

LAPTOP REQUEST CATALOG ITEM

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Problem Statement:

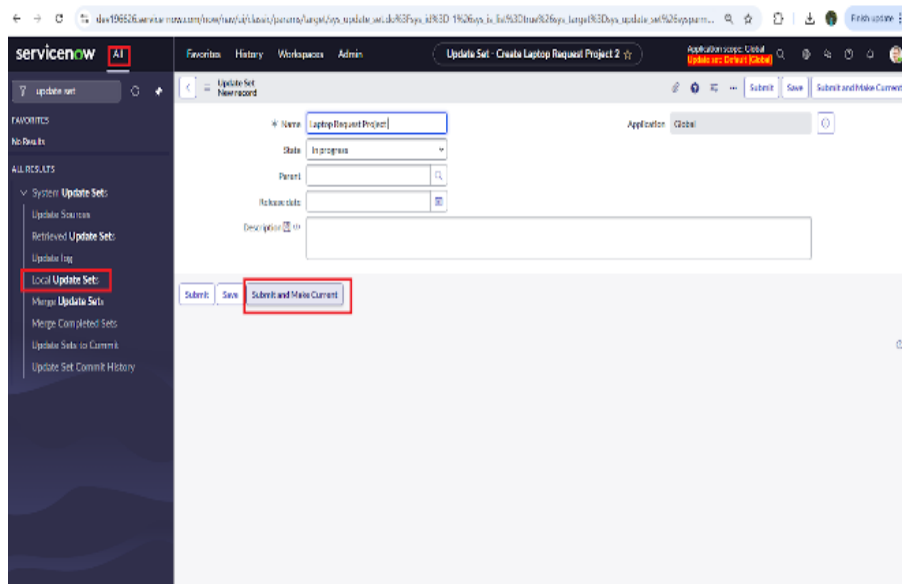
Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

TASK INITIATION

1 MILESTONE – UPDATE SET

Activity 1 – Create Local update Set

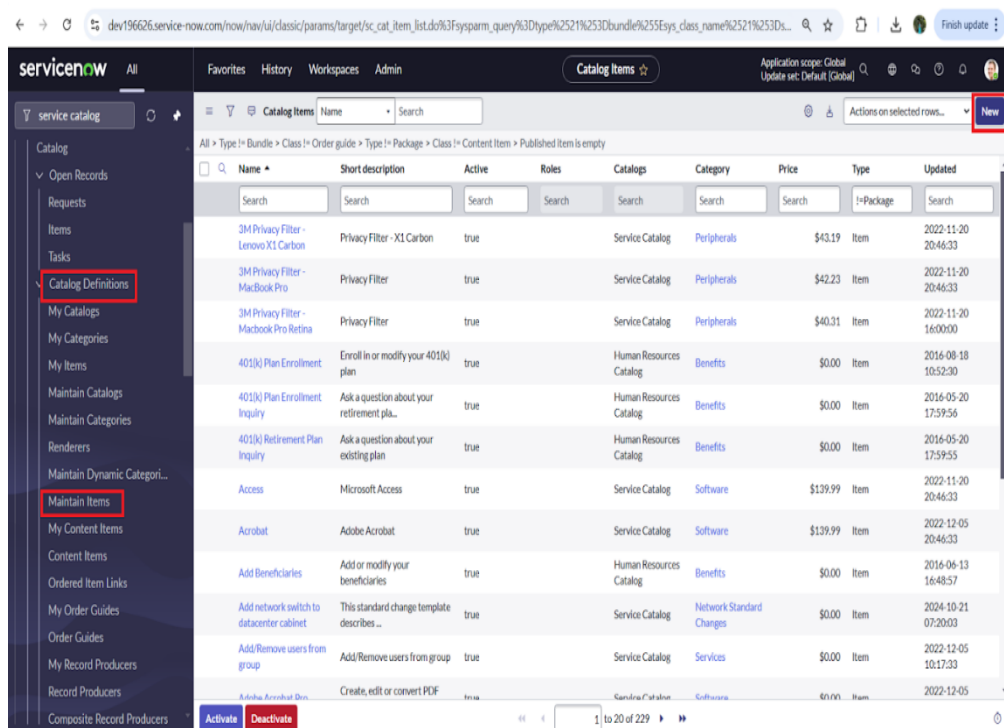
1. Open service now.
2. Click on All >> search for update sets
3. Select local update sets under system update sets
4. Click on new
5. Fill the following details to create a update set as: “Laptop Request”
6. Click on submit and make current
7. By clicking on the button it activates the update set.



