

REPORT
for
**Streamling Ticket Assignment for
Efficient Support**

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Our problem:

In the current organizational setup, employees frequently require laptops to perform their daily work tasks. However, the existing process for requesting laptops is largely manual, which creates several challenges. Manual handling of requests often leads to unnecessary delays, miscommunication, and inefficiencies in the approval and fulfilment cycle. Employees have not standardized, user-friendly platform to submit their requests, and administrators lack a streamlined mechanism to capture, validate, and process the required information. This not only slows down the delivery of essential equipment but also increases the chances of incomplete or inaccurate data being submitted, which further complicates the request handling process.

To address these challenges, there is a need for a structured and automated Service catalog item dedicated to laptop requests. This catalog item should allow employees to easily raise their requests through a simple, intuitive form. Dynamic form behaviour should be introduced to guide users, ensuring that only relevant fields are displayed based on the employee's input. For example, the form could dynamically adjust to show different options depending on the type of laptop selected or the department the user belongs to. Such functionality would reduce errors, eliminate unnecessary confusion, and improve the overall user experience.

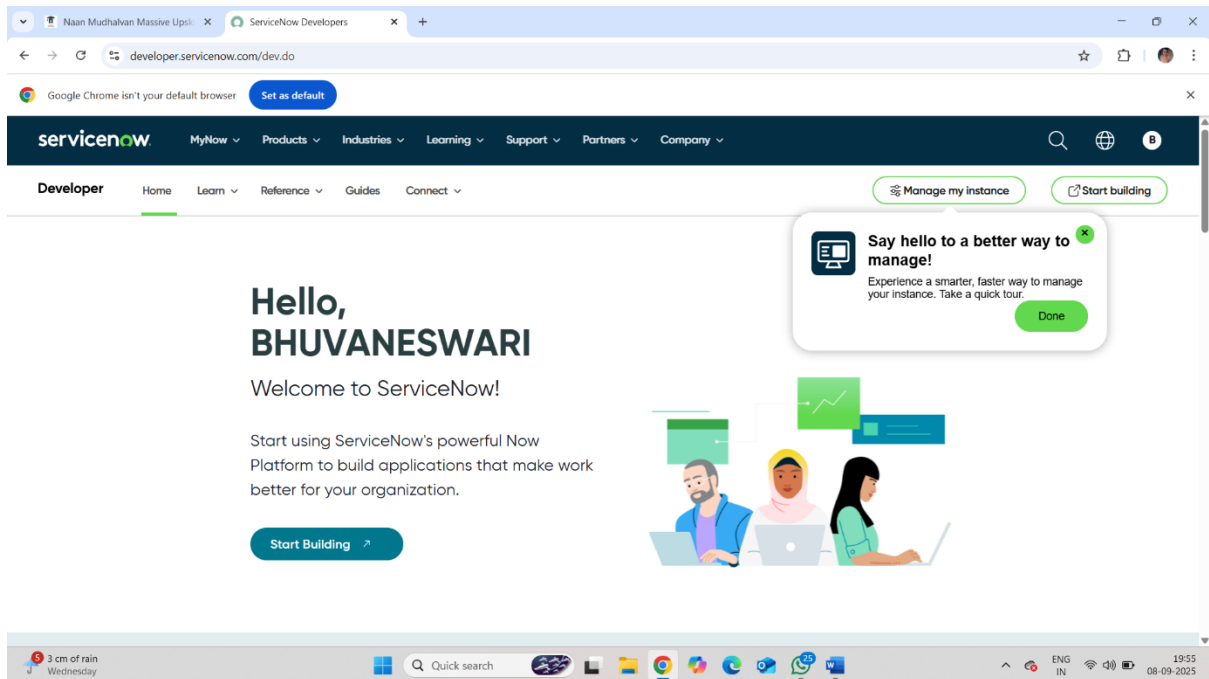
In addition, the catalog item should provide clear instructions at every step, making it straightforward even for employees with minimal technical knowledge. To further improve usability, the form should include a reset option that allows users to quickly clear their inputs and start again, if necessary. This ensures flexibility and reduces the chances of incorrect submissions. On the administrative side, all changes to the form and catalog item must be carefully tracked to maintain proper governance and accountability. Change tracking will also support future audits, version control, and controlled deployments across the organization.

By implementing this Service Catalog item, the organization will not only improve efficiency and accuracy in the laptop request process but also establish a scalable, standardized solution that can be extended to other types of requests in the future. This initiative represents a step toward digital transformation, enabling faster service delivery, better governance, and enhanced employee satisfaction.

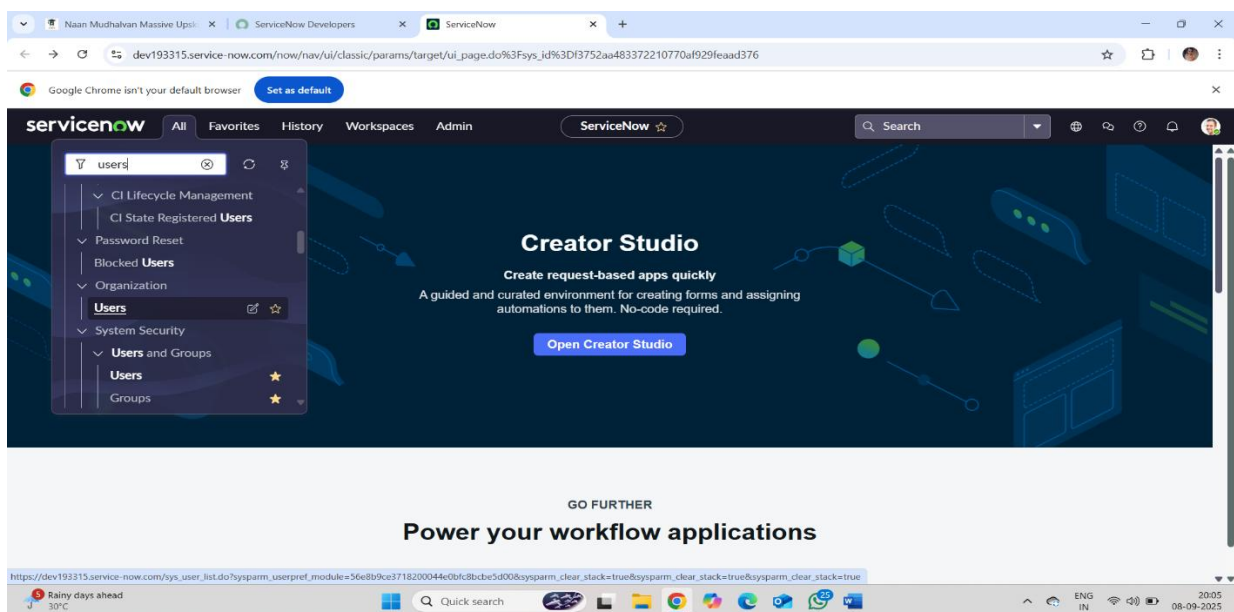
Create User Update set:

First open “**developer.servicenow.com**” and request an instance

After creation, click “**Start Building**” button and open the instance



Click on “All then search for "Users Sets".



Under System Update Sets, select **User Update Sets**.

