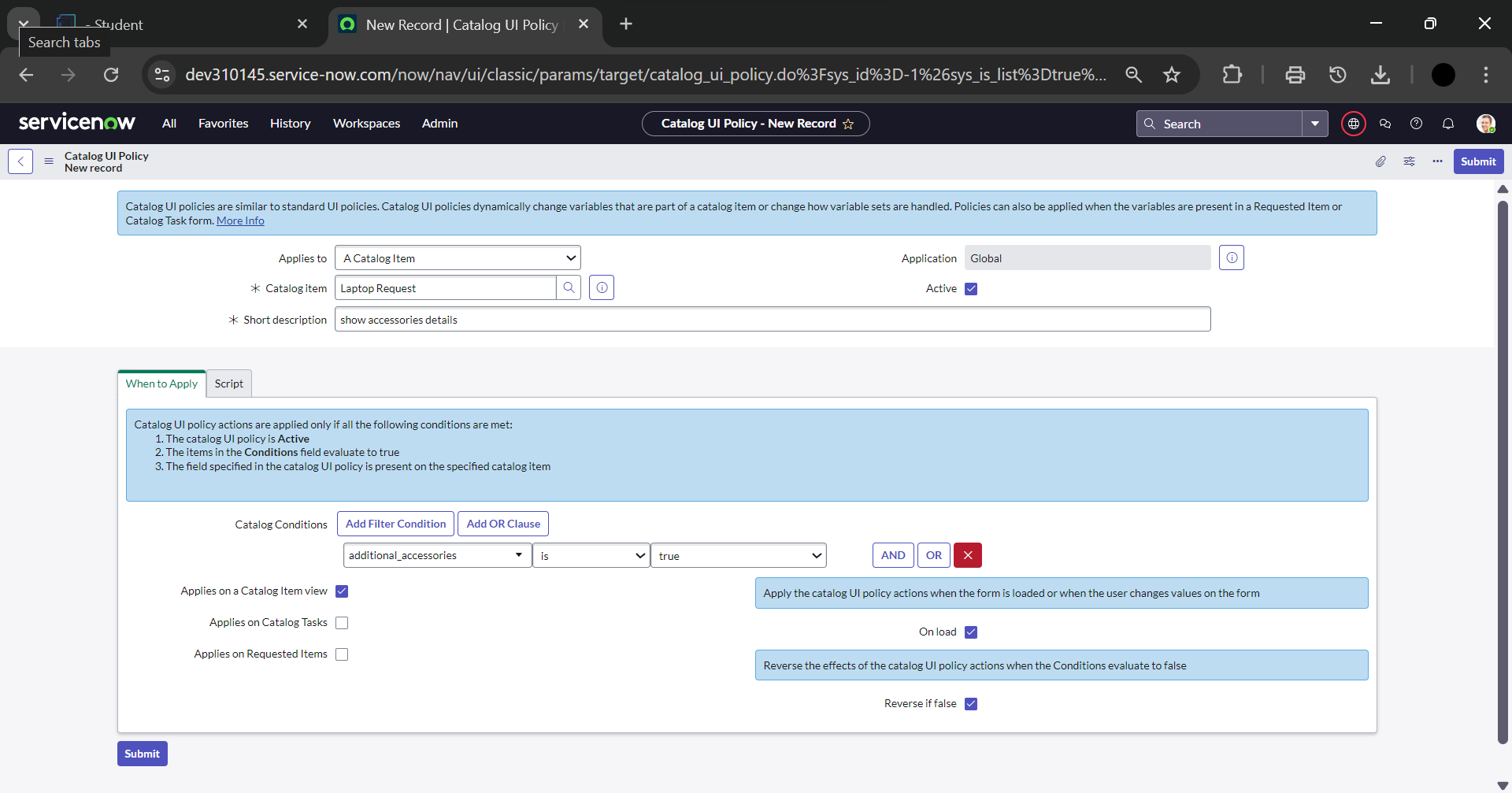
### Activity 1: Create Catalog Ui policies

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



1. Give short description as: show accessories details
2. Set the Catalog Condition in the related list tab ‘when to apply’

