

Project Title

Team Id: FD81622E39850839511469856906338B

Team Members

Team Leader: UMA PRASANNA C

Team Member 1 : BLESSER VIBINSON C

Team Member 2 : SHREEMAN J

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Objective: To streamline academic and administrative processes in educational institutions by providing a secure, integrated, and scalable Educational Management System on ServiceNow.

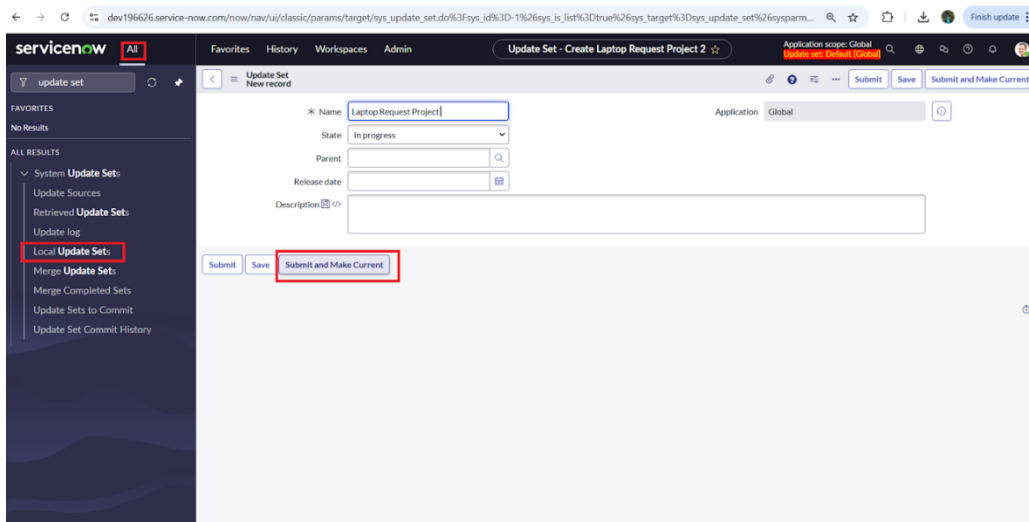
Skills: UIPath RPA,Tanzu Application Service

TASK INITIATION

Milestone 1 : Create Local Update set

Activity 1: 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



The screenshot shows the ServiceNow interface for creating a new update set. The left sidebar contains a navigation menu with 'Local Update Sets' highlighted. The main form area is titled 'Update Set - Create Laptop Request Project 2'. The form fields are as follows:

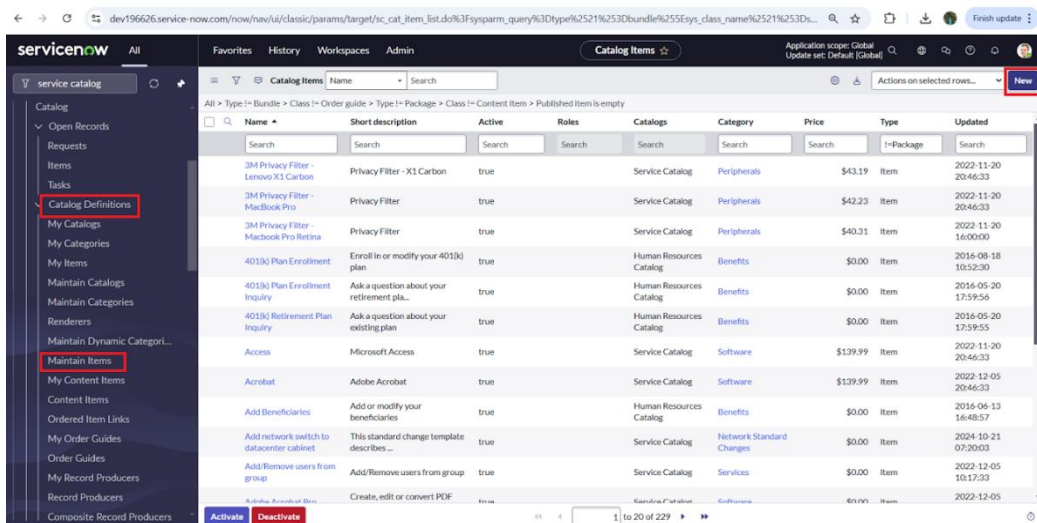
- Name: Laptop Request Project
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

At the bottom of the form, there are three buttons: 'Submit', 'Save', and 'Submit and Make Current'. The 'Submit and Make Current' button is highlighted with a red box.

