



Dr. G. U. Pope College Of Engineering

Department of Computer Science and Engineering

Completed the Project named as

## Laptop Request Catalog Item

Submitted by

**Kaniska M - 950422104025**

**Kezia A - 950422104029**

**Muthu Menaka N - 950422104044**

**Saranya L - 950422104050**

# Laptop Request Catalog Item

## Project Description

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.

## Procedures

### 1. Setting up ServiceNow Instance

- ❖ Sign up for a developer account on the ServiceNow Developer site "<https://developer.servicenow.com>".
- ❖ Once logged in, navigate to the "Personal Developer Instance" section.
- ❖ Click on "Request Instance" to create a new ServiceNow instance.
- ❖ Log in to your ServiceNow instance using the provided credentials.
- ❖ Now you will navigate to the ServiceNow.

### 2. Creating a Update Set

- ❖ Click on All >> Local update sets.
- ❖ Click on new

- ❖ Enter the Details Name: Laptop Request >> Click on Submit and make Current.

### 3. Creating a Service Catalog Item

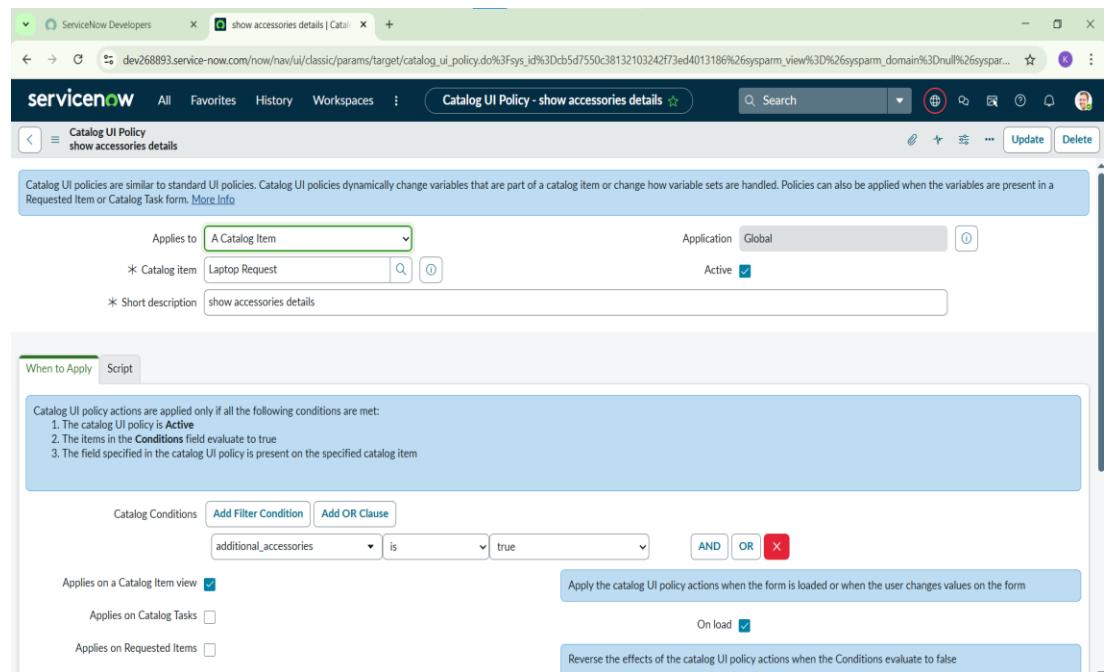
- ❖ Click on All >> Service Catalog.  
 ❖ Click on new  
 ❖ Create an new catalog item

- ❖ Create an remaining variables.

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

## 4. Create an Catalog Ui Policies

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



- ❖ Scroll down and select ‘catalog ui action’
- ❖ Then click on new button
- ❖ Select variable name as: accessories\_details
- ❖ Order:100
- ❖ Mandatory: True
- ❖ Visible : True

The screenshot shows the ServiceNow Catalog UI Policy configuration page for the 'show accessories details' view. The policy conditions section contains a single condition: 'additional\_accessories is true'. The policy actions section includes 'On load' and 'Reverse if false'.

