

PROJECT DESIGN

DATE	
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.

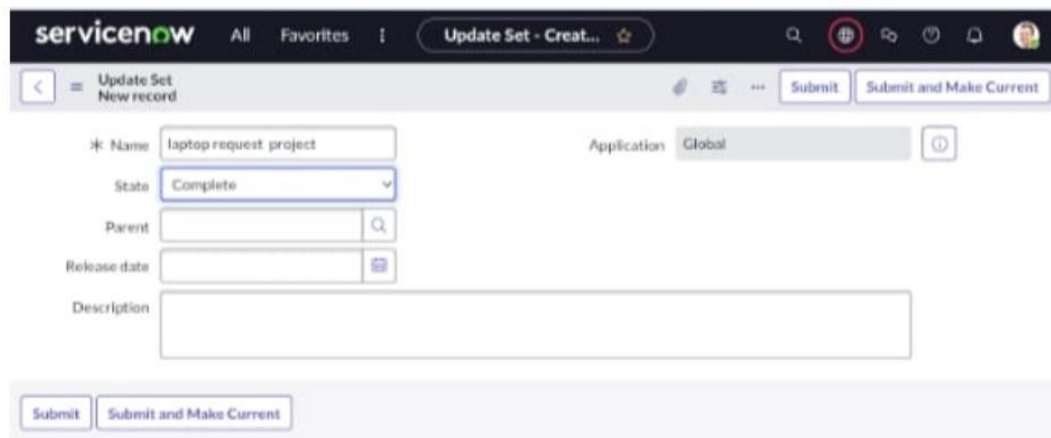
USE:

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 'Update Set - Create...' form. The form is titled 'Update Set - Create...' and has a 'New record' link. It contains the following fields:

- Name: laptop request project
- State: Complete
- Parent: (empty)
- Release date: (empty)
- Description: (empty)
- Application: Global

There are 'Submit' and 'Submit and Make Current' buttons at the top right and bottom of the form.

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

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

Owner	System Administrator	Q	ⓘ
-------	----------------------	---	---

No records to display

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 Submit

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.

Site: New

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

☐

Unspecified

-- None --

None

G

Portal Settings

Use this item to request a new laptop

--	--

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.

1

ing 1000000

Run Point Scan

Catalogs (1)

Assigned Topics

Index

Catalog item = Laptop Request

Order



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 - ...

< = Catalog UI Policy show accessories details Update Delete

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 Ah

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
- 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 'Conditions' section of the 'Catalog UI Policy Action' form. It includes a list of conditions and a table of related links.

Conditions:

- Condition 1: The catalog item is 'Laptop Request'.
- Condition 2: The field is 'accessories_details'.
- Condition 3: The field is not empty.

Related Links:

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

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 left sidebar contains a list of checkboxes: 'Active' (checked), 'Show insert' (checked), 'Show update' (checked), 'Client' (checked), 'List v2 Compatible' (checked), 'List v3 Compatible' (unchecked), and 'Overrides' (empty). The main form area has the following fields: 'Name' (Reset form), 'Table' (Shopping Cart [sc_cart]), 'Order' (100), 'Action name' (Reset form), '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). The 'Update' and 'Delete' buttons are visible in the top right corner.

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.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

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

Update Set
laptop request project

Update Back Out Delete

Name: Application: Global ⓘ

State: Complete

Created: 2025-06-20 09:46:26

Parent: ⓘ

Created by: admin

Release date: ⓘ

Merged to:

Install date:

Installed from:

Description:

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: Application: Global ⓘ

State: Complete

Created: 2025-06-20 09:46:26

Parent: ⓘ

Created by: admin

Release date: ⓘ

Merged to:

Install date:

Installed from:

Description:

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.