Milestone 2 : Service Catalog Item

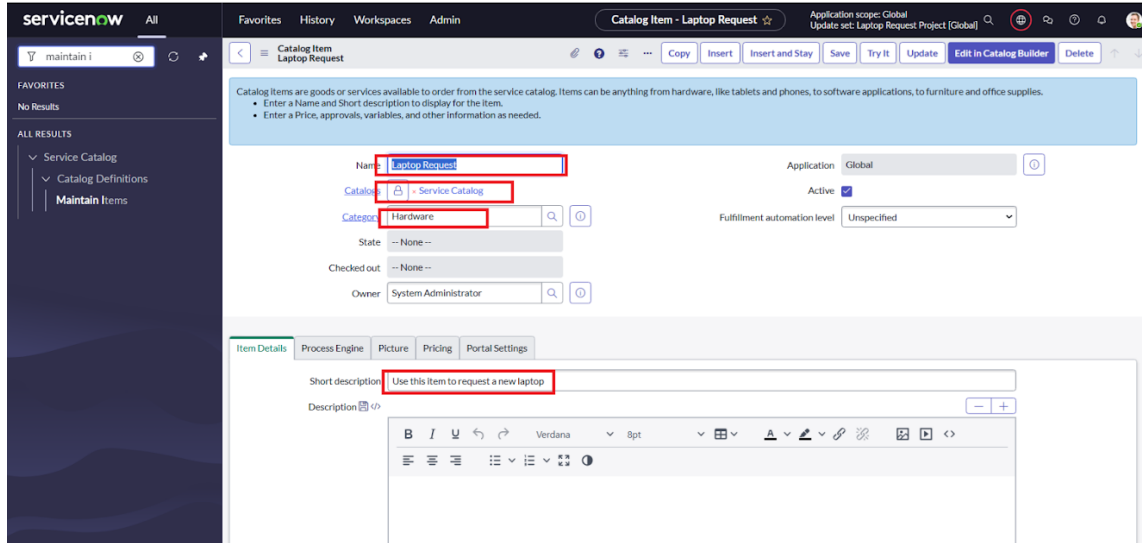
Activity 1: Create Service Catalog Item

1. Open service now.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions
4. Click on New.



Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
401(k) Plan Enrollment	Enroll in or modify your 401(k) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-08-18 10:52:30
401(k) Plan Enrollment Inquiry	Ask a question about your retirement pla...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:56
401(k) Retirement Plan Inquiry	Ask a question about your existing plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:55
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add Beneficiaries	Add or modify your beneficiaries	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-06-13 16:48:57
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-10-21 07:20:03
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Create, edit or convert PDF	Create, edit or convert PDF	true		Service Catalog	Software	\$0.00	Item	2022-12-05 10:17:33

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 ServiceNow 'Catalog Item - Laptop Request' form. The form is titled 'Catalog Item - Laptop Request' and includes a search bar with 'maintain i'. The left sidebar shows 'ALL RESULTS' with 'Service Catalog' and 'Catalog Definitions' expanded, and 'Maintain Items' selected. The main form area contains the following fields:

- Name:** Laptop Request
- Application:** Global
- Active:** ☒
- Fulfillment automation level:** Unspecified
- State:** -- None --
- Checked out:** -- None --
- Owner:** System Administrator
- Short description:** Use this item to request a new laptop
- Description:** (Rich text editor with a toolbar showing Bold, Italic, Underline, Link, etc.)