The screenshot shows the ServiceNow interface for configuring a User Update Set. The browser address bar displays a URL from dev193315.service-now.com. The page header includes the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces, and Admin. The user profile 'User - Manne Niranjan' is selected. The configuration form includes fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title, and Department. On the right, there are fields for Email (niranjanreddymanne2507@gmail.com), Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. A 'Photo' field with a 'Click to add...' link is also present. Below the form are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. At the bottom, there are 'Update', 'Set Password', and 'Delete' buttons. A 'Related Links' section indicates 'No templates are available' and provides a 'Create A New One?' link. The Windows taskbar at the bottom shows the date as Wednesday, 08-09-2025.

After selecting “User Update set” the above page will open.

In that page click “New” in top left corner

The screenshot shows the ServiceNow interface for configuring a new User Update Set. The browser address bar displays a URL from dev193315.service-now.com. The page header includes the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces, and Admin. The user profile 'User - Certification User' is selected. The configuration form includes fields for User ID (certification.user), First name (Certification), Last name (User), Title, and Department. On the right, there are fields for Email (certification@example.com), Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. A 'Photo' field with a 'Click to add...' link is also present. Below the form are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. At the bottom, there are 'Update', 'Set Password', and 'Delete' buttons. A 'Related Links' section provides links for 'View linked accounts', 'View Subscriptions', and 'Reset a password'. Below this, there are tabs for 'Entitled Custom Tables', 'Rules (44)', 'Groups', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The Windows taskbar at the bottom shows the date as 09-09-2025.

Enter the required details and name the update set “**Certification user**”.

Click the **Submit** on right corner and then choose **Make Current**.

Create Service Groups Item:

Click on “All” then search for "service catalog".

Under **System security Definitions**, select **Groups items**.

The screenshot shows the ServiceNow interface for creating a new group. The browser address bar displays a URL with a long alphanumeric string. The page title is "Group - Platform". The form includes fields for "Name" (containing "Platform"), "Manager" (containing "Board Tip"), "Group email", and "Parent". A "Description" field is present but empty. Below the form are "Update" and "Delete" buttons. A tabbed interface shows "Roles (1)", "Group Members (1)", and "Groups". The "Roles (1)" tab is active, displaying a table with one row:

Created	Role	Granted by	Inherits
2025-09-03 06:59:12	Platform_role	(empty)	true

The table has a pagination bar showing "1 to 1 of 1". The Windows taskbar at the bottom shows the time as 18:42 on 05-09-2025.

If you do the above step, the below window will open.

The screenshot shows the ServiceNow interface for creating a new group. The browser address bar displays a URL with a long alphanumeric string. The page title is "Group - Certificate". The form includes fields for "Name" (containing "Certificate"), "Manager" (containing "Shark To"), "Group email", and "Parent". A "Description" field is present but empty. Below the form are "Update" and "Delete" buttons. A tabbed interface shows "Roles (1)", "Group Members (1)", and "Groups". The "Roles (1)" tab is active, displaying a table with one row:

Created	Role	Granted by	Inherits
2025-09-03 06:57:22	Certification_role	(empty)	true

The table has a pagination bar showing "1 to 1 of 1". The Windows taskbar at the bottom shows the time as 18:41 on 05-09-2025.

Click “New” in the top right corner of the opened page

If you do that, a new page will open like in the below picture.

In that page do the following steps

ServiceNow Developers x Problem Solving | Group | Servi x - Student x +

dev193315.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D6fcd3b573b331300ad3cc9bb34efc447%26sysparm_record_target%3Dsys_user_group%26s...

servicenow All Favorites History Workspaces Admin Group - Problem Solving Search

Group Problem Solving Update Delete

Name: Problem Solving Group email: Manager: Parent: Description: Group that works on analyzing and fixing problems.

Update Delete

Roles Group Members (4) Groups

Created Search Edit...

Group = Problem Solving

Created	Role	Granted by	Inherits
No records to display			

No templates are available Create A New One?

High UV Now Quick search ENG IN 14:20 09-09-2025

Enter the following details to create a new user item:

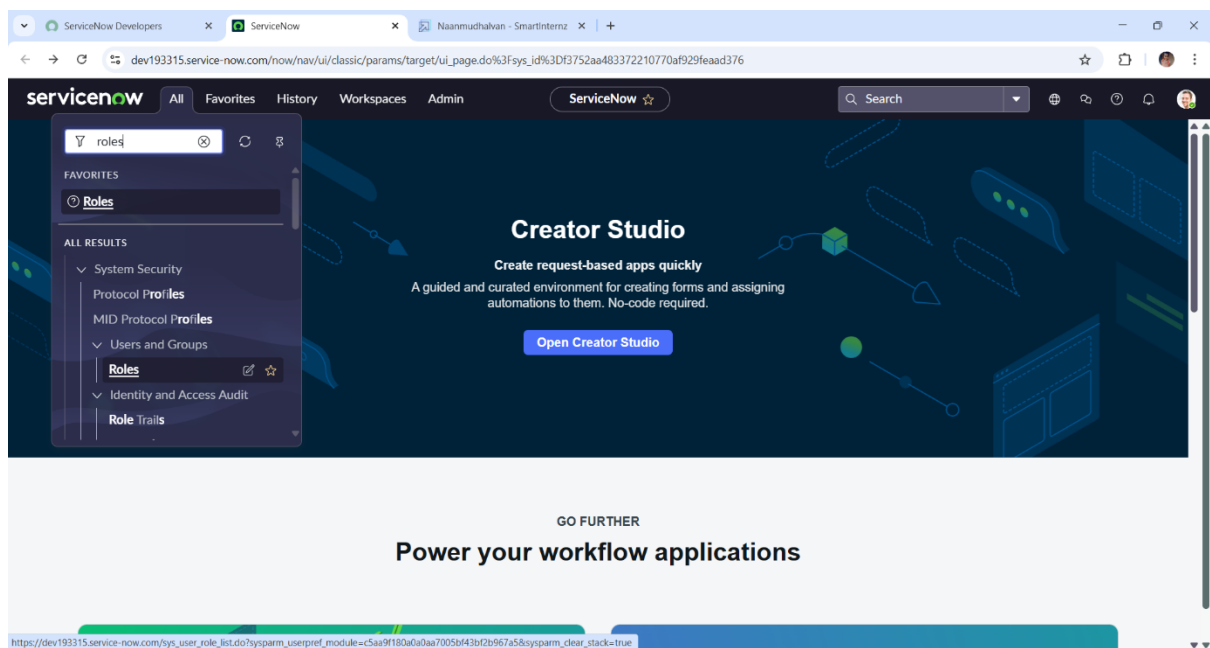
- **Name:** Streamling Ticket
- **Catalog:** System security
- **Category:** Hardware
- **Short Description:** Use this item to request a new laptop

Once all fields are completed, click **Save**.