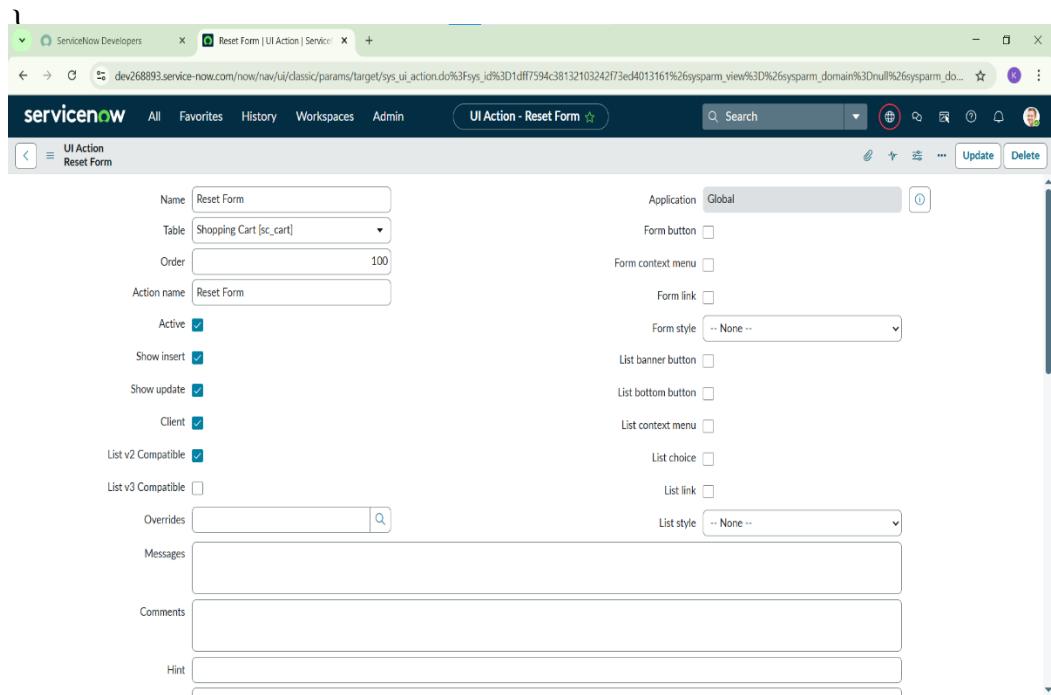
Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

## 5. Create an Ui Action

- ❖ Click on All >> search for ui action
- ❖ Select ui actions under system definition
- ❖ Click on new
- ❖ 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. Export Update Set

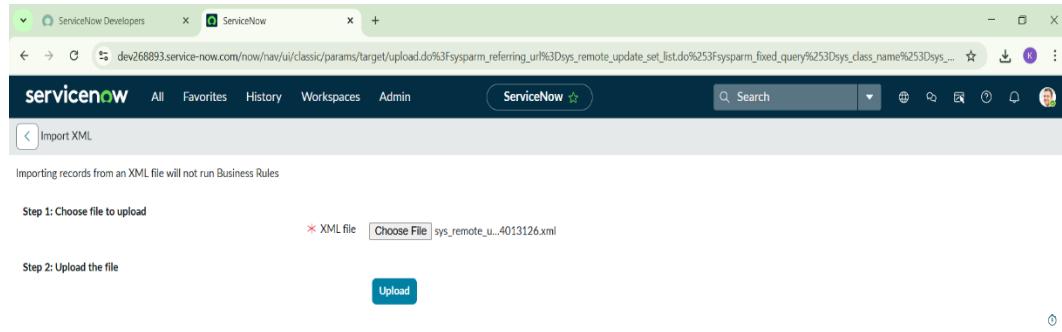
- ❖ Click on All >> search for update sets
- ❖ Select local update set
- ❖ Select created update set i.e. 'Laptop Request Project'
- ❖ Set the state to 'Complete'
- ❖ In the related list Update tab, updates are visible which we perform under this update set.
- ❖ Click on export to XML ,it download one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

The screenshot shows the ServiceNow interface for managing update sets. At the top, the title bar reads "Laptop Request | Update Set". Below it, the main header says "Update Set - Laptop Request". The form contains several input fields: "Name" (Laptop Request), "State" (Complete), "Parent" (empty), "Release date" (empty), "Install date" (empty), "Installed from" (empty), and "Description" (empty). To the right of these are status fields: "Application" (Global), "Created" (2025-11-02 05:00:11), "Created by" (admin), and "Merged to" (empty). At the bottom left are "Update" and "Back Out" buttons. Below the form is a "Related Links" section with links to "Export to XML", "Merge With Another Update Set", and "Scan Update Set". A "Customer Updates (10)" table is displayed, showing one row:

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-11-02 05:55:29	Catalog U II Policy Action		accessories_details	admin	{empty!}	INSERT OR UPDATE

## 7. Login To Another Instance

- ❖ Open another instance in incognito window
- ❖ Login with credentials
- ❖ Click on all>> search for update sets
- ❖ Select “Retrieved update set” under system update set
- ❖ It open retrieved update set list and scroll down
- ❖ Click on Import update set from XML
- ❖ Upload the downloaded file in XML file
- ❖ Click on Upload and it gets uploaded.



- ❖ Open retrieved update set ‘laptop request project’
- ❖ Click on preview update set
- ❖ And click on commit update set
- ❖ And also see the related tab updates
- ❖ After committing update set in this instance we get all updates which are done in the previous instance

## 8. Testing

- ❖ Search for service catalog in application navigator in target instance
- ❖ Select catalog under service catalog
- ❖ Select hardware category and search for ‘laptop request’ item
- ❖ Select laptop request item and open it
- ❖ It shows three variables only

- ❖ As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
- ❖ Now see the results,it fulfills our requirements.

The screenshot shows a ServiceNow interface for a 'Laptop Request' catalog item. The main form includes fields for 'Laptop Model' (with 'hp' entered), 'Justification', and 'Accessories Details'. A checkbox labeled 'Additional Accessories' is checked, which triggers the visibility of the 'Accessories Details' field. To the right, there's a sidebar titled 'Order this Item' with options for 'Quantity' (set to 1) and 'Delivery time' (set to 2 Days). Buttons for 'Order Now' and 'Add to Cart' are also present.

## Results

Thus the Project, Laptop Request Catalog Item using servicenow well developed solved to the core and resulted successfully.

