

# PROJECT DESIGN PHASE:

Team Id	NM2025TMID04874
Project Name	Laptop Request Catalog Item

Pattern	Description
Problem Statement	The problem in the Laptop Request Catalog Item process arises due to the manual and time-consuming approach of requesting and approving laptops for employees.
Idea/ Solution Description	The Idea/Solution for the Laptop Request Catalog Item is to design and implement an automated, user-friendly ServiceNow catalog item that streamlines the laptop request and approval process.
Novelty/ Uniqueness	The novelty of the Laptop Request Catalog Item lies in its automation and customization capabilities within the ServiceNow platform. Unlike traditional manual request systems, this solution dynamically displays fields such as accessories and specifications based on user input, ensuring a personalized and efficient experience.
Social Impact/Customer Satisfaction	The Laptop Request Catalog Item significantly improves customer satisfaction by providing a quick, transparent, and user-friendly way to request laptops. Employees can easily track their request status, receive timely updates, and experience faster fulfillment., The Business Model for the Laptop
Business Model	Request Catalog Item focuses on improving operational efficiency and employee satisfaction through process automation. The Laptop Request Catalog Item is
Scalability of the solution	highly scalable, making it suitable for organizations of any size and adaptable to changing needs.

# Laptop Request Catalog Item:

## Update Sets:

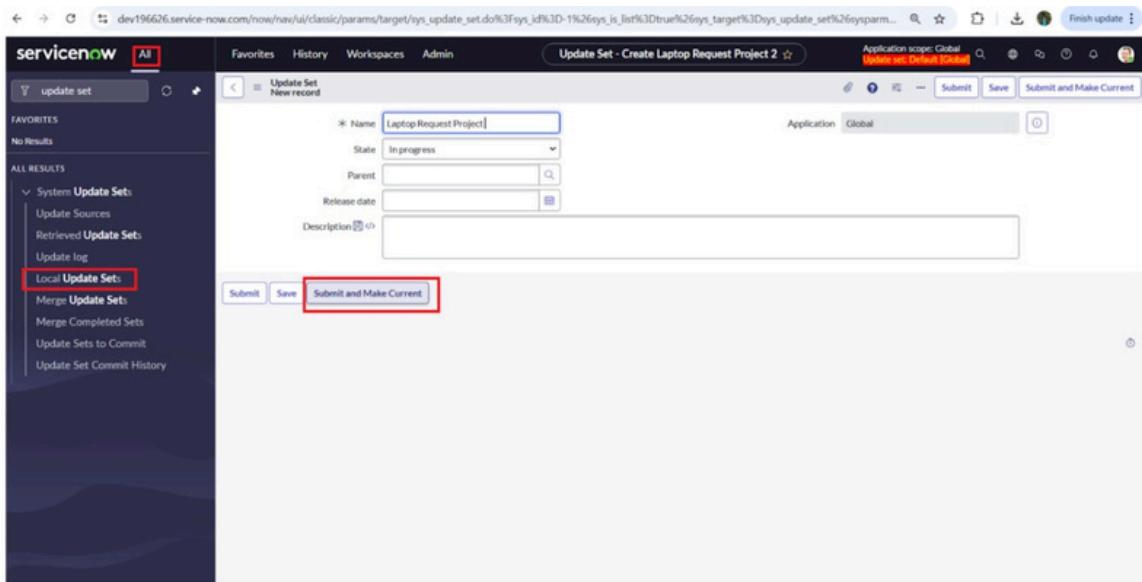
In the Laptop Request Catalog Item, an Update Set in ServiceNow is used to capture and move all customizations and configurations related to the catalog item from one instance to another.

## Objective:

The objective of the Laptop Request Catalog Item Update Set is to automate and streamline the laptop procurement process within ServiceNow. It aims to enable employees to easily request laptops through a standardized catalog item, while ensuring automated approval workflows, accurate data capture, and real-time tracking. This update set simplifies IT operations, reduces manual effort, improves request visibility, and enhances overall user experience by delivering an efficient, consistent, and scalable laptop request solution.