Add roles:

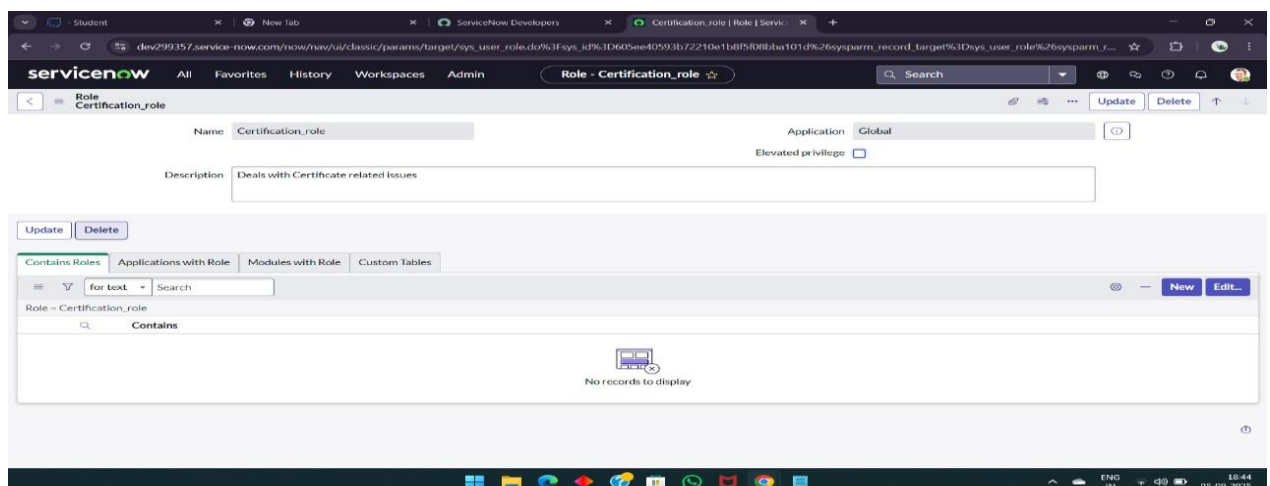
After saving the catalog item form, scroll down to the **Roles** section in the related list.

That will look like the below picture.



Click “New” bottom right corner

After that below page will open.



In that form enter these details:

- **Question:** Roles Model
- **Type:** User Type
- **Name:** laptop_model
- **Order:** 100

Click **Submit** to save the variable.

The screenshot shows the ServiceNow interface for configuring a table named 'Operations related'. The 'Controls' tab is selected, displaying options for 'Extensible', 'Live feed', and 'Auto-number'. The 'Create access controls' checkbox is checked, and the 'User role' is set to 'u_operations_related_user'. The 'Application' is set to 'Global'. The 'Remote Table' field is empty. The 'Columns' tab is also visible, and the 'Related Links' section is at the bottom.

Click again “New” and add these 2nd details:

- **Question:** Justification
- **Type:** Multi Line Text
- **Name:** justification
- **Order:** 200

Click n

Click on the table name on the columns

- Assigned to groups
- Assign to user

ServiceNow Developers | New Record | Table | ServiceNow | Naanmudhalvan - Smartintenz

dev193315.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_db_object%26sysparm_checked_items%3D%26sys...

servicenow All Favorites History Workspaces Admin Table - New Record

Table New record

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label operations related

* Name u_operations_related

Extends table

Application Global

Create module ☒

Create mobile module ☒

Add module to menu -- Create new --

New menu name operations related

Remote Table ☐

Columns Controls Application Access

Table Columns Type Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

No templates are available. [Create A New One?](#)

30°C Haze

Search

ENG IN 19:06 09-09-2025

Click **Submit** to save the variable.

ServiceNow Developers | New Record | Table | ServiceNow | Naanmudhalvan - Smartintenz

dev193315.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_db_object%26sysparm_checked_items%3D%26sys...

servicenow All Favorites History Workspaces Admin Table - New Record

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* Label operations related

* Name u_operations_related

Extends table

Application Global

Create module ☒

Create mobile module ☒

Add module to menu -- Create new --

New menu name operations related

Remote Table ☐

Columns Controls Application Access

Table Columns Type Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

No templates are available. [Create A New One?](#)

30°C Haze

Search

ENG IN 19:06 09-09-2025

Click again “New” and add these 3rd details:

- **Question: Additional Accessories**
- **Type: Checkbox**
- **Name: additional_accessories**
- **Order: 300**

ServiceNow Developers | New Record | Table | ServiceNow | Naanmudhalvan - SmartInternz

dev193315.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_db_object%26sysparm_checked_items%3D%26sys...

servicenow All Favorites History Workspaces Admin Table - New Record Search

Table New record Extends table Create mobile module ☒ Add module to menu -- Create new -- New menu name operations related Remote Table ☐

Columns Controls Application Access

Table Columns Type Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Assigned to Groups	Reference				false
Insert a new row...					

Submit Cancel

Related Links
[Track in Update Sets](#)

No templates are available [Create A New One?](#)

30°C Haze Search 19:08 09-09-2025

Click **Submit** to save the variable.

Create Table:

Navigate to **All** → **search for Service Catalog**.

Under **Catalog Definitions**, select **tables**.

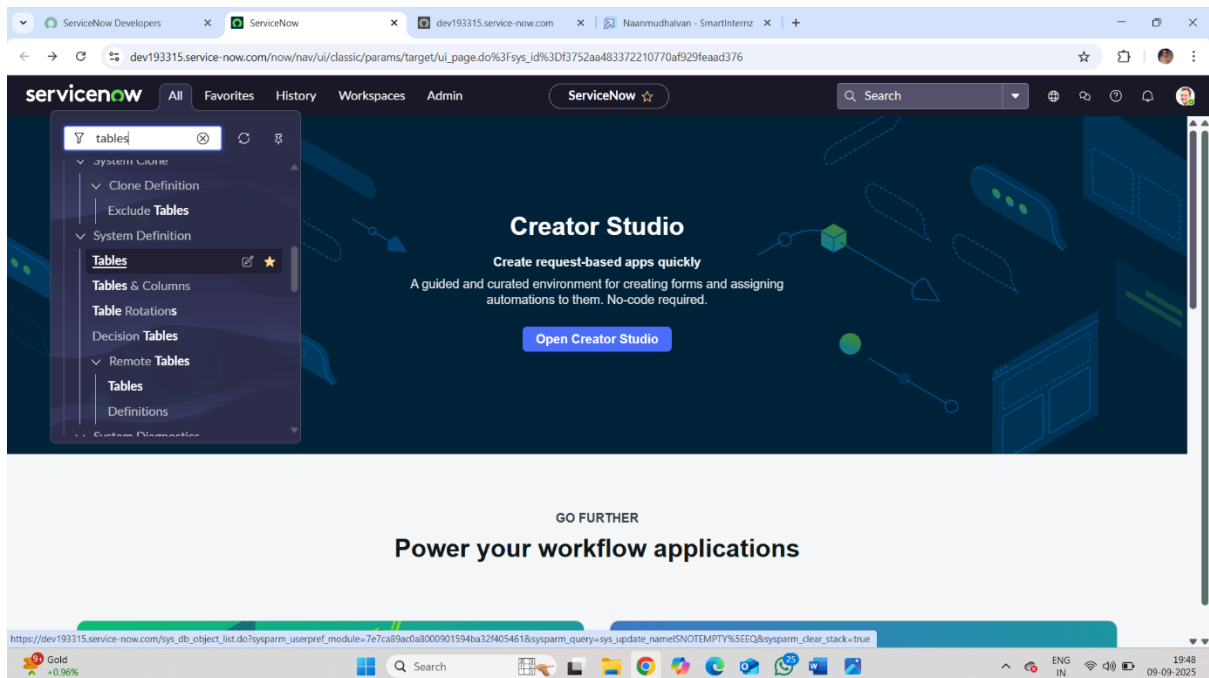
Search for the previously created item **“operations relation”**.