2 MILESTONE – SERVICE CATALOG ITEM

Activity 1 –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 Item form for 'Laptop Request'. The form is titled 'Catalog Item - Laptop Request' and shows fields for Name, Category, State, Checkout, and Owner. The 'Name' field is 'Laptop Request', 'Category' is 'Service Catalog', 'State' is 'None', 'Checkout' is 'None', and 'Owner' is 'System Administrator'. The 'Short description' field contains 'Use this item to request a new laptop.' The 'Description' field is empty. The form is in 'Edit' mode.

Activity 2 – Add Variables

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

The screenshot shows the ServiceNow 'Variable - New Record' form. The left sidebar contains a navigation menu with options like Catalogs, Open Records, Requests, Items, Tasks, Catalog Definitions, My Catalogs, My Categories, My Items, Main Catalogs, Main Categories, Main Items, Main Dynamic Categories, Main Items, My Content Items, Content Items, Ordered Item Lists, My Order Guides, Order Guides, My Record Producers, and Recent Bookmarks. The main form area has tabs for Question, Annotation, Type Specifications, Default Value, Auto-populate, Permission, and Availability. The 'Question' tab is selected, showing a form with the following fields: Application (Global), Type (Single-line Text), Catalog Name (Laptop Request), and Order (500). Below these, there is a section for 'Specify the Question that explains the options available to the end user when ordering this item'. This section includes fields for RQ Question (Laptop Model), RQ Name (Laptop model), and Example Text. The 'Submit' and 'Save' buttons are at the bottom of the form.

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

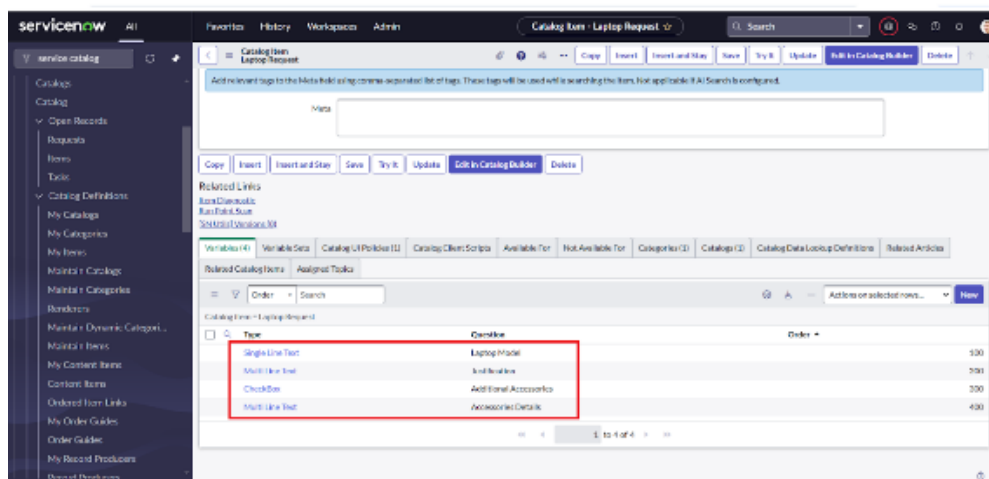
Type: Multi line text

Name:accessories_details

Order:400

Step2:

