

ServiceNow Documentation

Project Title: Laptop Request Catalog Item

Team Members:

- **Tabsum C** – Requirements Gathering and Workflow Design
- **Sreekanth P** – Catalog Item Development and Variable Configuration
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- **Siri R** – Testing, Deployment, and Documentation

Problem Statement

Currently, employees have to rely on emails or verbal communication to request new laptops, leading to miscommunication, lost requests, and lack of tracking. The IT team spends unnecessary time verifying details instead of focusing on fulfillment. Moreover, due to the lack of automation, there are often delays in approval, resource allocation, and delivery. The same inefficiencies are observed in handling user incidents, which affects employee productivity and increases administrative overhead. The purpose of this initiative is to digitalize, automate, and optimize the request and support workflows using ServiceNow.

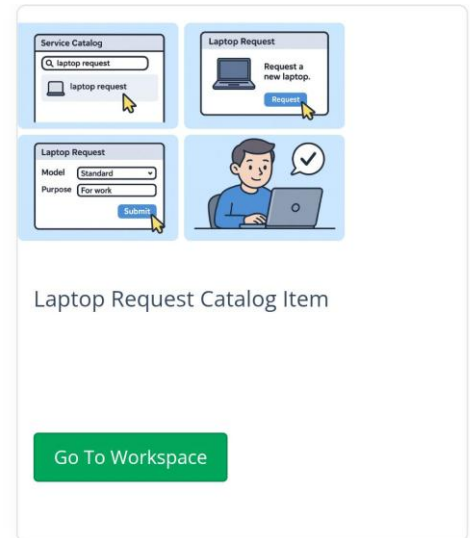
The organization currently uses manual workflows for IT service requests, especially for hardware like laptops. This results in delays, errors, and inefficient tracking. Additionally, there is a need to train users and administrators on key ServiceNow modules to streamline incident resolution, service automation, and system maintenance.

Overview

The initiative also serves as a training and capability-building program for ServiceNow users and administrators. The training is divided into five comprehensive units covering fundamental features of ServiceNow including Service Catalog setup, User and Role Management, Incident and Problem Management, Application Development, and Mobile App configuration. By completing this program and implementing the catalog item, employees will be better equipped to use ServiceNow, while IT teams will benefit from reduced workload and improved efficiency.

This document outlines the implementation of a Laptop Request Catalog Item in ServiceNow along with core ServiceNow learning modules. The goal is to:

- Provide a dynamic, user-friendly service catalog item to automate laptop provisioning.
- Build foundational knowledge on key ServiceNow topics such as incident management, application development, and administration.



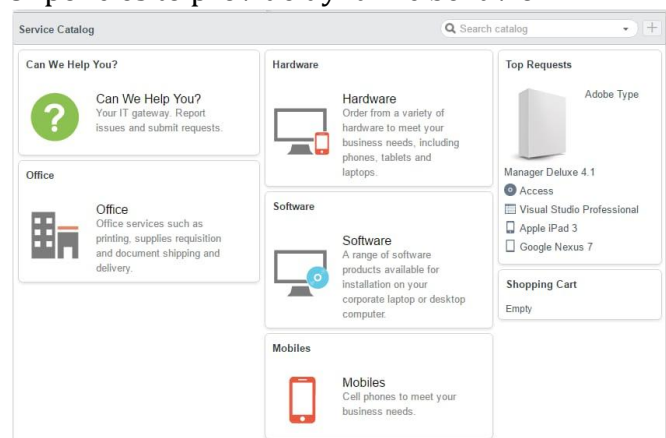
Core Units and Key Concepts

Unit 1: Service Catalog & Basic Configuration

- - Create catalog items using variables, categories, and form logic.
- - Configure client-side scripting and UI policies to provide dynamic behavior (e.g., reset button, dependent fields).

Unit 2: User and Data Management

- - Manage users, groups, roles, and access control lists (ACLs).
- - Customize tables, fields, and forms to support data entry and security.



