Laptop Request Catalog Item

Team ID : NM2025TMID00263

Team Size : 4

Team Leader : Siva Ragul V

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Team member : Ajith T

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.

Objective

Design and implement a ServiceNow catalog item that enables employees to submit laptop requests dynamically with form validations, clear guidance, and governance controls, improving speed, accuracy, and accountability in the process.

Category

ServiceNow System Administartor.

Skills

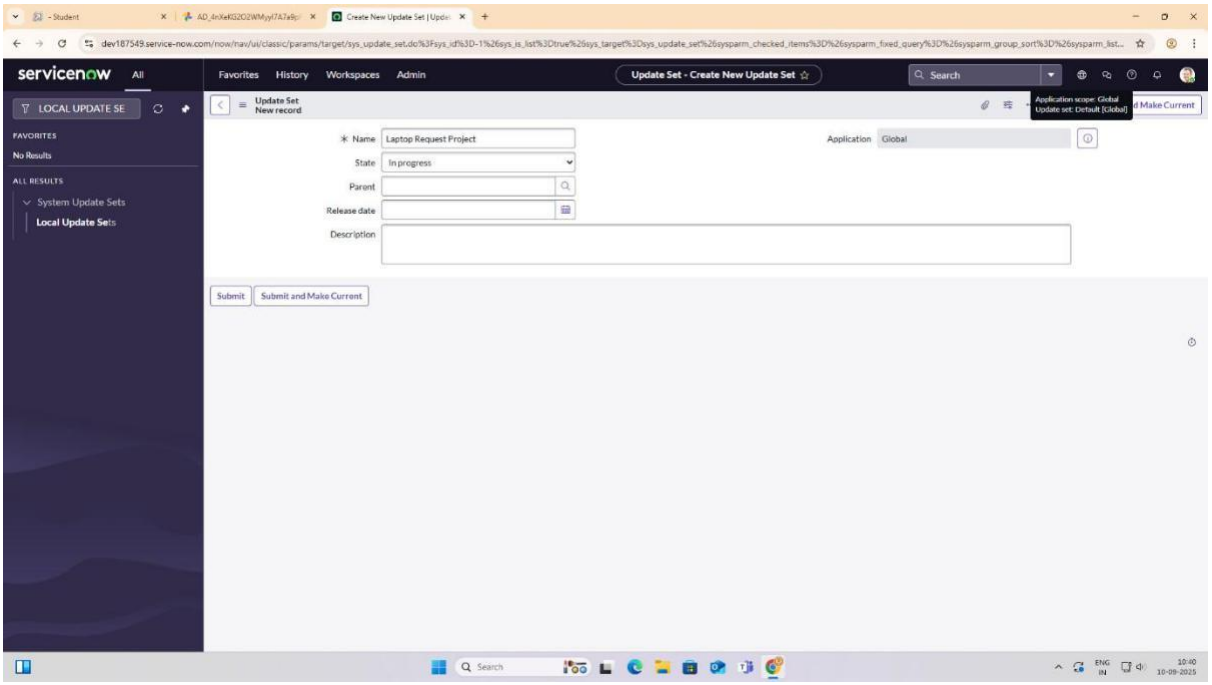
UIPath RPA,Tanzu Application Service

TASK INITIATION Milestone 1: Create Local Update Set

Activity 1: Create Update Set in ServiceNow

1. Open ServiceNow instance.
2. Click on All → search for Update Sets.
3. Select Local Update Sets under System Update Sets.
4. Click on New.
5. Fill in the following details:

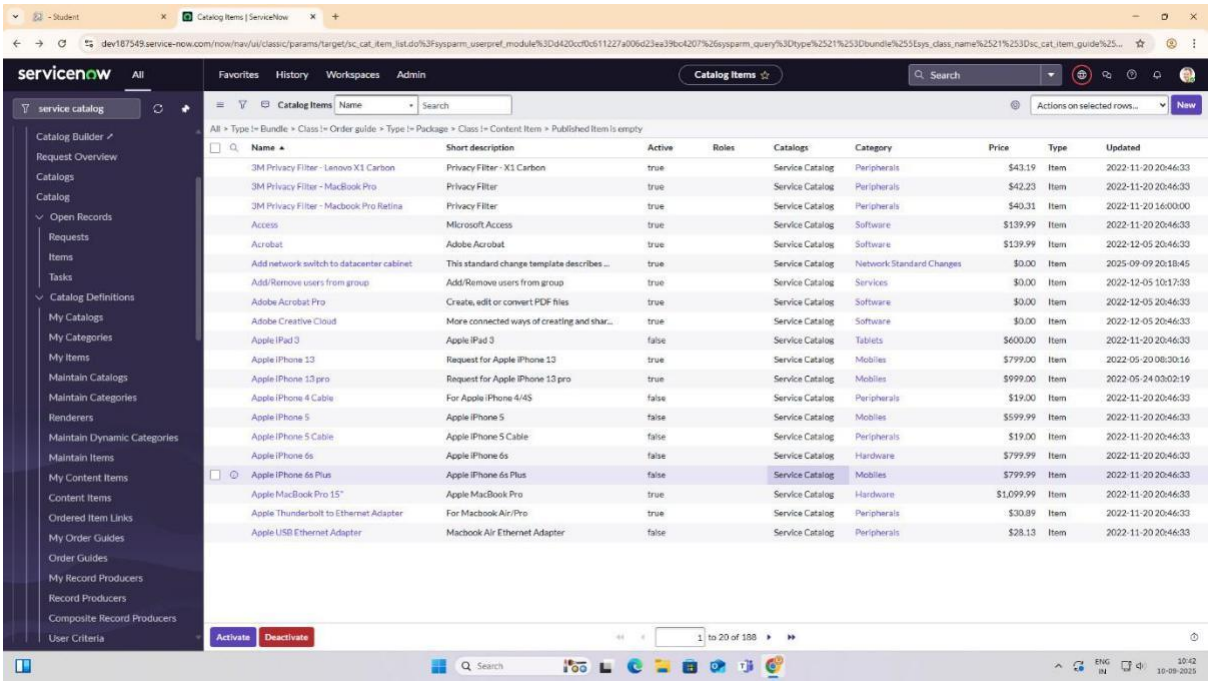
   Name: Laptop Request
6. Click Submit and make it Current.
7. By clicking on the button it activates the update set



