

PROJECT REPORT

1 INTRODUCTION

PROJECT TITLE: Laptop Request Catalog Item

A catalog item for requesting a laptop allows users to initiate a request for a new laptop through a self-service portal. This item would include options for laptop specifications like RAM, processor, and potentially make/model, as well as a mechanism for manager approval and task assignment to the relevant IT team for fulfillment.

1.1 Project Overview:

A catalog item for requesting a laptop in a service management system (like ServiceNow) would allow users to easily request a new laptop by providing relevant information and routing the request through an automated workflow. This item would typically include options for laptop make, model, RAM, processor, and potentially other specifications, as well as a field for the user to specify who the laptop is for (themselves or someone else).

1.2 Purpose:

A laptop request catalog item serves as a structured way for users to request a new laptop or laptop-related service, streamlining the process and improving efficiency. It provides a standardized form with pre-defined options, ensuring consistent information collection and facilitating automated fulfillment.

Here's a more detailed breakdown:

Purpose:

Standardization:

A catalog item ensures that all laptop requests are submitted with the same information, making it easier for IT departments to manage and fulfill requests.

Efficiency:

By automating the request and fulfillment process, catalog items reduce manual effort and accelerate the time it takes to get a laptop to the user.

Clarity:

The catalog item clearly defines the laptop options, specifications, and associated procedures, eliminating ambiguity for both the requestor and the fulfillment team.

2 IDEATION PHASE

PROBLEM STATEMENT:

A laptop request catalog item enables users to easily request a new laptop through a self-service portal, streamlining the procurement process and improving efficiency. It should include options for laptop make, RAM, processor, and potentially other relevant specifications, along with a mechanism for manager approval and subsequent fulfillment by the hardware team.

OBJECTIVE:

The primary objective of a laptop request catalog item is to streamline and automate the process of acquiring a laptop, making it easier for users to request, and for IT to fulfill these requests. This involves clearly defining the laptop specifications, required approvals, and the fulfillment process, ultimately improving efficiency and reducing manual effort.

3 REQUIREMENT ANALYSIS

SOLUTION REQUIREMENT:

DATE	
TEAM ID	LTVIP2025TMID30783
PROJECT NAME	LAPTOP REQUEST CATALOG ITEM

Functional Requirements:

Following are the functional requirements

FR NO	FUNCTIONAL REQUIREMENT	SUB REQUIREMENT
FR-1	UPDATE SET	To add a laptop request catalog item to an update set, you can either create a new update set and manually add the catalog item records or utilize the automatic update set creation when using the Catalog Builder.
FR-2	SERVICE CATALOG ITEM	To create a catalog item for laptop requests ServiceNow, you need to define the item details,variables, workflows, and associated tasks.
FR-3	UI POLICY	A UI policy for a laptop request catalog item inServiceNow allows you to dynamically control the visibility, mandatory status,and read-only properties of variables based on user input or other conditions.
FR-4	UI ACTION	A UI policy for a laptop

		request catalog item inServiceNow allows you to dynamically control the visibility, mandatory status,and read-only properties of variables based on user input or other conditions.
FR-5	EXPORT UPDATE SET	To export an update set for laptop request catalog item ServiceNow, you'll first need to ensure the catalogitem and its associated updates are captured within a specific update set. Then,you can export that updateset as an XML file and import it into another instance.
FR-6	LOGIN ANOTHER INSTANCE	To login to another ServiceNow instance and access a laptop request catalog item, you'll first need to obtain the URL for the target instance, along with login credentials (username and password)for a user with access to the catalog item.

FR-7	TESTING	To effectively test a laptop request catalog item inServiceNow, you should create a test case that covers various aspects, including the user interface, workflow,and fulfillment process.
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Non- Functional Requirements:

Following are the non- functional requirements.

FR NO	NON-FUNCTIONAL REQUIREMENTS	DESCRIPTION
NFR-1	USABILITY	To enhance the usability of a laptop request catalog item,focus on clarity, ease of use,and providing helpful information.
NFR-2	SECURITY	A laptop security request catalog item should includeoptions for security features like full disk encryption,malware

		protection, andVPN access, as well as options for hardware security features like a Kensington lock.
NFR-3	RELIABILITY	To enhance the reliability of a laptop request catalog item,focus on clear definition, automation, and integration with other processes.
NFR-4	PERFORMANCE	When requesting a laptop through a catalog item import important to specify performance requirements to ensure the device meets the user's need.
NFR-5	AVAILABILITY	To determine availability for laptop request catalog item ServiceNow, you need to check the item's availability settings within the Service Catalog.
NFR-6	SCALABILITY	To ensure scalability for laptop request catalog item ServiceNow, focus on efficient workflows,modular design,and automated process.

