

Project Report

Laptop Request Catalog Item

Project Title: LAPTOP REQUEST CATALOG ITEM

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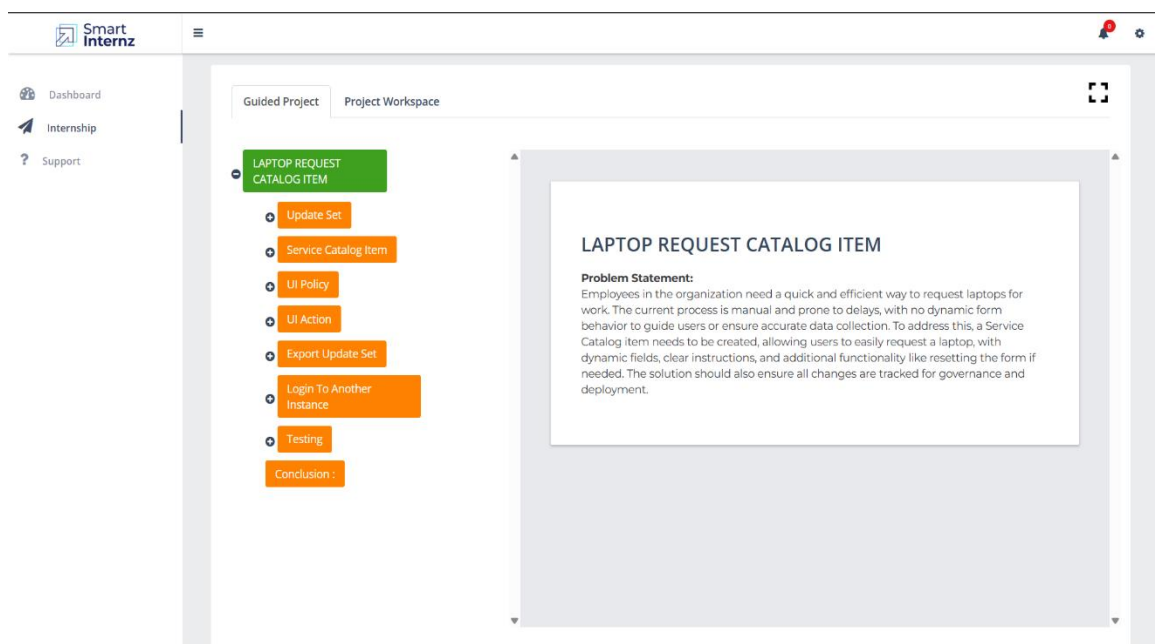
Introduction:

ServiceNow:

ServiceNow is a powerful cloud-based platform that provides digital workflows to help organizations manage IT services, business operations, and customer support more efficiently. It is widely used in IT Service Management (ITSM), HR, Finance, and Operations.

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.



1.Update set

Creating Local 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”

- Click on submit and make current
- By clicking on the button it activates the update set .

Update Set

Laptop Request

Update

↑

↓

* Name

Laptop Request

State

In progress

Parent

Release date

Install date

Installed from

Description

Application

Global

Created

2025-06-25 09:38:28

Created by

admin

Merged to

Update

Related Links

[Merge With Another Update Set](#)
[Scan Update Set](#)

Customer Updates (10)

Update Set Logs

Child Update Sets

Install History

Created

Search

Update set = Laptop Request

	Created	Type	View	Target name	Updated by	Remote update set	Action
<input type="checkbox"/>	2025-06-25 09:46:55	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-06-25 09:47:39	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-06-25 09:45:01	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE

2. Service Catalog Item

Create Service Catalog Item:

- Open service now.
- Click on All >> service catalog
- Select maintain items under catalog definitions
- Click on New.
- 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
- Click on 'SAVE'

Catalog Item
Laptop Request

Copy Try It Update Edit In Catalog Builder Delete

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

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

Name: Laptop Request

Application: Global

Catalogs: Service Catalog

Category: Hardware

State: -- None --

Checked out: -- None --

Owner: Babitha Esther Rani Anguluri

Active: ☒

Fulfillment automation level: Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Description:

Rich text editor toolbar: Bold, Italic, Underline, Link, Unlink, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Undo, Redo, Source code, Full screen, Help.