Milestone 2: Create Service Catalog Item

Activity 1: Create New Service Catalog Item in ServiceNow

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

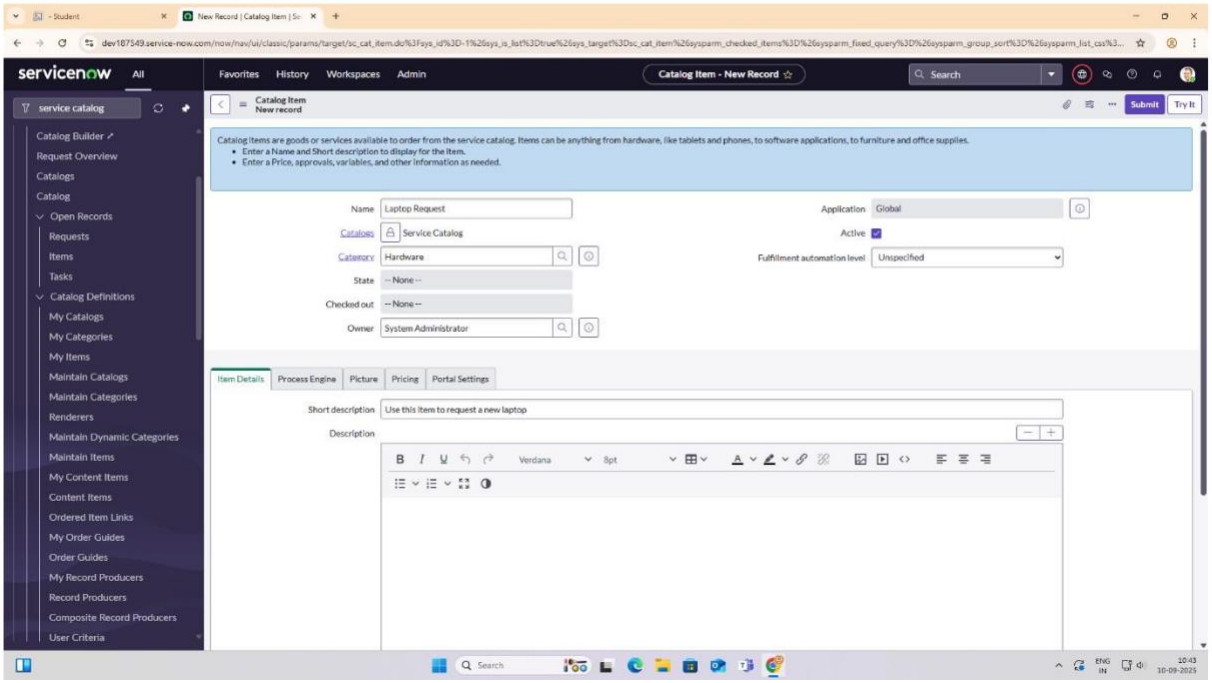
Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6.Click on ‘SAVE’



Activity 2: Add Variables to the Catalog Item

Step1:

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

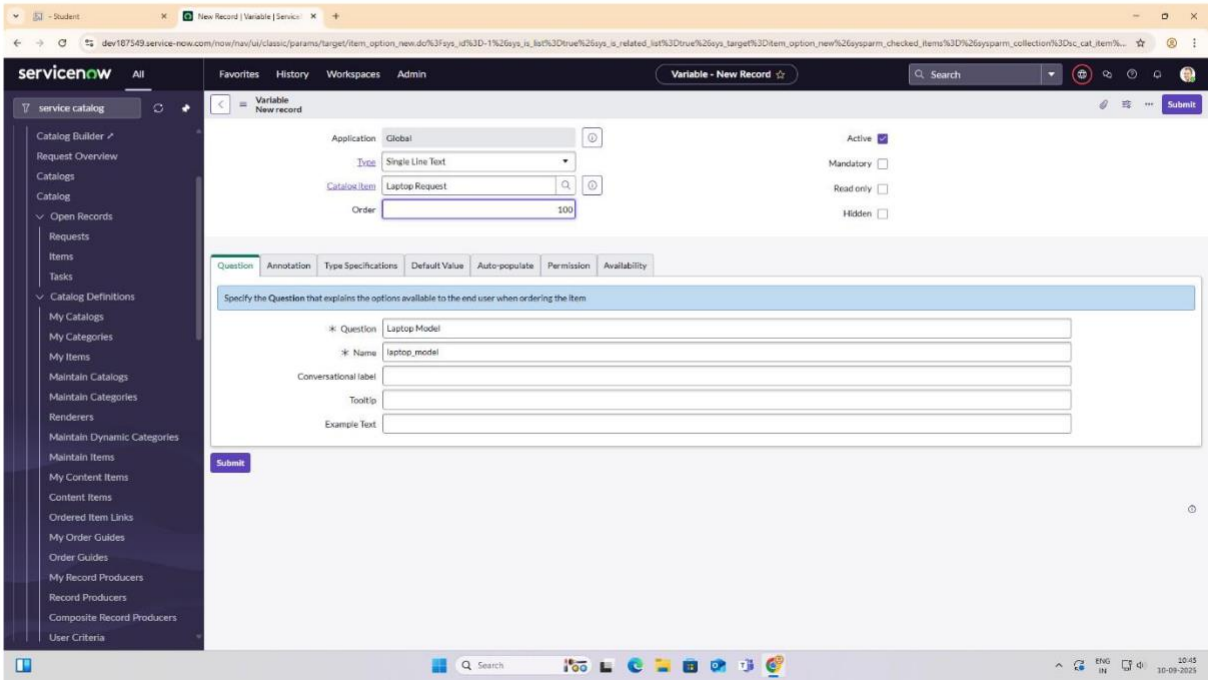
1. Variable 1:Laptop Model

   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

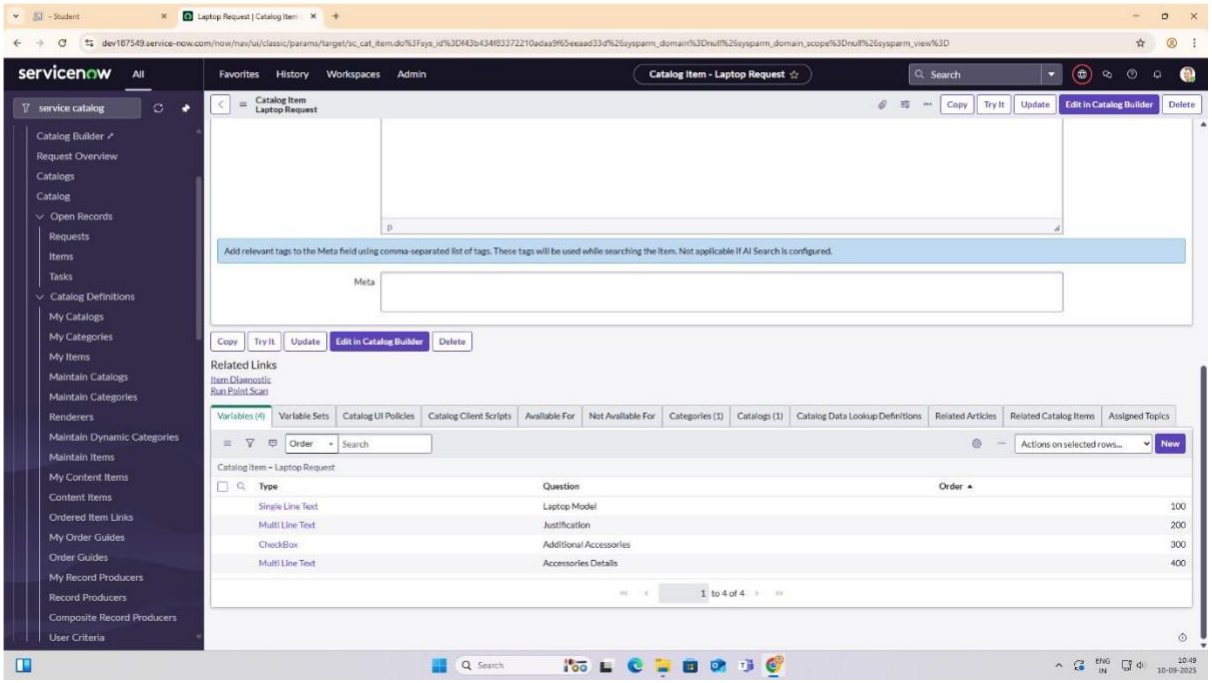
   Type: Multi line text

   Name:accessories_details

   Order:400

Step2:

- After adding above variable which are added to newly created catalog item
- Then save the catalog item form

