

PROJECT DESIGN PHASE

Date	02-11-2025
Team ID	NM2025TMID06036
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:

The screenshot shows the configuration of a Catalog Item named 'Laptop Model'. The top section displays basic properties: Application (Global), Type (Single Line Text), Catalog Item (Laptop Request), and Order (100). It also shows checkboxes for Active (checked), Mandatory, Read only, Hidden, and a note about Disable automatic slot fill based on user context. The bottom section, titled 'Question', contains fields for Question (Laptop Model), Name (Laptop_Model), Conversational label, Tooltip, and Example Text. Navigation buttons like Copy, Update, and Delete are visible at the bottom.

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:

All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty

The screenshot shows a table titled "Catalog Items" with columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The table contains 12 rows of data. At the bottom, there are buttons for "Activate" and "Deactivate". A navigation bar at the bottom indicates "1 to 20 of 192".

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
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 network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-09-25 11:18:15
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2024-08-08 02:14:14

Laptop Request table:

Catalog Item
New record

supplies:

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

The form includes fields for Name (Laptop Request), Application (Global), Catalogs (Service Catalog), Active (checked), Fulfilment automation level (Unspecified), and various status and owner fields. Below the form is a tabbed section with "Item Details" selected, showing a short description: "use this item to request a new laptop".

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

Laptop Model

Application	Global	Active <input checked="" type="checkbox"/>
Type	Single Line Text	Mandatory <input type="checkbox"/>
Catalog item	Laptop Request	Read only <input type="checkbox"/>
Order	100	Hidden <input type="checkbox"/>
Disable automatic slot fill <input type="checkbox"/> based on user context		

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

* Question Laptop Model
* Name Laptop_Model
Conversational label
Tooltip
Example Text

Copy Update Delete

Variables : Accessories Details

Type: Multi line text

Name:accessories_details

Order:400

New record

Application	Global	Active <input checked="" type="checkbox"/>
Type	Multi Line Text	Mandatory <input type="checkbox"/>
Catalog item	Laptop Request	Read only <input type="checkbox"/>
Order	400	Hidden <input type="checkbox"/>
Disable automatic slot fill <input type="checkbox"/> based on user context		

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

* Question Accessories Details
* Name accessories_details
Conversational label
Tooltip
Example Text

Submit

4.Click Save

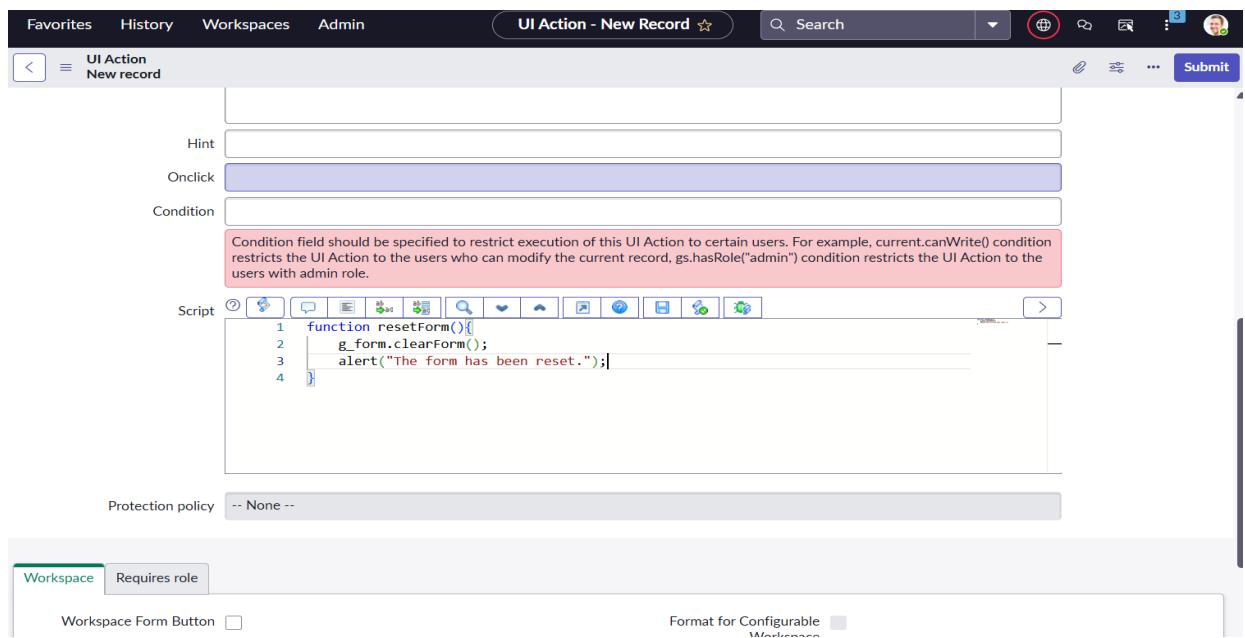
4.Creation of Business Rules:

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:

The screenshot shows the 'Catalog Item - Laptop Request' screen. At the top, there are buttons for Copy, Try It, Update, Edit in Catalog Builder (which is highlighted in blue), and Delete. Below this is a large text input field labeled 'Meta'. Further down, there are buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete. A section titled 'Related Links' includes 'Item Diagnostic' and 'Run Point Scan'. A navigation bar below includes 'Variables (4)', 'Variable Sets', 'Catalog UI Policies', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', and 'Catalog Data Lookup Definitions'. A sub-navigation bar shows 'Related Articles', 'Related Catalog Items', and 'Assigned Topics'. Below these are buttons for Order and Search, and a link to 'Actions on selected rows...'. A table titled 'Catalog item = Laptop Request' lists four items: Single Line Text (Laptop Model, Order 100), Multi Line Text (Justification, Order 200), CheckBox (Additional Accessories, Order 300), and Multi Line Text (Accessories Details, Order 400). At the bottom, there is a navigation bar with icons for back, forward, and search, followed by a page number '1 to 4 of 4' and a 'New' button.

Creation of Ui action:

The screenshot shows the 'UI Action - New Record' screen. At the top, there are links for Favorites, History, Workspaces, and Admin. The title bar says 'UI Action - New Record'. Below the title are buttons for Search, Refresh, and Submit. The main form has several sections: 'Name' (input field), 'Table' (dropdown set to 'Shopping Cart [sc_cart]'), 'Order' (input field with value 100), 'Action name' (input field with value 'Reset form'), 'Active' (checkbox checked), 'Show insert' (checkbox checked), 'Show update' (checkbox checked), 'Client' (checkbox checked), 'List v2 Compatible' (checkbox checked), 'List v3 Compatible' (checkbox unchecked), 'Overrides' (input field with a search icon), 'Messages' (text area), 'Comments' (text area), and 'Hint' (text area). On the right side, there are checkboxes for various UI components: Application (Global), Form button, Form context menu, Form link, Form style (dropdown set to '-- None --'), List banner button, List bottom button, List choice, List context menu, List link, and List style (dropdown set to '-- None --').



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.