Open the item, then scroll down to the **Catalog Assign roles** related list.

Click **New** to create a new Role policy.

Enter the following details:

- **Short Description:** Show Accessories Details
- **Catalog Condition (When to Apply):**
 - **Field:** additional_accessories
 - **Operator:** is
 - **Value:** true



Click **Save** (do not click **Submit**).

Scroll down and open the **Catalog table Policy Actions** related list.

Click **New** create a new action.

The screenshot shows the 'Table - New Record' form in ServiceNow. The form is for a new table record. The 'Label' field is set to 'operations_related'. The 'Name' field is set to 'u_operations_related'. The 'Extends table' field is empty. The 'Application' is set to 'Global'. The 'Create module' checkbox is checked. The 'Create mobile module' checkbox is checked. The 'Add module to menu' dropdown is set to 'Create new'. The 'New menu name' is set to 'operations_related'. The 'Remote Table' checkbox is unchecked. Below the form, there is a 'Columns' tab and a 'Table Columns' table. The 'Table Columns' table has columns: Dictionary Entries, Column label, Type, Reference, Max length, Default value, and Display. There is a 'Submit' button and a 'Cancel' button. Below the form, there is a 'Related Links' section with the text 'No templates are available. Create A New One?'. The bottom of the screen shows a Windows taskbar with various icons and a system tray showing the date and time.

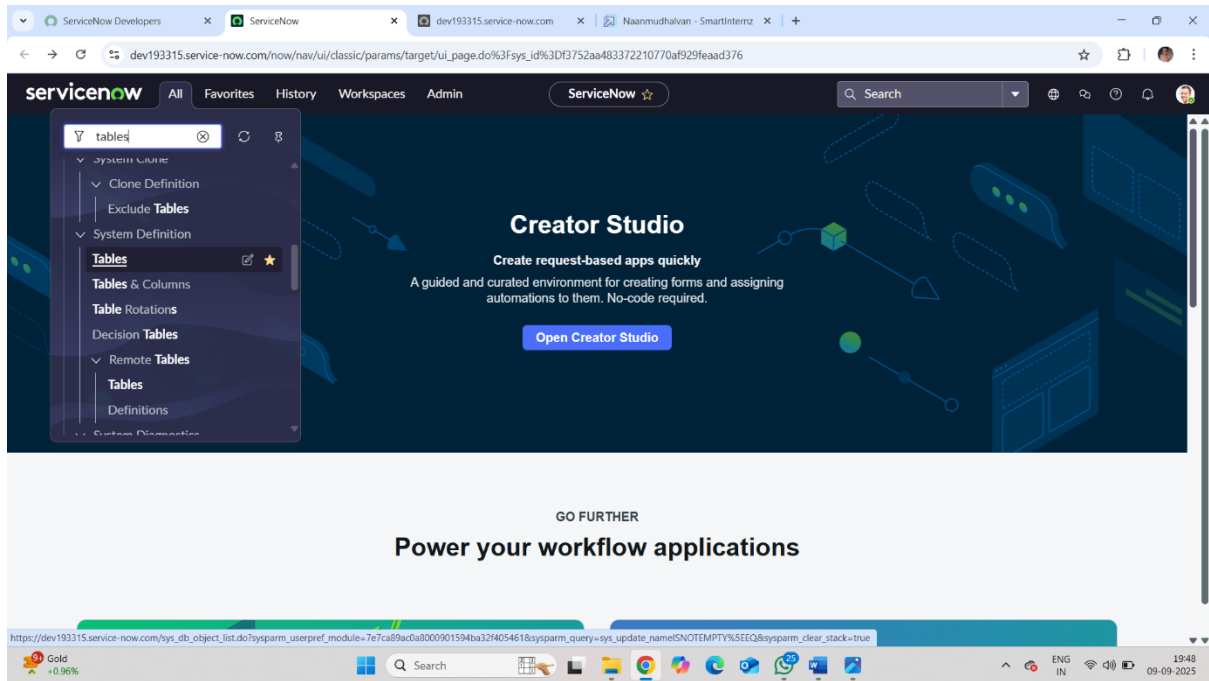
A new page will open and, in that page, do the following

Configure the action with the following details:

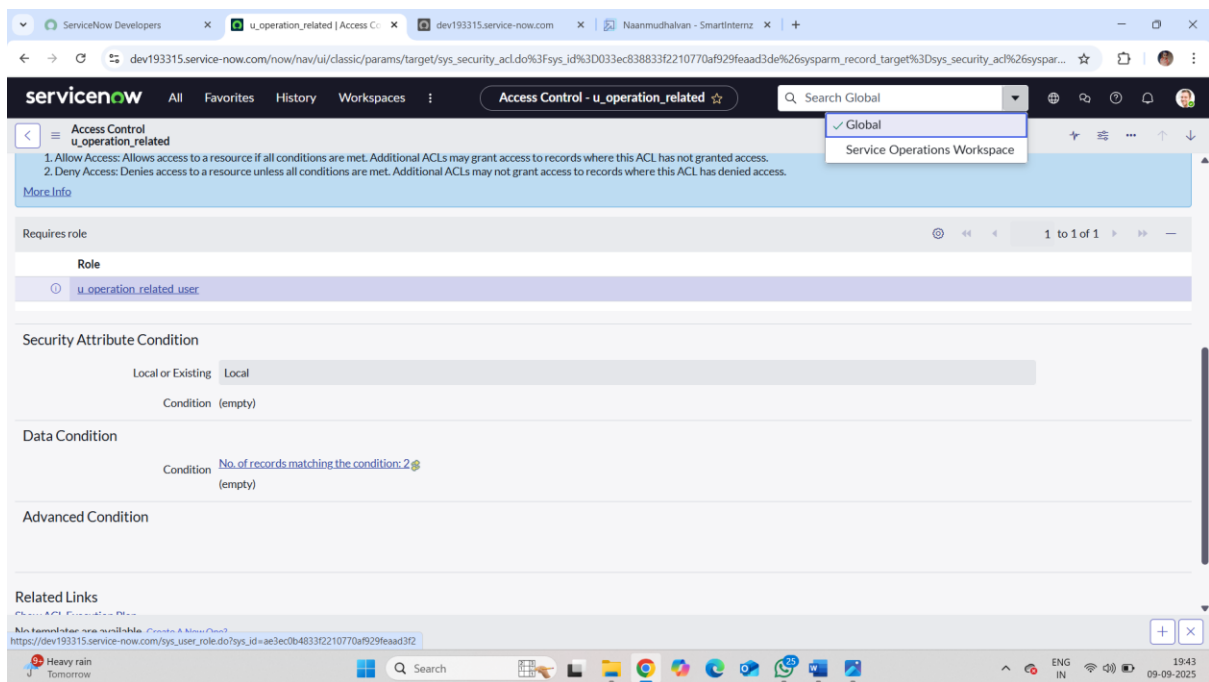
- **Variable Name:** accessories_details
- **Order:** 100
- **Mandatory:** True
- **Visible:** True

The screenshot shows the 'Catalog UI Policy - show accessories...' form in ServiceNow. The form is for a new catalog UI policy action. The 'Catalog Conditions' section has a dropdown set to 'additional_accessories', a dropdown set to 'is', and a dropdown set to 'true'. There are 'AND', 'OR', and 'X' buttons. The 'Applies on a Catalog Item view' checkbox is checked. The 'Applies on Catalog Tasks' checkbox is unchecked. The 'Applies on Requested Items' checkbox is unchecked. There are two blue boxes: 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' and 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false'. The 'Reverse if false' checkbox is checked. Below the form, there is an 'Update' button and a 'Delete' button. Below the form, there is a 'Related Links' section with the text 'Run Point Scan'. Below the form, there is a 'Catalog UI Policy Actions' table. The table has columns: Name, Read only, Mandatory, Visible, and Order. The table is empty. The bottom of the screen shows a Windows taskbar with various icons and a system tray showing the date and time.