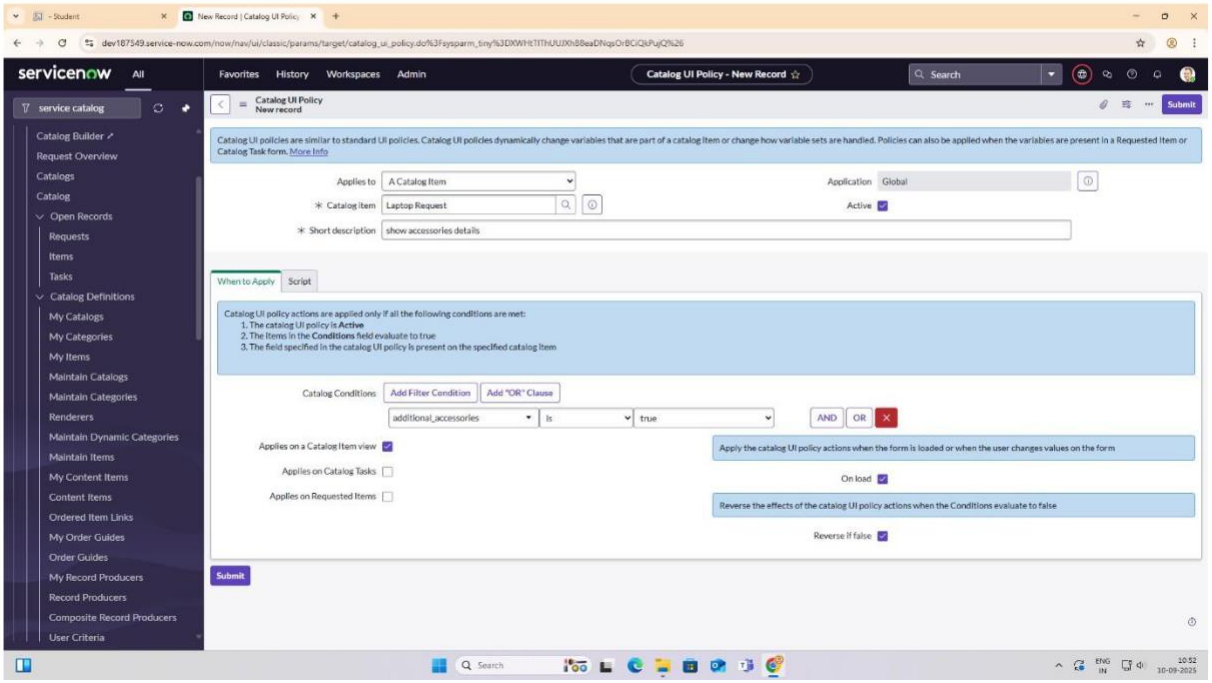


Milestone 3: Create Catalog UI Policies

Activity 1: Configure Catalog UI Policy for Dynamic Behavior

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]



8.Click on **save**.(do not click on submit)

9.Scroll down and select ‘catalog ui action’

10.Then click on new button

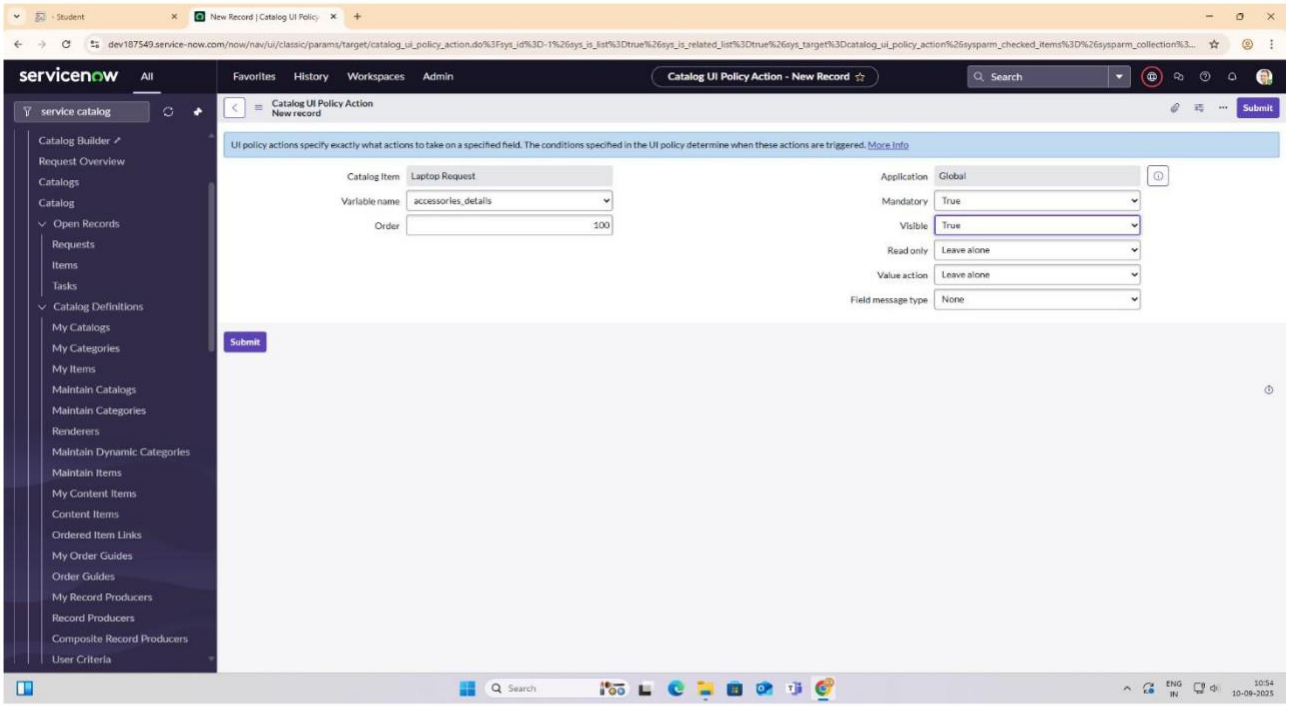
11.Select variable name as:

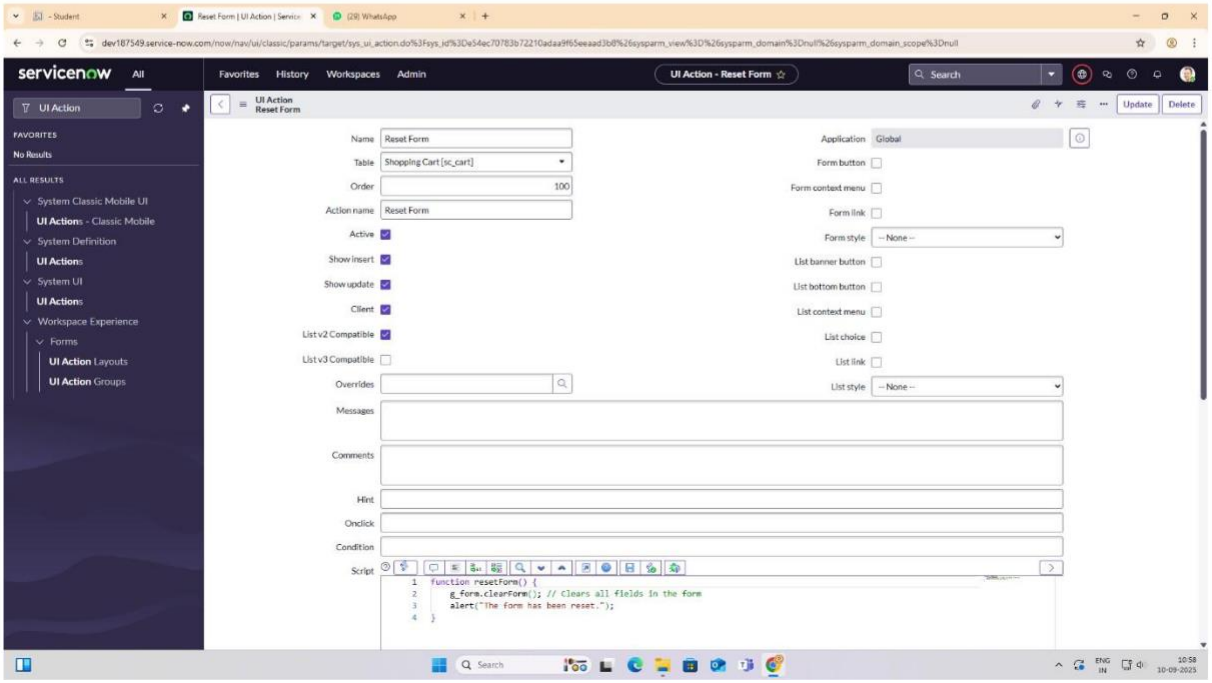
accessories_details Order:100

Mandatory: True

Visible : True

0. Click on save and again click save button of the catalog ui policy form


servicenow
All
Favorites
History
Workspaces
Admin
Catalog UI Policy Action - New Record
Search
service catalog
Catalog Builder
Request Overview
Catalogs
Catalog
Open Records
Requests
Items
Tasks
Catalog Definitions
My Catalogs
My Categories
My Items
Maintain Catalogs
Maintain Categories
Renderers
Maintain Dynamic Categories
Maintain Items
My Content Items
Content Items
Ordered Item Links
My Order Guides
Order Guides
My Record Producers
Record Producers
Composite Record Producers
User Criteria
Catalog UI Policy Action
New record
Submit
UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. More Info
Catalog Item
Laptop Request
Variable name
accessories_details
Order
100
Application
Global
Mandatory
True
Visible
True
Read only
Leave alone
Value action
Leave alone
Field message type
None
Submit


servicenow
All
Favorites
History
Workspaces
Admin
UI Action - Reset Form
Search
UI Action
FAVORITES
No Results
ALL RESULTS
System Classic Mobile UI
UI Actions - Classic Mobile
System Definition
UI Actions
System UI
UI Actions
Workspace Experience
Forms
UI Action Layouts
UI Action Groups
UI Action
Reset Form
Update
Delete
Name
Reset Form
Table
Shopping Cart [sc_cart]
Order
100
Action name
Reset Form
Active
Show insert
Show update
Client
List v2 Compatible
List v3 Compatible
Overrides
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
List style
-- None --
Messages
Comments
Hint
Onclick
Condition
Script
function resetForm() {
g_form.clearForm(); // Clears all fields in the form
alert("The form has been reset.");
}

