

# M.A.M COLLEGE OF ENGINEERING

PROJECT NAME : Laptop Request Catalog Item

Team Id :NM2025TMID01524

TEAM MEMBERS :

1. Arun.c

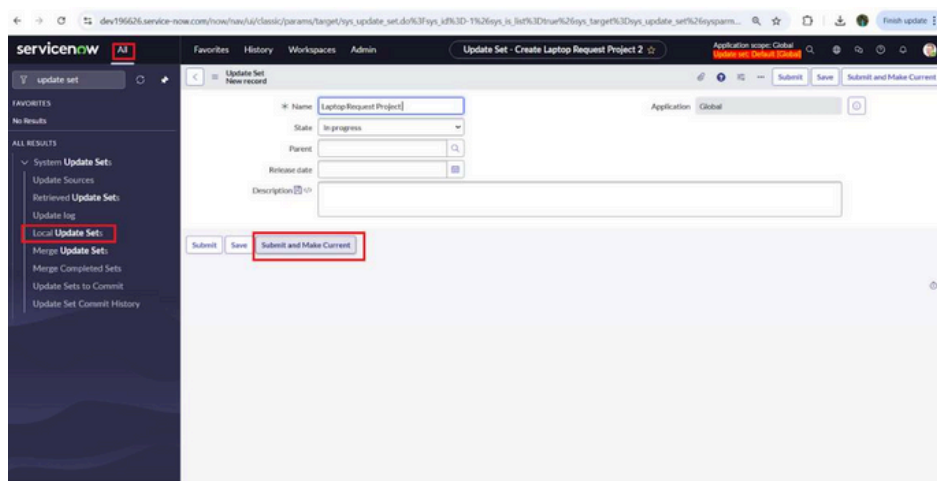
2.Arun.K

3.Bala murugan.p

4.Balaganesh.S

## 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 .

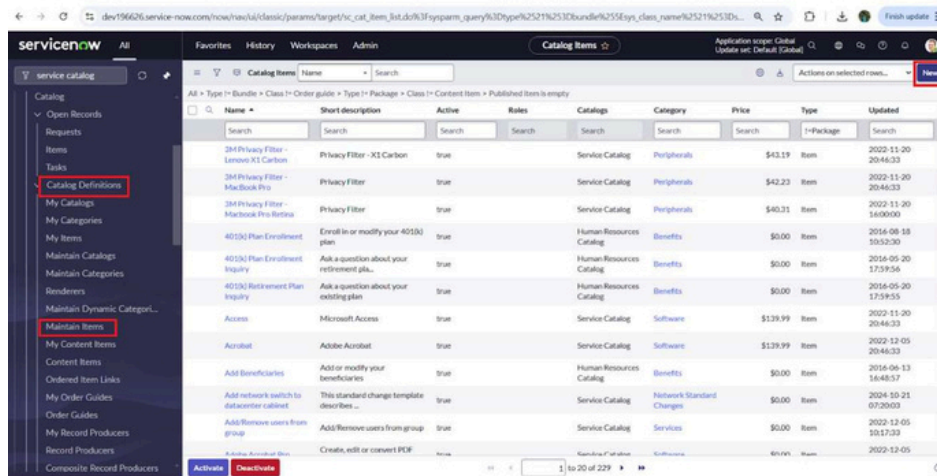


NOTE: Perform all actions under this newly created update set only.

## Create Service Catalog Item

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

4. Click on New.



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

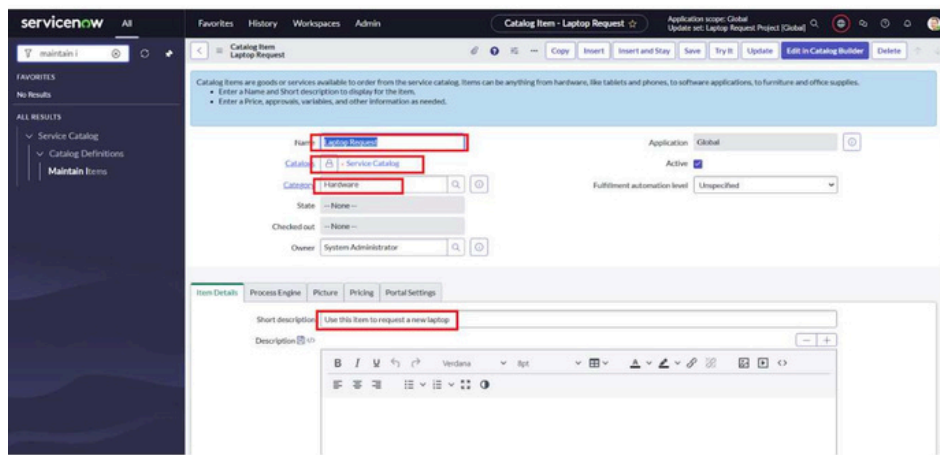
Name: Laptop Request

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

ServiceNow Variable - New Record form. Fields include Application (Global), Type (Single Line Text), Catalog Item (Laptop Request), Order (300), Active (checked), Mandatory (unchecked), Read only (unchecked), and Hidden (unchecked). The Question tab is active, showing Question (Laptop Model), Name (laptop\_model), Tooltip, and Example Text.

