

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
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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 in ServiceNow 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 in ServiceNow 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.

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 include options for security features like full disk encryption, malware protection, and VPN 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 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.

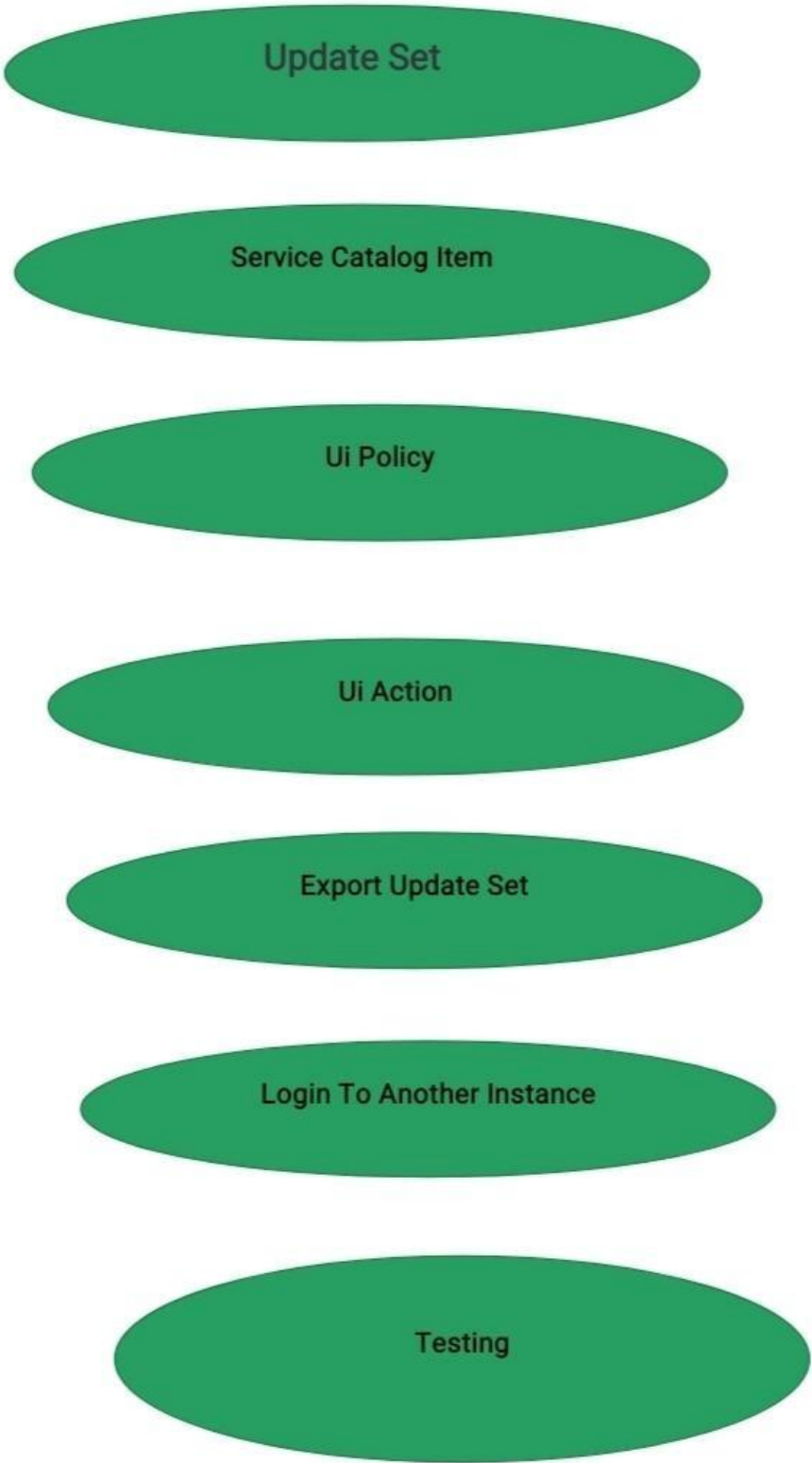
Data Flow Diagram:

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

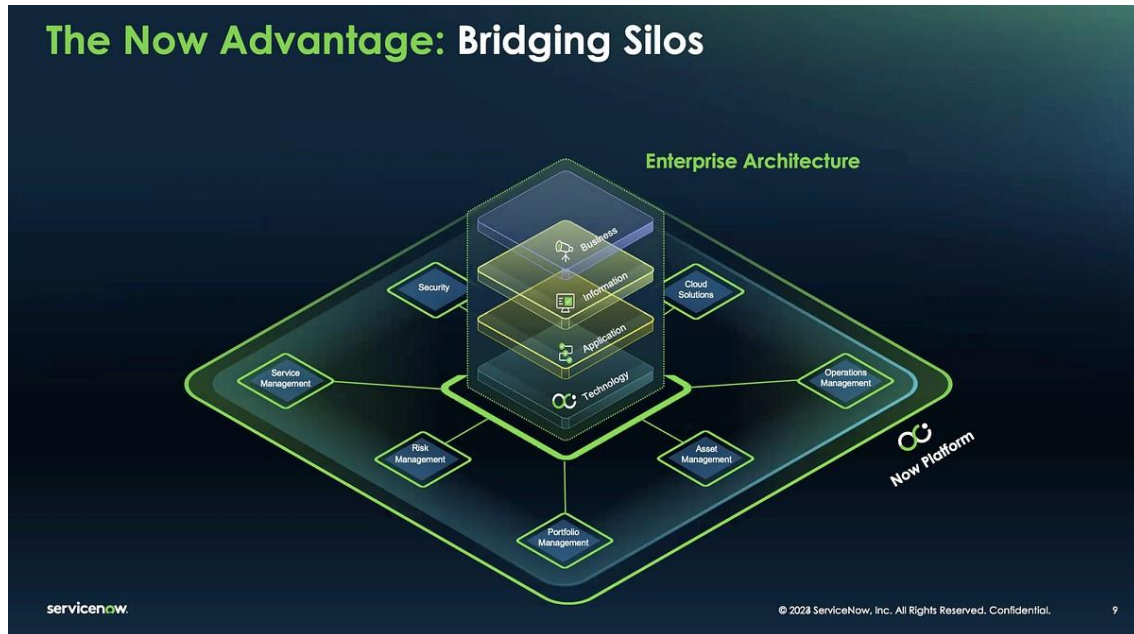
Export Update Set

Login To Another Instance

Testing

Technology Stack:

Architecture Of ServiceNow



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	<p>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.</p>
3	Novelty/ Uniqueness	<p>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.</p>
4	Social Impact/Customer satisfaction	<p>Common methods include customer satisfaction score (CSAT), Net Promoter Score (NPS), and Customer Effort Score (CES) surveys.</p>

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

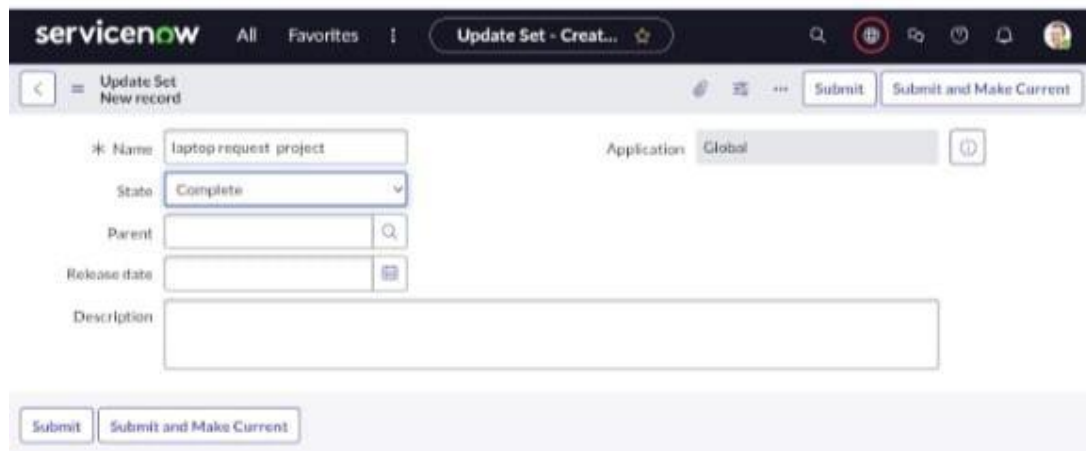
3.Select local update sets under system update sets

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 includes the ServiceNow logo, navigation links like 'All' and 'Favorites', and a search bar. The form title is 'Update Set - Create...' with a star icon. Below the title, there's a 'New record' link and two buttons: 'Submit' and 'Submit and Make Current'. The form fields include: 'Name' (laptop request project), 'State' (Complete), 'Parent' (with a search icon), 'Release date' (with a calendar icon), and 'Description' (a large text area). At the bottom, there are 'Submit' and 'Submit and Make Current' buttons. The 'Application' field is set to 'Global'.

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'.

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

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

Fulfillment automation level	Unspecified	4
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Copy Try It Update **Edit in Catalog Builder** Delete

Item Diagnostic
Run Point Scan

Order • Search New

Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
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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 to newly created catalog item.

The screenshot shows the ServiceNow interface for an 'Update Set - laptop request project'. The form includes fields for Name (laptop request project), State (Complete), Parent, Release date, Install date, Installed from, and Description. It also shows metadata like Application (Global), Created (2025-06-20 09:46:26), Created by (admin), and Merged to. 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, along with a search bar.

