

PROJECT DESIGN

TEAM ID	LTVIP2025TMID30783
PROJECT NAME	LAPTOP REQUEST CATALOG ITEM

Proposed Solution:

Project team shall fill the following information in the proposed solution template

SI NO	Parameter	Description
1	Problem statement (problem to be solved)	The problem statement for a laptop request catalog item is: "Employees lack a streamlined and efficient way to request new laptops, leading to delays, inconsistent requests, and potential inefficiencies in IT procurement and fulfillment."
2	Idea/ solution description	A laptop request catalog item should allow users to specify their needs, including make, RAM, processor, and any specific accessories. It should also include a mechanism for manager approval and

		subsequent fulfillment by the IT department, possibly involving a catalog task assigned to the Hardware Group.
3	Novelty/ Uniqueness	A Service Catalog is a consumer-like user interface (UI) for requesting services or products. The Service Catalog UI is for users of all skill levels and is familiar to anyone who has ordered online. Catalog Items have user-friendly forms for making requests.
4	Social Impact/Customer satisfaction	Common methods include customer satisfaction score (CSAT), Net Promoter Score (NPS), and Customer Effort Score (CES) surveys.
5	Business Model(Revenue Model)	A revenue model is a blueprint for how a company produces income from its services or products. Simply put, it outlines the methods

		through which a business makes money.
6	Scalability of the solution	To ensure scalability for a laptop request catalog item, focus on modular design, automation, and clear workflows. Consider using a catalog item template, leveraging flow designer for automation, and implementing clear approval and fulfillment processes. Additionally, optimize the catalog for searchability and consider bundling related services like peripherals for a streamlined user experience.

MILESTONE 1: UPDATE SET

Activity 1: Create Local Update Set

PURPOSE:

The primary purpose of creating a local update set in ServiceNow is to group configuration changes (like business rules, UI policies, etc.) together and package them for transfer to another ServiceNow instance.

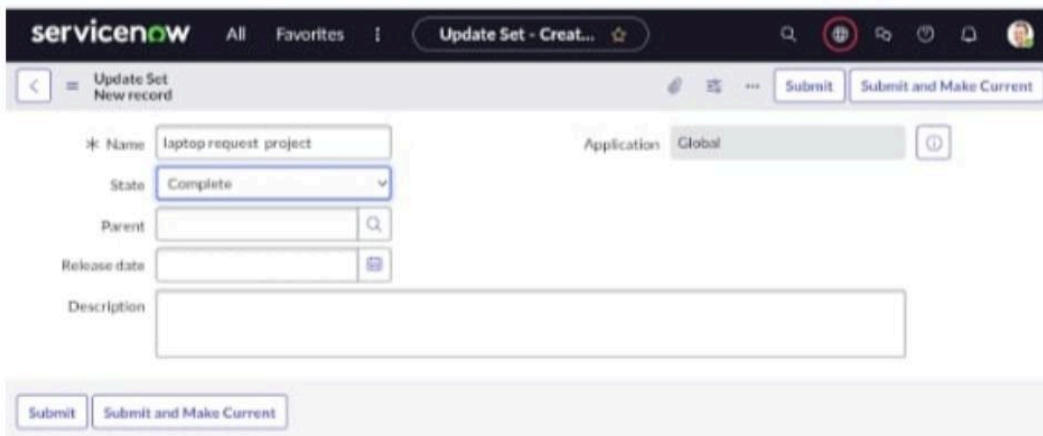
USE:

Testing to Production:

Once changes are tested and validated, update sets facilitate their deployment to the production instance.

STEPS:

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.



The screenshot shows the ServiceNow interface for creating a new update set. The header bar includes the ServiceNow logo, navigation links (All, Favorites), and a search bar. The main form is titled 'Update Set - Create New record'. It contains several input fields: 'Name' (laptop request project), 'State' (Complete), 'Parent' (empty), 'Release date' (empty), and 'Description' (empty). The 'Application' field is set to 'Global'. At the bottom, there are two buttons: 'Submit' and 'Submit and Make Current'.

8. Click on save.

MILESTONE 2:SERVICE CATALOG ITEM

Activity1:CREATE SERVICE CATALOG

ITEM

PURPOSE:

The primary purpose of creating a service catalog item is to provide a standardized, self-service interface for users to request IT services or products. This simplifies the process of accessing necessary resources, improves operational efficiency, and offers a consistent experience across the organization.