Activity 2: Add variables

Step 1

After saving the catalog item form scroll down and click on variable(related list)

1. Click on new and enter the details as below

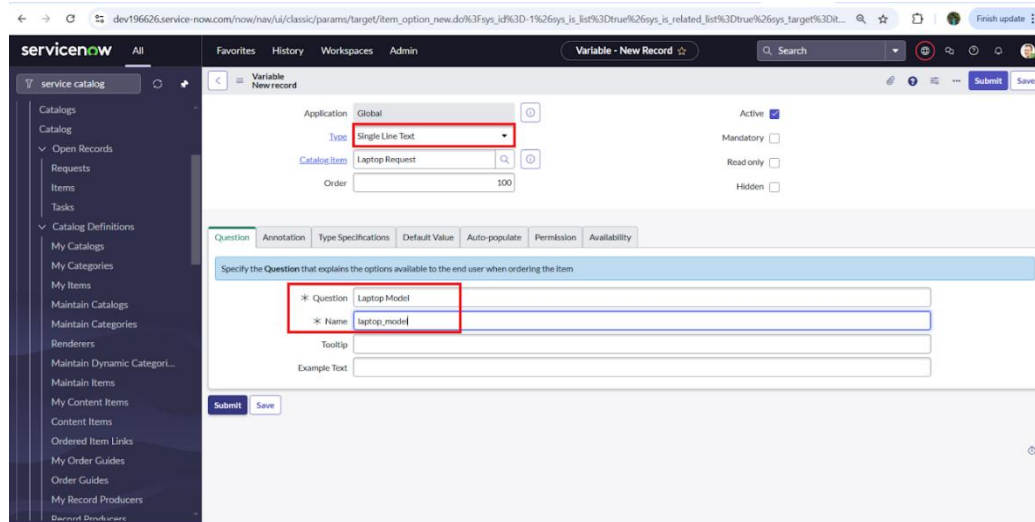
1. Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

- Click on submit
- Again click on new and add Remaining variables in the above proces



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

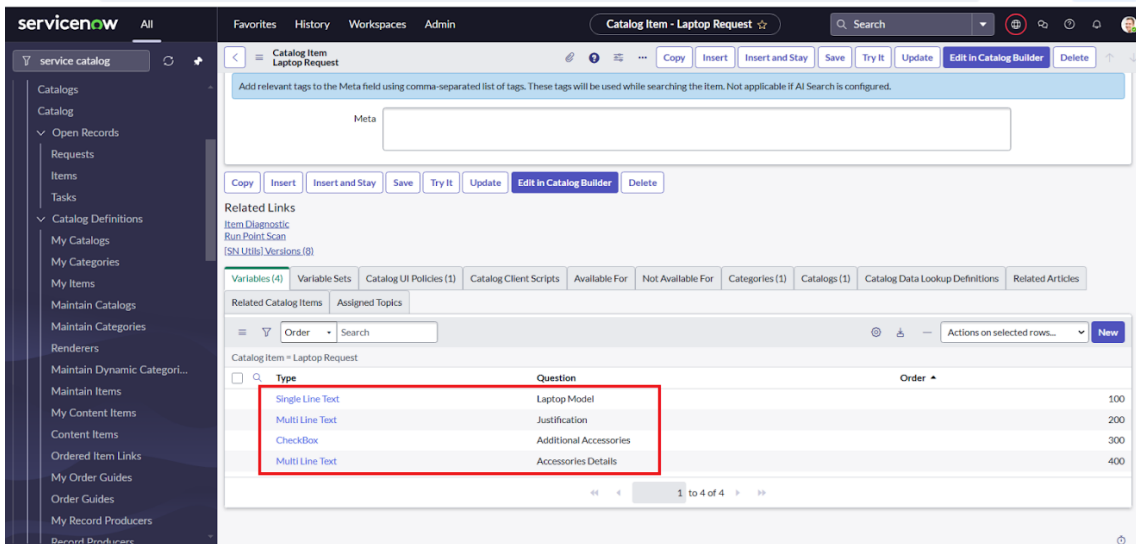
Type: Multi line text

Name:accessories_details

Order:400

Step2:

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



ServiceNow Catalog Item - Laptop Request

Meta

Related Links

- Item Diagnostic
- Run Point Scan
- SN Utility Versions (8)

Variables (4) | Variable Sets | Catalog UI Policies (1) | Catalog Client Scripts | Available For | Not Available For | Categories (1) | Catalogs (1) | Catalog Data Lookup Definitions | Related Articles