Data Flow Diagram:

A Data Flow Diagram (DFD) is a visual representation of how data moves through a system or process. It illustrates the flow of information from input to output, showing where data originates, how it's processed, and where it's stored. DFDs use standardized symbols to depict data flows, processes, data stores, and external entities, providing a clear and concise way to understand system functionality.

Uses:

1. Instead of ad-hoc emails or informal requests, a catalog item provides a structured form for users to submit their laptop needs.
2. Catalog items can include variables allowing users to select specific laptop models, RAM options, processor types, and other relevant details.
3. The catalog item can be linked to workflows that automatically route the request to the relevant approvers (e.g., manager, IT team).



Update Set

Service Catalog Item

Ui Policy

Ui Action

Export Update Set

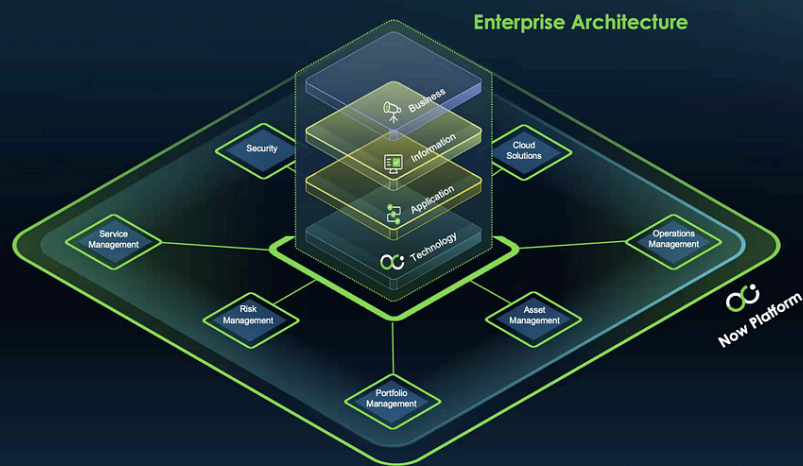
Login To Another Instance

Testing

Technology Stack:

Architecture Of ServiceNow

The Now Advantage: Bridging Silos



PROJECT PLANNING AND SCHEDULING

Note: Request you to please click on "Tick mark ✓" after assigning the activities for each milestone.

Assign Roles & Responsibilities to Team

→ Proceed to Workspace

Update set	▼	Create Local Upd.	▼	*Dharmana Meenakshi	✓	✗	
Service Catalog It	▼	Create Service Ca	▼	*Dharmana Meenakshi	✓	✗	
Service Catalog It	▼	Add variables	▼	*Chinthu Dilleswari	✓	✗	
UI Policy	▼	Create Catalog UI	▼	*Chinthu Dilleswari	✓	✗	
UI Action	▼	Create ui action	▼	*Dumpa Sravanthi	✓	✗	
Export Update se	▼	Exporting change	▼	*Dumpa Sravanthi	✓	✗	
Login to another	▼	Retrieving the up	▼	*Gondur Ganeswari	✓	✗	
Testing	▼	Test Catalog Item	▼	*Gondur Ganeswari	✓	✗	

+ ADD

4 PROJECT DESIGN

4.1 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	

PROJECT PLANNING AND SCHEDULING

PROJECT PLANNING:

LAPTOP REQUEST

CATALOG ITEM

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 'Update Set - Create...' form. The header bar includes the ServiceNow logo, navigation links (All, Favorites), and a search bar. The form itself has a title bar with a back arrow, a dropdown menu, and two buttons: 'Submit' and 'Submit and Make Current'. The main form area contains several fields: 'Name' (laptop request project), 'Application' (Global), 'State' (Complete), 'Parent' (with a search icon), 'Release date' (with a calendar icon), and 'Description' (a large text area). At the bottom of the form, there are two buttons: 'Submit' and 'Submit and Make Current'.