Milestone 4: Create UI Action

Activity 1: Create Reset Form UI Action

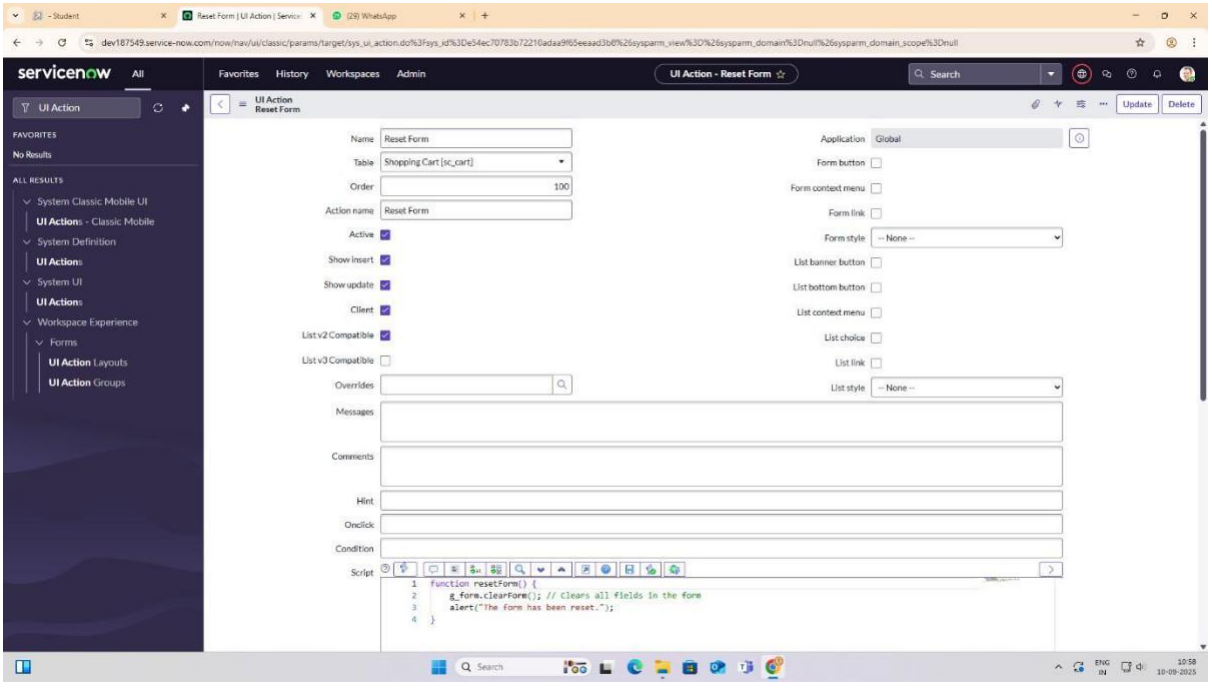
1. Open service now.
2. Click on All >> search for ui action
3. Select ui actions under system definition
4. Click on new
5. Fill the following details to create ui
   action Table: shopping cart(sc_cart)
   Order:100
   Action name: Reset form

   Client : checked

Script:

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

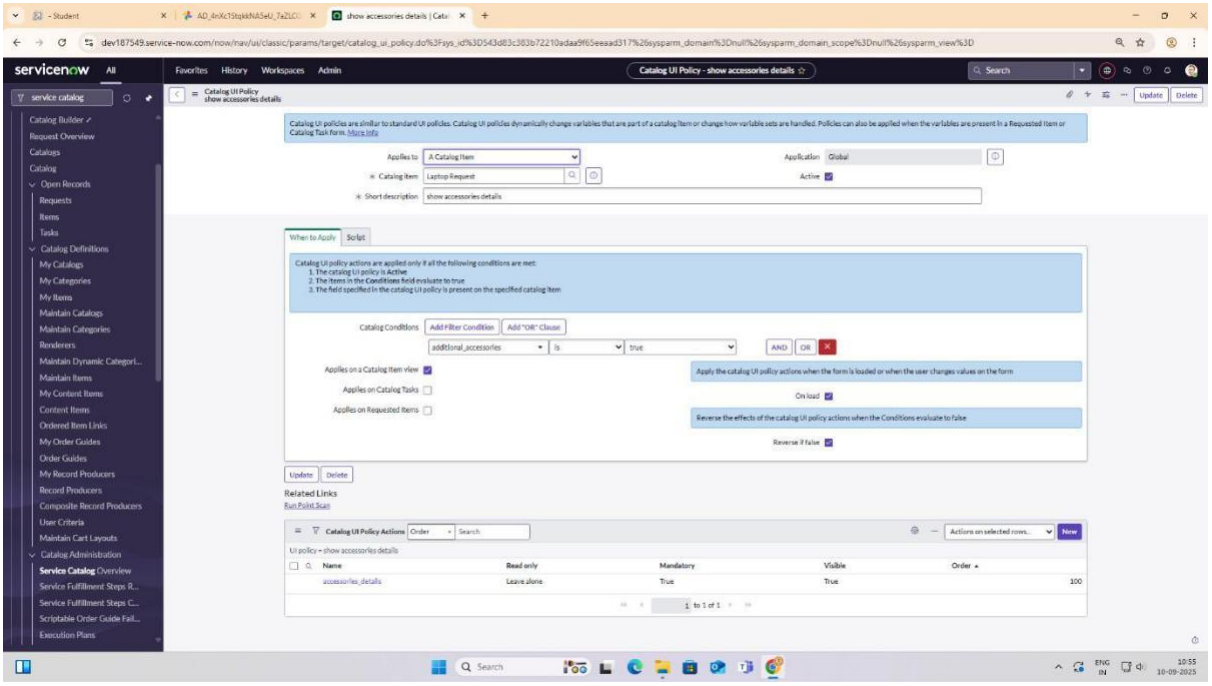
Click on save



Milestone 5: Exporting Changes to Another Instance

Activity 1: Export Update Set as XML

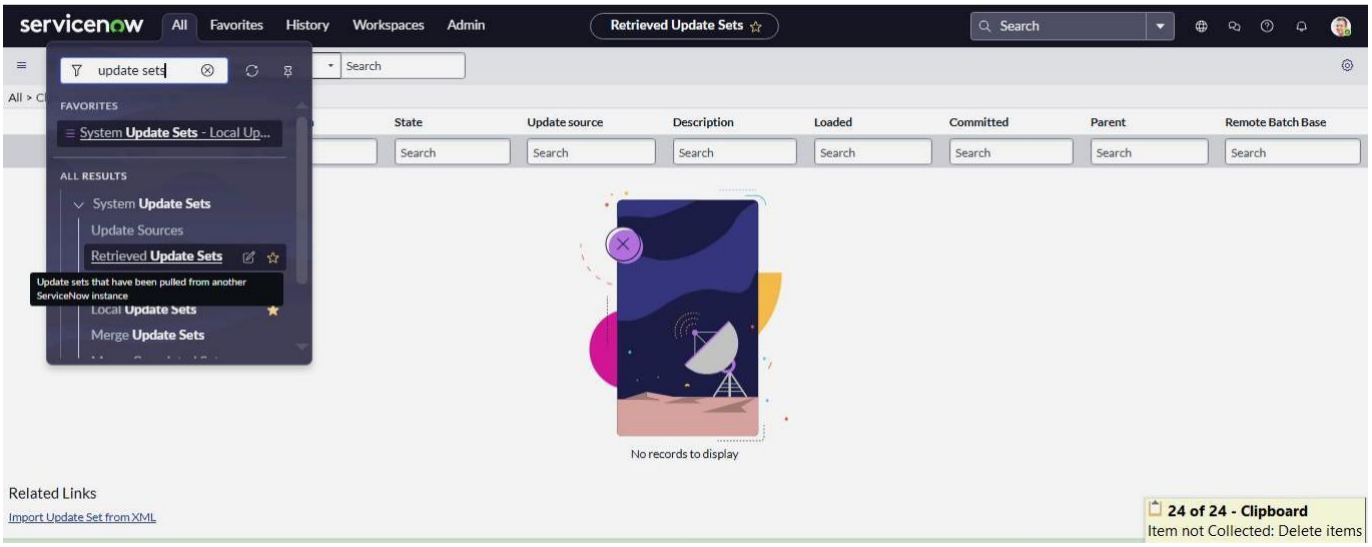
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. ‘Laptop Request Project’
4. Set the state to ‘Complete’
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file



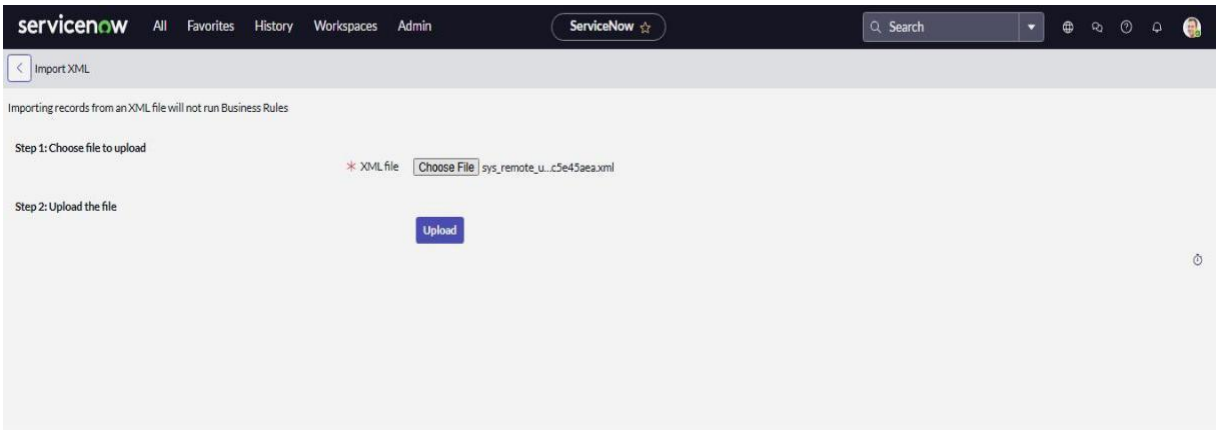
Milestone 6: Retrieving the Update Set

Activity 1: Import Update Set from XML into Another Instance

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.



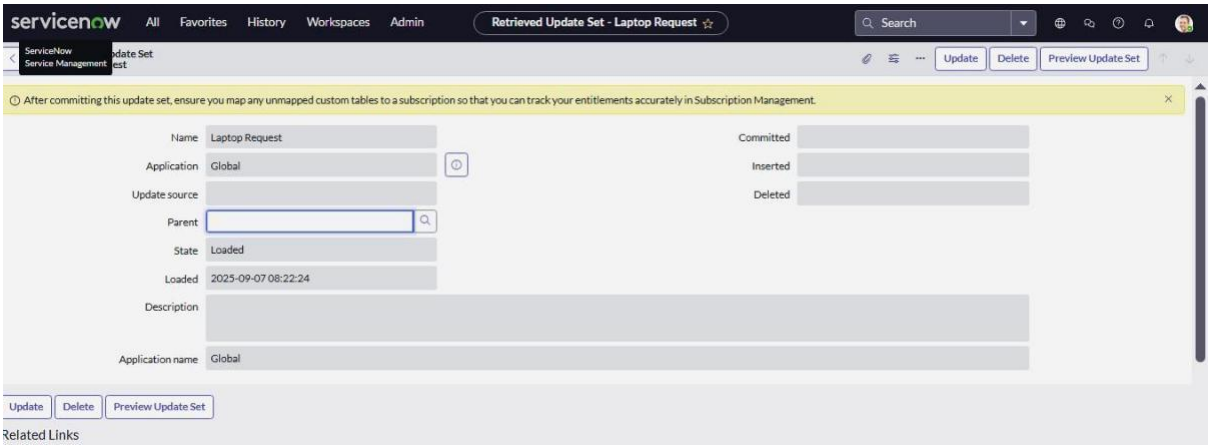
9.Open retrieved update set ‘laptop request project’