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



3 MILESTONE – UI POLICY

Activity 1 – 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 catalogui 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 configuring a Catalog UI Policy. The left sidebar contains navigation links: 'maintain it', 'Service Catalog', 'Catalog Definitions', and 'Maintain Items'. The main content area is titled 'Catalog UI Policy - Show Accessories Details'. It includes a search bar with 'Laptop Request' entered, a 'Show Accessories Details' button, and a 'When to Apply' section. The 'When to Apply' section contains a list of conditions: 'The catalog UI policy is Active', 'The item in the Conditions field evaluate to true', and 'The first specified in the catalog UI policy is present on the specified catalog item'. Below this, there is a 'Catalog Conditions' section with a dropdown menu set to 'additional_ accessories', an operator set to 'is', and a value set to 'true'. There are also checkboxes for 'Applies on a Catalog Item view', 'Applies on Catalog Tasks', and 'Applies on Requested Items'. At the bottom, there are buttons for 'On load' and 'Reverse if false'.

8. Click on save(do not click on submit)
9. Scroll down and select 'catalogui action'

10. Then click on new button

11. Select variable name as: accessories_details

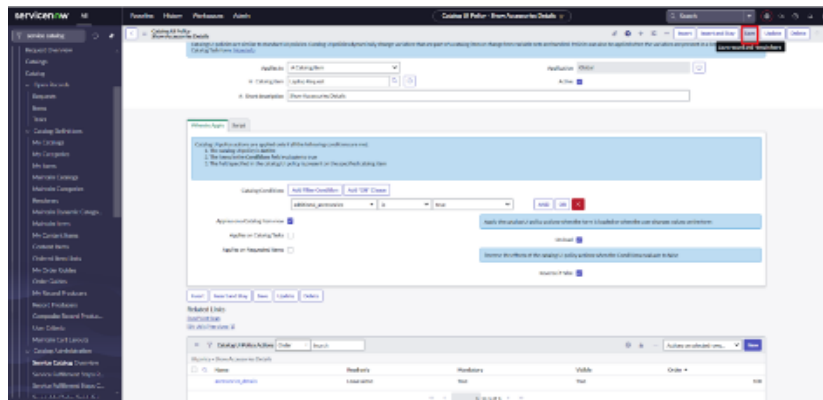
Order:100

Mandatory: True

Visible: True

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

The screenshot shows the ServiceNow Catalog UI Policy Action configuration form. The form is titled 'Catalog UI Policy Action - accessories_details'. The 'Catalog Item' is set to 'Laptop/Record'. The 'Variable name' is 'accessories_details' and the 'Order' is 100. The 'Application' is 'Laptop/Record'. The 'Visible' checkbox is checked. The 'Mandatory' checkbox is checked. The 'Value action' is 'Edit done'. The 'Field message type' is 'None'. The 'Save' button is highlighted with a red box.



