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# **MANGAYARKARASI COLLEGE OF ENGINEERING**

**Department Of Computer Science and Engineering**

**Completed a project on**

## **LAPTOP REQUEST CATALOG ITEM**

**Submitted By**

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# LAPTOP REQUEST CATALOG ITEM

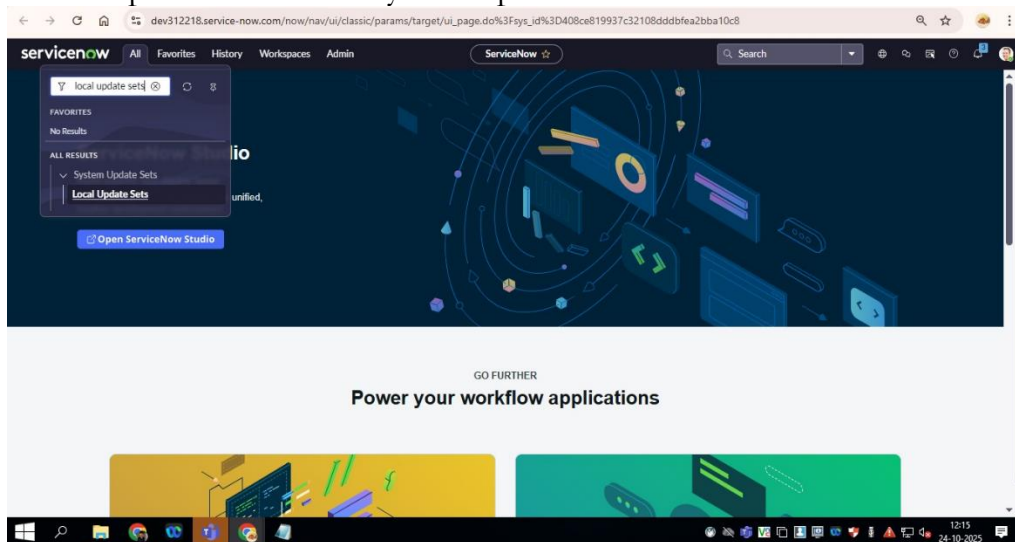
## **Problem Statement:**

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

## **Update set:**

Create Local Update set:

1. Open service now.
2. Click on All >> search for update set.
3. Select local update sets under system update sets.



4. Click on new.

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Security Center	In progress		2025-07-27 17:42:06	system	(empty)	(empty)
Default	Pipeline	In progress		2025-08-24 04:18:16	admin	(empty)	(empty)
Default	Global	In progress		2025-07-27 16:20:01	system	(empty)	(empty)
Default	Now Assist Troubleshooting	In progress		2025-07-27 17:42:36	admin	(empty)	(empty)
Laptop Request Project	Global	Complete		2025-10-23 21:53:48	admin	(empty)	(empty)
Laptop Request Project	Global	Complete		2025-10-23 21:18:50	admin	(empty)	(empty)

5. Fill the following details to create a update set as: “Laptop Request”.

Update Set - Create Laptop Request Project 2

Name:  Application:

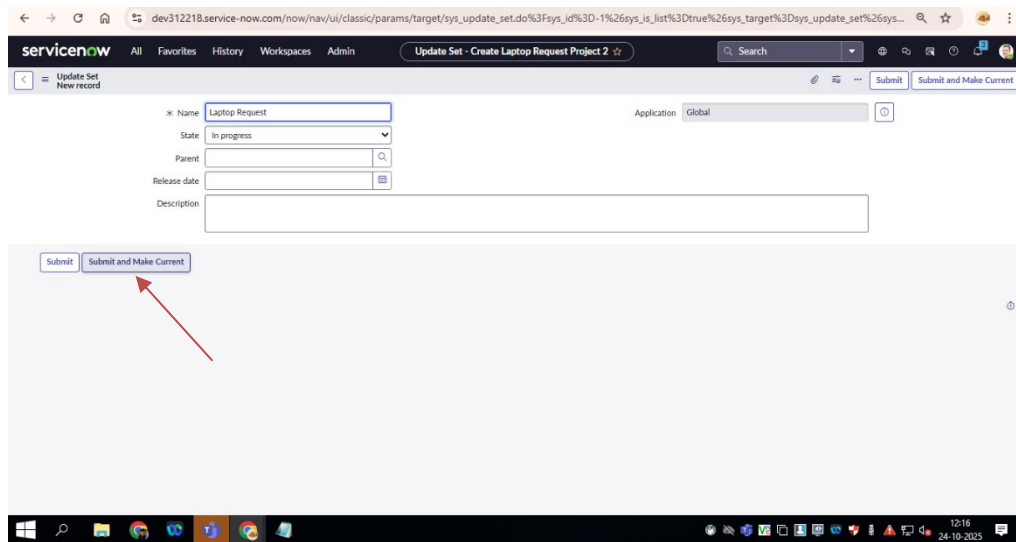
State:

Parent:

Release date:

Description:

6. Click on submit and make current.



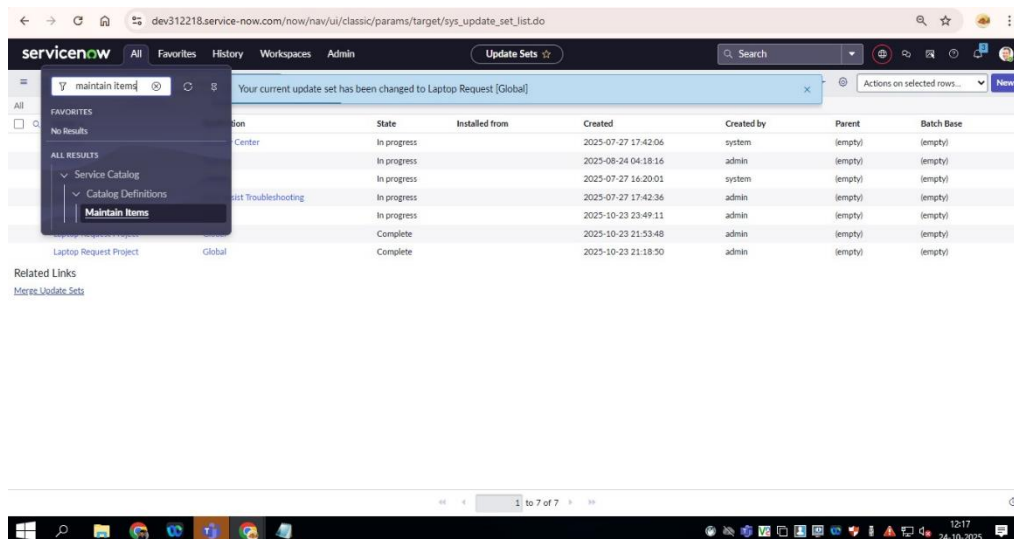
By clicking on the button it activates the update set.

**NOTE: Perform all actions under this newly created update set only.**

## Service Catalog Item

### 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 14:00:00
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	2025-08-24 04:18:48
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 02:16:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2024-08-08 02:16:16
Apple iPhone 4 Cable	For Apple iPhone 4/4s	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$99.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 6s	Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33
Apple iPhone 6s Plus	Apple iPhone 6s Plus	false		Service Catalog	Mobiles	\$799.99	Item	2022-11-20 20:46:33
Apple MacBook Pro 13"	Apple MacBook Pro	true		Service Catalog	Hardware	\$1,099.99	Item	2022-11-20 20:46:33
Apple Thunderbolt to Ethernet Adapter	For Macbook Air/Pro	true		Service Catalog	Peripherals	\$30.89	Item	2022-11-20 20:46:33

5. Fill the following details to create a new catalog item Name: Laptop Request.
6. Catalog: service Catalog Category: Hardware.
7. Short Description: Use this item to request a new laptop.
8. Click on 'SAVE'.

**Catalog Item - New Record**

**Name:** Laptop Request

**Catalogs:** Service Catalog

**Category:** Hardware

**Active:** ☒

**Fulfillment automation level:** Unspecified

**Owner:** System Administrator

**Short description:**

**Description:**

## Add variables

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

ServiceNow Catalog Item - Laptop Request

Meta

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic Run Point Scan

Variables Variable Sets Catalog UI Policies 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

Catalog Item - Laptop Request

Type Question Order

No records to display

New

2. Click on new and enter the details as below:

Variable 1: Laptop Model Type: Single line text Name: laptop model Order:100

ServiceNow Variable - New Record

Additional actions

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

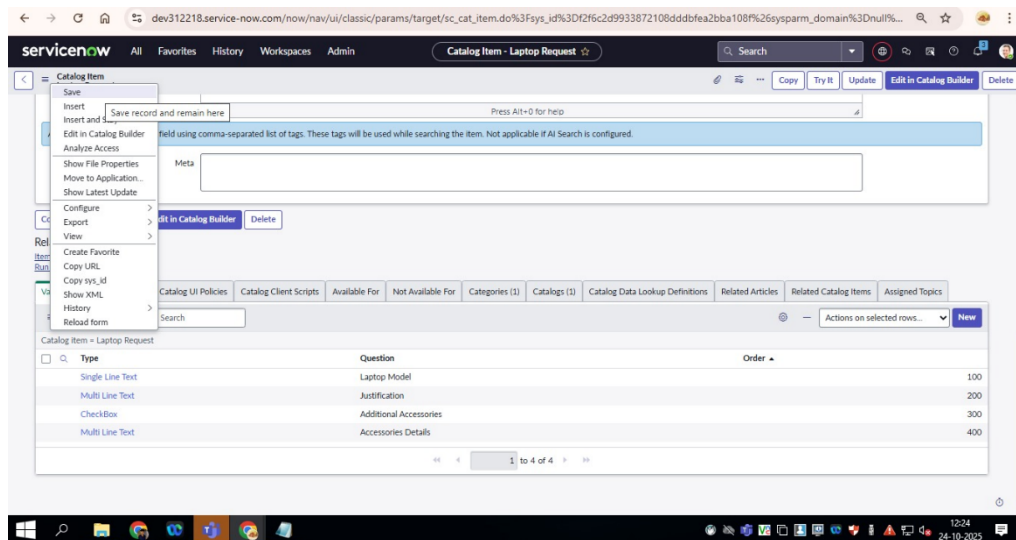
Conversational label

Tooltip

Example Text

Submit

3. Click on submit.
4. Again click on new and add Remaining variables in the above process.
5. Variable 2: Justification Type: Multi line text Name: justification Order:200
6. Variable 3: Additional Accessories Type: Checkbox Name: additional\_accessories Order: 300
7. Variable 4: Accessories Details Type: Multi line text Name : accessories\_details Order: 400