## Create Local Update set:

1. Open service now.
2. Click on All >> search for update sets
3. Select local update sets under system update sets
4. Click on new
5. Fill the following details to create a update set as: "Laptop Request"
6. Click on submit and make current
7. By clicking on the button it activates the update set .



## Service Catalog Item: Catalog Item:

The Catalog Item in the Laptop Request Catalog Item represents the user-facing form within the ServiceNow Service Catalog that allows employees to request a new laptop. It includes fields for selecting laptop models, configurations, accessories, and additional requirements.

## Objective:

The main objective of the Laptop Request Catalog Item is to automate and simplify the laptop procurement process within the organization. It enables employees to easily request laptops through the ServiceNow portal, select preferred models and accessories, and track the status of their requests. The catalog item ensures standardized workflows for approvals and fulfillment, reduces manual effort, minimizes delays, and enhances transparency between requesters, approvers, and the IT department.

## Create Service Catalog Item:

1. Open service now.

2.Click on All >> service catalog

3.Select maintain items under catalog definitions

4.Click on New.

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'

The screenshot shows the ServiceNow Catalog Items list page. The left sidebar is expanded to show 'Catalog Definitions' and 'Maintain Items' under 'Service Catalog'. The 'Catalog Definitions' section is highlighted with a red box. The 'Maintain Items' section is also highlighted with a red box. At the top right, there is a 'New' button, which is highlighted with a red box. The main area displays a table of catalog items with columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. There are 229 items listed, with page 1 of 20.

The screenshot shows the ServiceNow Catalog Item - Laptop Request creation page. The 'Name' field is filled with 'Laptop Request'. The 'Catalog' dropdown is set to 'Service Catalog'. The 'Category' dropdown is set to 'Hardware'. The 'Short description' field contains the text 'Use this item to request a new laptop'. Below the form, there is a rich text editor for the 'Description' field. The top right of the page shows standard save and cancel buttons.

# Add variables:

1. After saving the catalog item form scroll down and click on variable(related list)
2. Click on new and enter the details as below
  1. Variable 1:Laptop Model
    - a. Type: Single line text
    - b. Name: laptop\_model
    - c. Order:100
  - 3.Click on submit
  - 4.Again click on new and add Remaining variables in the above process

The screenshot shows the ServiceNow interface for creating a new variable. The left sidebar is titled 'service catalog' and lists various catalog items like Catalog, Requests, Items, and Tasks. The main area is titled 'Variable - New Record'. The 'Type' field is set to 'Single Line Text' (highlighted with a red box). The 'Catalog Item' is 'Laptop Request' and the 'Order' is '100'. On the right, checkboxes for 'Active', 'Mandatory', 'Read only', and 'Hidden' are shown. Below this, there's a tabbed section for 'Question' (selected), 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab contains fields for 'Question' (set to 'Laptop Model') and 'Name' (set to 'laptop\_model', also highlighted with a red box). There are also fields for 'Tooltip' and 'Example Text'. At the bottom are 'Submit' and 'Save' buttons.

## 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

1. After adding above variable which are added to newly created catalog item
2. Then save the catalog item form

The screenshot shows the ServiceNow interface for managing catalog items. On the left, the service catalog sidebar is visible with various categories like Catalogs, Requests, Items, and Catalog Definitions. The main area is titled 'Catalog Item - Laptop Request'. The 'Variables' tab is active, displaying a list of variables with their types, names, and orders. The 'additional\_accessories' variable is a checkbox with an order of 300, and the 'accessories\_details' variable is a multi-line text field with an order of 400. A red box highlights the 'Variables' section.