8. Click on save.

MILESTONE 2: SERVICE CATALOG ITEM

Activity 1: 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'.

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 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 to newly created catalog item.

The screenshot shows the ServiceNow interface for configuring an Update Set. The breadcrumb trail is 'Update Set - laptop...'. The main form is titled 'Update Set laptop request project' and includes several fields: 'Name' (laptop request project), 'State' (Complete), 'Parent' (empty), 'Release date' (empty), 'Install date' (empty), 'Installed from' (empty), and 'Description' (empty). To the right, there are fields for 'Application' (Global), 'Created' (2025-06-20 09:46:26), 'Created by' (admin), and 'Merged to' (empty). Below the form are buttons for 'Update', 'Back Out', and 'Delete'. A 'Related Links' section contains links for 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. At the bottom, there are tabs for 'Customer Updates', 'Update Set Logs', 'Child Update Sets', and 'Install History'. A search bar is also present at the bottom of the page.

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]

Delt

1

Active ☒

Unspecified

Q

Portal Settings

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Meta

Delete

Run Point Scan

Catalogs (1)

Assigned Topics

4

Order



Delt

1

Active ☒

Unspecified

Q

Portal Settings

--	--

Meta

Delete

Run Point Scan

Catalogs (1)

Assigned Topics

14

Order



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

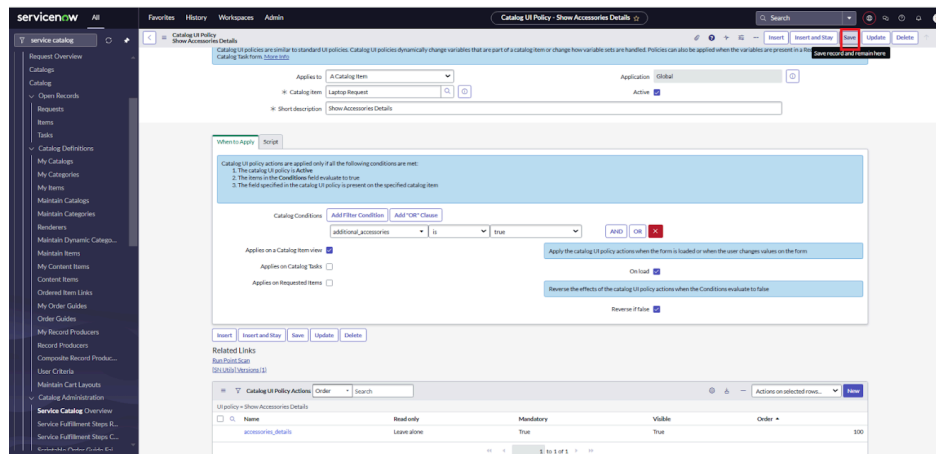
Visible : True

12.Click on save and again click save button of the catalog ui policy form

The screenshot shows the ServiceNow interface for editing a Catalog UI Policy Action. The breadcrumb trail is 'Catalog UI Policy Action accessories_details'. The form contains the following fields:

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

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



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

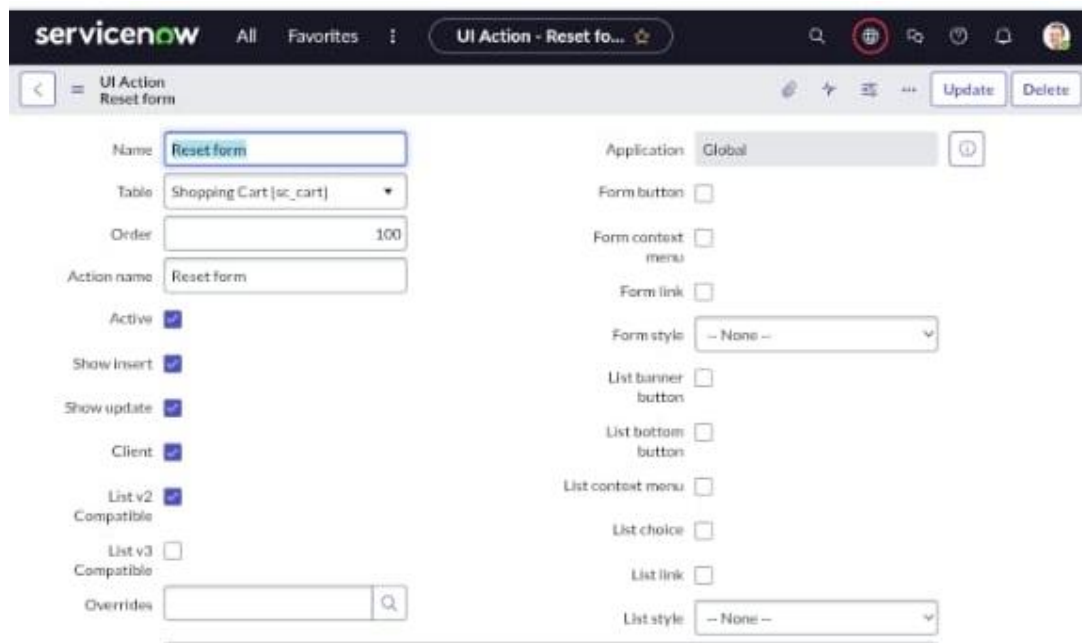
Action name: Reset form

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 configuration interface. The top navigation bar includes the ServiceNow logo, 'All', 'Favorites', and a search bar containing 'UI Action - Reset fo...'. Below the navigation bar, the page title is 'UI Action - Reset form'. The configuration form is divided into two columns. The left column contains fields for 'Name' (Reset form), 'Table' (Shopping Cart [sc_cart]), 'Order' (100), 'Action name' (Reset form), and checkboxes for 'Active', 'Show insert', 'Show update', 'Client', 'List v2 Compatible', and 'List v3 Compatible'. The right column contains fields for 'Application' (Global), 'Form button', 'Form context menu', 'Form link', 'Form style' (None), 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (None). The 'Update' and 'Delete' buttons are located at the top right of the configuration area.

MILESTONE 5:EXPORT UPDATE SET

ACTIVITY 1:EXPORTING CHANGES TO ANOTHER INSTANCES
PURPOSE:

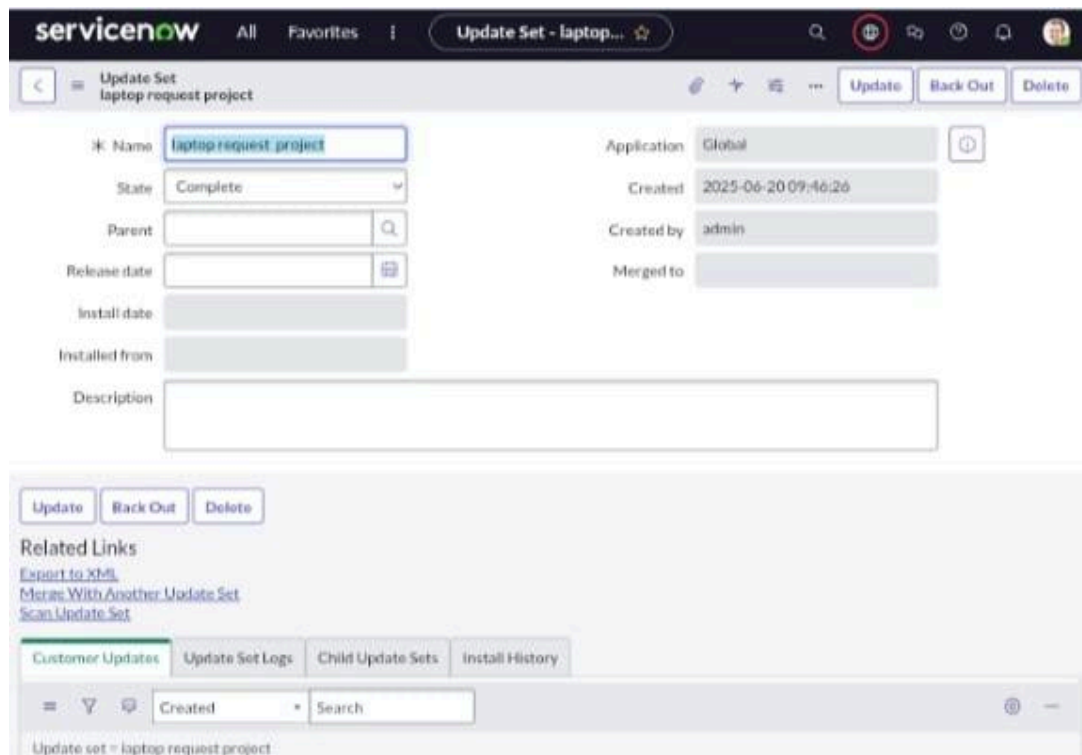
The primary purpose of exporting changes to another instance is to migrate configurations, data, or code modifications from one environment to another, ensuring consistency and facilitating deployments.