                  [field: additional\_ accessories, operator: is, value: true]



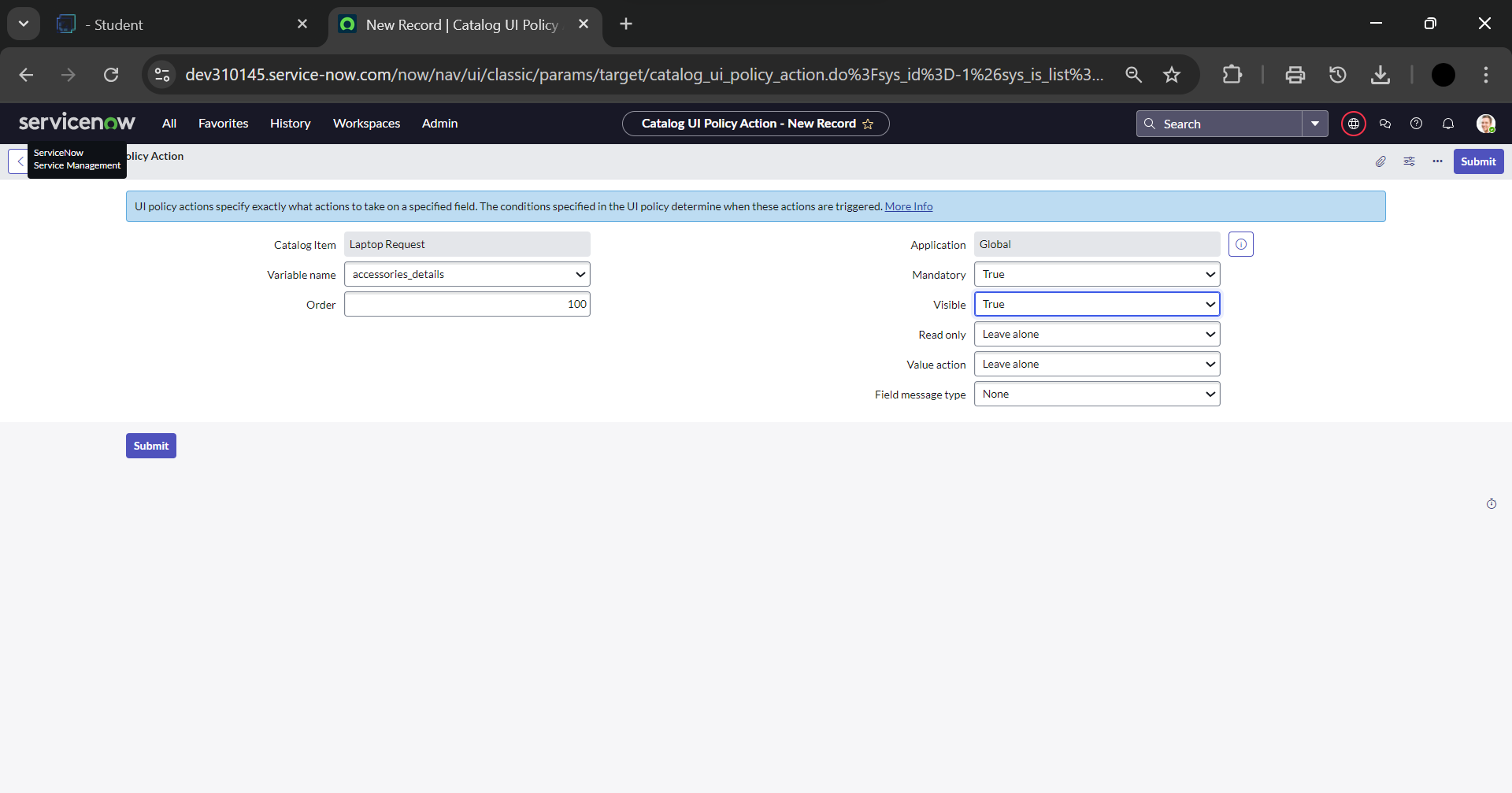
1. Click on **save**.(do not click on submit)
2. Scroll down and select ‘catalog ui action’
3. Then click on new button
4. Select variable name as: accessories\_details