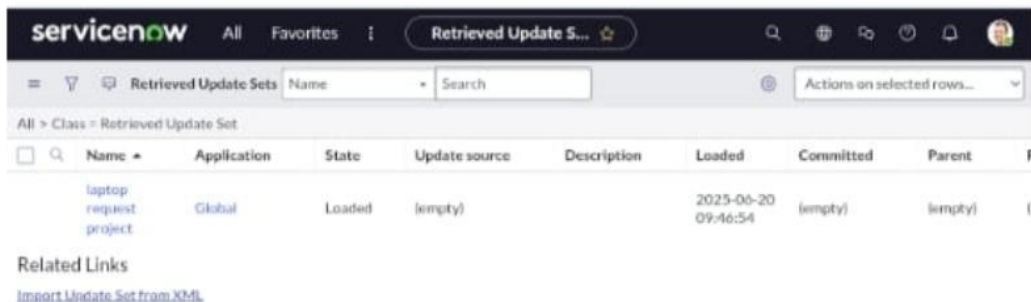
USE:

Tracking Development:

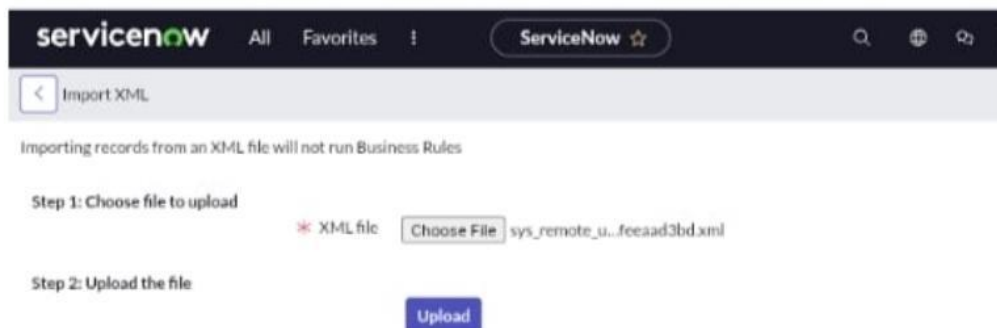
This allows developers to track their work and ensure all related changes are grouped together.

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 opens 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), Loaded (2025-05-20 09:46:54), and Description. There are buttons for Update, Delete, and Preview Update Set. A yellow notification bar 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' and a section for 'Customer Updates' and 'Child Update Sets'.

The screenshot shows the 'Retrieved Update Set - Laptop Request Project' table in ServiceNow. The table has columns for Name, Type, Target name, Table, View, and Action. The table contains several rows of data, including updates for 'Catalog UI Policy', 'Catalog UI Policy Action', 'Variable', 'Additional Accessories', 'Laptop Request', 'Service Catalog Laptop Request', 'Hardware Laptop Request', and 'Bread Form'.

Name	Type	Target name	Table	View	Action
catalog_ui_policy_4627287a63333321086639605a4333	Catalog UI Policy	Show Accessories Details	accessories_details		INSERT_OR_UPDATE
catalog_ui_policy_action_48046d4833333321086639605a4333	Catalog UI Policy Action				INSERT_OR_UPDATE
item_action_new_3405e39463333321086639605a4333	Variable	Laptop Model			INSERT_OR_UPDATE
item_action_new_4251d49633333321086639605a4333	Variable	Accessories Details			INSERT_OR_UPDATE
item_action_new_4805331546333321086639605a4333	Variable	Justification			INSERT_OR_UPDATE
item_action_new_4805331546333321086639605a4333	Variable	Additional Accessories			INSERT_OR_UPDATE
item_action_new_4805331546333321086639605a4333	Catalog Item	Laptop Request			INSERT_OR_UPDATE
item_action_new_4805331546333321086639605a4333	Catalog Item	Laptop Request			INSERT_OR_UPDATE
item_action_new_4805331546333321086639605a4333	Catalog Item	Service Catalog Laptop Request			INSERT_OR_UPDATE
item_action_new_4805331546333321086639605a4333	Catalog Item	Hardware Laptop Request			INSERT_OR_UPDATE
item_action_new_4805331546333321086639605a4333	UI Action	Bread Form	Shopping Cart [current]		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