USE:

Collaboration and Sharing:

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



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.

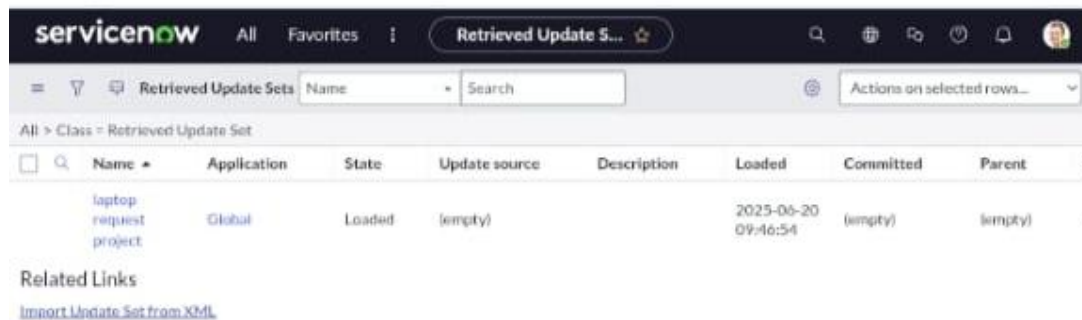
USE:

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

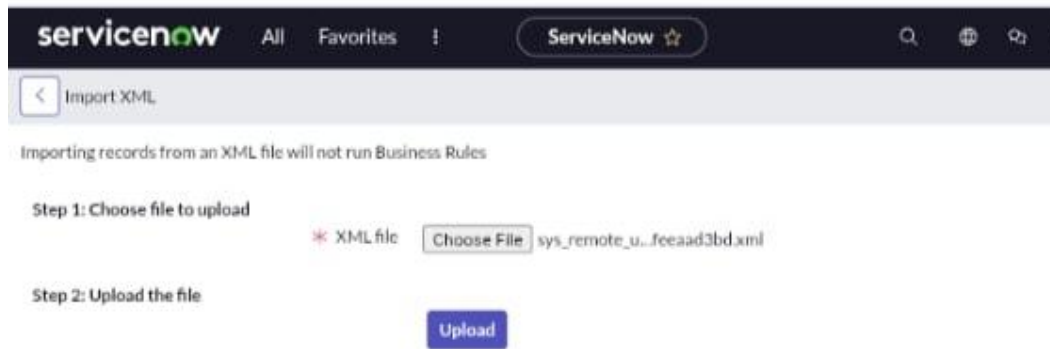


	Name	Application	State	Update source	Description	Loaded	Committed	Parent	R
	laptop request project	Global	Loaded	(empty)		2025-06-20 09:46:54	(empty)	(empty)	li

Related Links

[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

servicenow

AllFavoritesRetrieved Update 5...

Retrieved Update Set

laptop request project

UpdateDeletePreview Update Set

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.

Name

laptop request project

Application

Global

Update source

Parent

State

Loaded

Loaded

2025-06-20 09:46:54

Description

Application name

Global

Committed

Inserted

Deleted

UpdateDeletePreview Update Set

Related Links

[Export to XML](#)

Customer UpdatesChild Update Sets

Name

Search

Remote update set = laptop request project

Name	Type	Target name	Table	View	Action
------	------	-------------	-------	------	--------

servicenow

AllFavoritesHistoryWorkspacesRetrieved Update Set - Laptop Request Project

Retrieved Update Set

Laptop Request Project

UpdateDelete

update

update

No Results

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

Remote update set = Laptop Request Project

Name	Type	Target name	Table	View	Action
catalog_ui_policy_6a172b9a835312108663fddfead333	Catalog UI Policy	Show Accessories Details			INSERT_OR_UPDATE
catalog_ui_policy_action_e08ebda835312108663fddfead326	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_1405e7a6835312108663fddfead3fc	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_635c996835312108663fddfead36c	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_ab55ef46835312108663fddfead3aa	Variable	Justification			INSERT_OR_UPDATE
item_option_new_d685221a835312108663fddfead32a	Variable	Additional Accessories			INSERT_OR_UPDATE
sc_cat_item_a2b32f56835312108663fddfead3a9	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_a2b32f56835312108663fddfead3a9	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_a2e42766835312108663fddfead38f	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_aee42766835312108663fddfead394	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
sys_ui_action_1879eb5e835312108663fddfead365	UI Action	Reset Form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

1 to 11 of 11

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.