USE:

Cost Reduction:

Reduced manual effort and faster service delivery translate to lower operational costs.

STEPS:

- 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'.

Delete

©

1

automation level

①

Portal Settings

- +

Meta

Delete

Plan Point Scan

Catalogs (1)

Assigned Topics

1

Order =



ACTIVITY 2:ADD VARIABLES

PURPOSE:

Variables in programming and mathematics serve as placeholders for values that can change. They allow programs to be flexible, store data, and perform calculations, making them essential for creating dynamic and useful applications.

USE:

Controlling Program Flow:

Variables can be used to create conditional statements (if/else) to determine the path of execution based on certain conditions.

STEPS:

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 All Favorites Variable - New Rec... ☆

Variable - New record

Application: Global ⓘ

Type: Single Line Text

Catalog Item: Laptop Request ⓘ

Order: 100

Active: ☒ Mandatory: ☐ Read only: ☐ Hidden: ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

* Question: Laptop model

* Name: laptop_model

Conversational label:

Tooltip:

Example Text:

Submit

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.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name	<input type="text" value="Laptop Request"/>	Application	<input type="text" value="Global"/>
Catalog	<input type="text" value="Service Catalog"/>	Active	<input checked="" type="checkbox"/>
Category	<input type="text" value="Hardware"/>	Fulfillment automation level	<input type="text" value="Unspecified"/>
State	<input type="text" value="-- None --"/>		
Checked out	<input type="text" value="-- None --"/>		
Owner	<input type="text" value="System Administrator"/>		

Portal Settings

Short description

Use this item to request a new laptop

Description

B I U ↶ ↷ Verdana 21.6769px [Table Icon] [Dropdown]

[Text Color] [Background Color] [Link] [Unlink] [Image] [Video] [Code] [List Bulleted] [List Numbered] [List Check] [Indent Decrease] [Indent Increase] [Full Screen] [Print]


p

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

[Copy](#)
[Try it](#)
[Update](#)
[Edit in Catalog Builder](#)
[Delete](#)

Item Diagnostic
Run Point Scan

Variables (4)	Variable Sets	Catalog UI Policies	Catalog Client Scripts	Available For	Not Available For	Categories (1)	Catalogs (1)
Catalog Data Lookup Definitions		Related Articles	Related Catalog Items	Assigned Topics			

Order • Search 

Catalog item • Laptop Request

Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
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No records to display

MILESTONE 3: UI POLICY

ACTIVITY1:CREATE CATALOG UI POLICIES

PURPOSE:

Catalog UI policies in ServiceNow are used to control the behavior of catalog item forms, enhancing the user experience and data accuracy by dynamically managing field visibility, mandatory status, and read-only status based on specific conditions.

USE:

Name and Description: Provide a clear and concise name and description for the UI policy.

STEPS:

- 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 **Catalog UI Policy** Update Delete

Catalog UI Policy
show accessories details

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. [More Info](#)

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 Condition Add OR Clause

additional_accessories is true And

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: ☒

Update Delete

Related Links
[Run Point Scan](#)

Catalog UI Policy Actions Order Search New

UI policy = show accessories details

Name	Read only	Mandatory	Visible	Order *
No records to display				

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

The screenshot shows the 'Catalog UI Policy Action' form in ServiceNow. The form is titled 'Catalog UI Policy Action accessories_details'. It includes a description: '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. [More Info](#)'. The form fields are as follows:

- Catalog Item: Laptop Request
- Variable name: accessories_details (dropdown)
- Order: 100
- Application: Global
- Mandatory: True
- Visible: True
- Read only: Leave alone
- Value action: Leave alone
- Field message type: None

At the bottom, there are 'Update' and 'Delete' buttons.

This screenshot shows the 'Catalog UI Policy Action' form with the 'Catalog Conditions' section expanded. The conditions are defined as follows:

- Condition 1: The value of the field is 'Laptop Request'.
- Condition 2: The value in the 'Catalog Item' field is 'Laptop Request'.
- Condition 3: The field is not empty.