Assign Role To User:



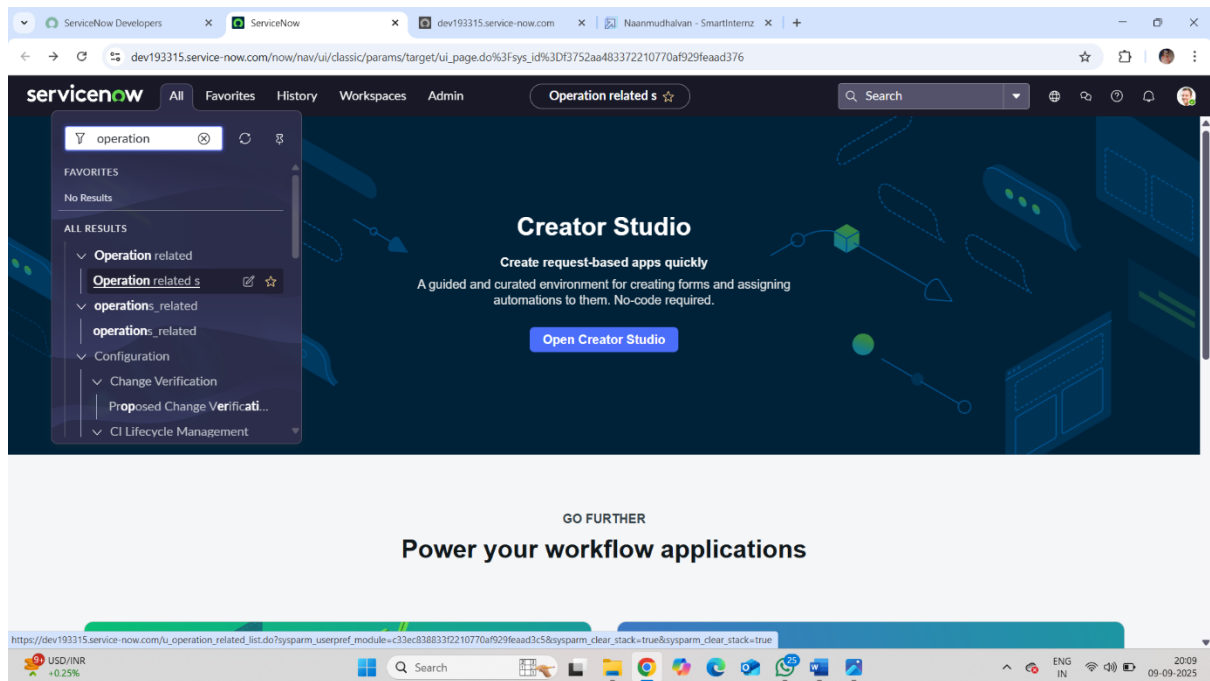
Click on new tables on the users



Assign Role To Table:

Go to **All** → search for “Role Actions”.

Under **System Definition**, select **Role Actions**.

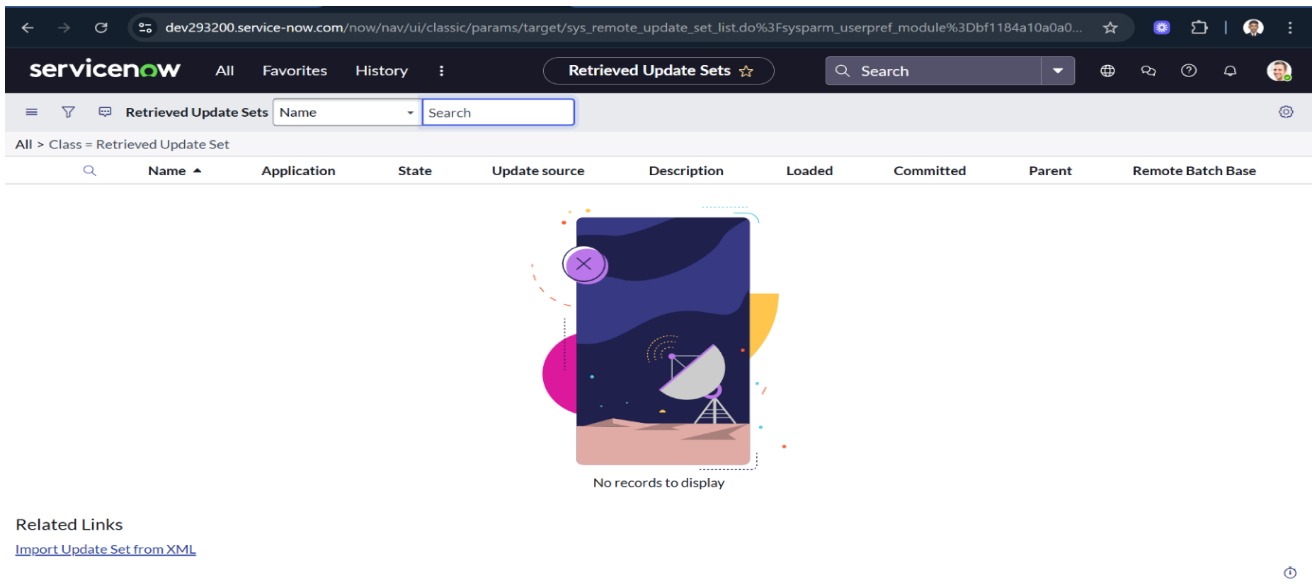


After navigating to that page, it will look like the below image.

Click **New** to create a new role Action.

Enter the following details:

- **Table:** Shopping Cart (sc_cart)
- **Order:** 100
- **Action Name:** Reset form
- **Client:** Checked



Add the following script and click “Save”:

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

This are operation related in the certificates.

