Project Report
Laptop Request Catalog Item

Project Title: LAPTOP REQUEST CATALOG ITEM

Team Id: LTVIP2025TMID28546

Team Members: Babitha Esther Rani Anguluri (23P31A05A1)

      Navya Koppana (23P31A05H1)

      Santosh Medisetti (23P31A05M7)

      Sai Rajani Duggudurthi (24P35A0513)

Department: COMPUTER SCIENCE OF ENGINEERING

College Name: ADITYA COLLEGE OF ENGINEERING AND TECHNOLOGY

Year: 2nd year

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.
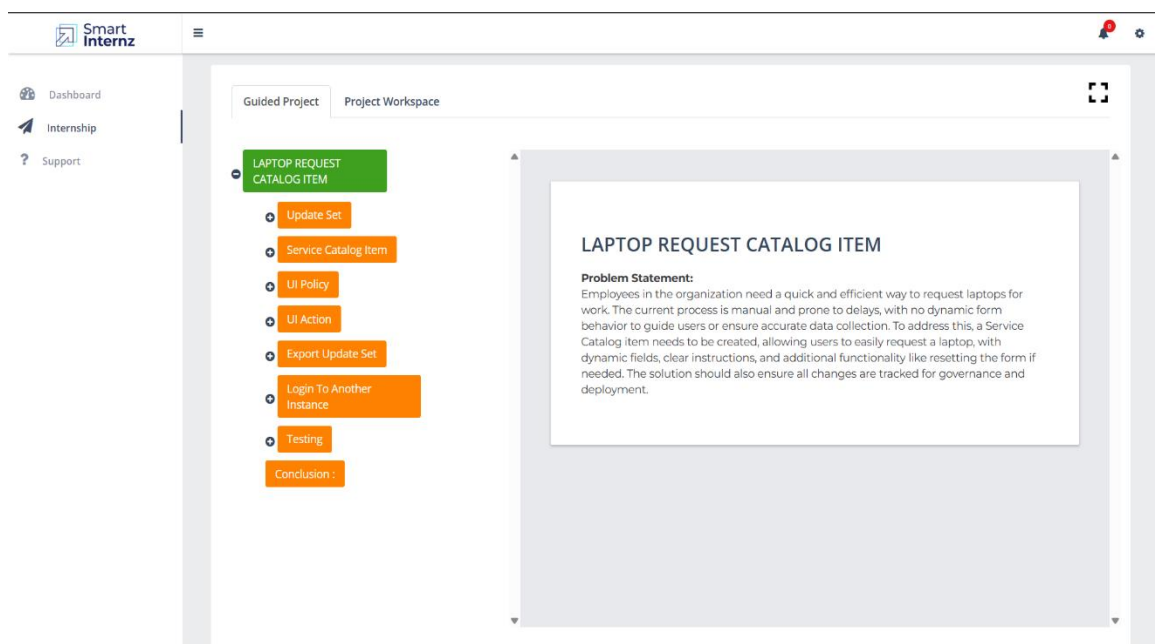
1.Update set

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"

6. Click on submit and make current

7. By clicking on the button it activates the update set .

2. 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.

5. 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

6. Click on 'SAVE'

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

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

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

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

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 commiting update set in this instance we get all updates which are done in the previous instance.

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.

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

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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	▸ ⊘ ⊙ ○ ○		1	
				Total	-

Back to Catalog   Continue Shopping   Home