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Completed the Project named as

Laptop Request Catalog Item

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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.

The screenshot shows the 'Update Set - Laptop Request' form in ServiceNow. The form includes fields for Name (Laptop Request), State (In progress), Parent, Release date, Install date, Installed from, and Description. On the right, there are fields for Application (Global), Created (2025-11-02 05:00:11), Created by (admin), and Merged to. An 'Update' button is located at the bottom left of the form. Below the form, there are 'Related Links' for 'Merge With Another Update Set' and 'Scan Update Set'.

3. Creating a Service Catalog Item

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

The screenshot shows the 'Catalog Item - Laptop Request' form in ServiceNow. The form includes fields for Name (Laptop Request), Application (Global), Catalogs (Service Catalog), Category (Hardware), State (None), Checked out (None), and Owner (System Administrator). On the right, there are fields for Active (checked) and Fulfillment automation level (Unspecified). Below the form, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is selected, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a rich text editor.

- ❖ Create an remaining variables.

ServiceNow Developers

dev268893.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D702675d0c3413210324273ed40131d3%26sysparm_domain%3Dnull%26sysparm_domain_scope%3Dnull%26...

servicenow

All Favorites History Workspaces

Catalog Item - Laptop Request

Search

Copy Try It Update Edit in Catalog Builder Delete

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

Actions on selected rows...

Catalog Item - Laptop Request

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

1 to 4 of 4

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]

The screenshot shows the 'Catalog UI Policy - show accessories details' configuration page in ServiceNow. The page includes a header with the ServiceNow logo and navigation tabs. Below the header, there is a section for 'Catalog UI Policy' with a description: '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](#)'.

The configuration fields include:

- Applies to:** A Catalog Item (selected)
- Application:** Global
- * Catalog item:** Laptop Request
- Active:** ☒
- * Short description:** show accessories details

Below these fields, there is a 'When to Apply' tab and a 'Script' tab. The 'When to Apply' tab contains a blue box with the following text:

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

Below this text, there is a 'Catalog Conditions' section with buttons for 'Add Filter Condition' and 'Add OR Clause'. The conditions are configured as follows:

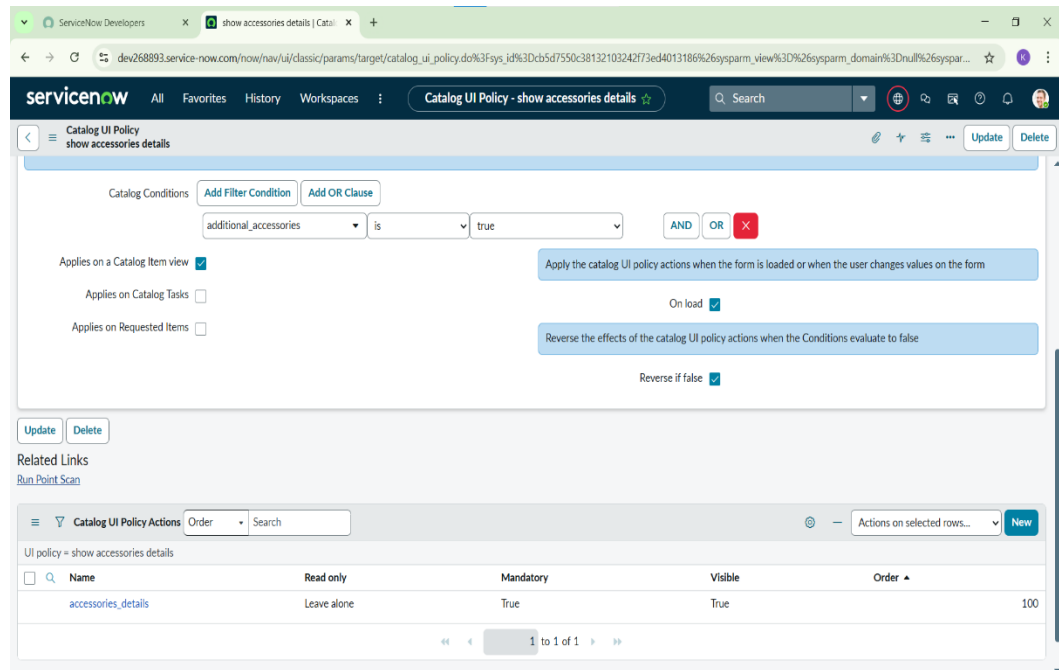
- additional_accessories is true
- AND
- OR
- X

Below the conditions, there are three checkboxes for 'Applies on':

- Applies on a Catalog Item view ☒
- Applies on Catalog Tasks ☐
- Applies on Requested Items ☐

At the bottom, there are two blue boxes for 'On load' and 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false'.