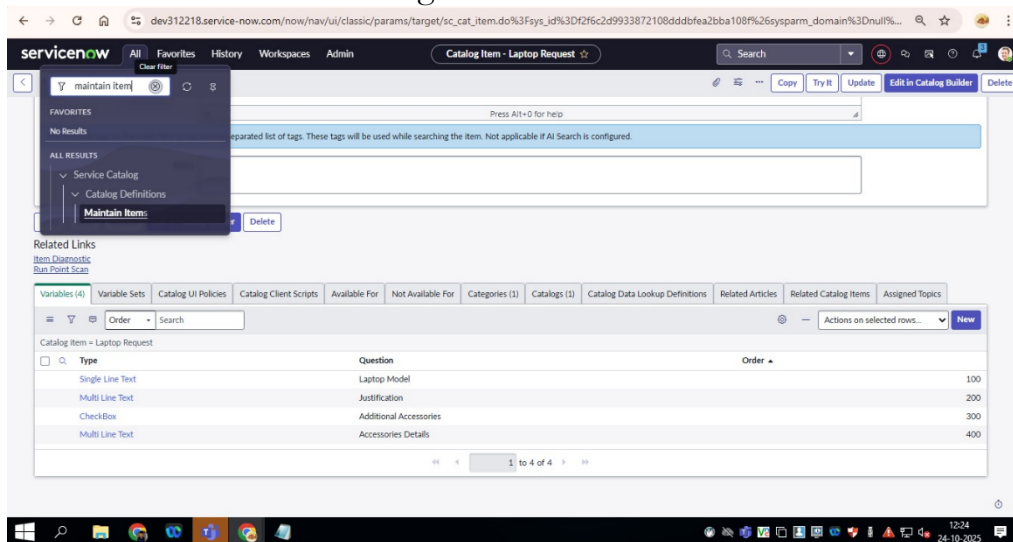


8. After adding above variable which are added to newly created catalog item.
9. Then save the catalog item.

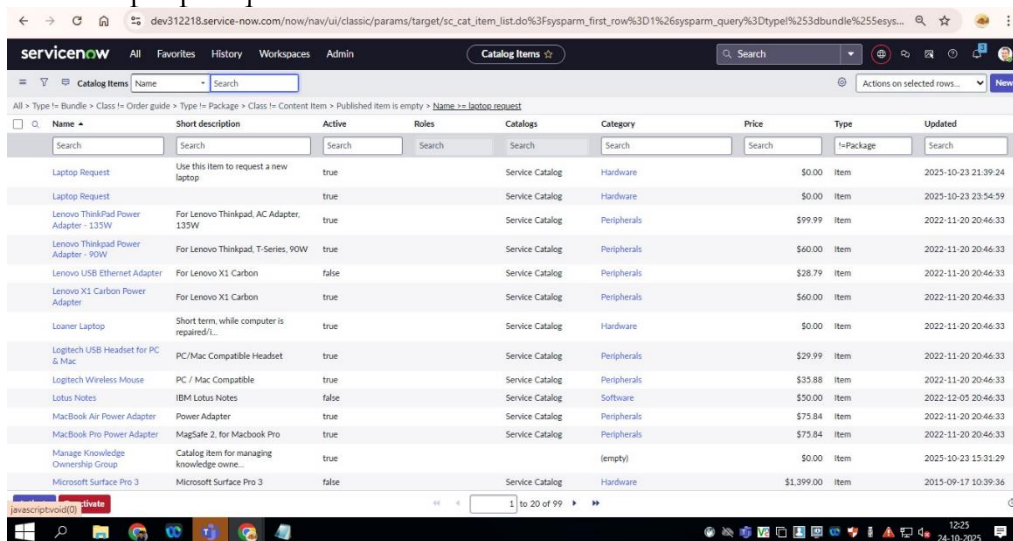
## UI Policy

### Create Catalog UI policies

1. Click on all>> search for service catalog.
2. Select maintain item under catalog definition.

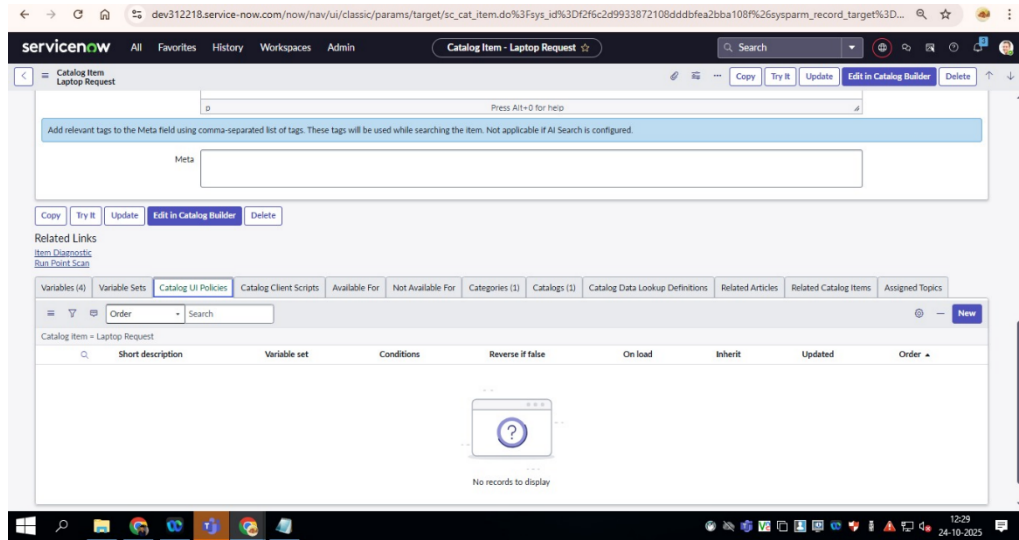


3. Search for 'laptop request' which is created before.

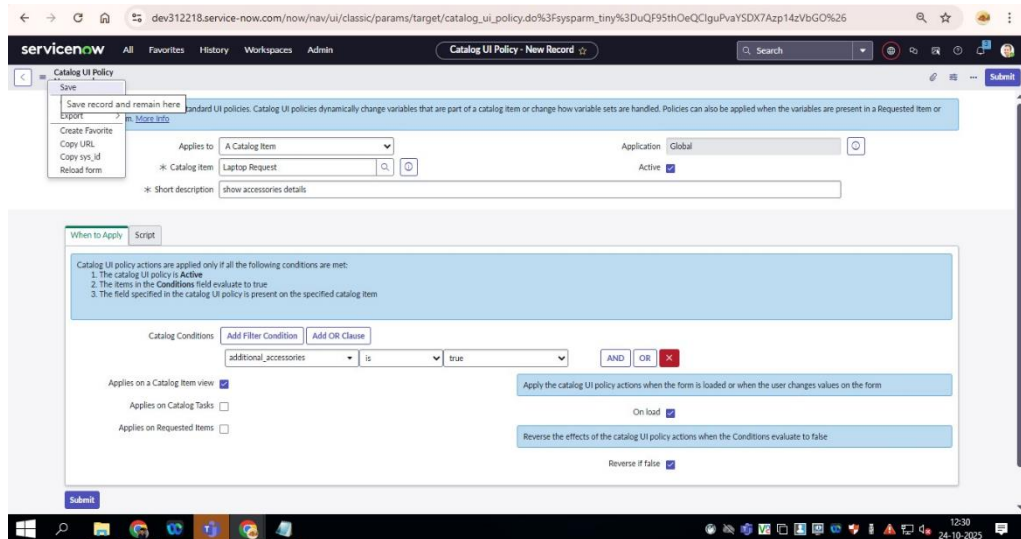


4. Select 'laptop request' and scroll down click on "Catalog Ui policies".
5. In the catalog ui policies related list tab click on new.





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]
8. Click on **save** (do not click on submit).



9. Scroll down and select 'catalog ui action'.