Type	Question	Order
Single Line Text	Laptop Model	500
Multi Line Text	Justification	200
Checkbox	Additional Accessories	300
Multi Line Text	Accessories Details	400

## UI Policies:

UI Policies in ServiceNow are used to dynamically change the behavior of fields on a form based on specific conditions — such as making fields visible, hidden, mandatory, or read-only — without writing client-side scripts. Purpose: •Show/Hide Fields Display specific fields only when needed. E.g:show “Accessories” if checkbox is checked. •Make Fields Mandatory Make justification mandatory when a high-end laptop model is selected.

# Objectives:

The objective of UI Policies in the Laptop Request Catalog Item is to enhance user experience and ensure data accuracy by dynamically controlling form behavior. UI Policies are used to show, hide, make mandatory, or read-only specific fields based on user selections. For example, when the “Accessories Required” checkbox is selected, the “Accessories Details” field becomes visible and mandatory.

## Create Catalog Ui policies:

1. Click on all >> search for service catalog
2. Select maintain item under catalog definition
3. Search for ‘laptop request’ which is created before
4. Select ‘laptop request’ and scroll down click on “Catalog Ui policies”
5. In the catalog ui policies related list tab click on new
6. Give short description as: show accessories details
7. Set the Catalog Condition in the related list tab ‘when to apply’  
[field: additional\_accessories, operator: is, value: true]

The screenshot shows the ServiceNow interface for creating a Catalog UI Policy. The title bar says "Catalog UI Policy - Show Accessories Details". The left sidebar shows "Service Catalog" and "Catalog Definitions". The main form has fields for "Applies to" (set to "A Catalog Item" and "Laptop Request"), "Short description" ("Show Accessories Details"), and "Active" (checkbox checked). Under "When to Apply", there are three conditions listed: "1. The catalog UI policy is Active", "2. The items in the Conditions field evaluate to true", and "3. The field specified in the catalog UI policy is present on the specified catalog item". Below this, the "Catalog Conditions" section shows a clause: "Choose option \*OR\* Clause" with "additional\_accessories Is true". There are checkboxes for "Applies on a Catalog Item view" (checked), "Applies on Catalog Tasks" (unchecked), and "Applies on Requested Items" (unchecked). A note says "Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form". At the bottom, there are checkboxes for "On load" (checked) and "Reverse If false" (checked).

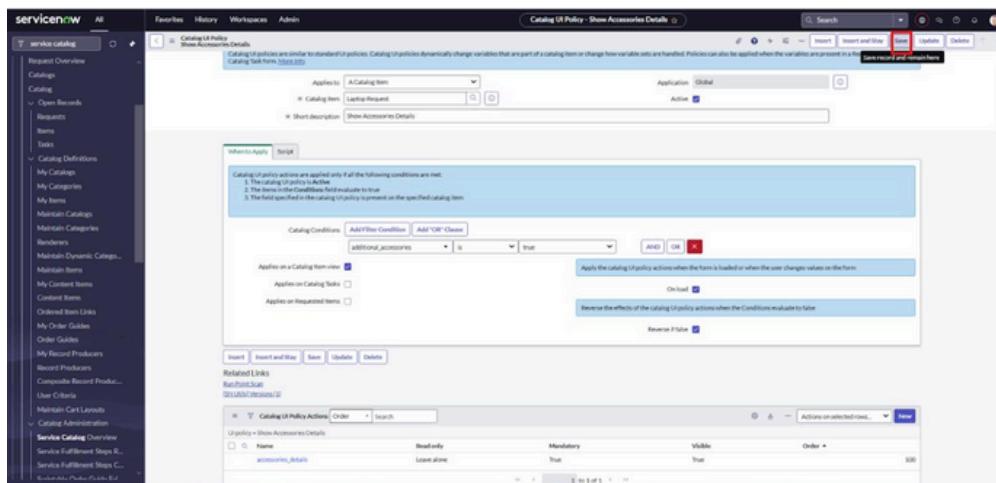
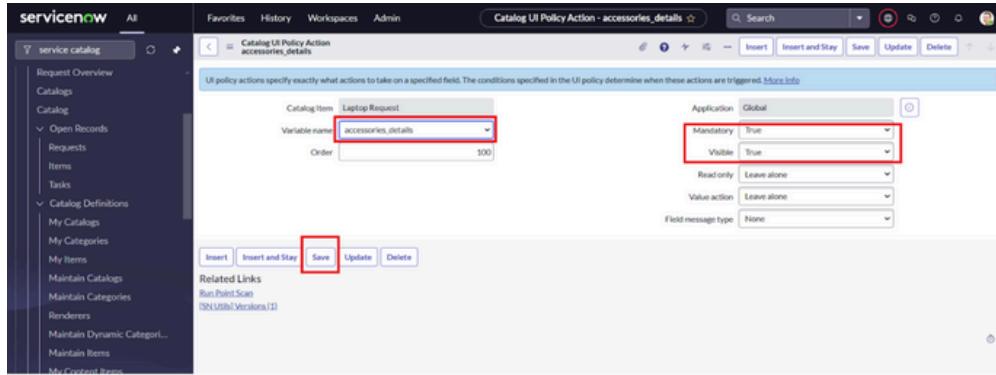
8. Click on **save**. (donot click on submit)
9. Scroll down and select ‘catalog ui action’
10. Then click on new button
11. Select variable name as: accessories\_details