ServiceNow Developers | dev193315.service-now.com | Operation related s | ServiceNow | Creator Studio | Naarmudhalvan - SmartIntenz

dev193315.service-now.com/now/nav/ui/classic/params/target/u_operation_related_list.do%3Fsysparm_userpref_module%3Dc33ec838833f2210770af929fead3c5%26sysparm_clear_stack%3Dt... ☆

servicenow All Favorites History Workspaces Admin Operation related s ☆ Search

Operation related s Ticket Raised Date Search Actions on selected rows... New

All

<input type="checkbox"/>	Name	Assigned to Groups	Assigned to users	Comment	Issue	priority	Service Request Number	Ticket Raised Date
<input type="checkbox"/>	This is for test	Certificate	TN User 4		regarding certificates			2025-06-03
<input type="checkbox"/>	This is for test	Certificate	TN User 4					2025-06-03

1 to 2 of 2

1 cm of rain Wednesday 2018 09-09-2025

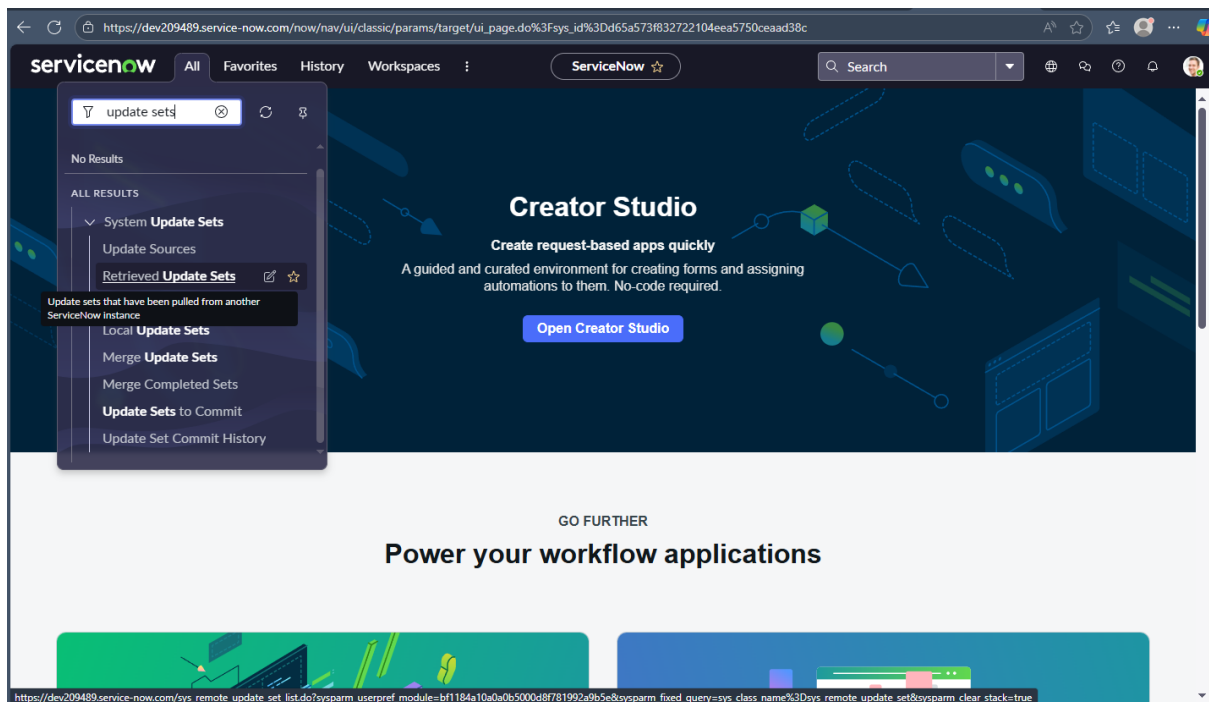
Click on submit on the Assign Role to Table.

Create ACL:

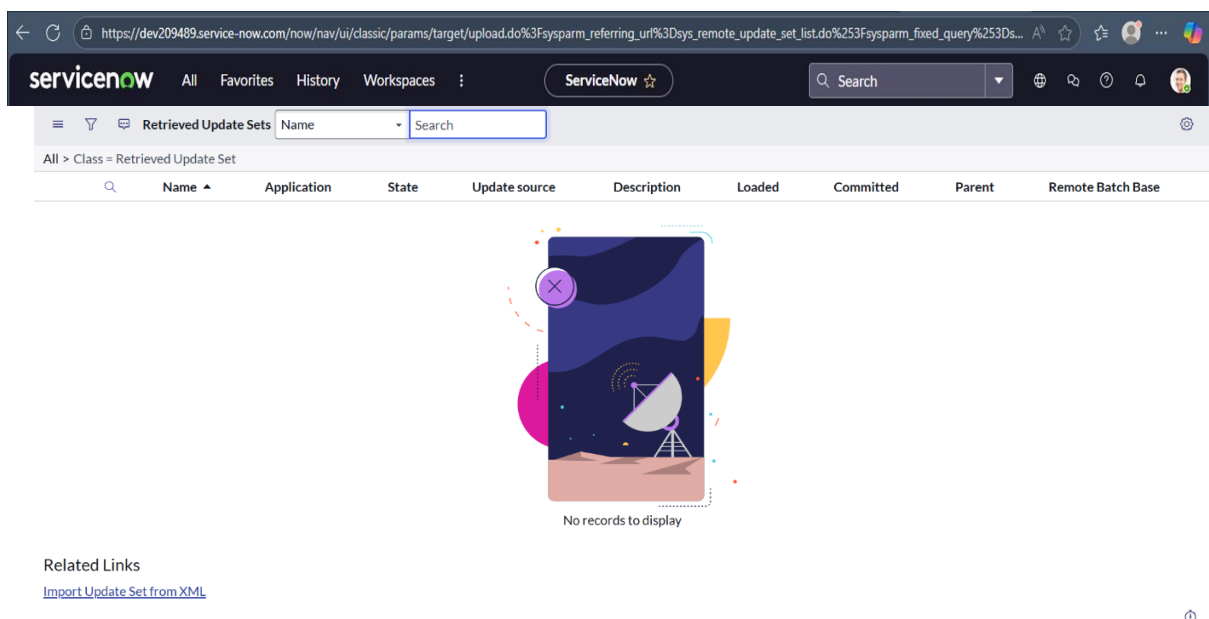
Open another ServiceNow instance with friend's login

Navigate to **All** → **search for Update Sets**.

Under **System Update Sets**, select **Retrieved Update Sets**.



In this page, click “**Import Update Set from XML**” in the bottom left corner.



Upload the previously downloaded XML file in this page and click “**Upload**” button

The screenshot shows the ServiceNow interface for configuring an Access Control rule. The rule is named 'u_operation_related' and is set to 'Global' application. The operation is 'create' with a decision type of 'Allow If'. The protection policy is set to 'None'. The rule applies to records matching the condition 'No. of records matching the condition: 2' (empty). The 'Conditions' section is expanded, showing a blue box with instructions: 'Access Control Rules have two decision types, and these types will behave differently depending on conditions. 1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access. 2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.' Below this, it states 'No templates are available. Create A New One?'. The bottom of the screen shows a Windows taskbar with the date 09-09-2025 and time 19:43.

Open the **Retrieved Update Set** named “**Laptop Request Project**”

This screenshot shows the 'Requires role' section of the Access Control rule configuration. The role 'u_operation_related_user' is selected. Below this, the 'Security Attribute Condition' section is visible, with 'Local or Existing' set to 'Local' and 'Condition' set to '(empty)'. The 'Data Condition' section also shows 'Condition' set to '(empty)'. The 'Advanced Condition' section is empty. At the bottom, the 'Related Links' section provides a link to the update set: 'https://dev193315.service-now.com/sys_user_role.do?sys_id=ae3ec0b4833f2210770af929fead3f2'. The Windows taskbar at the bottom shows the date 09-09-2025 and time 19:43.

Click **Preview Update Set** to review the changes.

After verifying, click **Commit Update Set** to apply the updates.