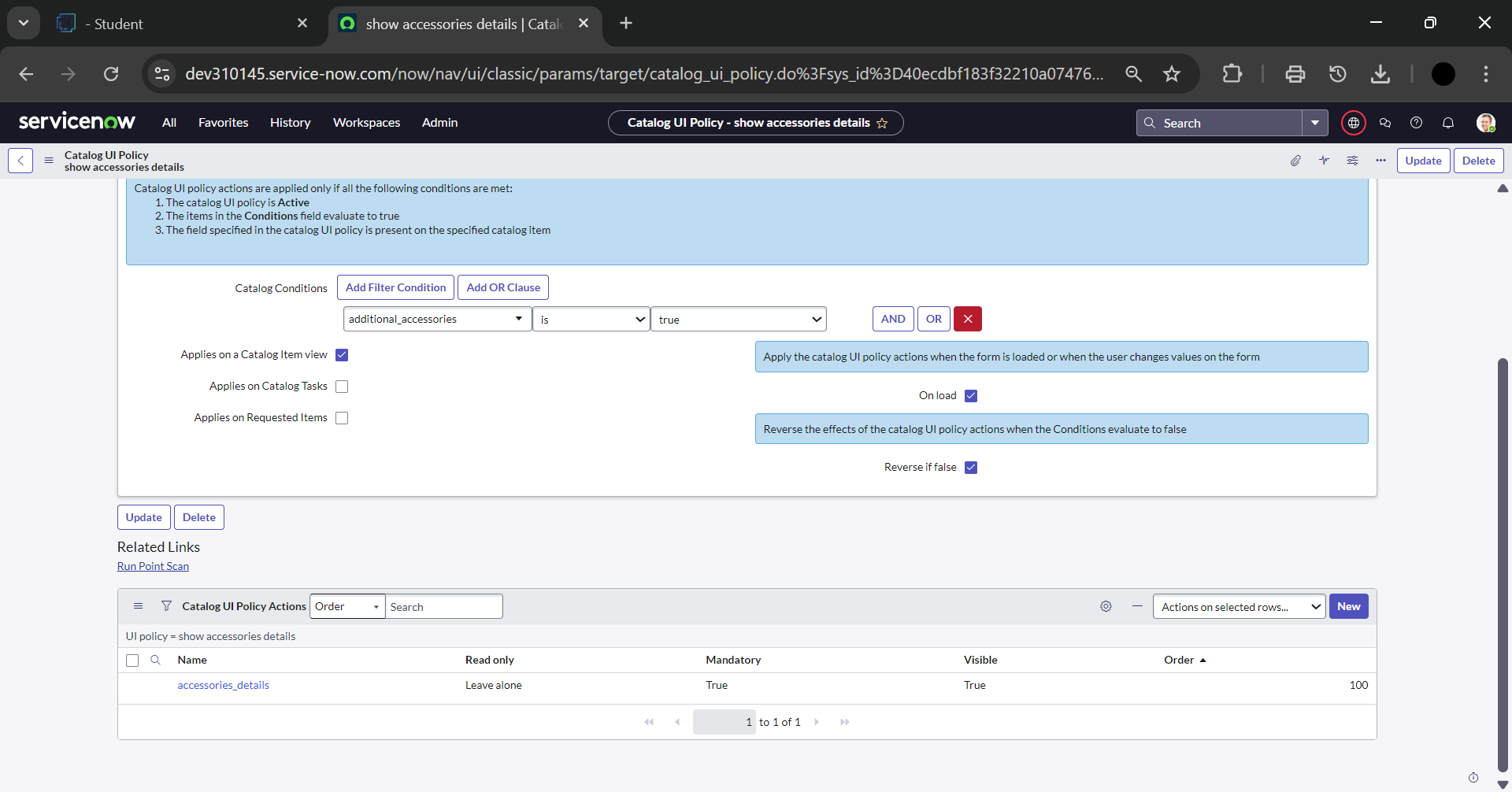
                              Order:100

                    Mandatory: True

                         Visible : True

1. 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
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