Unit 3: Incident & Problem Management

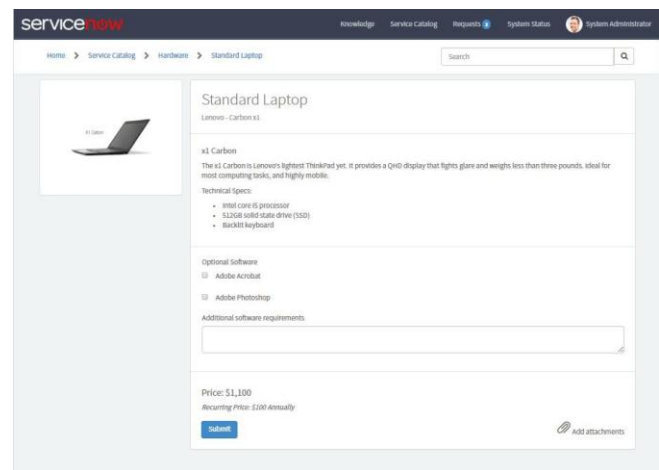
- - Incident Management: Automate the handling of IT issues using priority, categorization, SLAs.
- - Problem Management: Perform root cause analysis and manage recurring issues using workflows and RCA tasks.

Unit 4: Application Development

- - Create custom applications with App Engine Studio.
- - Use Automated Test Framework (ATF) and Script Debugger to validate customizations.

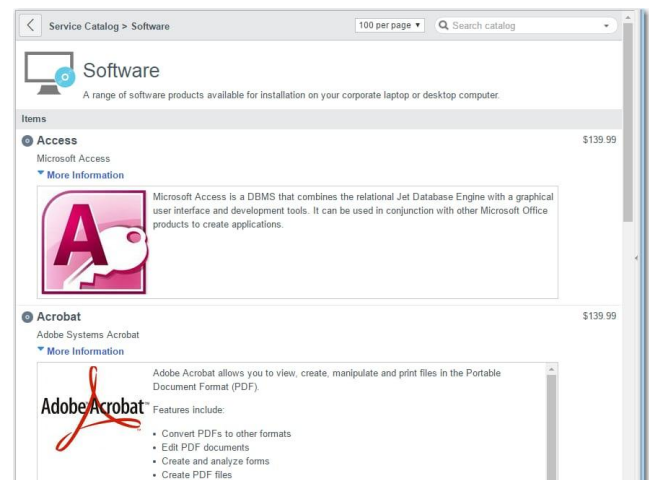
Unit 5: Mobile & Admin Best Practices

- - Configure and deploy ServiceNow Mobile App for real-time task access.
- - Apply governance practices, performance tuning, and troubleshooting using logs, instance scans, and health dashboards.



Steps to Implement the Laptop Request Catalog Item

- - Navigate to: Service Catalog > Catalog Definitions > Maintain Items.
- - Click: New and fill in the following: Name (Request New Laptop), Category (Hardware Requests), Short Description, and Description.
- - Add Variables: Laptop Make (Dell, HP, MacBook), Processor Type (Intel, AMD), RAM Size (4GB, 8GB, 16GB), Additional Requirements (Text).
- - Form Behavior: Use Client Scripts to add reset functionality. Use UI Policies to dynamically show/hide fields.
- - Approval Setup: Configure Manager Approval via Flow Designer.
- - Fulfillment Task: Assign task to Hardware Provisioning Group



Workflow Diagram Overview

User Submits Form

→ Manager Approval

→ Task Created for Provisioning

→ Laptop Provisioned & Delivered

→ Task Closed + Notification to Requester

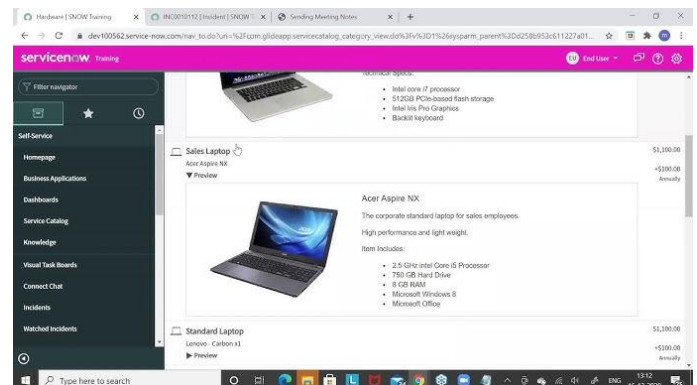
Task Assignment

Upon approval:

- A task is automatically generated.
- Assigned to Hardware Provisioning Team.
- Tracked using Task SLAs and notifications.