Related Catalog Items | Assigned Topics

Order | Search

Actions on selected rows... New

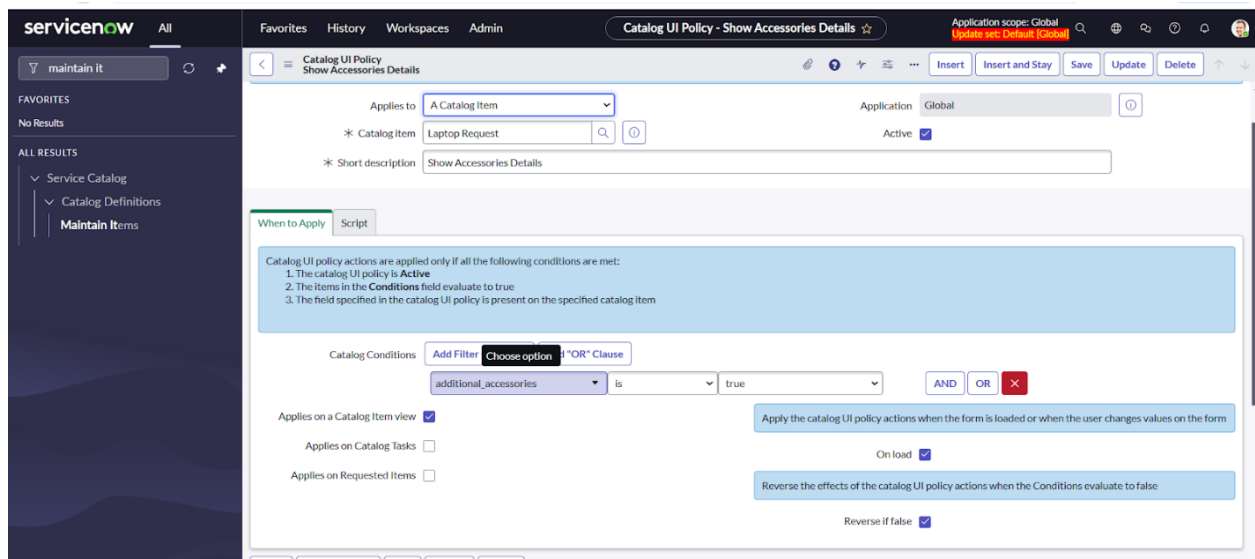
Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

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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
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]



The screenshot shows the 'Catalog UI Policy - Show Accessories Details' configuration page in ServiceNow. The left sidebar shows the navigation menu with 'Maintain Items' selected. The main form includes the following fields and options:

- Applies to:** A Catalog Item (dropdown)
- * Catalog item:** Laptop Request (text field)
- * Short description:** Show Accessories Details (text field)
- Application:** Global (dropdown)
- Active:** ☒
- When to Apply:** Script (tab selected)
- Catalog Conditions:**
 - Condition 1: additional_accessories is true
 - Logic: AND
- Applies on a Catalog Item view:** ☒
- Applies on Catalog Tasks:** ☐
- Applies on Requested Items:** ☐
- Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form:** ☒
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false:** ☒

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

servicenow All

Favorites History Workspaces Admin

Catalog UI Policy Action - accessories_details

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

Insert Insert and Stay **Save** Update Delete

Related Links

Run Point:Scm

ISN Utility Versions (1)

servicenow All

Favorites History Workspaces Admin

Catalog UI Policy - Show Accessories Details

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a field. [More Info](#)

Apply to: A Catalog Item

Catalog Item: Laptop Request

Short description: Show Accessories Details

Application: Global

Active

When to Apply: Target

Catalog UI policy actions are applied only if all the following conditions are met:

- The catalog UI policy is active
- The item in the Conditions field evaluate to true
- The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: additional_accessories is true

Apply on a Catalog item view: ☒

Apply on Catalog field: ☐

Apply on required item: ☐

Apply the catalog UI policy actions when the item is loaded or when the user changes values on the form: ☒

On true: ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false: ☒

Reverse if false: ☒

Insert Insert and Stay Save Update Delete

Related Links

Run Point:Scm

ISN Utility Versions (1)

Catalog UI Policy Actions

UI policy	Name	Read only	Mandatory	Visible	Order
<input type="checkbox"/>	accessories_details	Leave alone	True	True	100

