

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 'Variable Model' configuration page for 'Laptop Model'. The top section includes fields for 'Application' (Global), 'Type' (Single Line Text), 'Catalog item' (Laptop Request), and 'Order' (100). There are also checkboxes for 'Active' (checked), 'Mandatory', 'Read only', 'Hidden', and 'Disable automatic slot fill based on user context'. Below this is a tabbed interface with 'Question' selected. The 'Question' tab contains a text area with the instruction 'Specify the Question that explains the options available to the end user when ordering the item'. Below this are input fields for 'Question' (Laptop Model), 'Name' (Laptop_Model), 'Conversational label', 'Tooltip', and 'Example Text'. At the bottom are 'Copy', 'Update', and 'Delete' buttons.

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:

Type: Single line text

Name: laptop_model

Order:100

The screenshot shows the configuration page for a variable named 'Laptop Model'. The top bar includes a back arrow, a menu icon, the title 'Variable Laptop Model', and action buttons 'Copy', 'Update', and 'Delete'. The main form is divided into two columns. The left column contains: 'Application' set to 'Global', 'Type' set to 'Single Line Text', 'Catalog item' set to 'Laptop Request', and 'Order' set to '100'. The right column contains: 'Active' checked, 'Mandatory' unchecked, 'Read only' unchecked, 'Hidden' unchecked, and 'Disable automatic slot fill based on user context' unchecked. Below this is a tabbed interface with 'Question' selected. A blue instruction box says 'Specify the Question that explains the options available to the end user when ordering the item'. The form fields are: '* Question' (Laptop Model), '* Name' (Laptop_Model), 'Conversational label', 'Tooltip', and 'Example Text'. At the bottom are 'Copy', 'Update', and 'Delete' buttons.

Variable
Laptop Model

Application Global

Type Single Line Text

Catalog item Laptop Request

Order 100

Active ☒

Mandatory ☐

Read only ☐

Hidden ☐

Disable automatic slot fill 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

The screenshot shows the configuration page for a variable named 'New record'. The top bar includes a back arrow, a menu icon, the title 'Variable New record', and a 'Submit' button. The main form is divided into two columns. The left column contains: 'Application' set to 'Global', 'Type' set to 'Multi Line Text', 'Catalog item' set to 'Laptop Request', and 'Order' set to '400'. The right column contains: 'Active' checked, 'Mandatory' unchecked, 'Read only' unchecked, 'Hidden' unchecked, and 'Disable automatic slot fill based on user context' unchecked. Below this is a tabbed interface with 'Question' selected. A blue instruction box says 'Specify the Question that explains the options available to the end user when ordering the item'. The form fields are: '* Question' (Accessories Details), '* Name' (accessories_details), 'Conversational label', 'Tooltip', and 'Example Text'. At the bottom is a 'Submit' button.

Variable
New record

Application Global

Type Multi Line Text

Catalog item Laptop Request

Order 400

Active ☒

Mandatory ☐

Read only ☐

Hidden ☐

Disable automatic slot fill 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' form for 'Laptop Request'. The form has a header bar with a back arrow, a menu icon, the title 'Catalog Item Laptop Request', and several action buttons: 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Below the header is a 'Meta' field. Underneath are more action buttons: 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. A 'Related Links' section contains links for 'Item Diagnostic' and 'Run Point Scan'. A horizontal tab bar 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'. Below this is a 'Related Articles' section with tabs for 'Related Articles', 'Related Catalog Items', and 'Assigned Topics'. A search bar and a table are present. The table has columns for 'Type', 'Question', and 'Order'. It 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). A pagination bar at the bottom shows '1 to 4 of 4'.

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

Creation of Ui action:

The screenshot shows the 'UI Action - New Record' form. The top bar includes 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The form title is 'UI Action - New Record'. The form has several sections: 'Name' (text input), 'Table' (dropdown menu with 'Shopping Cart [sc_cart]'), 'Order' (text input with '100'), 'Action name' (text input with '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' (text input with a search icon), 'Messages' (text area), 'Comments' (text area), 'Hint' (text area), 'Application' (dropdown menu with 'Global'), 'Form button' (checkbox unchecked), 'Form context menu' (checkbox unchecked), 'Form link' (checkbox unchecked), 'Form style' (dropdown menu with '-- None --'), 'List banner button' (checkbox unchecked), 'List bottom button' (checkbox unchecked), 'List context menu' (checkbox unchecked), 'List choice' (checkbox unchecked), 'List link' (checkbox unchecked), and 'List style' (dropdown menu with '-- None --'). A 'Submit' button is at the bottom right.

The screenshot shows the 'UI Action - New Record' configuration page in ServiceNow. The interface includes a top navigation bar with 'Favorites', 'History', 'Workspaces', and 'Admin'. Below this is a search bar and a 'Submit' button. The main configuration area has fields for 'Hint', 'Onclick' (highlighted in blue), and 'Condition'. A red warning box states: '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.' The 'Script' section contains a code editor with the following JavaScript code:

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

Below the script editor is a 'Protection policy' dropdown set to '-- None --'. At the bottom, there are two tabs: 'Workspace' (active) and 'Requires role'. Under 'Workspace', there is a checkbox for 'Workspace Form Button' which is unchecked. To the right, there is a checkbox for 'Format for Configurable Workspaces' which is also unchecked.

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.