



PROJECT NAME: LAPTOP REQUEST CATALOG ITEM

TEAM ID: NM2025TMID19081

PROJECT REPORT

Submitted by

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## 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.

## Objective:

To address these challenges, this project aims to design and implement a Laptop Request Catalog Item within the organization's service catalog platform (e.g., ServiceNow, Servicely, BMC, etc.). The goal is to create a standardized, user-friendly, and automated workflow for laptop requests that:

- Captures all required information (device type, specifications, justification)
- Integrates with approval workflows (e.g., manager approval)
- Generates automated tasks for IT fulfillment teams
- Provides real-time status tracking for end-users
- Supports audit trails, SLA monitoring, and reporting

Skills: UiPath RPA,Tanzu Application Service

# TASK INITIATION

## Milestone 1 : update set Activity

### 1: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 an update set as: “Laptop Request”
6. Click on submit and make current
7. By clicking on the button it activates the update set

The screenshot shows the ServiceNow interface for creating an update set. The main form is titled "Update Set - Create Laptop Request Project 2". The "Name" field is filled with "Laptop Request Project". The "State" dropdown is set to "In progress". The "Parent" field has a search icon. The "Release date" field has a calendar icon. The "Description" field is empty. At the bottom, there are buttons for "Submit", "Save", and "Submit and Make Current". The "Submit and Make Current" button is highlighted with a red box. The left sidebar shows the "All" tab selected, and the "Local Update Sets" section is highlighted with a red box. The top navigation bar includes "Favorites", "History", "Workspaces", and "Admin".

## Milestone 2: Service catalog item Activity 1:

### 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.

ServiceNow

maintain i

FAVORITES

No Results

ALL RESULTS

Service Catalog

Catalog Definitions

Maintain Items

Catalog Item - Laptop Request

Application scope: Global

Update set: Laptop Request Project (Global)

Copy Insert Insert and Stay Save 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

Catalog: Service Catalog

Category: Hardware

State: None

Checked out: None

Owner: System Administrator

Active: ☒

Fulfillment automation level: Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Description

B I U Verdana 8pt

## Activity 2: Add variables

•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

The screenshot shows the ServiceNow interface for editing a 'Catalog Item - Laptop Request'. The left sidebar contains a navigation menu with options like 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items', 'My Content Items', 'Content Items', 'Ordered Item Links', 'My Order Guides', 'Order Guides', 'My Record Producers', and 'Current Drive share'. The main content area has a top bar with 'Catalog Item - Laptop Request' and a search bar. Below this is a 'Meta' field with a text input area and buttons for 'Copy', 'Insert', 'Insert and Stay', 'Save', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. A 'Related Links' section lists 'Item Diagnostic', 'Run Point Scan', and 'SN Utilities Versions (8)'. A tabbed interface shows 'Variables (4)' as the active tab, with other tabs including 'Variable Sets', 'Catalog UI Policies (1)', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', 'Catalog Data Lookup Definitions', and 'Related Articles'. Below the tabs is a 'Related Catalog Items' section with a search bar and a table. The table has columns for 'Type', 'Question', and 'Order'. The data rows are: 'Single Line Text' for 'Laptop Model' (Order 100), 'Multi Line Text' for 'Justification' (Order 200), 'CheckBox' for 'Additional Accessories' (Order 300), and 'Multi Line Text' for 'Accessories Details' (Order 400). A red box highlights the last three rows. The bottom of the table shows '1 to 4 of 4'.