1 to 3 of 3

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

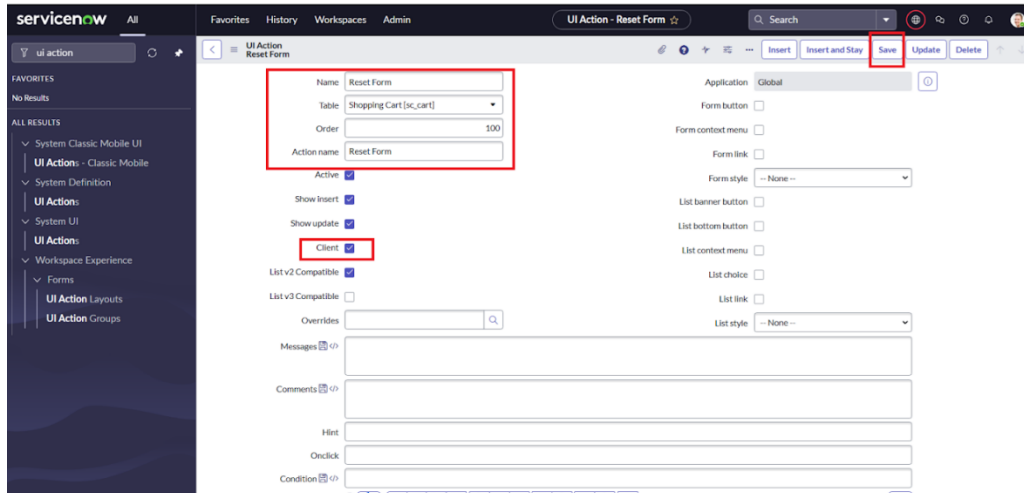
Action name: Reset form

Client : checked

Script:

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

Click on save

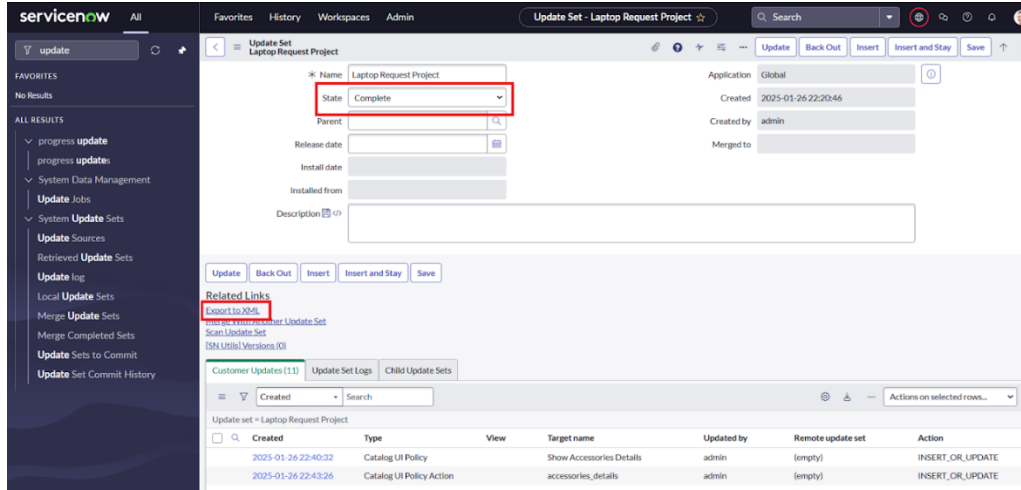


The screenshot shows the ServiceNow UI Action configuration interface. The left sidebar contains navigation links for 'UI Action', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main area displays the configuration for a UI Action named 'Reset Form'. The 'Name' field is 'Reset Form', the 'Table' is 'Shopping Cart (sc_cart)', and the 'Order' is '100'. The 'Action name' is 'Reset Form'. The 'Client' checkbox is checked. The 'Save' button in the top right corner is highlighted with a red box.

Milestone 5 : Export Update set

Activity 1: Exporting changes to another instances

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



The screenshot shows the ServiceNow 'Update Set - Laptop Request Project' page. The 'State' dropdown is set to 'Complete' and is highlighted with a red box. Below the form, the 'Related Links' section is also highlighted with a red box, containing links for 'Export to XML', 'Merge from another Update Set', 'Scan Update Set', and 'SN Utilize Versions (UI)'. At the bottom, a table lists updates with columns for Created, Type, View, Target name, Updated by, Remote update set, and Action.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-01-26 22:40:32	Catalog UI Policy		Show Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-01-26 22:43:26	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE

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 committing update set in this instance we get all updates which are done in the previous instance

servicenow All Favorites History Workspaces Admin Retrieved Update Sets Search Actions on selected rows...