The 'Catalog Conditions' section includes a table with the following data:

Condition	Operator	Value
The value of the field is 'Laptop Request'	is	Laptop Request
The value in the 'Catalog Item' field is 'Laptop Request'	is	Laptop Request
The field is not empty	is not empty	

The 'Catalog Conditions' section also includes a 'Catalog Conditions' dropdown menu with 'Additional Conditions' selected. The 'Catalog Conditions' section includes a 'Catalog Conditions' dropdown menu with 'Additional Conditions' selected. The 'Catalog Conditions' section includes a 'Catalog Conditions' dropdown menu with 'Additional Conditions' selected.

MILESTONE 4: UI ACTION

ACTIVITY 1: CREATE UI ACTION

PURPOSE:

UI actions in ServiceNow are used to extend and customize the user interface by adding buttons, context menu items, or other UI elements that trigger specific actions when clicked.

USE:

Data Validation:

Client-side UI Actions can be used to validate user input before submitting changes, ensuring data integrity and consistency.

STEPS:

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.");  
}
```

6. Click on save

The screenshot shows the ServiceNow 'UI Action - Reset form' configuration page. The interface includes a top navigation bar with the ServiceNow logo and a search bar. The main configuration area is divided into two columns. The left column contains fields for 'Name' (Reset form), 'Table' (Shopping Cart [sc_cart]), 'Order' (100), and 'Action name' (Reset form). Below these are several checkboxes: 'Active' (checked), 'Show insert' (checked), 'Show update' (checked), 'Client' (checked), 'List v2 Compatible' (checked), and 'List v3 Compatible' (unchecked). There is also an 'Overrides' search field. The right column contains fields for 'Application' (Global), 'Form button' (unchecked), 'Form context menu' (unchecked), 'Form link' (unchecked), 'Form style' (None), 'List banner button' (unchecked), 'List bottom button' (unchecked), 'List context menu' (unchecked), 'List choice' (unchecked), 'List link' (unchecked), and 'List style' (None). At the top right of the configuration area are 'Update' and 'Delete' buttons.

MILESTONE 5: EXPORT UPDATE

SET

ACTIVITY 1:EXPORTING CHANGES TO ANOTHER INSTANCES

PURPOSE:

The primary purpose of exporting changes to another instance is to migrate configurations, data, or code modifications from one environment to another, ensuring consistency and facilitating deployments.

USE:

Collaboration and Sharing:

Exporting can enable teams to share customizations, configurations, or data with other teams or instances.

STEPS:

- 1.lick 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

servicenow All Favorites | Update Set - laptop... ☆

< Update Set laptop request project Update Back Out Delete

Name	laptop request project	Application	Global ⓘ
State	Complete	Created	2025-06-20 09:46:26
Parent	<input type="text"/>	Created by	admin
Release date	<input type="text"/>	Merged to	
Install date			
Installed from			
Description	<input type="text"/>		

Update Back Out Delete

Related Links

[Export to XML](#)
[Merge With Another Update Set](#)
[Scan Update Set](#)

Customer Updates Update Set Logs Child Update Sets Install History

Created Search ⓘ

Update set = laptop request project

servicenow All Favorites | Update Set - laptop... ☆

< Update Set laptop request project Update Back Out Delete

Name	laptop request project	Application	Global ⓘ
State	Complete	Created	2025-06-20 09:46:26
Parent	<input type="text"/>	Created by	admin