Deployment Plan

- - Development: Build in Personal Developer Instance (PDI).
- - Testing: Use ATF, client script validation, and user feedback.
- - Tracking: Capture changes via Update Sets.
- - Production Migration: Follow change management and governance protocols.
- - Monitoring: Use audit logs and performance analytics.



Visual Examples & Learning Resources

- Catalog Form Screenshot: Showing dropdowns and input fields.
- Workflow Designer View: Approval and task logic flow.
- Task Example Record: Fulfillment task status and assignment.
- ServiceNow Developer Portal: Tutorials & Sandboxes

(<https://developer.servicenow.com>)

- ServiceNow Community: Real-world examples and FAQs

(<https://community.servicenow.com>)

- Mobile App Docs: Mobile Studio configuration and walkthroughs

- ATF Docs: Automated Testing Framework documentation

- YouTube: 'ServiceNow Catalog Item Creation' tutorials

Final Output

The screenshot shows the ServiceNow Shopping Cart page. At the top, there's a navigation bar with 'servicenow' logo, 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. Below the navigation bar, there's a 'Shopping Cart' section with a 'Continue Shopping' and 'Checkout' button. The main content area displays a table with columns: 'Item', 'Delivery Time', 'Price (ea.)', 'Quantity', and 'Total'. The table contains one item: 'Laptop Request - Use this item to request a new laptop'. The item details include 'Laptop Model: hp', 'Justification: I need a new laptop for work purposes as my current one is outdated and affecting my productivity', 'Additional Accessories: true', and 'Accessories Details: I would like to add a wireless mouse, keyboard, and a laptop bag to my laptop request.' The delivery time is '2 Days', and the quantity is '1'. At the bottom right, there's a 'Total' section with a 'Continue Shopping' and 'Checkout' button.

The screenshot shows the ServiceNow Order Status page. At the top, there's a navigation bar with 'servicenow' logo, 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. Below the navigation bar, there's an 'Order Status' section with a 'Back to Catalog', 'Continue Shopping', and 'Home' button. The main content area displays a green message box: 'Thank you, your request has been submitted'. Below the message box, there's a table with columns: 'Description', 'Delivery Date', 'Stage', 'Price (ea.)', 'Quantity', and 'Total'. The table contains one item: 'Use this item to request a new laptop'. The delivery date is '2025-07-01', and the quantity is '1'. At the bottom right, there's a 'Total' section with a 'Back to Catalog', 'Continue Shopping', and 'Home' button.

Conclusion

By automating the Laptop Request Process and reinforcing knowledge through the core ServiceNow learning modules, organizations can significantly enhance service delivery, reduce response times, and promote structured IT governance. This document acts as a blueprint for both technical implementation and team learning on the ServiceNow platform.

The process of setting up a catalog item not only involves UI design but also understanding the logic behind variable dependencies, visibility conditions, and form behavior. During development, attention should be paid to user experience—making the form intuitive and avoiding information overload.

Each step in the workflow should be clearly defined and tested. For example, the approval step may vary depending on the department or user's role. Workflow conditions and branching should be included to handle such variations.

The task should include instructions, due dates, and escalation paths. Assignment groups should have pre-defined roles and availability to ensure tasks are completed promptly. Notifications should alert the group via email or mobile app.

During deployment, it's essential to communicate changes to stakeholders. Run pilot tests with selected users and incorporate their feedback. Post-deployment reviews and performance monitoring should be part of ongoing governance.

ServiceNow is not just a ticketing tool but a full-fledged enterprise service management platform. By investing in proper design, training, and governance, organizations can leverage it to digitize multiple business processes. This project represents a step toward digital transformation that ensures IT is aligned with business goals.