4 MILESTONE – UI ACTION

Activity 1 – Create Ui Action

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

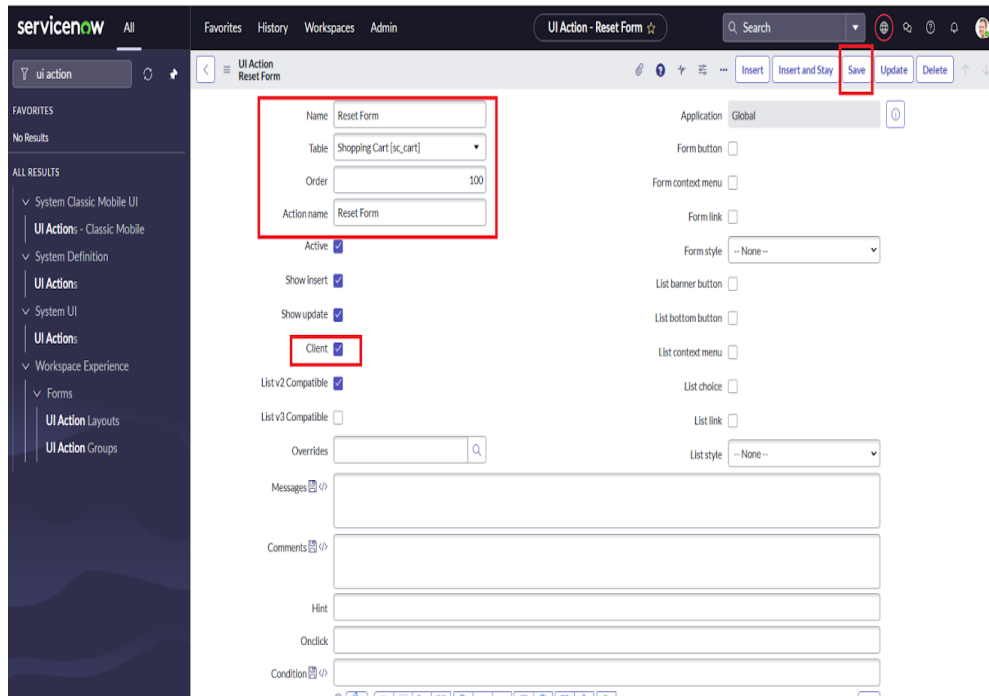
Action name: Reset form

Client : checked

Script:

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

Click on save



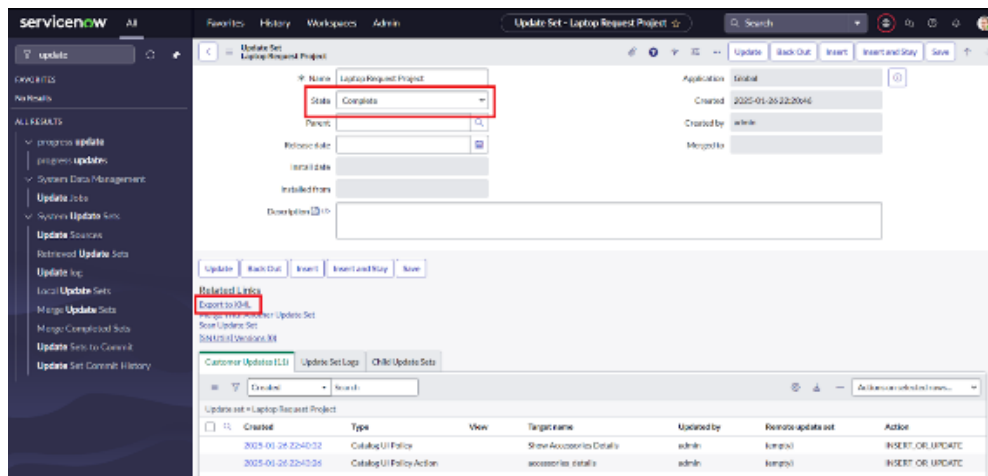
5 MILESTONE – EXPORT UPDATE SET

Activity 1 –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



6 MILESTONE – LOGIN TO ANOTHER INSTANCE

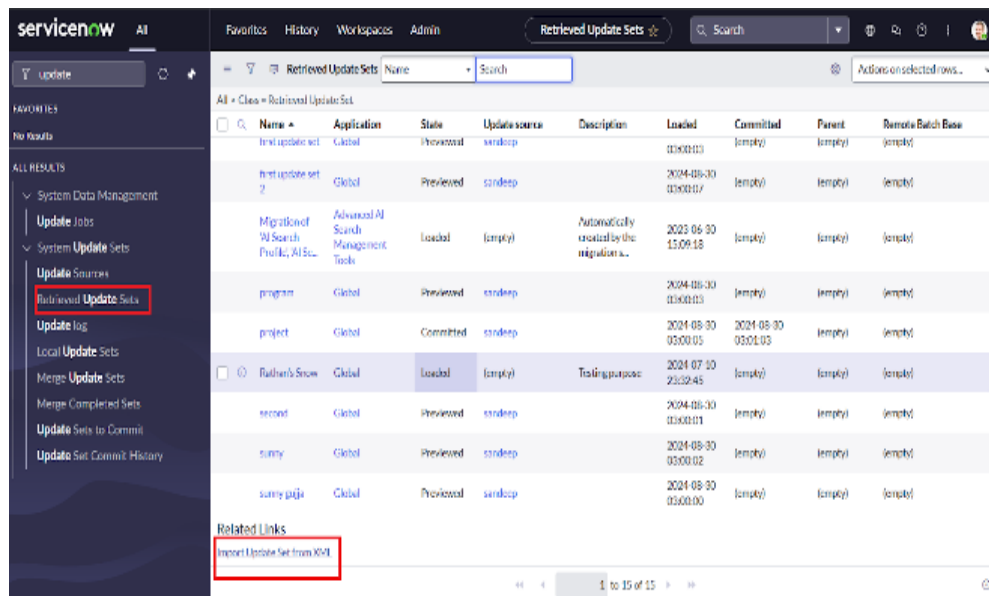
Activity 1 – Retrieving The Update Set

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 open retrieved update set list and

scroll

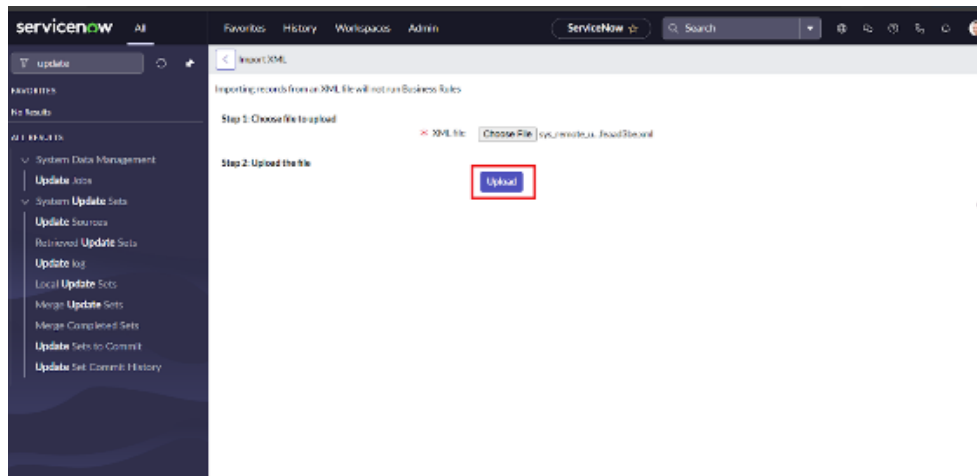
down

6. Click on Import update set from XML



7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.



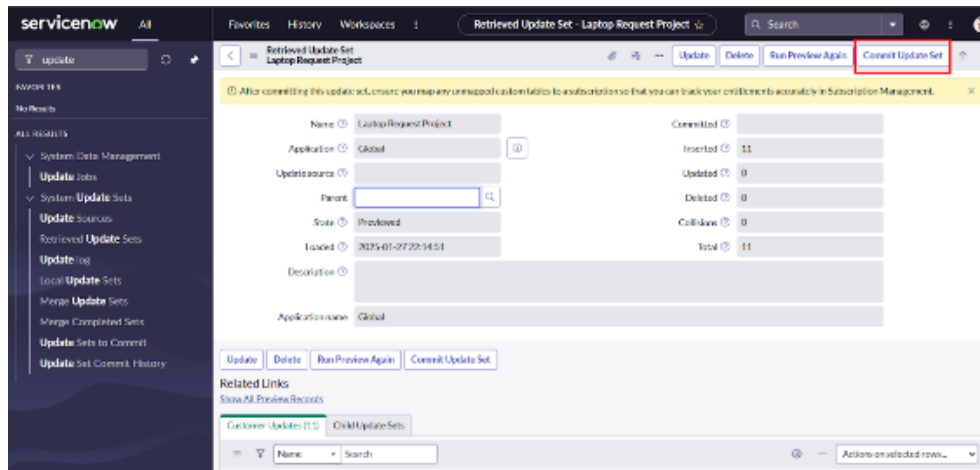
9. Open retrieved update set 'laptop request project'