The screenshot shows the 'Catalog UI Policy - show accessories details' form in ServiceNow. The form includes a section for 'Catalog Conditions' with a filter condition: 'additional\_accessories is true'. Below this, there are checkboxes for 'Applies on a Catalog item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). There are also buttons for 'Update' and 'Delete'. At the bottom, there is a 'Related Links' section with a link to 'Run Point Scan'. Below the form, there is a table titled 'Catalog UI Policy Actions' with columns: Name, Read only, Mandatory, Visible, and Order. The table currently shows 'No records to display'.

10. Then click on new button.

11. Select variable name as: accessories\_ details.

12. Order:100 Mandatory: True Visible : True

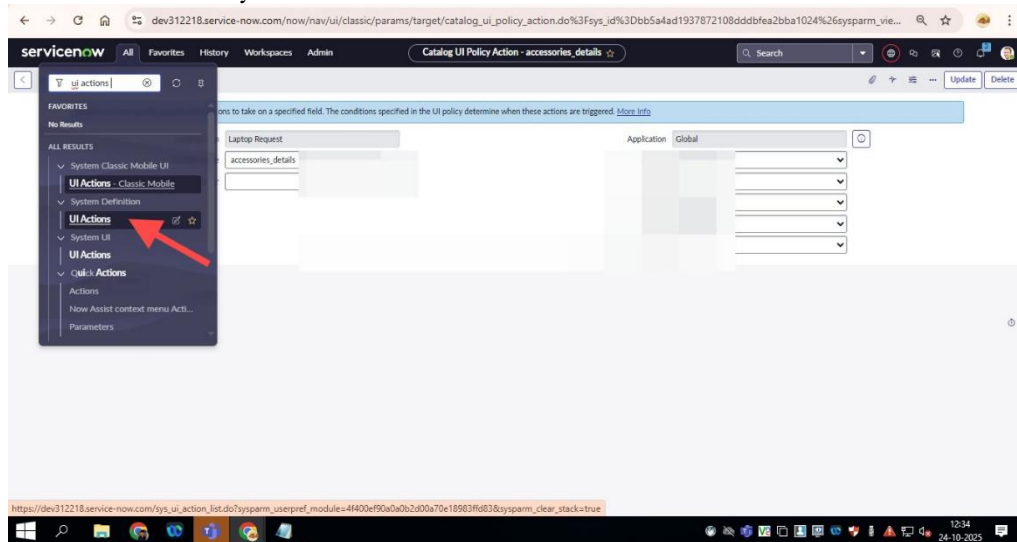
13. Click on save and again click save button of the catalog ui policy form.