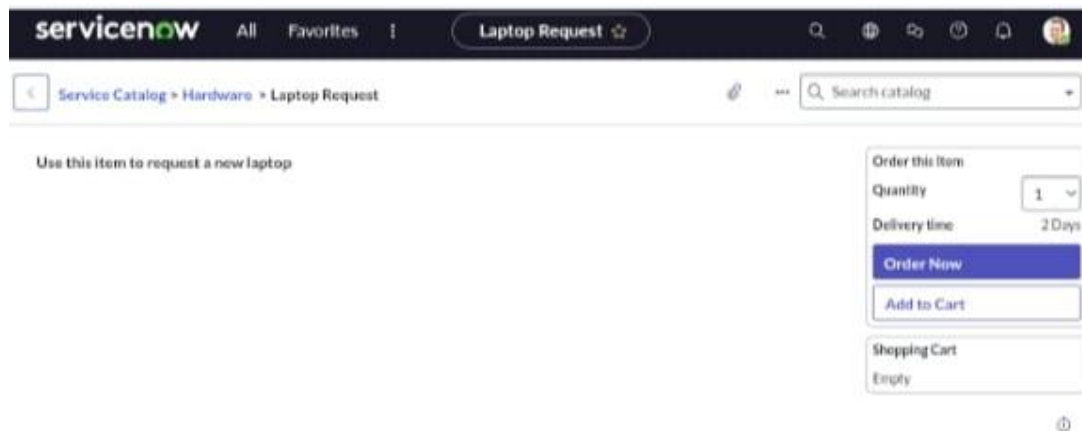
USE:

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



- 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.

The screenshot shows the ServiceNow interface for a 'Developer Laptop (Mac)' catalog item. The breadcrumb trail is 'Service Catalog > Hardware > Developer Laptop (Mac)'. The item title is 'Macbook Pro'. The description states: 'The Apple Macbook Pro is laptop that is second to none. It provides a Retina display that fights glare and weighs approximately five pounds. High powered enough to complete computing tasks.' The technical specifications are listed as follows:

- Intel core i7 processor
- 512GB PCIe-based flash storage
- Intel Iris Pro Graphics
- Backlit keyboard

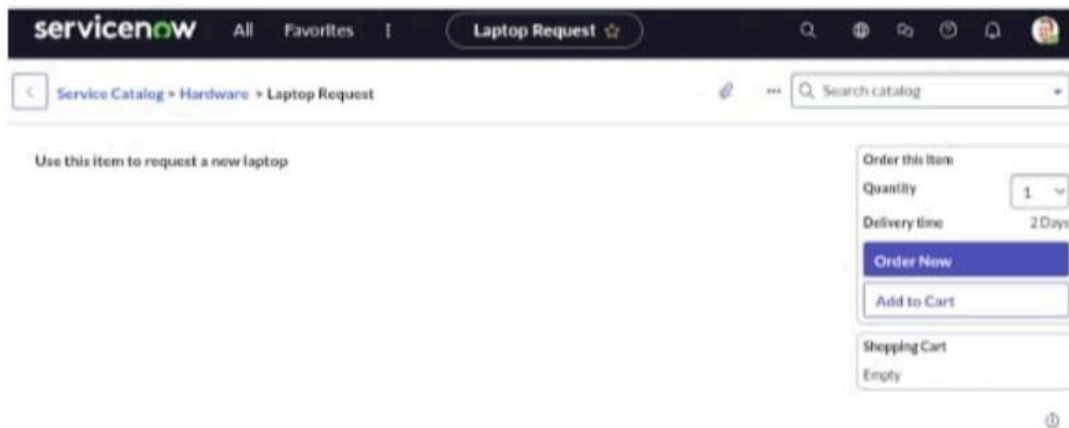
Optional Software options are shown with checkboxes: Adobe Acrobat (unchecked), Adobe Photoshop (unchecked), and Eclipse IDE (checked). There is a text box for 'Additional software requirements' which is currently empty. On the right side, the 'Order this item' summary shows a price of \$1,499.00 + \$100.00 Annually, a quantity of 1, a subtotal of \$1,499.00 + \$100.00 Annually, and a delivery time of 5 Days. There are buttons for 'Order Now' and 'Add to Cart'. At the bottom right, a 'Shopping Cart' section shows it is 'Empty'.