10. Click on preview update set

11. And click on commit update set

12. And also see the related tab updates

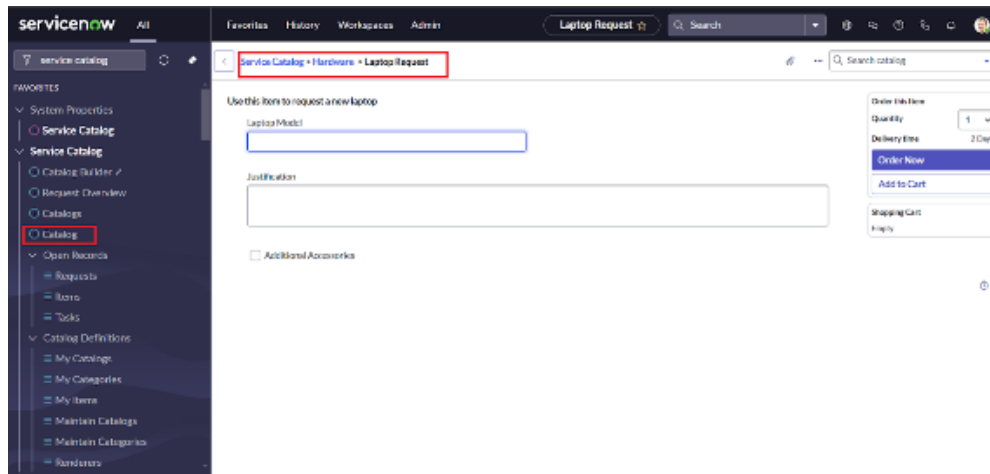
13. After committing update set in this instance we get all updates which are done in the previous instance



7 MILESTONE – TESTING

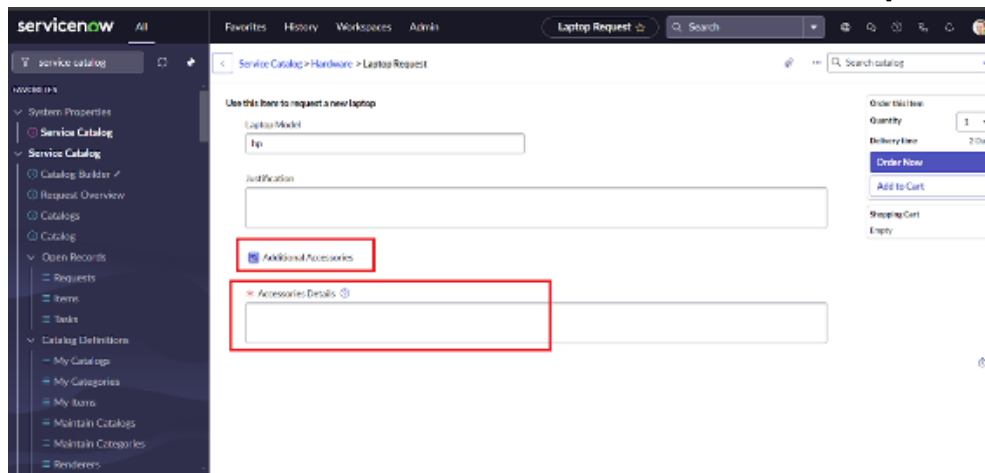
Activity 1 – Test Catalog Item

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.



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.