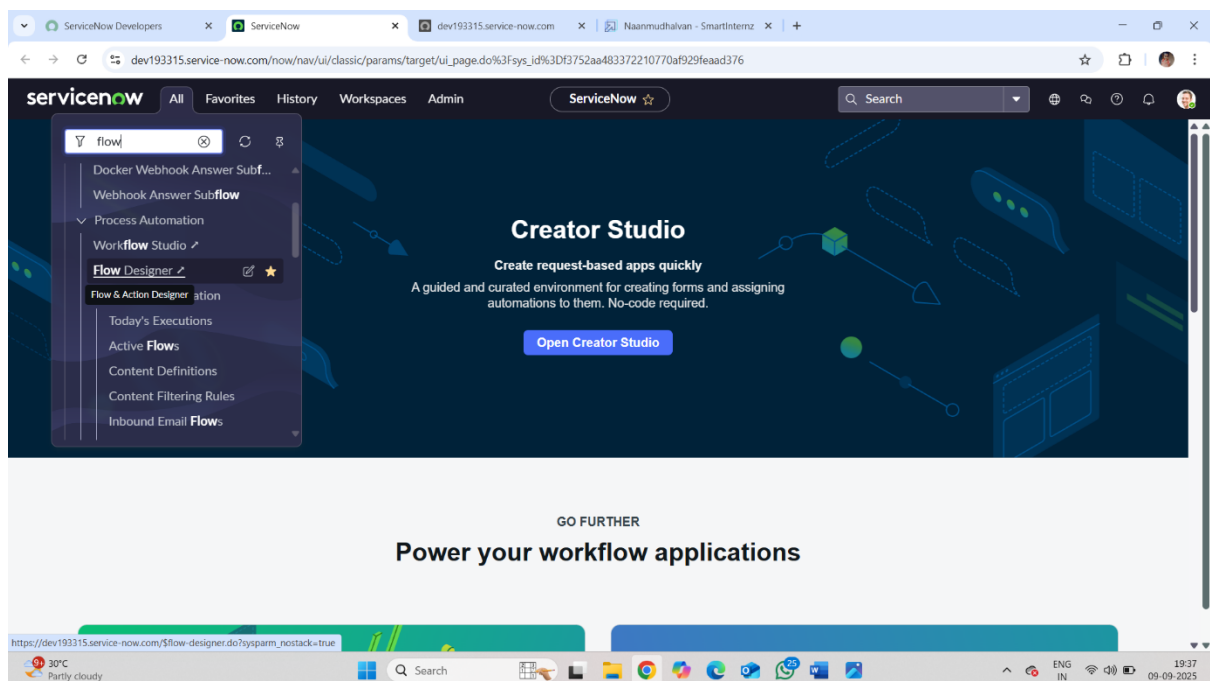
You can also review all captured changes in the **Updates** related tab.

Once the update set is committed, all changes from the previous instance will be applied to the current instance.

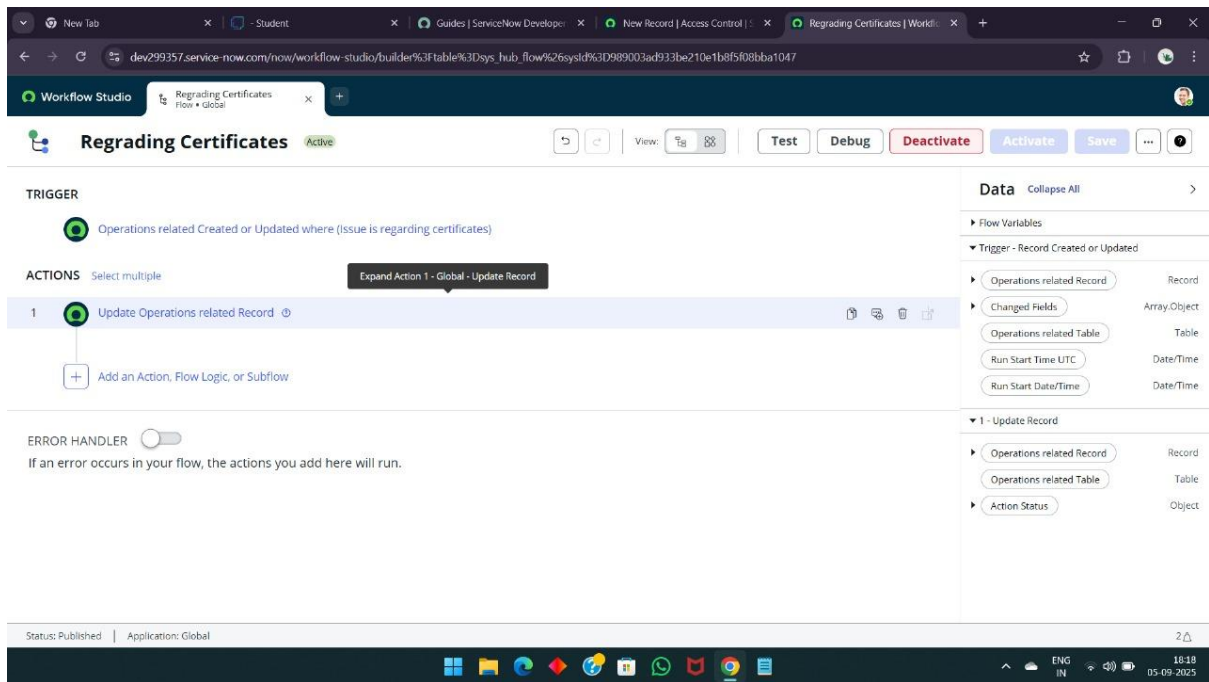
Flow Item:

In the target instance, search for **Flow item** in the application navigator.

Under **Service Catalog**, select **Catalog**.