PERFORMANCE TESTING MILESTONE 7: TESTING

ACTIVITY 1:TEST CATALOG ITEM

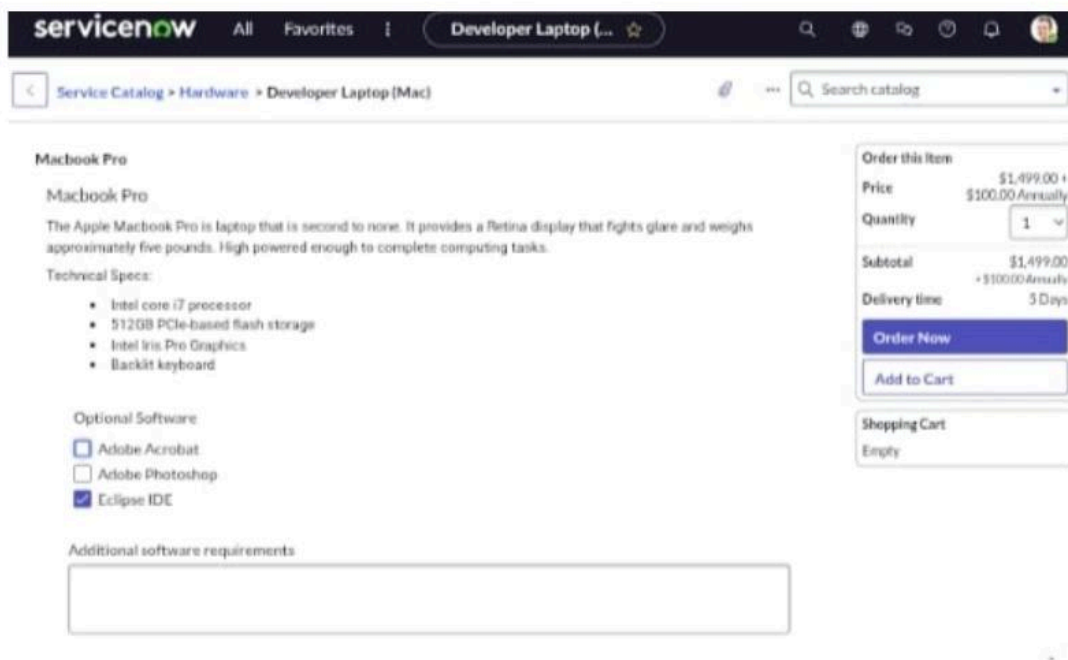
STEPS:

- 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



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.



Advantages and Disadvantages:

ADVANTAGES:

Simplified Request Process:

Users can easily navigate to the catalog item and submit their laptop requests with minimal effort, rather than having to manually fill out forms or contact multiple teams.

Self-Service:

Catalog items empower users to initiate requests themselves, reducing reliance on IT support for simple tasks.

Transparency and Clarity:

Users can see the available laptop options, configurations, and associated costs, providing clarity and managing expectations.

DISADVANTAGES:

Configuration:

Setting up a catalog item for a laptop request, especially one that requires customization (like different models, specifications, or approvals), can be complex.

Workflow:

Implementing workflows for approvals, tasks, and fulfillment can add another layer of complexity.

Ongoing Management:

As the catalog grows and requirements change, maintaining and updating catalog items, variables, and workflows can be time-consuming.

CONCLUSION:

A laptop request catalog item in a service management system streamlines the process of ordering a laptop by providing a standardized form and workflow. This ensures consistency in requests, facilitates efficient fulfillment by relevant teams, and offers a clear audit trail for accountability and reporting.

The laptop Request catalog Hem 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 users. friendly interface, reducing errors and improving efficiency. This project demonstrates how service now can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhance employee satisfaction by providing a modern and Streamlined request experience.