Adding variables:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below

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 process

Catalog Item
Laptop Request

Copy Try It Update Edit In Catalog Builder Delete

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta:

Copy Try It Update Edit In Catalog Builder Delete

Related Links

Item Diagnostic Run Point Scan

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

1 to 4 of 4

3. UI Policy

Creating 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'
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
13. button of the catalog ui policy form

The screenshot shows the 'Catalog UI Policy' form for the policy 'show accessories details'. The form is divided into two main sections: 'When to Apply' and 'Script'. In the 'When to Apply' section, the 'Applies to' dropdown is set to 'A Catalog Item', and the 'Catalog Item' is 'Laptop Request'. The 'Application' is 'Global' and the 'Active' checkbox is checked. The 'Short description' is 'show accessories details'. Below this, there are three tabs: 'When to Apply', 'Script', and 'Conditions'. The 'When to Apply' tab is active, showing a list of conditions that must be met for the policy to apply. The conditions are: 1. The catalog UI policy is Active, 2. The Items in the Conditions field evaluate to true, and 3. The field specified in the catalog UI policy is present on the specified catalog item. Below the conditions, there are checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). The 'Script' tab is also visible, showing a list of actions that will be applied when the conditions are met. The actions are: 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' (checked) and 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' (checked). The 'Script' tab also has a 'Reverse if false' checkbox checked.

Catalog UI Policy
show accessories details

Applies to: A Catalog Item
Application: Global
Active: ☒

* Catalog Item: Laptop Request
* Short description: show accessories details

When to Apply | Script

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

1. The catalog UI policy is Active
2. The Items in the Conditions field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: Add Filter Condition Add OR Clause

additional_accessories is true

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
On load ☒
Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false
Reverse if false ☒

4. 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
6. Click on save

The screenshot shows a web interface for creating a UI Policy Action. The header bar includes a back arrow, a menu icon, the title 'Catalog UI Policy Action accessories_details', and action buttons 'Update' and 'Delete'. Below the header, a blue informational bar states: '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](#)'. The form is divided into two main sections. The left section contains: 'Catalog Item' (text input with 'Laptop Request'), 'Variable name' (dropdown menu with 'accessories_details'), and 'Order' (text input with '100'). The right section contains several dropdown menus: 'Application' (set to 'Global'), 'Mandatory' (set to 'True'), 'Visible' (set to 'True'), 'Read only' (set to 'Leave alone'), 'Value action' (set to 'Leave alone'), and 'Field message type' (set to 'None'). At the bottom left of the form area are 'Update' and 'Delete' buttons. A small help icon is visible at the bottom right of the form area.

5. 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.
6. Click on export to XML ,it download one file

servicenow All Favorites History Workspaces : Update Set - Laptop Request Project Search Update Back Out

Update Set
Laptop Request Project

* Name: Laptop Request Project Application: Global ?

State: Complete Created: 2025-06-25 08:51:13

Parent: ? Created by: admin

Release date: ? Merged to: ?

Install date: 2025-06-25 08:51:15

Installed from: ?

Description: ?

Update Back Out

Related Links
[Export to XML](#)
[Merge With Another Update Set](#)
[Scan Update Set](#)
[Show Update's History](#)

Customer Updates (20) **Update Set Logs (22)** **Child Update Sets** **Install History**

Created Search Actions on selected rows...

Update set = Laptop Request Project

<input type="checkbox"/>	Created	Type	View	Target name	Updated by	Remote update set	Action
<input type="checkbox"/>	2025-06-25 08:51:13	Application Menu		laptop table	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-06-25 08:51:13	Module		laptop tables	admin	(empty)	INSERT_OR_UPDATE

6.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.

Retrieved Update Set - Laptop Request Project

Name: Laptop Request Project
Application: Global
Update source: [0]
Parent: [0]
State: Committed
Loaded: 2025-06-25 10:02:34
Description: [0]
Application name: Global

Committed: 2025-06-25 10:03:48
Inserted: 0
Updated: 20
Deleted: 0
Collisions: 0
Total: 20

Update Delete

Related Links
[Show Commit Log](#)
[Show All Preview Records](#)

Customer Updates (20) Child Update Sets

Name	Type	Target name	Table	View	Action
sys_app_application_f6d991318356a250f83595d6fead34d	Application Menu	laptop table			INSERT_OR_UPDATE
sys_app_module_f6d991318356a250f83595d6fead34d	Module	laptop table	laptop table (laptop table)		INSERT_OR_UPDATE

7. 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
5. It shows three variables only
6. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
7. Now see the results, it fulfills our requirements.

<

Service Catalog > Hardware > Laptop Request

...

Search catalog

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

Order Confirmed

servicenow

All Favorites History Workspaces

Order Status: REQ0010005

Search

Order Status

Back to Catalog Continue Shopping Home

Thank you, your request has been submitted

Order Placed: 2025-06-25 10:31:32

Request Number: REQ0010005

Estimated Delivery Date of Complete Order: 2025-06-27

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-06-27	<div><div></div><div></div><div></div><div></div><div></div></div>		1	
				Total	-

Back to Catalog Continue Shopping

Home