10.Click on preview update set

11. And click on commit update set

12.And also see the related tab updates

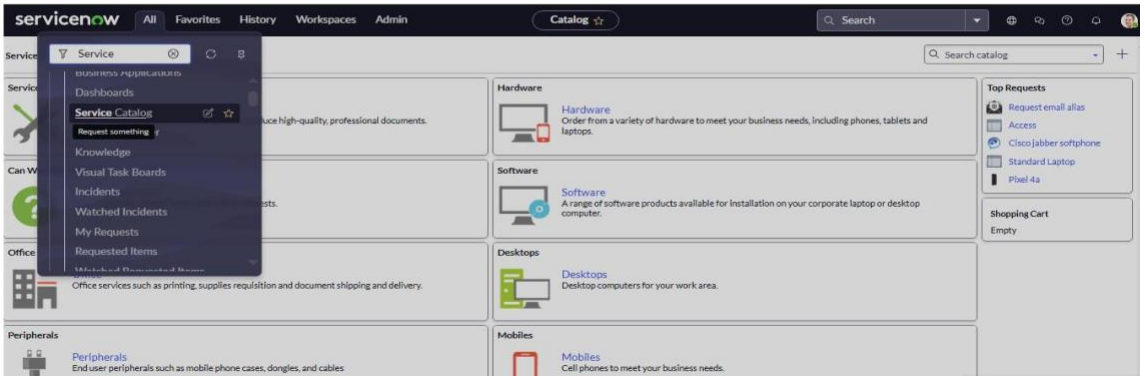
13.After commiting update set in this instance we get all updates which are done in the previous instance

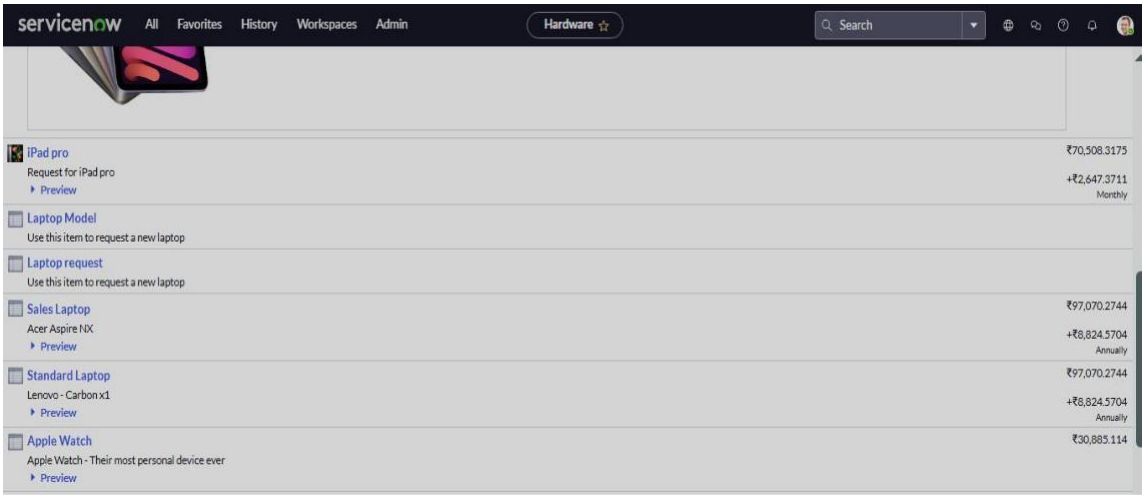


Milestone 7: Test Catalog Item

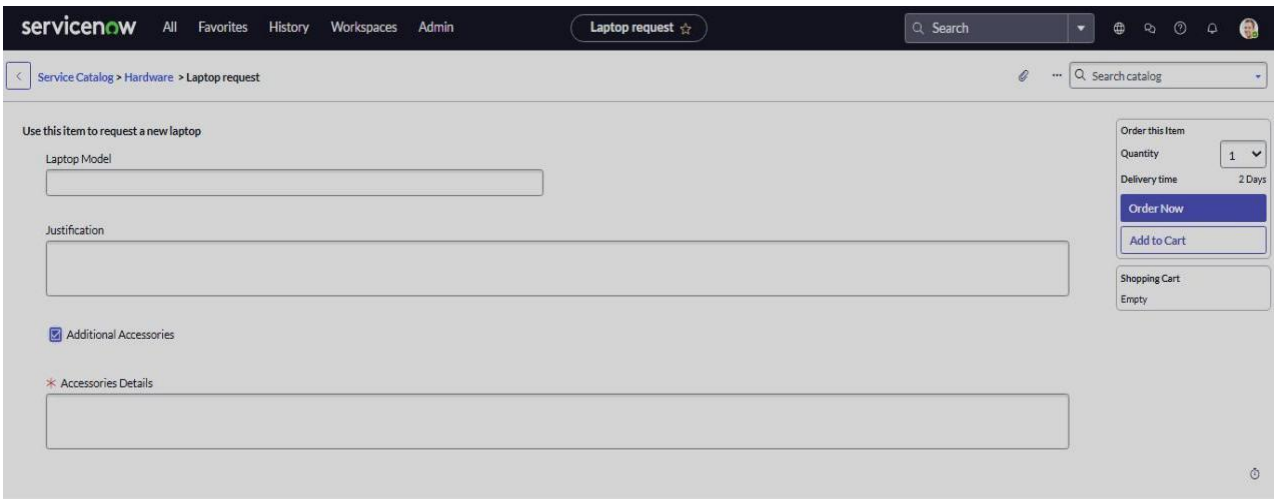
Activity 1: Verify Functionality of the Laptop Request Catalog Item

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



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.