The screenshot shows the 'Catalog UI Policy Action - New Record' form in ServiceNow. The form includes a 'Save' button and a 'Submit' button. The 'Catalog Item' is set to 'Laptop Request'. The 'Variable name' is set to 'accessories\_details'. The 'Order' is set to '100'. The 'Application' is set to 'Global'. The 'Mandatory' checkbox is checked. The 'Visible' checkbox is checked. The 'Read only' dropdown is set to 'Leave alone'. The 'Value action' dropdown is set to 'Leave alone'. The 'Field message type' dropdown is set to 'None'. The form also includes a 'Save' button and a 'Submit' button.

## UI Action

### Create ui action

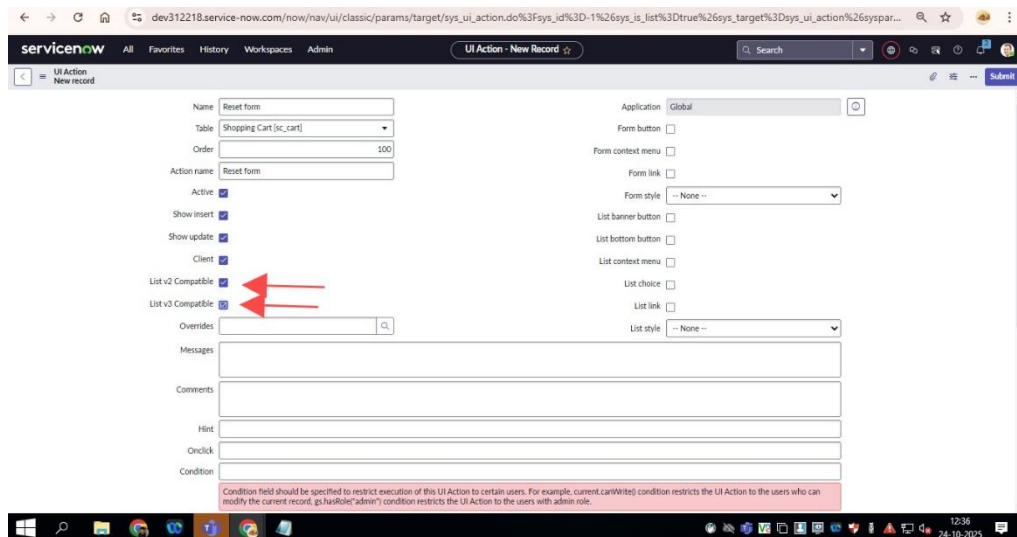
1. Open service now.
2. Click on All >> search for ui action.
3. Select ui actions under system definition.

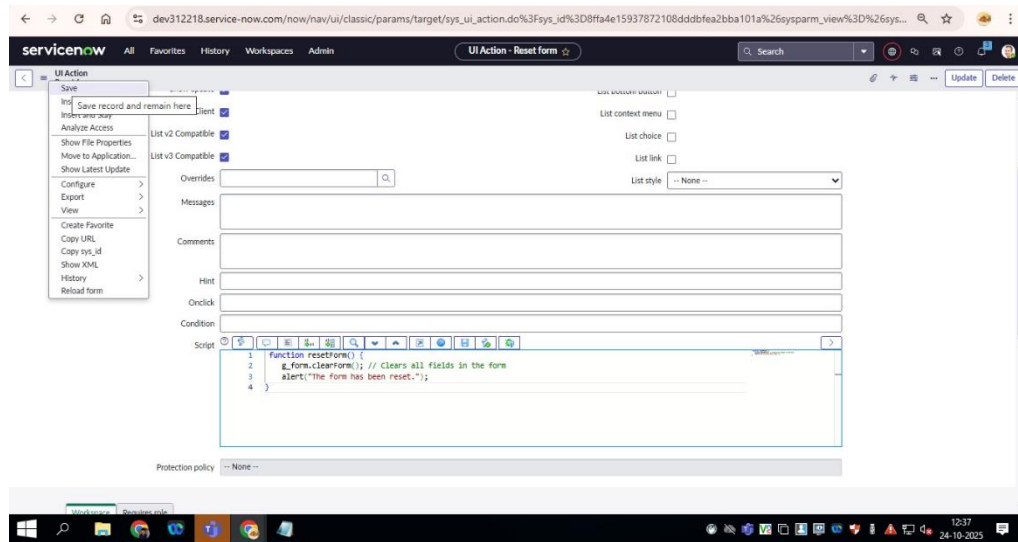


4. Click on new.
5. Fill the following details to create ui action Table: shopping cart (sc\_cart)  
Order:100  
Action name: Reset form Client : checked

Script:

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





6. Click on save.

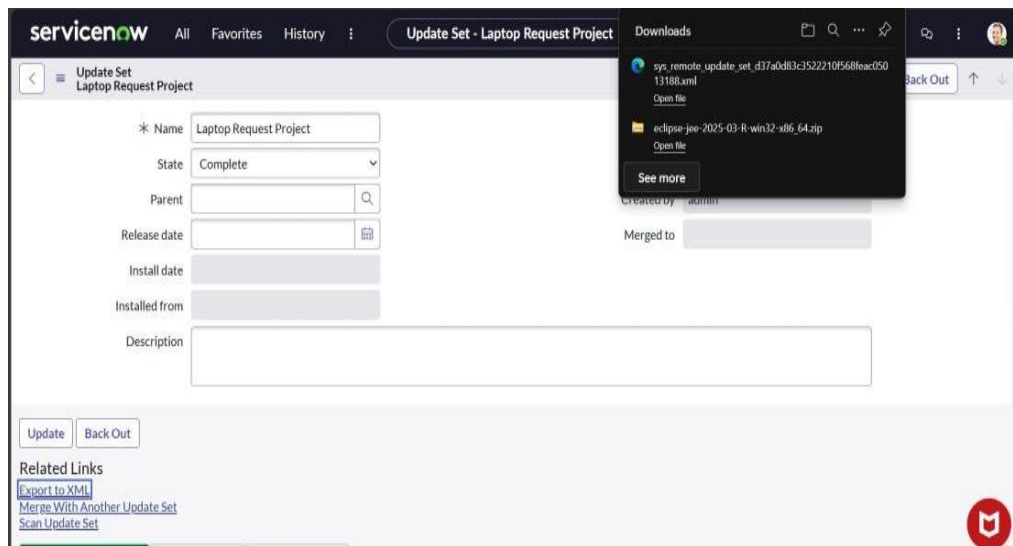
## Export Update set

### 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.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-06-26 23:01:30	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 23:03:29	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:49:09	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:50:53	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:53:09	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:51:54	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:27:25	Catalog Item		Laptop Request	system	(empty)	INSERT_OR_UPDATE
2025-06-26 22:27:24	Catalog Items Catalog		Service Catalog.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:27:24	Catalog Item Category		Hardware.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 23:12:01	UI Action			admin	(empty)	INSERT_OR_UPDATE
2025-06-26 23:09:30	UI Action			admin	(empty)	INSERT_OR_UPDATE

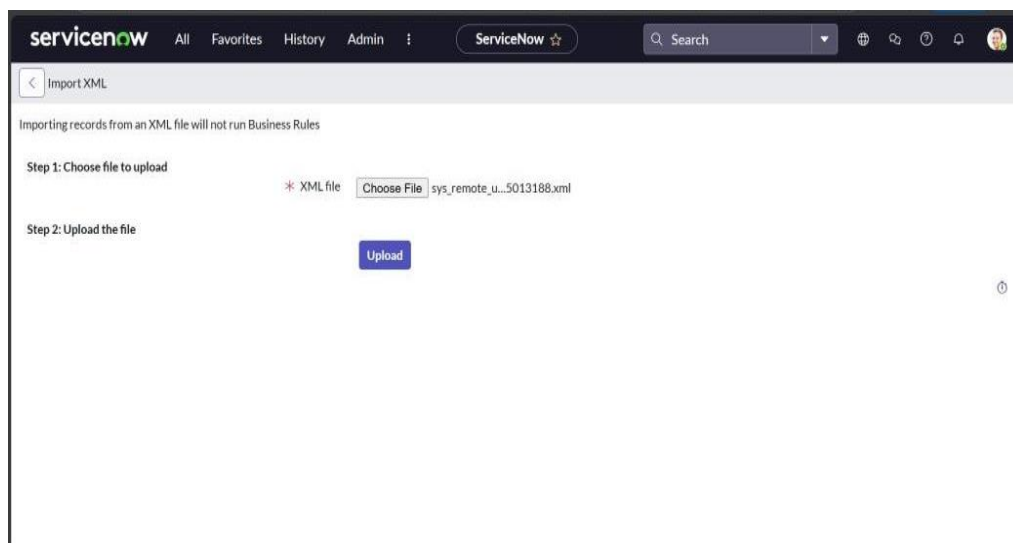
6. Click on export to XML, it downloads one file.