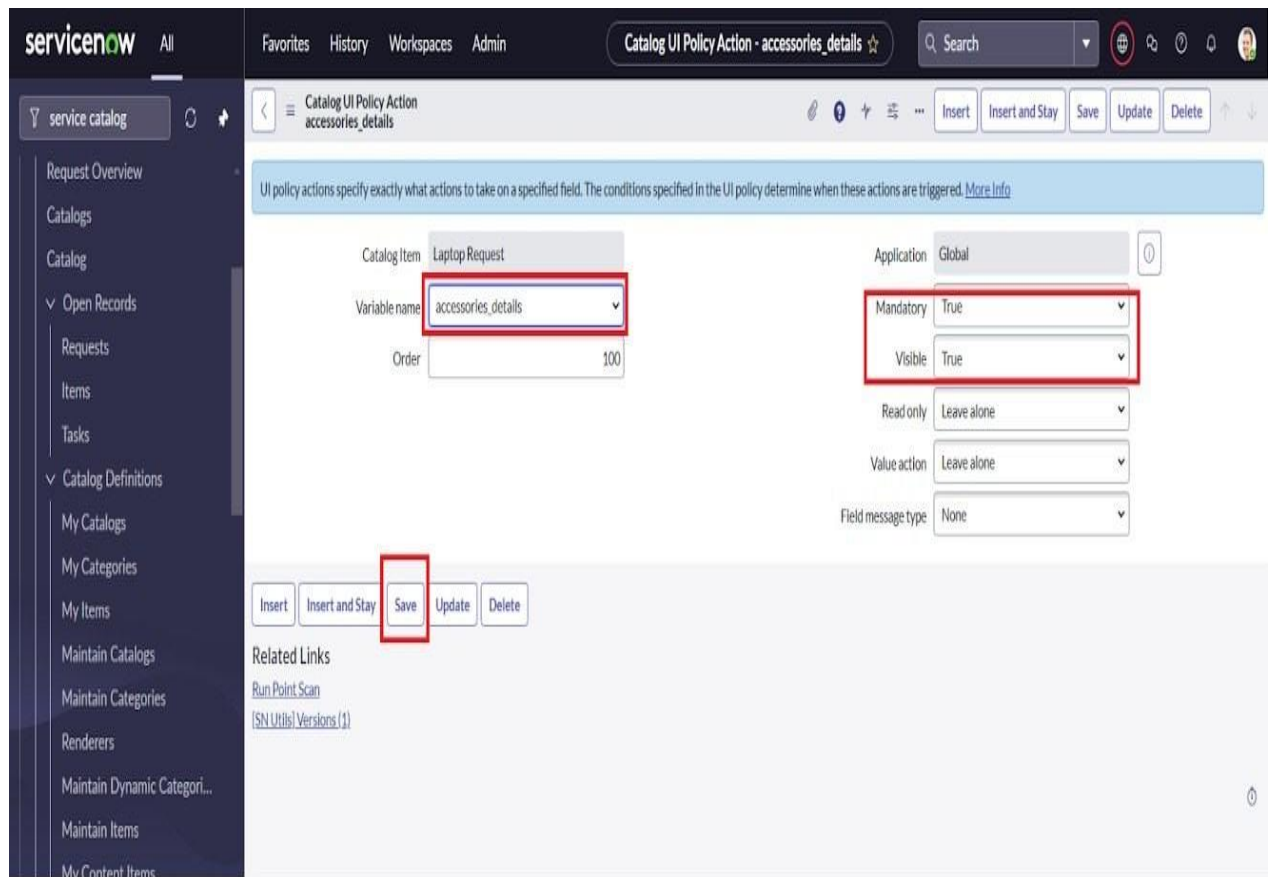
### Milestone 3: UI Policy

#### Activity 1: 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]

8. Click on save.(do not click on submit)
9. Scroll down on 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



## Milestone 4: UI Action Activity 1:

### 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

Table: shopping cart(sc\_cart)