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.lick 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]

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

Active

☒

Category

Hardware

Fulfillment automation level

Unspecified

State

-- None --

Checked out

-- None --

Owner

System Administrator

Item Details

Process Engine

Picture

Pricing

Portal Settings

Short description

Use this item to request a new laptop

Description

−

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Verdana

21.0709px

⌵

⌶

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.

Meta

Copy

Try It

Update

Edit in Catalog Builder

Delete

Related Links

[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

🔗

⏪

New

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

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

©

④

Portal Settings

-	+
---	---

Meta

Delete

Item Diagnostic
Run Point Scan

Catalogs (1)

Assigned Topics

New

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

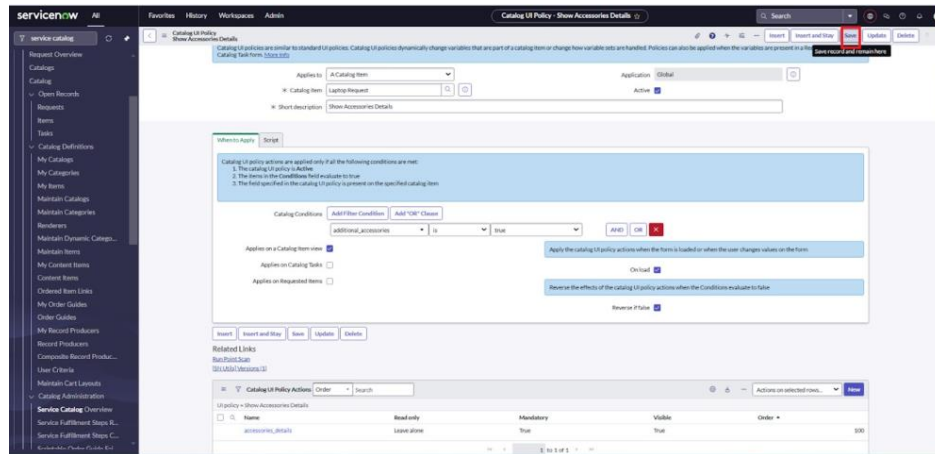
12.Click on save and again click save button of the catalog ui policy form

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy Action. The breadcrumb trail indicates the path: Catalog UI Policy Action > accessories_details. A blue informational banner states: "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 contains the following fields:

- Catalog Item:** Laptop Request
- Variable name:** accessories_details (selected from a dropdown)
- 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 two buttons: "Update" and "Delete".



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. The main header indicates the current action is 'UI Action - Reset form'. Below this, there are two columns of configuration options. The left column includes fields for 'Name' (Reset form), 'Table' (Shopping Cart [sc_cart]), 'Order' (100), 'Action name' (Reset form), and several checkboxes for 'Active', 'Show insert', 'Show update', 'Client', 'List v2 Compatible', and 'List v3 Compatible'. The right column includes 'Application' (Global), 'Form button', 'Form context menu', 'Form link', 'Form style' (set to 'None'), 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (set to 'None'). At the bottom right, there 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:

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 will download one file

The screenshot shows the ServiceNow interface for an Update Set named 'laptop request project'. The form includes fields for Name, State (Complete), Parent, Release date, Install date, Installed from, and Description. It also displays metadata such as Application (Global), Created (2025-06-20 09:46:26), Created by (admin), and Merged to. 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, along with a search bar and a filter set to 'Created'.

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 opens 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)	(empty)	2025-08-20 09:46:54	(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 sys_remote_u...fecaad3bd.xml

Step 2: Upload the file

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

All Favorites

Retrieved Update 5...

