

# M.A.M COLLEGE OF ENGINEERING

PROJECT NAME : Laptop Request Catalog Item

Team Id :NM2025TMID01524

TEAM MEMBERS :

1. Arun.c

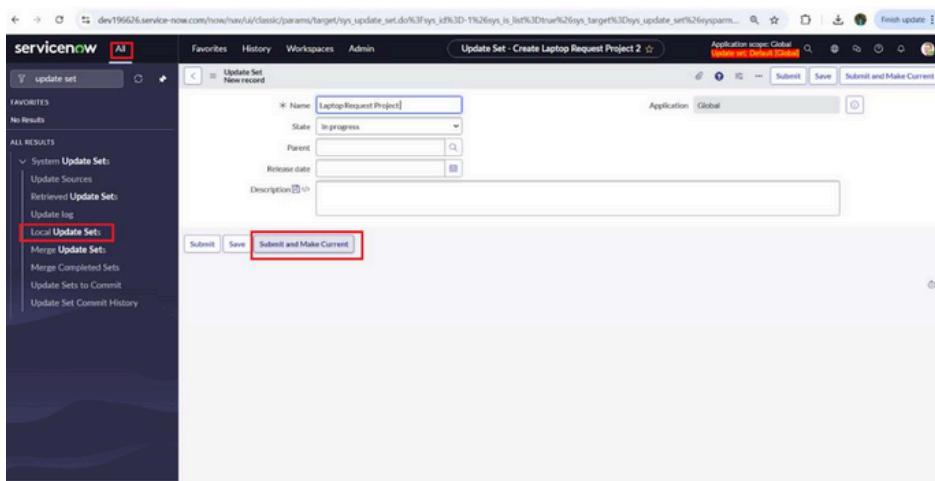
2. Arun.K

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## Create 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 .

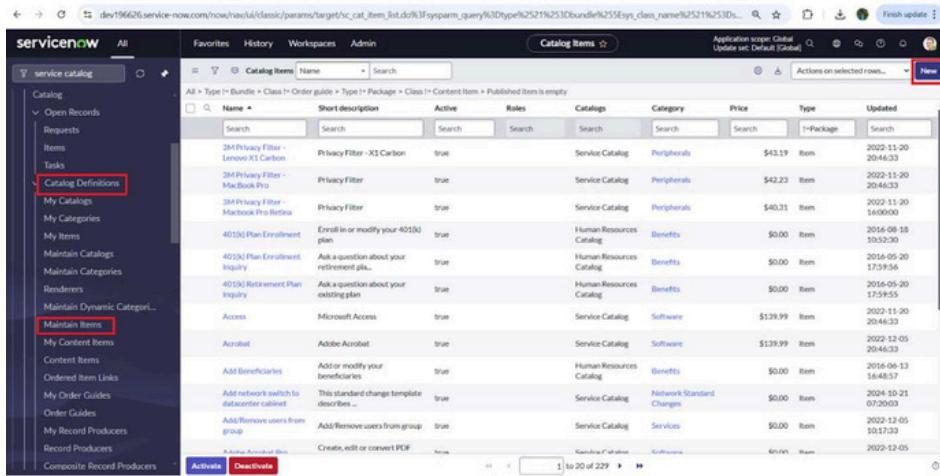


NOTE: Perform all actions under this newly created update set only.

## Create Service Catalog Item

1. Open servicenow.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions

4. Click on New.



The screenshot shows the ServiceNow interface for managing catalog items. The left sidebar has a tree view under 'Catalog' with several nodes expanded, including 'Catalog Definitions' and 'Maintain Items', which are both highlighted with red boxes. The main area is a grid titled 'Catalog Items' with columns: Name, Short description, Active, Rates, Catalog, Category, Price, Type, and Updated. There are 229 items listed. The 'New' button at the top right of the grid is also highlighted with a red box.