Order:100

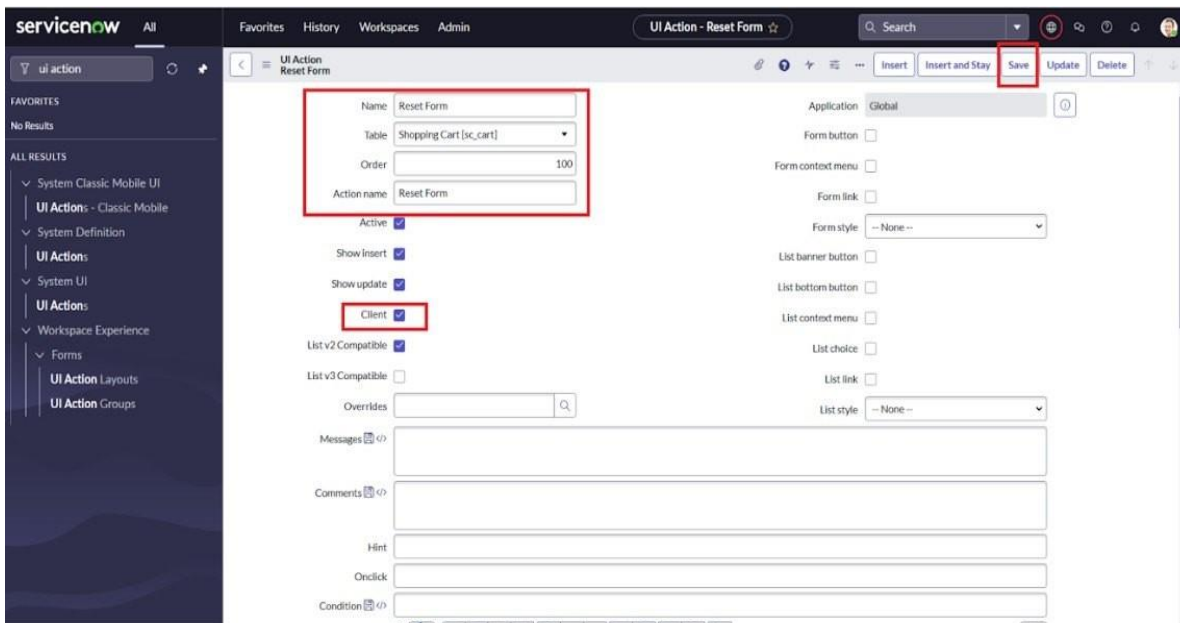
Action name: Reset form`

Client :

checked Script:     function resetForm()