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**Milestone 5:** Export **Update Set**

### Activity 1: Exporting changes to another instance

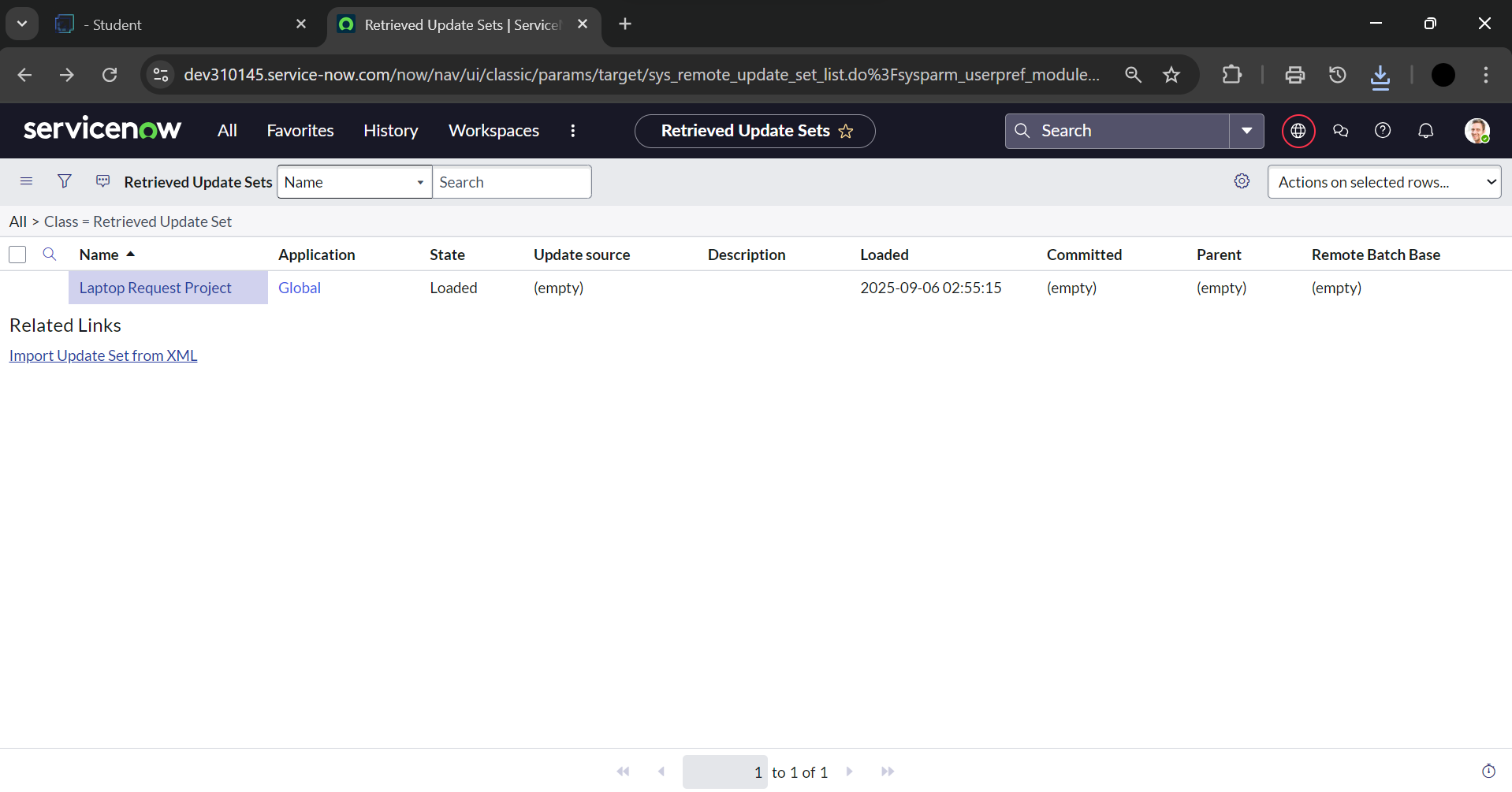
1. Click on All  >> search for update sets
2. Select local update set
3. Select created update set i.e. ‘Laptop Request Project’
4. Set the state to ‘Complete’
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file