5. Fill the following details to create a new catalog item

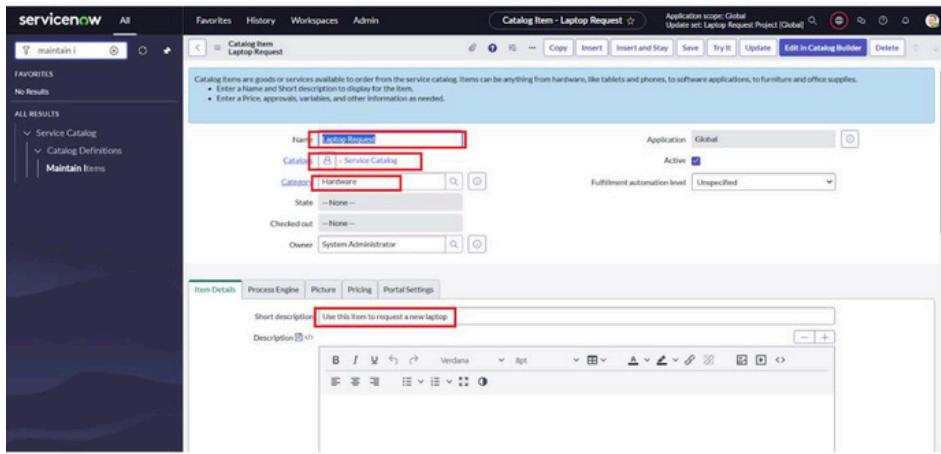
Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6. Click on 'SAVE'



## Add variables

Step1:

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

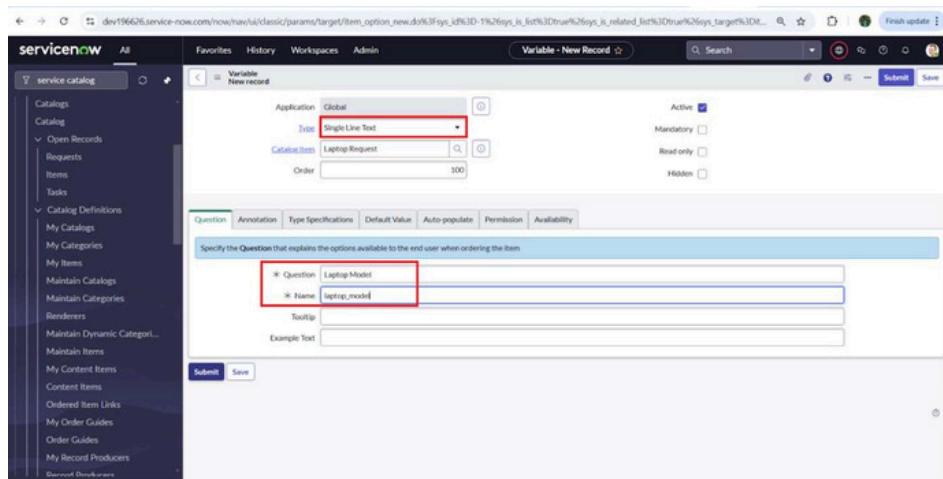
### 1.Variable 1:Laptop Model

Type: Single line text

Name: laptop\_model

Order:100

- Click on submit
- Again click on new and add Remaining variables in the above process



## 2.Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

## 3.Variable 3:Additional Accessories

Type: Checkbox

Name: additional\_accessories

Order:300

## 4.Variable 4: Accessories Details

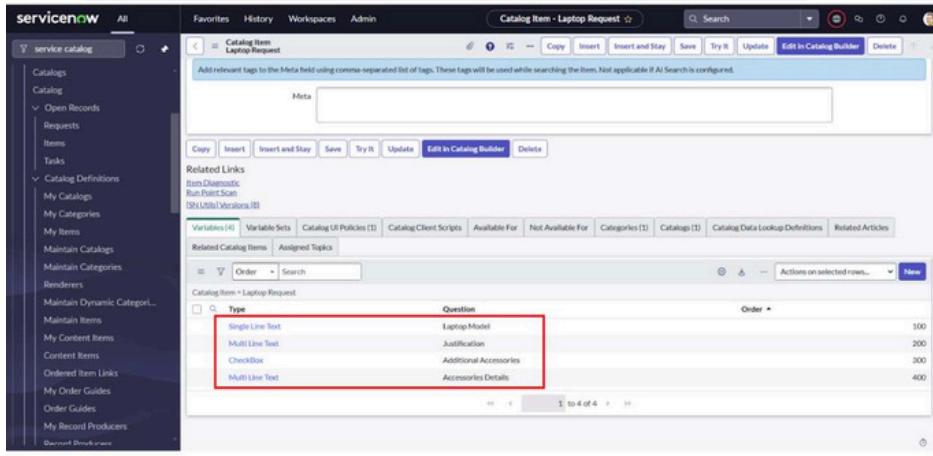
Type: Multi line text

Name:accessories\_details

Order:400

Step2:

- After adding above variable which are added to newly created catalog item
- Then save the catalog item form



## 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]

Catalog UI Policy - Show Accessories Details

Applies to: A Catalog Item (Laptop Request)

Active:

When to Apply: Script

Catalog Conditions: additional\_accessories is true

Applies on a Catalog Item view:

Applies on Catalog Tasks:

Applies on Requested Items:

On load:

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false:

Reverse if false:

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 button of the catalog ui policy form

Catalog UI Policy Action - accessories\_details

Catalog Item: Laptop Request

Variable name: accessories\_details

Order: 100

Application: Global

Mandatory:

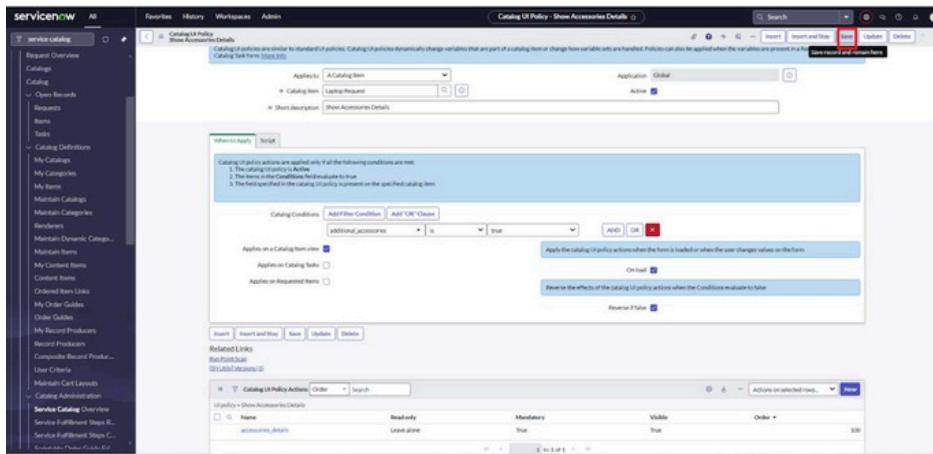
Visible:

Readonly: Leave alone

Value action: Leave alone

Field message type: None

Buttons: Insert, Insert and Stay, Save, Update, Delete



## Create ui action

1. Open servicenow.
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

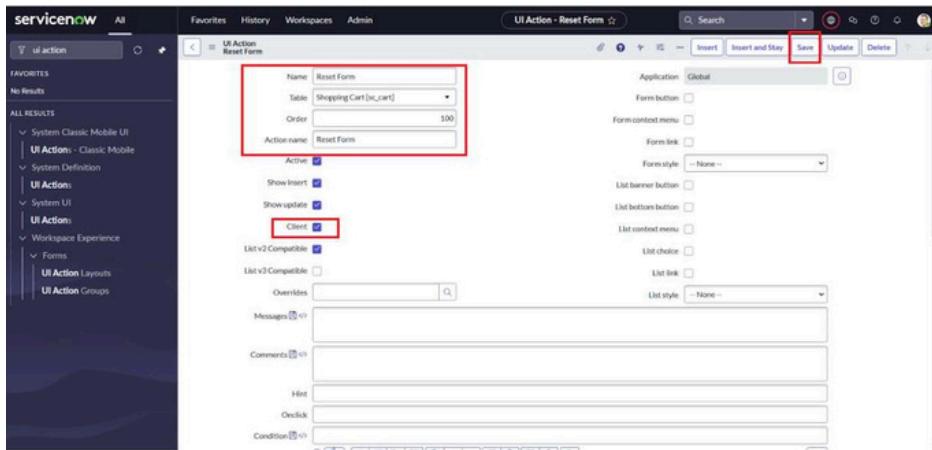
Action name: Reset form

Client : checked

Script:

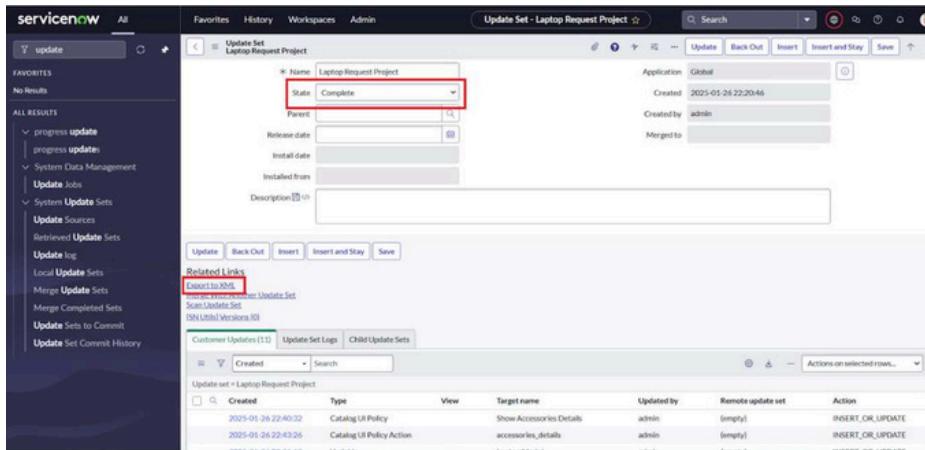
```
function resetForm() {
    g_form.clearForm(); // Clears all fields in the form
    alert("The form has been reset.");
}
```