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

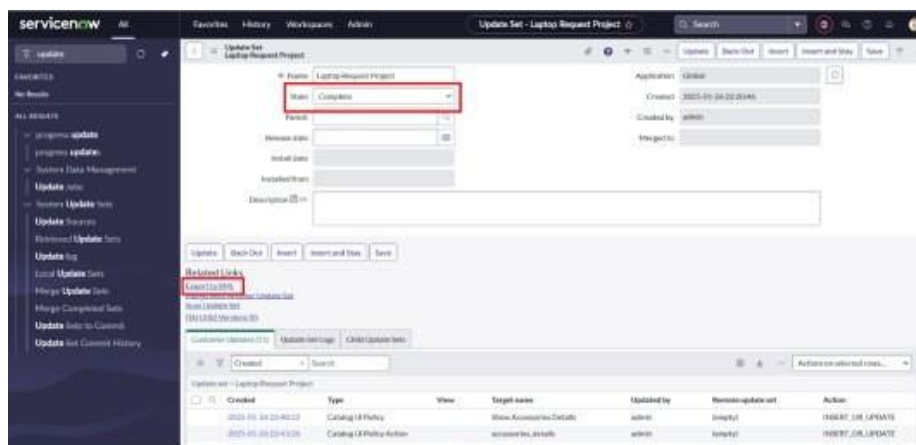
Click on save



## Milestone 5: Export Update set

### Activity 1: 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

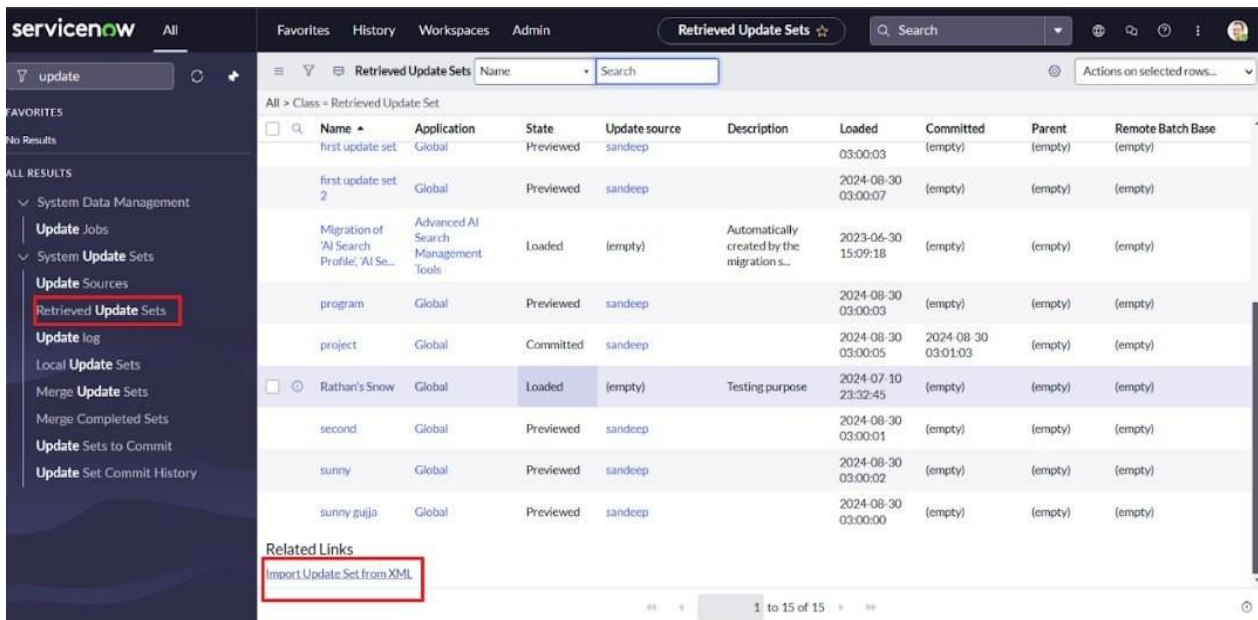


## Milestone 6: Login to another Instance Activity 1:

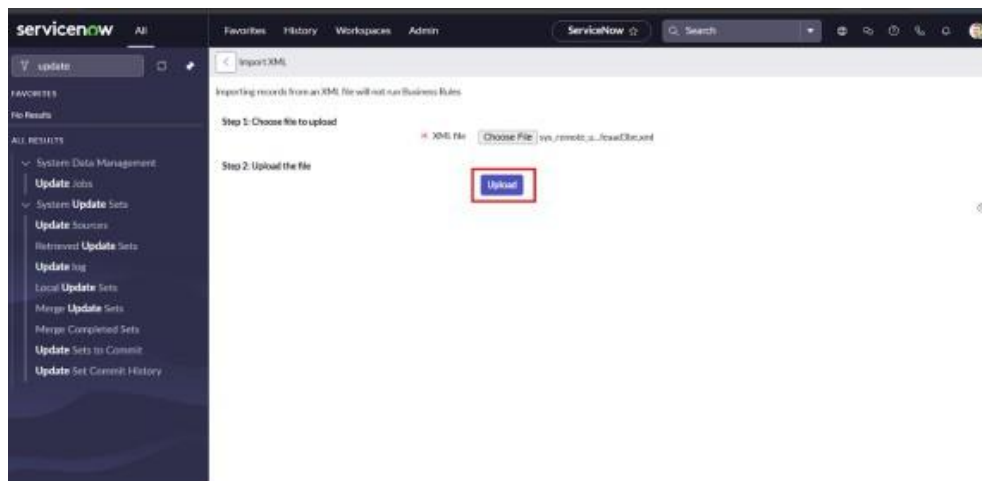
### Retrieving the update set



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

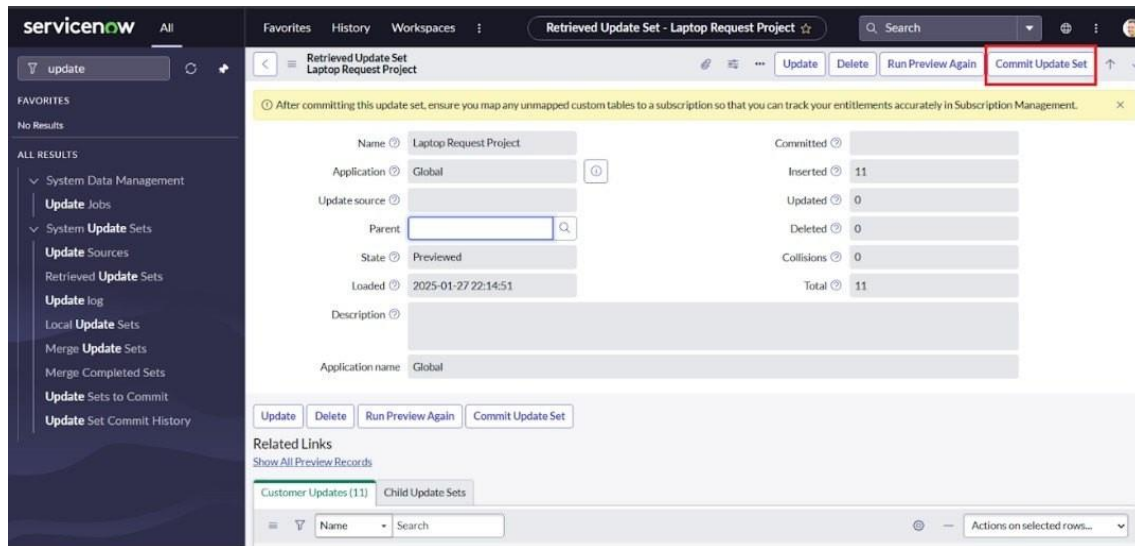


7. Upload the downloaded file in XML fil
8. Click on Upload and it gets uploaded.



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



## Milestone 7: Testing

### Activity 1: 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

servicecatalog

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model

Justification

☐ Additional Accessories

Order this Item

Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart: 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.

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model: No

Justification

☒ Additional Accessories

Accessories Details

Order this Item

Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart: Empty

## 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.