- ❖ Scroll down and select 'catalog ui action'
- ❖ Then click on new button
- ❖ Select variable name as: accessories_details
- ❖ Order:100
- ❖ Mandatory: True
- ❖ Visible : True



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.");  
}
```

The screenshot shows the ServiceNow UI Action configuration interface. The browser address bar indicates the URL: dev268893.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3D1d8f7594c3813210324273ed4013161%26sysparm_view%3D%26sysparm_domain%3Dnull%26sysparm_do... The page title is 'UI Action - Reset Form'. The configuration fields are as follows:

- Name: Reset Form
- Table: Shopping Cart [sc_cart]
- Order: 100
- Action name: Reset Form
- Active: ☒
- Show insert: ☒
- Show update: ☒
- Client: ☒
- List v2 Compatible: ☒
- List v3 Compatible: ☐
- Overrides:
- Messages:
- Comments:
- Hint:
- Application: Global
- Form button: ☐
- Form context menu: ☐
- Form link: ☐
- Form style: -- None --
- List banner button: ☐
- List bottom button: ☐
- List context menu: ☐
- List choice: ☐
- List link: ☐
- List style: -- None --

Buttons at the bottom right: Update, Delete.

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

Update Set - Laptop Request

* Name: Laptop Request

State: Complete

Application: Global

Created: 2025-11-02 05:00:11

Created by: admin

Merged to:

Release date:

Install date:

Installed from:

Description:

Update Back Out

Related Links

[Export to XML](#)

[Merge With Another Update Set](#)

[Scan Update Set](#)

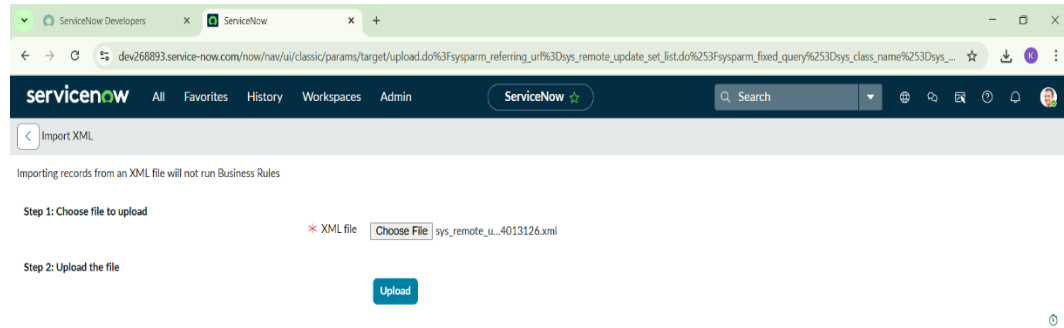
Customer Updates (10) Update Set Logs Child Update Sets Install History

Update set = Laptop Request

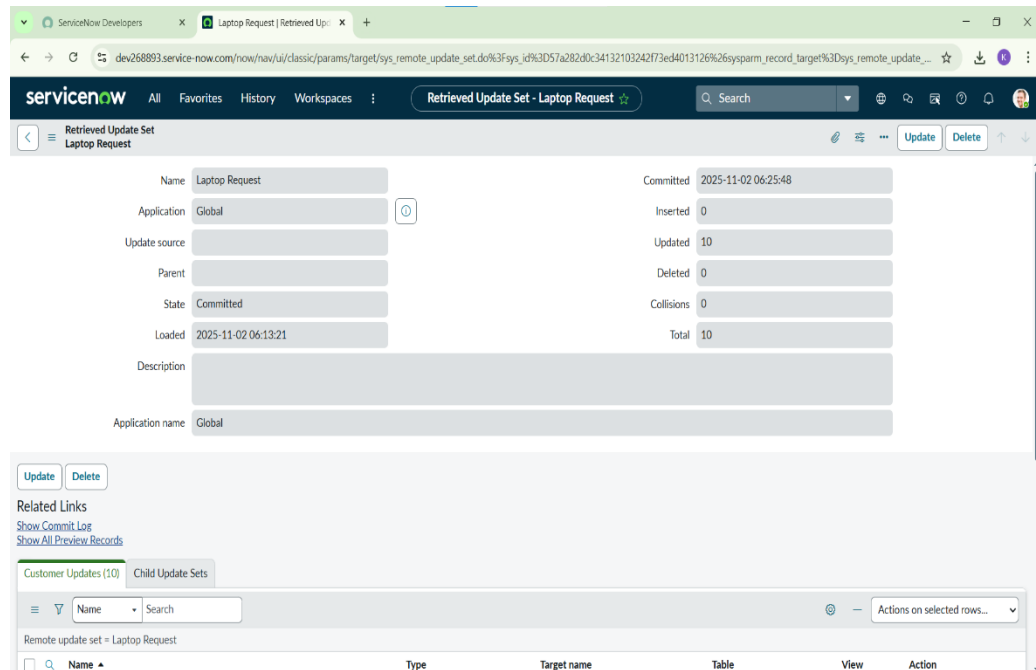
Created	Type	View	Target name	Updated by	Remote update set	Action
2025-11-02 05:55:29	Catalog III Policy Action		accessories_details	admin	(empty)	INSERT OR UPDATE

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 web browser window with the ServiceNow interface. The page title is 'Laptop Request'. The breadcrumb navigation shows 'Service Catalog > Hardware > Laptop Request'. The main form area is titled 'Use this item to request a new laptop'. It contains a 'Laptop Model' field with the value 'hp', a 'Justification' text area, and a checked checkbox for 'Additional Accessories'. Below this, the 'Accessories Details' field is visible and highlighted with a red asterisk, indicating it is mandatory. On the right side, there is a summary panel with 'Order this Item' (Quantity: 1, Delivery time: 2 Days), 'Order Now' and 'Add to Cart' buttons, and a 'Shopping Cart' section showing 'Empty'.

Results

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