Order:100

Mandatory:True

Visible : True

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



## UI Action:

UI Actions in ServiceNow are buttons, links, or context menu items that appear on forms, lists, or related lists. They allow users to perform specific actions like submitting, saving, approving, rejecting, or triggering scripts.

## Objective:

The objective of UI Actions is to enhance user interaction and streamline form operations by adding buttons or links that trigger specific actions, such as submitting, resetting, or approving requests. These actions improve efficiency and provide users with a seamless experience while performing catalog-related tasks.

## Create ui action:

1. Openservice now.
- 2.ClickonAll>>search for ui action
- 3.Selectuiactionsunder system definition
4. Clickon new
- 5.Fillthefollowingdetails to create ui action

Table:shoppingcart(sc\_cart)

Order:100

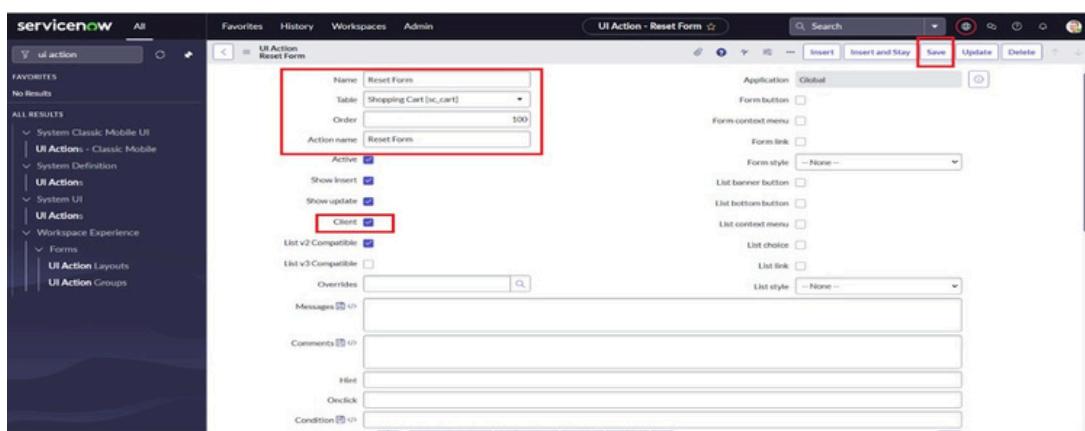
Actionname:Reset form

Client : checked

Script:

```
function resetForm() {  
    g_form.clearForm(); //Clears all fields in the form  
    alert("Theformhasbeen reset.");  
}
```