Retrieved Update Set

laptop request project

Update Delete Preview 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

Update Delete Preview Update Set

Related Links

Export to XML

Customer Updates

Child Update Sets

≡

▽

Name

Search

Remote update set = laptop request project

servicenow

All

Favorites History Workspaces

Retrieved Update Set - Laptop Request Project

Search

Retrieved Update Set

Laptop Request Project

Update Delete

update

FAVORITES

No Results

ALL 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_6a172b9a835312108663ff6d6ead333	Catalog UI Policy	Show Accessories Details			INSERT_OR_UPDATE
	catalog_ui_policy_action_e808cbda835312108663ff6d6ead326	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
	item_option_new_1405e7d6835312108663ff6d6ead33c	Variable	Laptop Model			INSERT_OR_UPDATE
	item_option_new_63c5e396835312108663ff6d6ead33c	Variable	Accessories Details			INSERT_OR_UPDATE
<input checked="" type="checkbox"/>	item_option_new_a605e466835312108663ff6d6ead3aa	Variable	Justification			INSERT_OR_UPDATE
	item_option_new_d685231a835312108663ff6d6ead32a	Variable	Additional Accessories			INSERT_OR_UPDATE
	sc_cat_item_a2b32956835312108663ff6d6ead3a9	Catalog Item	Laptop Request			INSERT_OR_UPDATE
	sc_cat_item_a2b32956835312108663ff6d6ead3a9	Catalog Item	Laptop Request			INSERT_OR_UPDATE
	sc_cat_item_catalog_a0e42766835312108663ff6d6ead38f	Catalog Items	Service Catalog Laptop Request			INSERT_OR_UPDATE
	sc_cat_item_category_aee42766835312108663ff6d6ead394	Catalog Item Category	Hardware Laptop Request			INSERT_OR_UPDATE
	sys_ui_action_1879b5e835312108663ff6d6ead365	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.

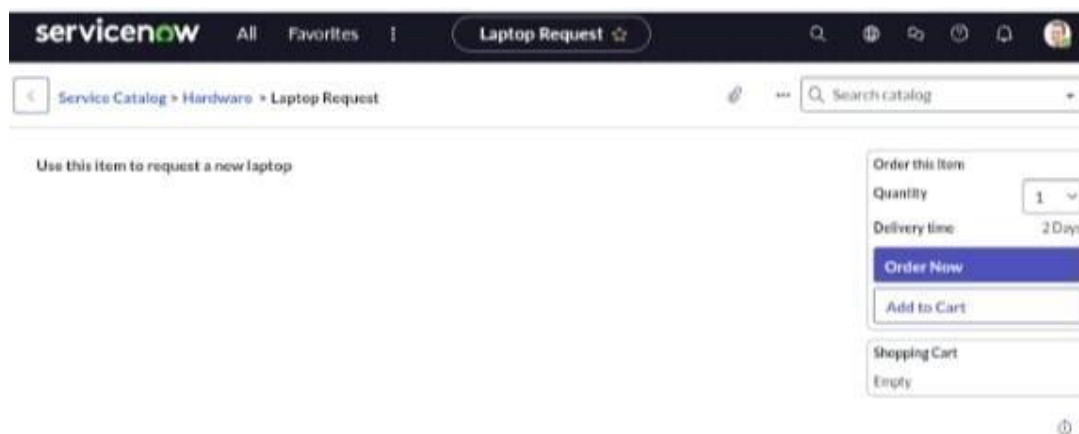
USE:

Streamlining the Request Process:

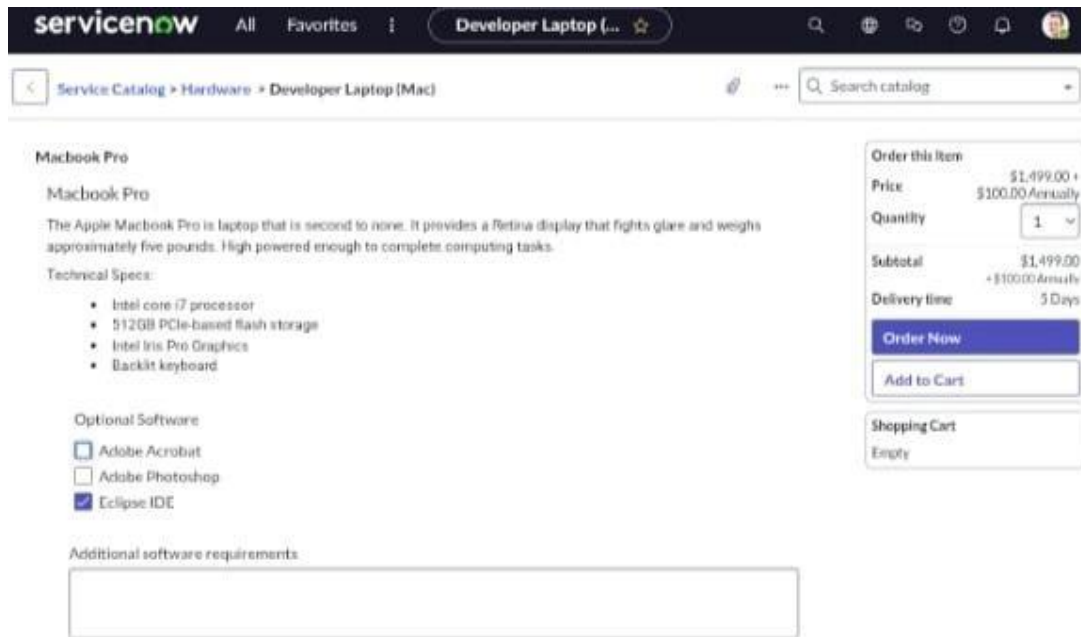
By using catalog items, organizations can standardize the request process, ensuring consistency and efficiency.

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.



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.