Retrieved Update Sets Name Search

All > Class - Retrieved Update Set

<input type="checkbox"/>	Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
<input type="checkbox"/>	first update set	Global	Previewed	sandeep		03:00:03	(empty)	(empty)	(empty)
<input type="checkbox"/>	first update set 2	Global	Previewed	sandeep		2024-08-30 03:00:07	(empty)	(empty)	(empty)
<input type="checkbox"/>	Migration of AI Search Profile/ AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migration s...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
<input type="checkbox"/>	program	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
<input type="checkbox"/>	project	Global	Committed	sandeep		2024-08-30 03:00:05	2024-08-30 03:01:03	(empty)	(empty)
<input type="checkbox"/>	Rathan's Snow	Global	Loaded	(empty)	Testing purpose	2024-07-10 23:32:45	(empty)	(empty)	(empty)
<input type="checkbox"/>	second	Global	Previewed	sandeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
<input type="checkbox"/>	sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
<input type="checkbox"/>	sunny puja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

Related Links
Import Update Set from XML

1 to 15 of 15

servicenow All Favorites History Workspaces Admin Retrieved Update Set - Laptop Request Project Search

Retrieved Update Set Laptop Request Project Update Delete Run Preview Again Commit Update Set

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name	Laptop Request Project	Committed	
Application	Global	Inserted	11
Update source		Updated	0
Parent		Deleted	0
State	Previewed	Collisions	0
Loaded	2025-01-27 22:14:51	Total	11
Description			
Application name	Global		

Update Delete Run Preview Again Commit Update Set

Related Links
Show All Preview Records

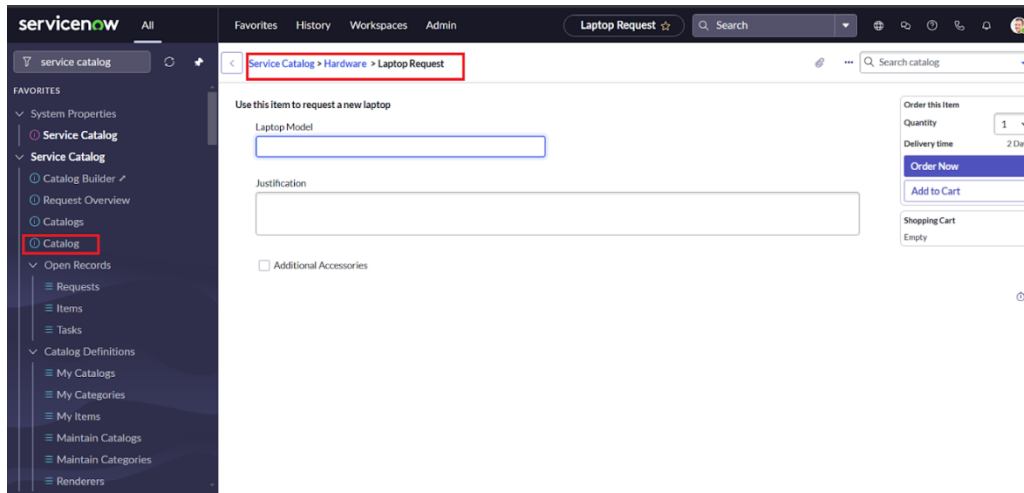
Customer Updates (11) Child Update Sets

Name Search Actions on selected rows...

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 As per our scenario, when we click on additional accessories checkbox then accessories



6. Details fields is visible and that should be mandatory
7. Now see the results,it fulfills our requirements.

servicenow

All

service catalog

+

Favorites

History

Workspaces

Admin

Laptop Request

Search

< Service Catalog > Hardware > Laptop Request

Search catalog

FAVORITES

System Properties

Service Catalog

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

Use this item to request a new laptop

Laptop Model

hp

Justification

☒ Additional Accessories

* Accessories Details

Order this Item

Quantity

1

Delivery time

2 Days

Order Now

Add to Cart

Shopping Cart

Empty

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.