Clickon save



# Export Update Sets:

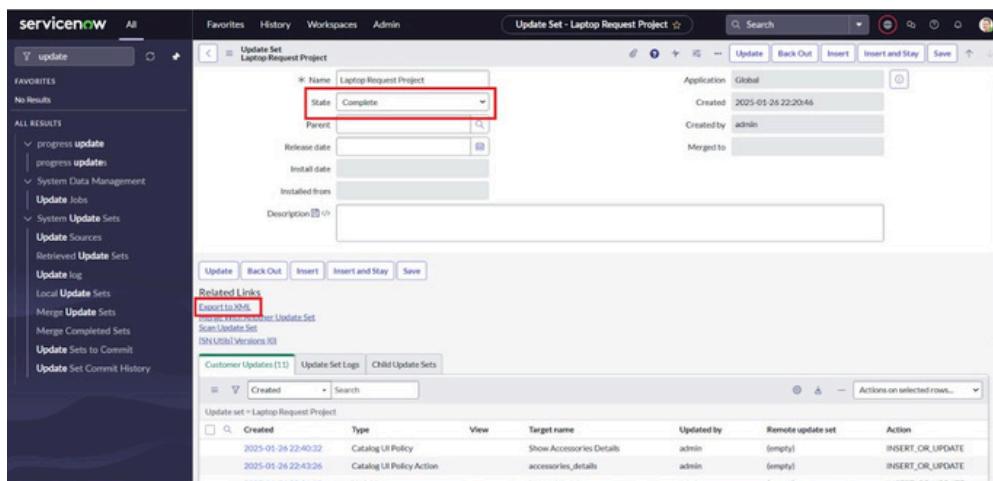
ExportUpdate SetforLaptop Request Catalog Item refers to the process of packaging and transferring all customizations related to the Laptop Request Catalog Item from one ServiceNow instance to another. It includes configurations such as catalogitems, variables, workflows, UI policies, business rules, and scripts.

## Objective:

The objective of Exporting the Update Set for the Laptop Request Catalog Item is to safely transfer all related configurations—such as catalog item settings, variables, UI policies, client scripts, and workflows—from one ServiceNow instance to another.

## Exporting changes to another instances:

1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file



# Login to another Instance:

## Retrieving the Update Sets:

Retrieving the Update Set in the Laptop RequestCatalog Item refers to the process of importing the developed update set (which contains all configurations, scripts, workflows, and catalog item details) from one ServiceNow instance to another — typically from a development instance to a test or production instance.

## Objective:

The objective of retrieving the update set in the Laptop Request Catalog Item process is to transfer and apply all related customizations—such as catalog items, variables, workflows, UI policies, and scripts—from one ServiceNow instance to another.

## Retrieving the update set:

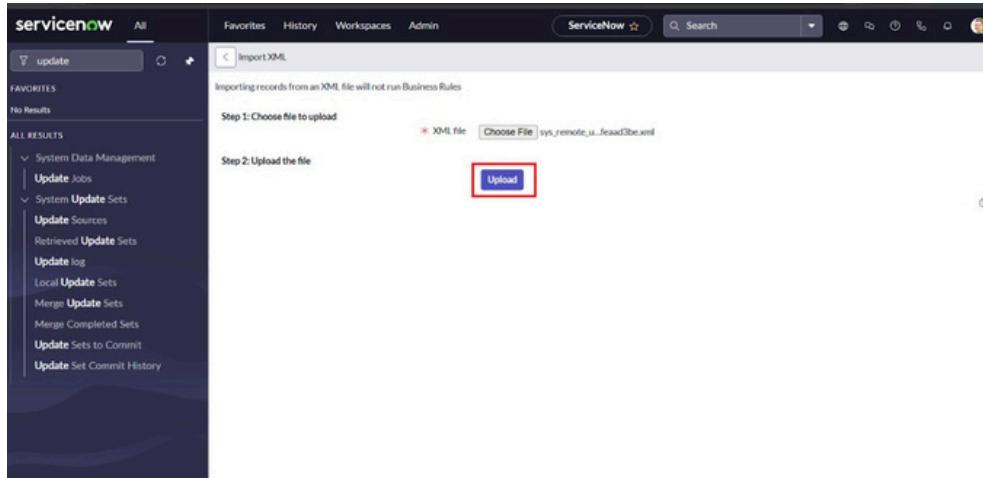
1. Open another instance in incognito window
2. Login with credentials
3. Click on All > search for update sets
4. Select “Retrieved update set” under system update set
5. It opens retrieved update set list and scroll down
6. Click on Import update set from XML