Click on save



## 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



## 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

The screenshot shows the ServiceNow interface with the 'Retrieved Update Sets' list. The 'Related Links' section at the bottom contains a link labeled 'Import Update Set from XML', which is highlighted with a red box.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set 2	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
Migration of AI Search Profile, AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migration...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	sandeep		2024-08-30 03:00:05	2024-08-30 03:01:03	(empty)	(empty)
Rathan's Snow	Global	Loaded	(empty)	Testing purpose	2024-07-10 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	sandeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny.java	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

## 7. Upload the downloaded file in XML file

## 8. Click on Upload and it gets uploaded.

The screenshot shows the ServiceNow interface with the 'Import XML' page. The 'Step 2: Upload the file' section contains a 'Choose File' input field with the path 'sys\_remote\_u\_fea03be.xml' and a red box highlighting the 'Upload' button.

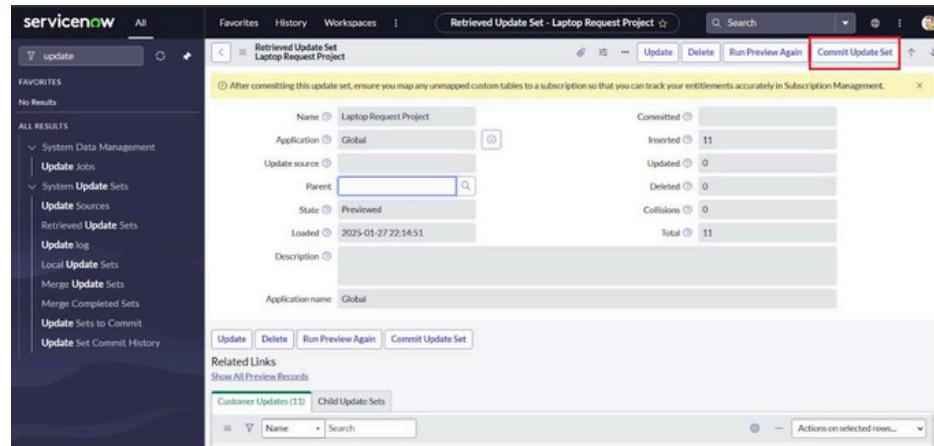
## 9. Open retrieved update set 'laptop request project'

## 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



The screenshot shows the ServiceNow interface for managing update sets. The left sidebar has a 'FAVORITES' section with 'No Results'. Under 'ALL RESULTS', there are several categories: System Data Management (Update Jobs, Update Sources, Retrieved Update Sets), Update log, Local Update Sets, Merge Update Sets, Merge Completed Sets, Update Sets to Commit, and Update Set Commit History. The 'Retrieved Update Sets' category is expanded, showing 'Retrieved Update Set - Laptop Request Project'. The main panel displays details for this update set, including Name (Laptop Request Project), Application (Global), Update source (Parent), State (Previewed), and Load time (2025-01-27 22:14:51). It also shows metrics: Committed (11), Inserted (11), Updated (0), Deleted (0), Collisions (0), and Total (11). Below this is a table with columns for Customer Updates (11) and Child Update Sets. At the bottom, there are buttons for Update, Delete, Run Preview Again, and Commit Update Set, with the 'Commit Update Set' button highlighted by a red box.

## Test Catalog Item

- 1 Search for service catalog in application navigator in target instance
  - . Select catalog under service catalog
- 2 Select hardware category and search for ‘laptop request’ item
  - . Select laptop request item and open it
- 3
- .
- 4
- .

5. It shows three variables only

The screenshot shows the ServiceNow interface for a 'Laptop Request'. The left sidebar under 'FAVORITES' has 'Catalog' selected. The main area displays a form titled 'Service Catalog > Hardware > Laptop Request'. The form includes fields for 'Laptop Model' (with 'hp' typed), 'Justification', and 'Order this Item' (Quantity: 1, Delivery time: 2 Days). A checkbox for 'Additional Accessories' is present. On the right, there's a 'Shopping Cart' section.

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.

This screenshot is identical to the one above, but the 'Additional Accessories' checkbox is now checked. A red box highlights this checked state. Below the checkbox, a red box also highlights the 'Accessories Details' field, which is now visible and contains placeholder text. The rest of the interface remains the same.

## 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.