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**Milestone 6: Login To Another Instance**

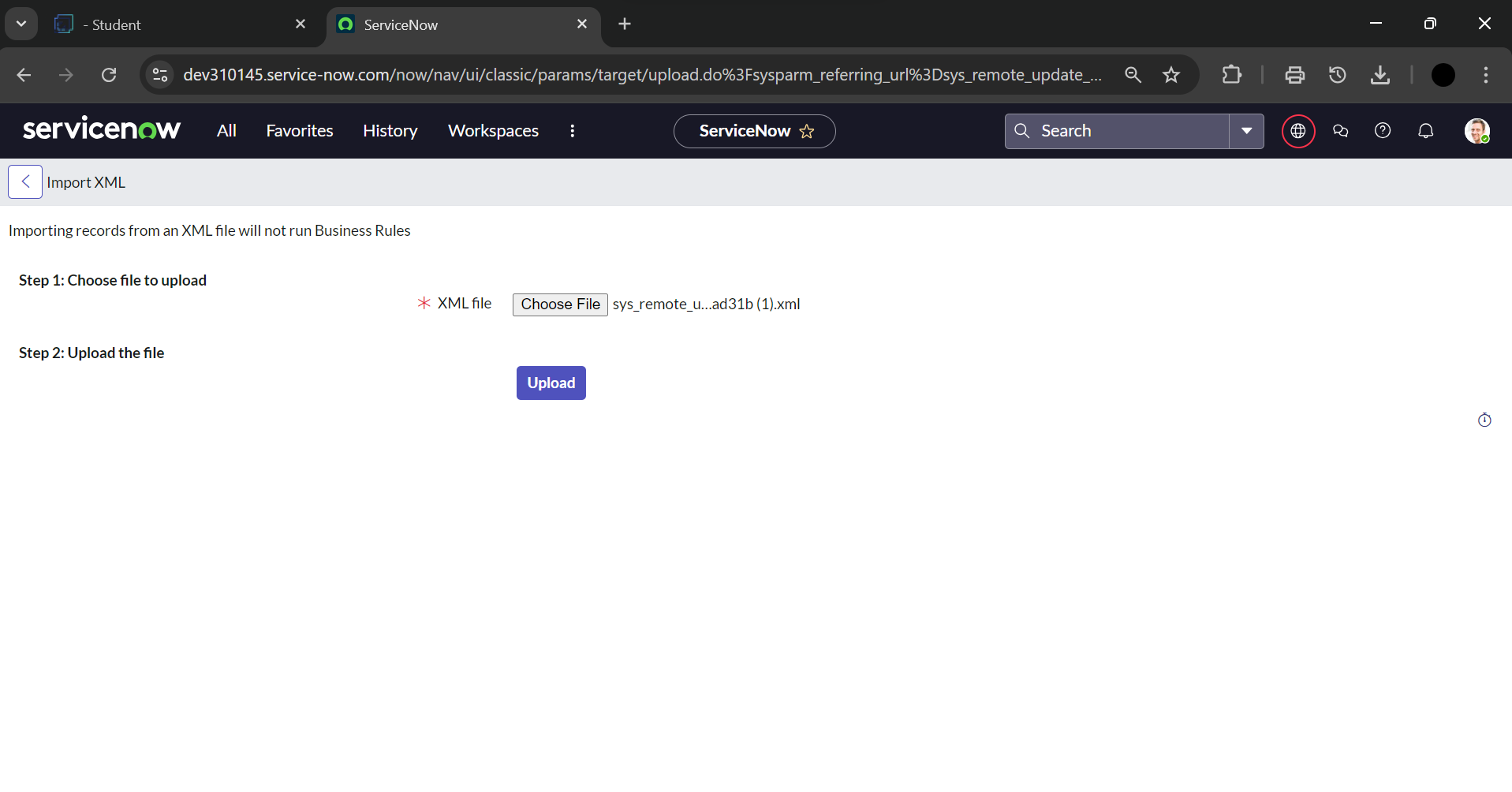
### Activity 1: Retrieving the update set

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.