Release date	<input type="text"/>	Merged to	
Install date			
Installed from			
Description	<input type="text"/>		

Update Back Out Delete

Related Links

[Export to XML](#)
[Merge With Another Update Set](#)
[Scan Update Set](#)

Customer Updates Update Set Logs Child Update Sets Install History

Created Search ⓘ

Update set = laptop request project

MILESTONE 6: LOGIN TO ANOTHER INSTANCE

ACTIVITY 1:RETRIEVING THE UPDATE SET

PURPOSE:

The primary purpose of retrieving an update set in ServiceNow is to import and apply customizations from one ServiceNow instance to another.

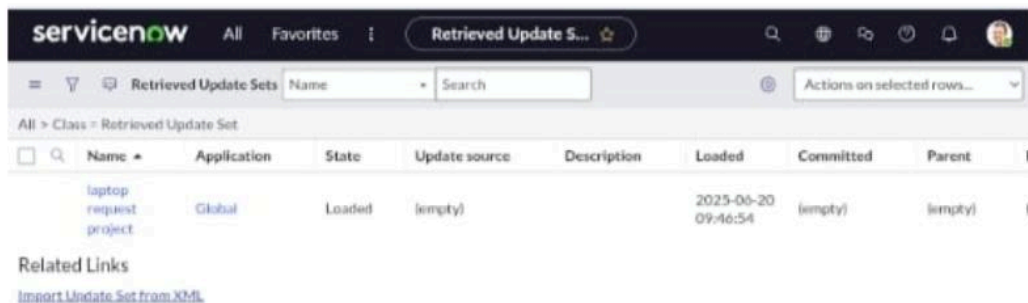
USE:

Tracking Development:

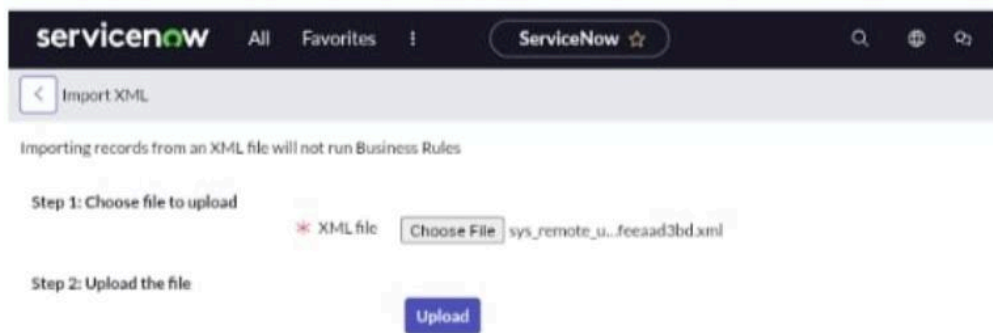
This allows developers to track their work and ensure all related changes are grouped together.

STEPS:

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 retrieve 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 committing update set in this instance we get all updates which are done in the previous instance

The screenshot shows the 'Retrieved Update Set' form in ServiceNow. The form includes fields for Name (laptop request project), Application (Global), Update source, Parent, State (Loaded), and Loaded (2025-06-20 09:46:54). There are buttons for Update, Delete, and Preview Update Set. A yellow banner at the top states: 'After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.' Below the form, there are 'Related Links' (Export to XML) and 'Customer Updates' tabs. A table below the tabs shows the 'Remote update set - laptop request project' with columns: Name, Type, Target name, Table, View, and Action.

The screenshot shows the 'Retrieved Update Set - Laptop Request Project' table view. The table has columns: Name, Type, Target name, Table, View, and Action. The table contains 11 rows of data, including various catalog items, policies, and categories. The 'Item' row is highlighted.

Name	Type	Target name	Table	View	Action
catalog_ui_policy_6d728f6d3312108663f08f0ad313	Catalog UI Policy	Show Accessories Details			INSERT_OR_UPDATE
catalog_ui_policy_action_9d85d6d43312108663f08f0ad313	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_catalog_new_1d5c786d3312108663f08f0ad313	Variable	Laptop Model			INSERT_OR_UPDATE
item_catalog_new_1d5c786d3312108663f08f0ad313	Variable	Accessories Details			INSERT_OR_UPDATE
item_catalog_new_1d5c786d3312108663f08f0ad313	Variable	Justification			INSERT_OR_UPDATE
item_catalog_new_1d5c786d3312108663f08f0ad313	Variable	Additional Accessories			INSERT_OR_UPDATE
item_catalog_new_1d5c786d3312108663f08f0ad313	Catalog Item	Laptop Request			INSERT_OR_UPDATE
item_catalog_new_1d5c786d3312108663f08f0ad313	Catalog Item	Laptop Request			INSERT_OR_UPDATE
item_catalog_new_1d5c786d3312108663f08f0ad313	Catalog Item	Service Catalog laptop Request			INSERT_OR_UPDATE
item_catalog_new_1d5c786d3312108663f08f0ad313	Catalog Item	Hardware Laptop Request			INSERT_OR_UPDATE
item_catalog_new_1d5c786d3312108663f08f0ad313	UI Action	Reset Form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

MILESTONE 7: TESTING

ACTIVITY 1: TEST CATALOG ITEM

PURPOSE:

A test catalog item, in the context of service management or e-commerce platforms, is a simulated or sample item used to verify the functionality and user experience of a catalog item before it's made available to end-users.

USE:

Streamlining the Request Process:

By using catalog items, organizations can standardize the request process, ensuring consistency and efficiency.

STEPS:

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

