PROJECT DESIGN PHASE

Date	02-11-2025
Team ID	NM2025TMlD06036
Project name	Laptop Request Catalog item Using Service Now

Introduction to Design Phase:

The design phase of the Laptop Request Catalog Item project in **ServiceNow** serves as a bridge between the requirement analysis and the actual system implementation. Its primary objective is to convert the gathered business and functional requirements into a detailed, structured design that defines how the catalog item will operate within the ServiceNow environment.

STEPS:

1.Creation of new update set:

Go to All >> In the filter search for Local Update set > click on New.

Enter the Details in laptop

2.Table creation:

Catalog Items in table:

Laptop Request table:

3. Add Variables:

1. Go to All >> In the filter search for Relationships >> Open Relationships

2. Click on New.

3. Enter the details:

Variables : Laptop Model

Type: Single line text

Name: laptop_model

Order:100

Variables : Accessories Details

Type: Multi line text

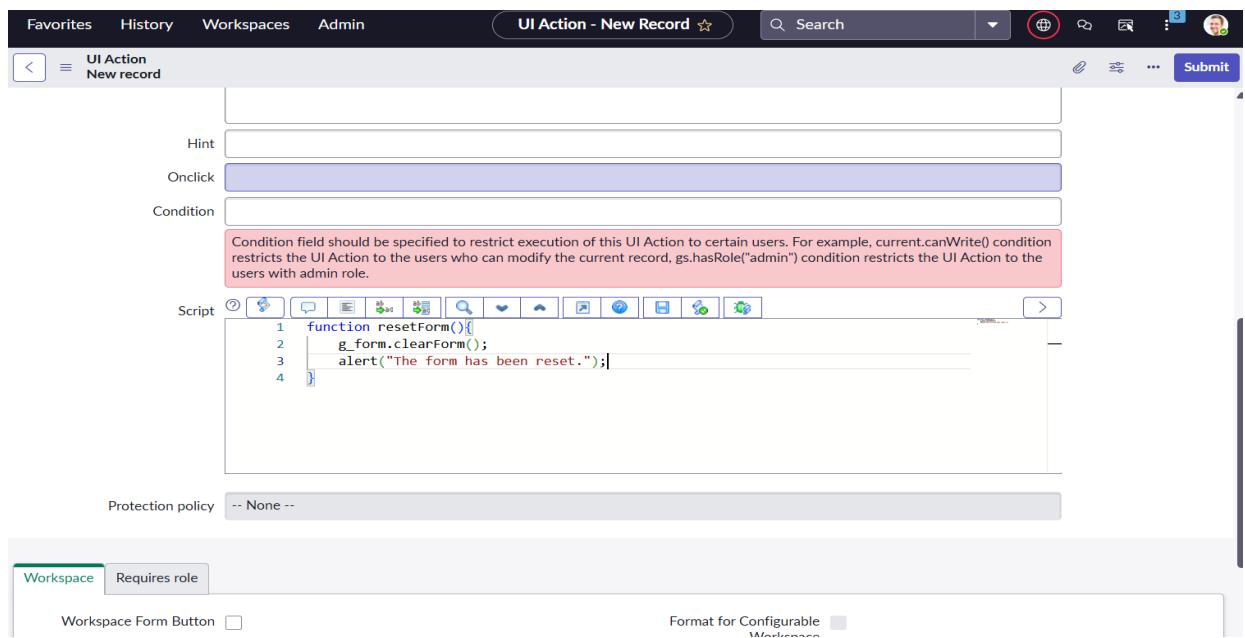Name:accessories_details

Order:400

4.Click Save

4.Creation of Business Rules:

1. Go to All >> In the filter search for Service catalog.

2. Under catalog Definition Laptop Request then click on New.

3. Enter the Details:

Creation of Ui action:

UI Action
New record   Submit

Hint	
Onclick	
Condition	

Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record, gs.hasRole("admin") condition restricts the UI Action to the users with admin role.

Script

```
1   function resetForm(){
2       g_form.clearForm();
3       alert("The form has been reset.");
4   }
```

Protection policy   -- None --

Workspace   Requires role

Workspace Form Button ☐   Format for Configurable ☐
                                                 Workspace

Conclusion of Design Phase:

The design phase has effectively transformed analytical insights from the laptop request process into a well-defined ServiceNow catalog design. The outcome provides a clear blueprint for development, ensuring that the implemented solution will streamline laptop.