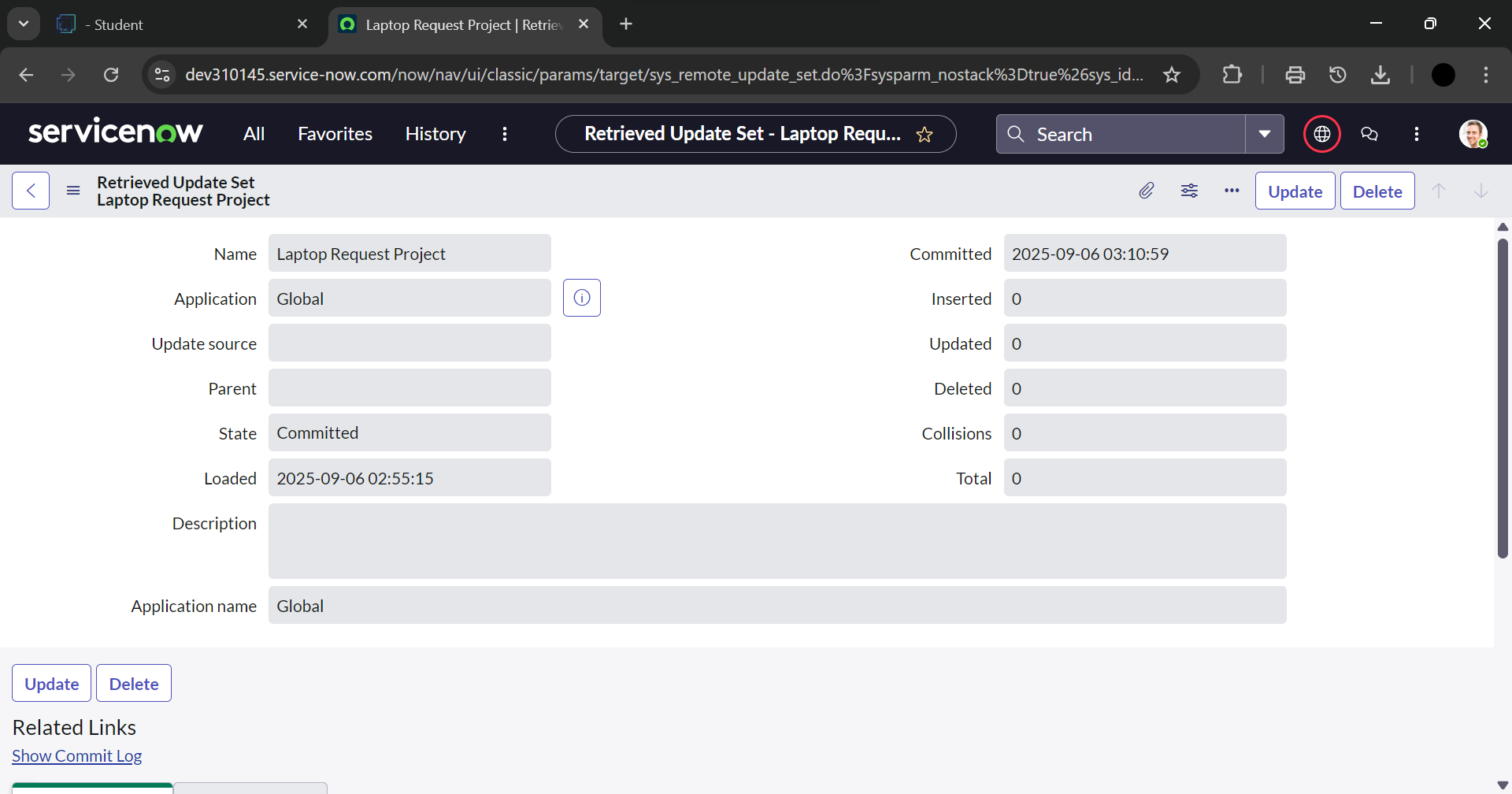
9. Open retrieved update set ‘laptop request project’