## 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

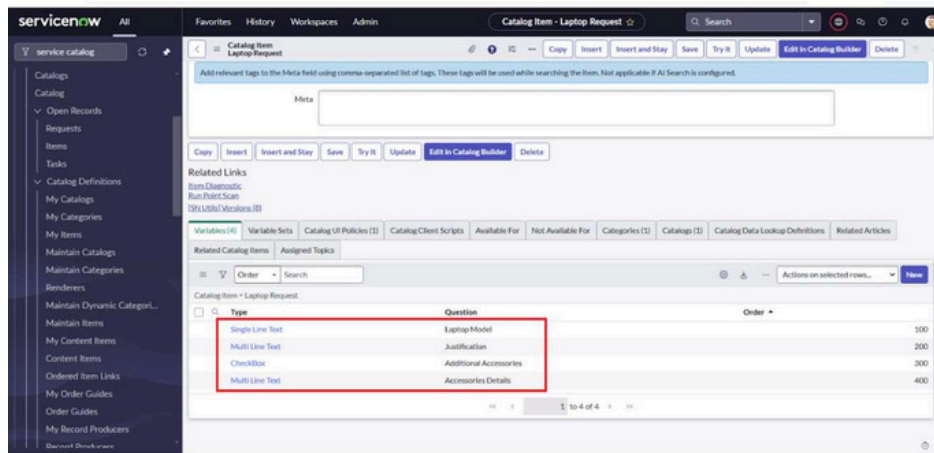
Type: Multi line text

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]

servicenow All Favorites History Workspaces Admin Catalog UI Policy - Show Accessories Details Application scope: Global Update and Define Catalog

maintain it

FAVORITES No Results

ALL RESULTS Service Catalog Catalog Definitions Maintain Items

Applies to A Catalog Item Application Global

\* Catalog item Laptop Request Active

\* 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 Choose option "OR" Clause

additional\_accessories is true AND OR X

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 ☒

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

servicenow All Favorites History Workspaces Admin Catalog UI Policy Action - accessories\_details Search

service catalog

Request Overview Catalogs Catalog Open Records Requests Items Tasks Catalog Definitions My Catalogs My Categories My Items Maintain Catalogs Maintain Categories Renderers Maintain Dynamic Category... Maintain Items My Favorite Items

Catalog UI Policy Action accessories\_details

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. [docs.servicenow.com](https://docs.servicenow.com)

Catalog Item Laptop Request

Variable name accessories\_details

Order 100

Application Global

Mandatory ☒

Visible ☒

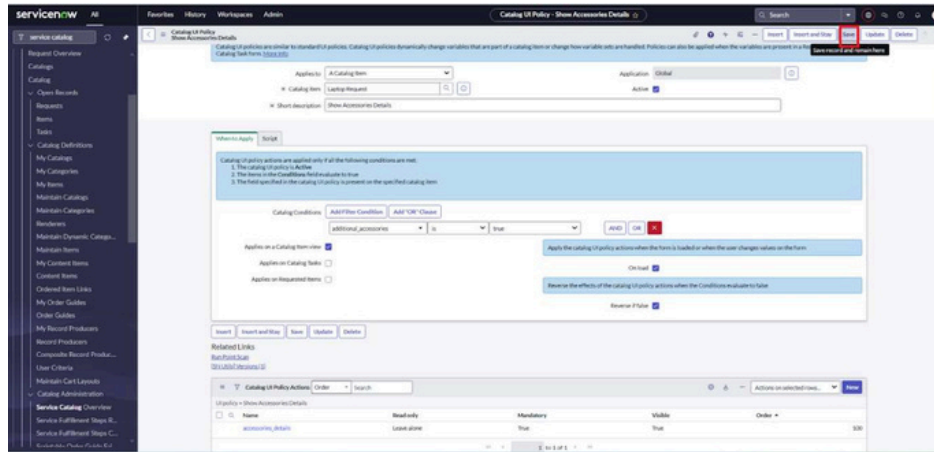
Read only ☐ Leave alone

Value action ☐ Leave alone

Field message type None

Insert Insert and Stay Save Update Delete

Related Links Run Print Size SQL/URLs/Variables()



## 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

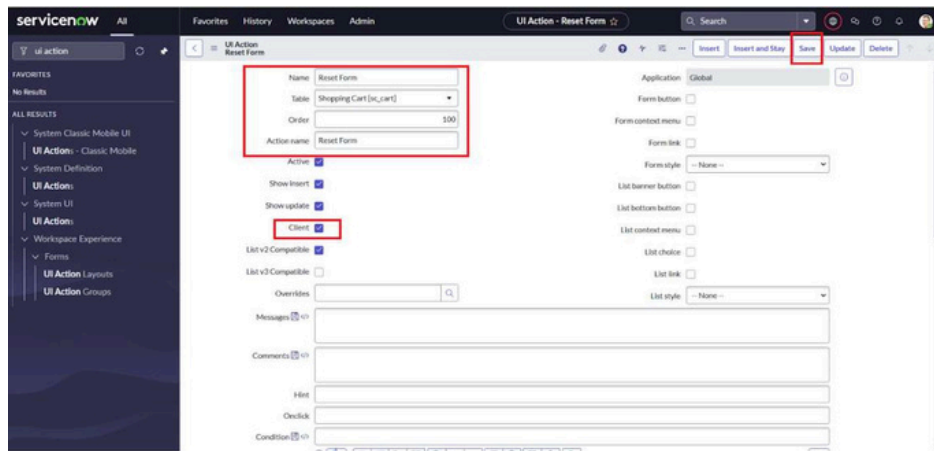
Client : checked

Script:

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

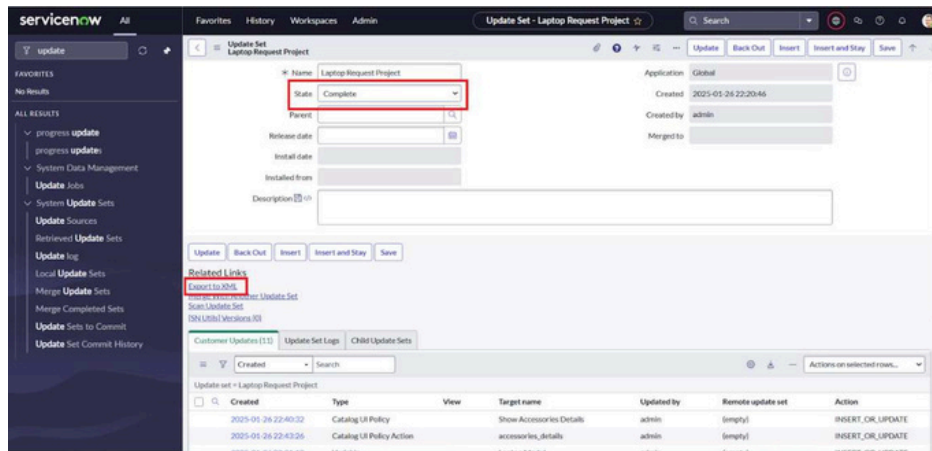
Click on save





## Exporting changes to another instances

1. Click on All >> search for updatesets
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

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		03:00:03	(empty)	(empty)	(empty)
first update set 2	Global	Previewed	sandeep		2024-08-30 03:00:07	(empty)	(empty)	(empty)
Migration of AI Search Profile, AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migration s...	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)
Rathen'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.gajja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

Related Links  
[Import Update Set from XML](#)

7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

XML file: [Choose File](#) syn\_remote\_us\_16a4d3ba.xml

Step 2: Upload the file

[Upload](#)

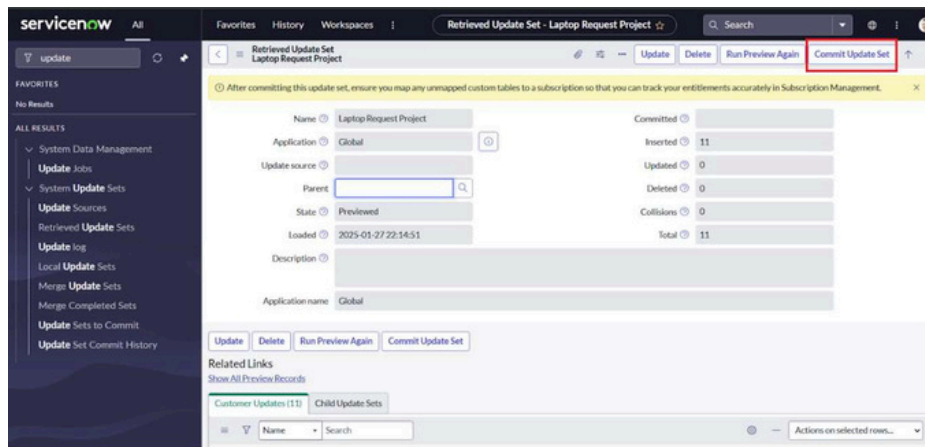
9. Open retrieved update set 'laptop request project'

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



## 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' form. The left sidebar contains a 'Service Catalog' menu with 'Catalog' highlighted. The main form area has a breadcrumb trail 'Service Catalog > Hardware > Laptop Request'. The form title is 'Use this item to request a new laptop'. There are three input fields: 'Laptop Model' (a text box), 'Justification' (a larger text box), and 'Additional Accessories' (a checkbox). To the right of the form, there is a 'Order this Item' section with a 'Quantity' dropdown set to '1', a 'Delivery time' of '2 Days', and buttons for 'Order Now' and 'Add to Cart'. Below these buttons is a 'Shopping Cart' section showing 'Empty'.

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 shows the same 'Laptop Request' form, but with the 'Additional Accessories' checkbox checked. This action has triggered the display of a new field, 'Accessories Details', which is a text box with a red asterisk indicating it is mandatory. The 'Laptop Model' field now contains the text 'hp'. The 'Justification' field is still empty. The 'Order this Item' and 'Shopping Cart' sections remain unchanged.

## 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.