The screenshot shows the ServiceNow interface with the following details:

- Left Sidebar:** Favorites, History, Workspaces, Admin. Under "ALL RESULTS", "System Data Management" is expanded, showing "Update Jobs", "System Update Sets", and "Retrieved Update Sets".
- Top Bar:** "Retrieved Update Sets" is selected in the breadcrumb. A search bar is present.
- Table:** "All > Class - Retrieved Update Set". The columns are: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base.
- Data:** Several rows are listed, including:
  - first update set (Application: Global, State: Previewed, Source: sandeep)
  - Migration of 'AI Search Profile', 'AI Se... (Application: Advanced AI Search Management Tools, State: Loaded, Source: (empty))
  - program (Application: Global, State: Previewed, Source: sandeep)
  - project (Application: Global, State: Committed, Source: sandeep)
  - Rathan's Snow (Application: Global, State: Loaded, Source: (empty), Description: Testing purpose)
  - second (Application: Global, State: Previewed, Source: sandeep)
  - sunny (Application: Global, State: Previewed, Source: sandeep)
  - sunny.g.i3 (Application: Global, State: Previewed, Source: sandeep)
- Bottom:** "Related Links" section with a link "Import Update Set from XML".

7. Upload the downloaded file in XML file

## 8. Click on Upload and it gets uploaded.



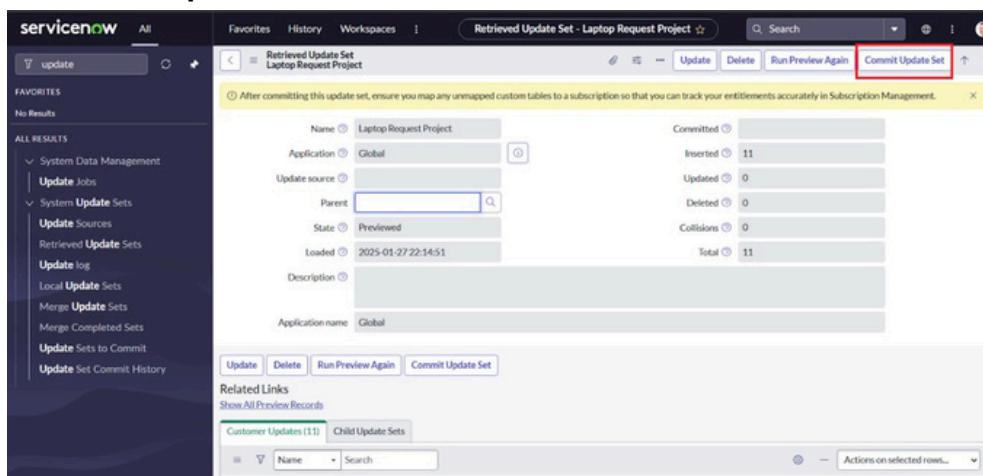
## 9. Open retrieved update set 'laptop request project'

### 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



Testing:

# Test Catalog Item:

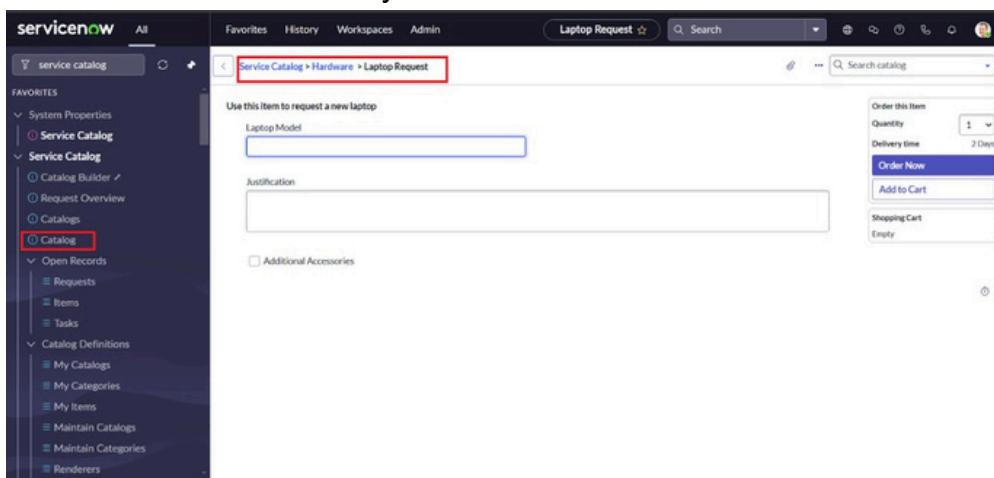
A Test Catalog Item in the Laptop Request process is a configured version of the catalog item used to ensure that all features—such as variable visibility, UI policies, workflows, approvals, and notifications—work as intended.

## Objective:

The objective of testing the Laptop Request Catalog Item is to ensure that all configurations, workflows, variables, and UI behaviors function as intended before deployment. Testing verifies that users can successfully submit requests, approvals trigger correctly, and notifications are sent at the right stages.

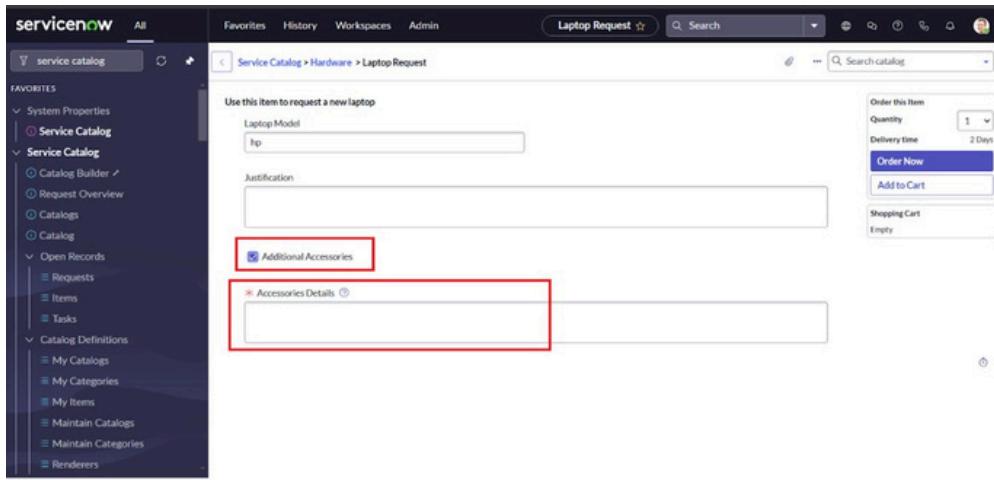
## Test Catalog Item:

1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it
5. It shows three variables only



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 'Laptop Request' catalog item. The left sidebar has a 'Service Catalog' section expanded, showing 'Catalog Builder', 'Request Overview', 'Catalogs', and 'Catalog'. The main area displays a form titled 'Use this item to request a new laptop'. It includes fields for 'Laptop Model' (set to 'hp'), 'Justification' (a large text area), and a checked checkbox for 'Additional Accessories'. Below these is a section labeled 'Accessories Details' with a red box drawn around it. On the right side, there's an 'Order Now' button, a quantity selector set to '1', a delivery time selector set to '2 Days', and a shopping cart summary.

## Conclusion :

The Laptop Request Catalog Item project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalog capabilities. Through the implementation of a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, reducing errors and improving efficiency. This project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.