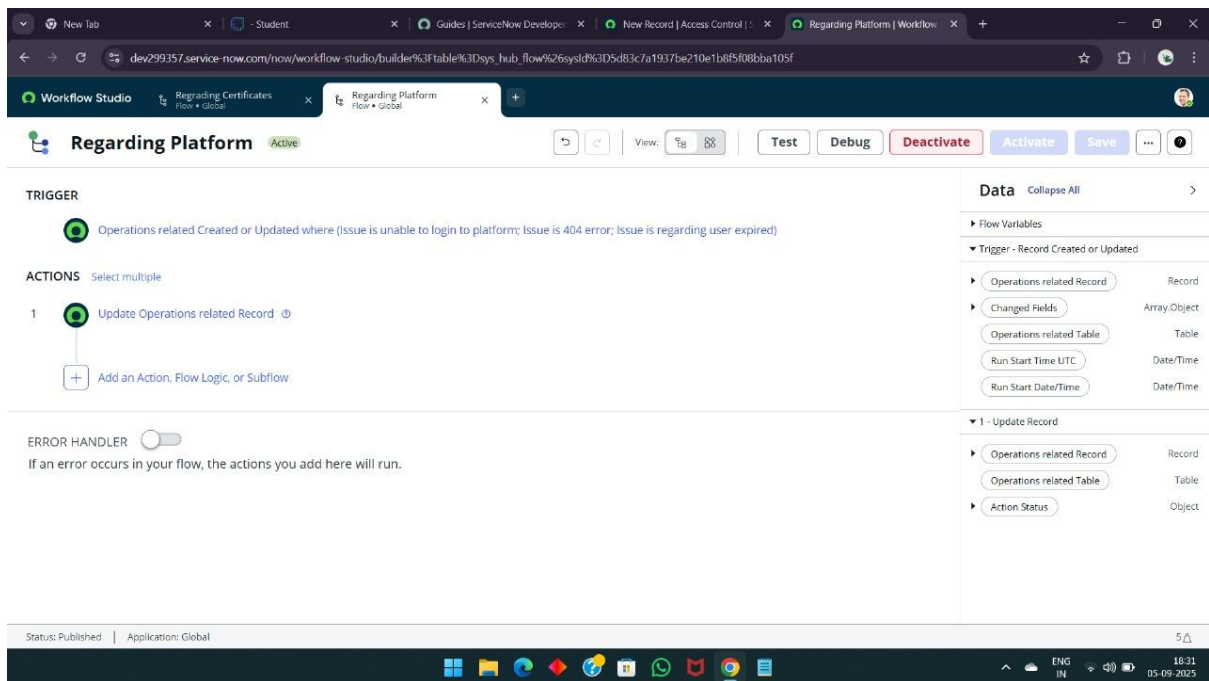


Choose the **Hardware** category.

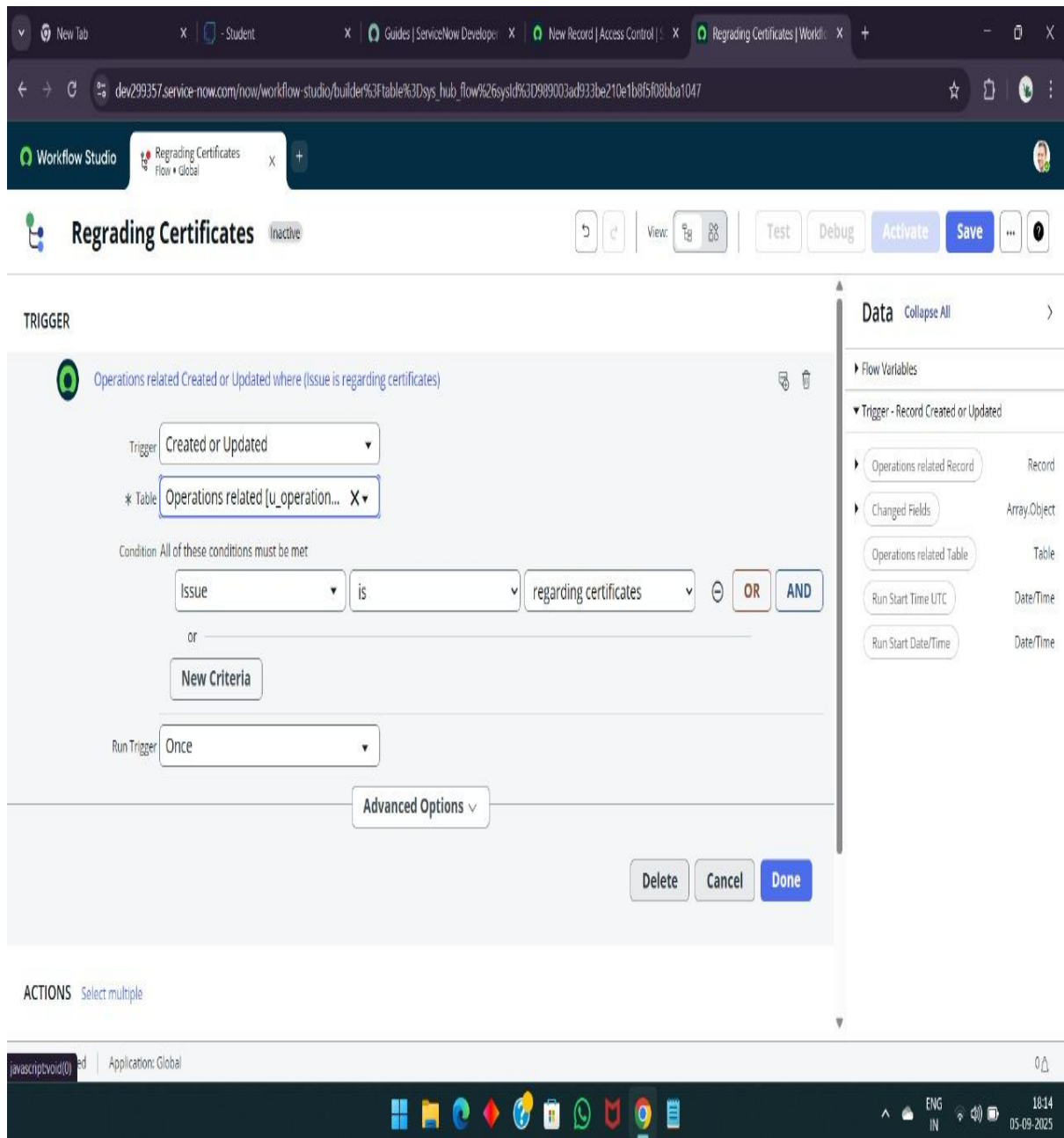


Search for the “**Regrading Request**” item in the **Hardware** category.

Open the **Regrading platform** catalog item.



In our scenario, when the **Additional Accessories** checkbox is selected, the **Accessories Details** field becomes visible and is set as mandatory. Upon testing, the functionality works as expected and meets all the specified requirements.



Click on done to the Flow Catalog.

Conclusion:

The **Laptop Request Catalog Item** project has been successfully implemented to streamline and automate the process of requesting laptops within the organization. Previously, employees relied on a largely manual system, which was prone to delays, errors, and inconsistencies. Requests were often incomplete or submitted incorrectly, leading to inefficiencies and frustration for both employees and administrators. By leveraging **ServiceNow's Service Catalog capabilities**, this project introduces a structured, automated solution that addresses all these challenges.

The solution provides a dynamic catalog item that is intuitive and user-friendly. Users are guided through the request process with clearly defined fields and instructions, ensuring accurate and complete information is submitted every time. Conditional behaviours, such as making the **Accessories Details** field visible and mandatory only when the **Additional Accessories** checkbox is selected, help reduce confusion and prevent errors. These dynamic features improve usability, making it easier for employees to complete their requests correctly on the first attempt.

From an administrative perspective, the catalog item simplifies the management of laptop requests. All changes and updates are tracked within ServiceNow, providing governance, accountability, and the ability to audit processes if necessary. The use of update sets allows seamless deployment across instances, ensuring consistency and efficiency in implementing changes. Additionally, the reset functionality for the form ensures that users can quickly clear and start over if needed, further enhancing the overall user experience.

By replacing the previous manual workflow with an automated, structured approach, the project has significantly improved service delivery. The new system reduces the time required to process requests, minimizes errors, and ensures that employees receive the equipment they need without unnecessary delays. Moreover, it enhances employee satisfaction by offering a modern, professional, and straightforward request experience that aligns with organizational standards.

Overall, this project demonstrates the power and flexibility of **ServiceNow** in transforming traditional, error-prone processes into efficient, automated, and user-centric workflows. The **Laptop Request Catalog Item** not only meets the organization's current needs but also provides a scalable solution that can be adapted for other service requests in the future. By combining automation, usability, and governance, the project serves as a strong example of how technology can improve operational efficiency and employee satisfaction simultaneously.