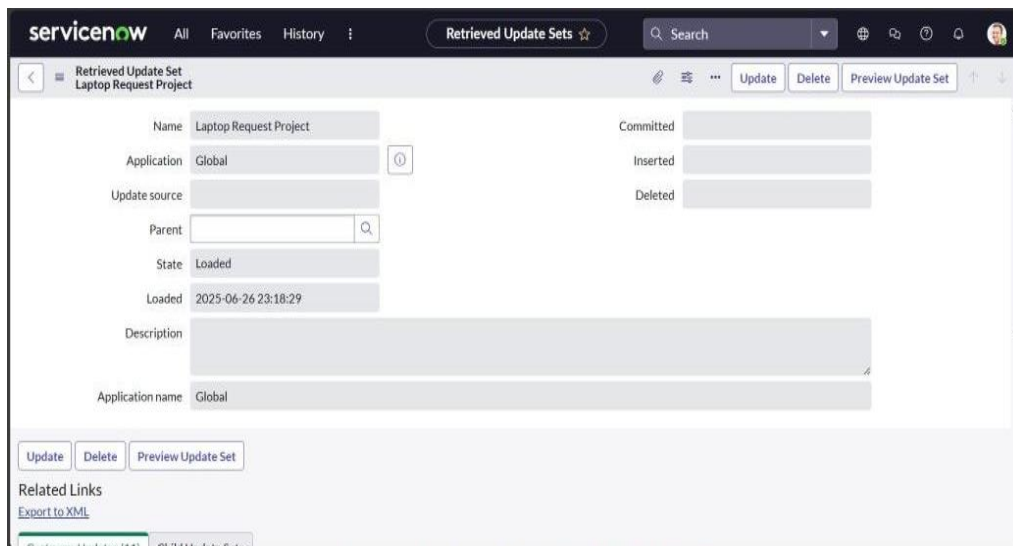
## Login to another Instance

### 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.

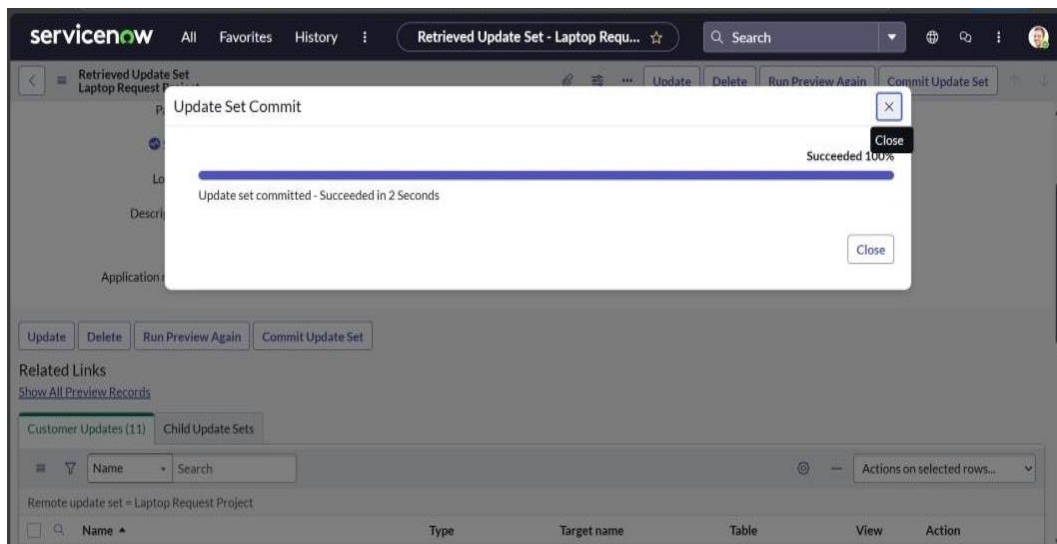


9. Open retrieved update set 'laptop request project'.



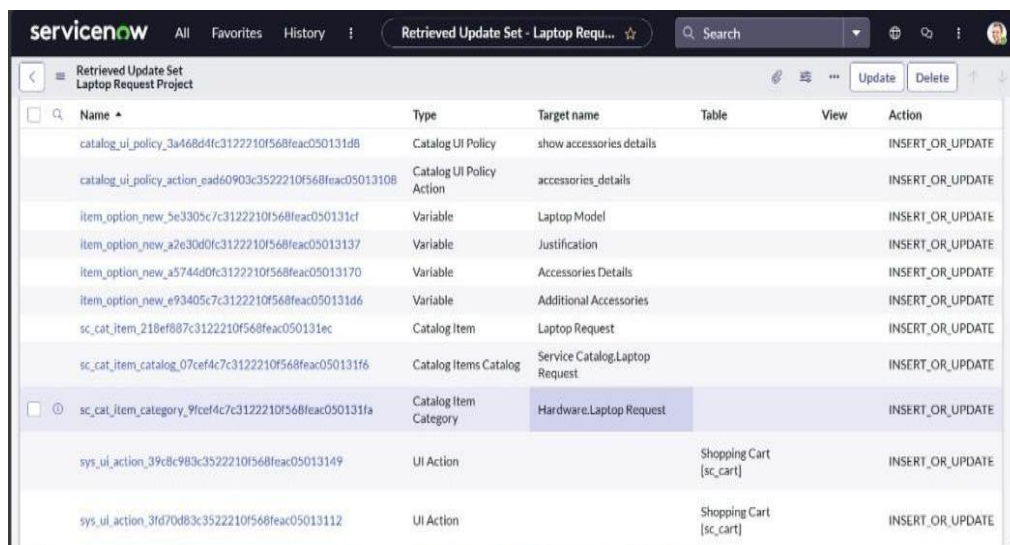
10. Click on preview update set.

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.