10. Click on preview update set

11. And click on commit update set

12. And also see the related tab updates

13. After commiting update set in this instance we get all updates which are done in the previous instance



**Milestone 7: Testing**

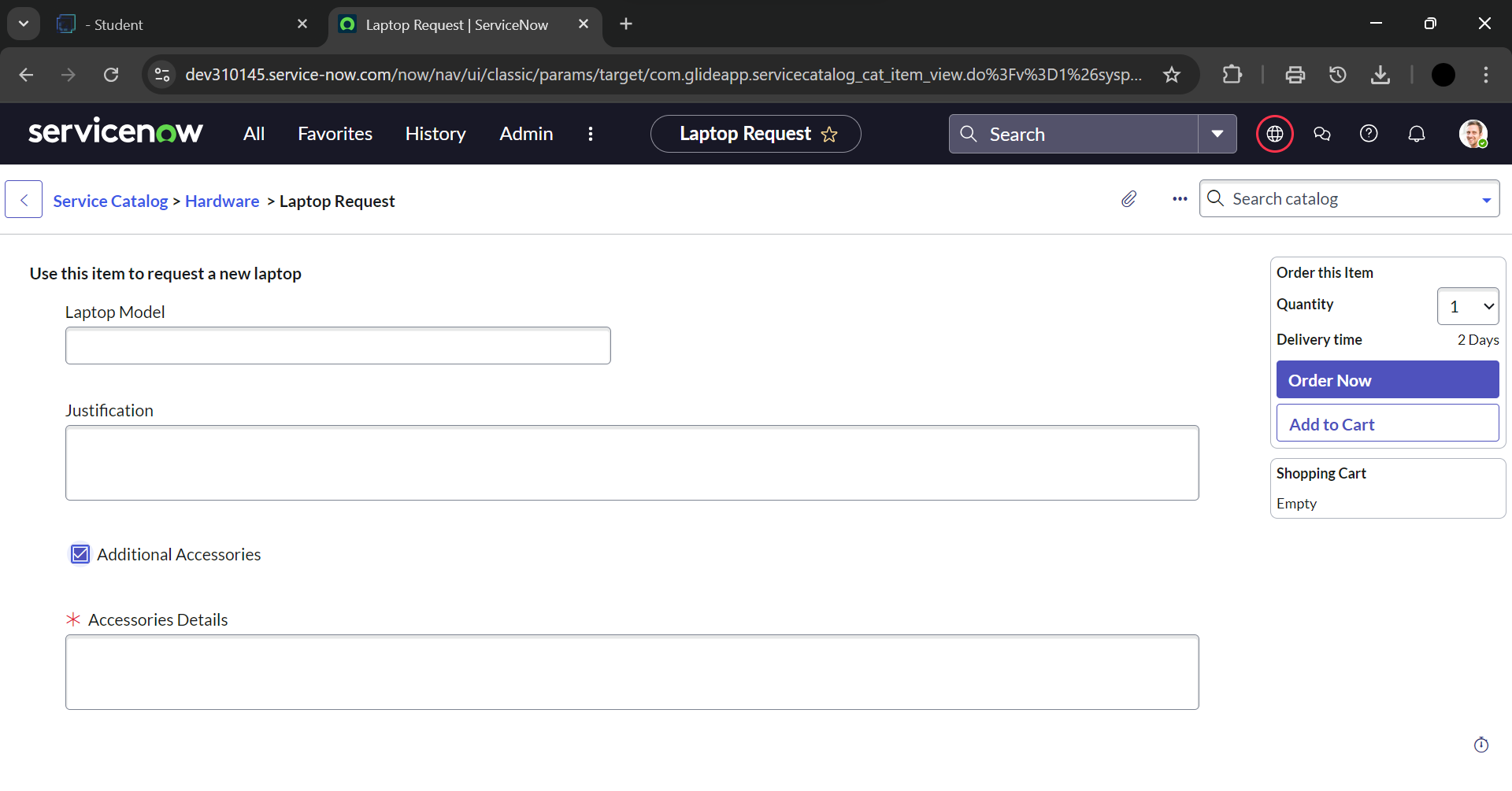
### Activity 1: Test Catalog Item

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

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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.



### 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.