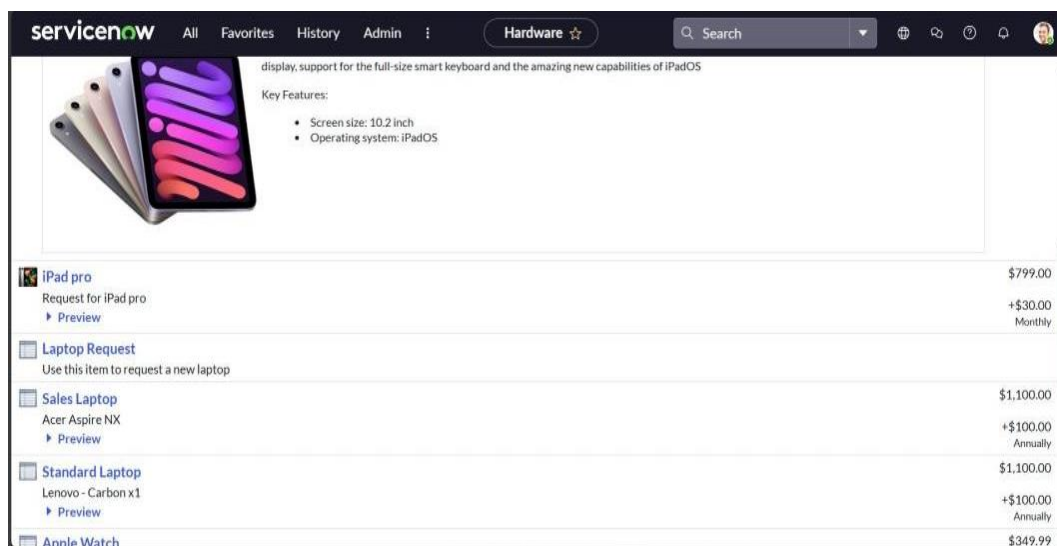


Name	Type	Target name	Table	View	Action
catalog_ui_policy_3a468d4fc3122210f568feac050131d8	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_ead60903c3522210f568feac05013108	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_5e3305c7c3122210f568feac050131cf	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_a2e30d0fc3122210f568feac05013137	Variable	Justification			INSERT_OR_UPDATE
item_option_new_a5744d0fc3122210f568feac05013170	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_e93405c7c3122210f568feac050131d6	Variable	Additional Accessories			INSERT_OR_UPDATE
sc_cat_item_218ef887c3122210f568feac050131ec	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_07cef4c7c3122210f568feac050131f6	Catalog Items Catalog	Service Catalog Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_9fcefc4c7c3122210f568feac050131fa	Catalog Item Category	Hardware Laptop Request			INSERT_OR_UPDATE
sys_ui_action_39c8c983c3522210f568feac05013149	UI Action		Shopping Cart [sc_cart]		INSERT_OR_UPDATE
sys_ui_action_3fd70d83c3522210f568feac05013112	UI Action		Shopping Cart [sc_cart]		INSERT_OR_UPDATE

## Testing

### 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.



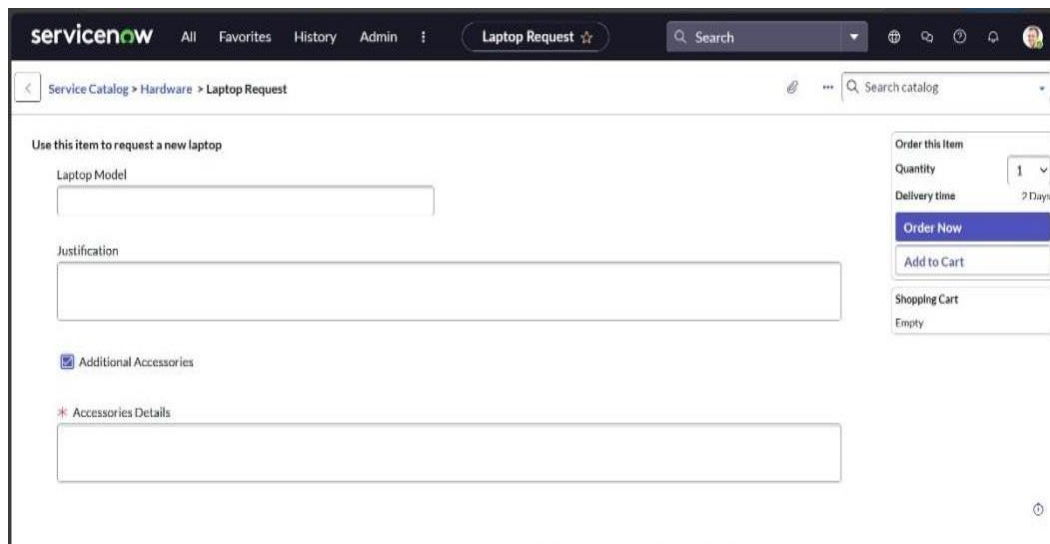
Item	Description	Price
iPad pro	Request for iPad pro	\$799.00
Laptop Request	Use this item to request a new laptop	+\$30.00 Monthly
Sales Laptop	Acer Aspire NX	\$1,100.00
Standard Laptop	Lenovo - Carbon x1	+\$100.00 Annually
Apple Watch		\$349.99



5. It shows three variables only.

As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory.

Now see the results, it fulfills our requirements.



The screenshot displays the ServiceNow 'Laptop Request' form. The breadcrumb trail at the top indicates the path: Service Catalog > Hardware > Laptop Request. The main form area is titled 'Use this item to request a new laptop'. It contains three input fields: 'Laptop Model', 'Justification', and 'Accessories Details'. The 'Additional Accessories' checkbox is checked, which has triggered the visibility of the 'Accessories Details' field. On the right side of the form, there is a section for 'Order this Item' with a 'Quantity' dropdown set to '1' and a 'Delivery time' of '2 Days'. Below this are buttons for 'Order Now' and 'Add to Cart'. At the bottom right, a 'Shopping Cart' section shows it is currently '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.