

# LAPTOP REQUEST CATALOGUE ITEM

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**SKILLS: Service Catalog Management, Update Set Management, Form Design & Variables, UI Policies, UI Actions, Deployment Best Practices**

**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.**

**Objective: To create a Laptop Request Catalog Item in ServiceNow that streamlines the laptop request process by providing a dynamic, user-friendly form, ensuring accurate data collection, and enabling efficient deployment through update sets**

## 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.

The screenshot shows the ServiceNow interface for creating an update set. The left sidebar has 'Local Update Sets' highlighted. The main form contains fields for Name, State, Parent, Release date, and Description. The 'Submit and Make Current' button is highlighted with a red box.

## 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.

The screenshot shows the ServiceNow 'Catalog Items' page. The left sidebar has 'Maintain Items' highlighted. The main table lists various catalog items with columns for Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The 'New' button is highlighted with a red box.

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
401(N) Plan Enrollment	Enroll in or modify your 401(N) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2018-08-18 10:52:30
401(N) Plan Enrollment Inquiry	Ask a question about your retirement plan...	true		Human Resources Catalog	Benefits	\$0.00	Item	2018-05-20 17:39:56
401(N) Retirement Plan Inquiry	Ask a question about your existing plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2018-05-20 17:39:55
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add Beneficiaries	Add or modify your beneficiaries	true		Human Resources Catalog	Benefits	\$0.00	Item	2018-06-13 16:48:57
Add network switch to datacenter cabinet	This standard change template describes...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-10-21 07:30:03
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Create, edit or convert PDF	Create, edit or convert PDF	Active		Service Catalog	Services	\$0.00	Item	2022-12-05

## 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 - Laptop Request' form. The form is titled 'Catalog Item - Laptop Request' and has a breadcrumb trail: 'Catalog Item - Laptop Request'. The form is divided into several sections. The 'Name' field is 'Laptop Request'. The 'Catalog' field is 'Service Catalog'. The 'Category' field is 'Hardware'. The 'Application' field is 'Global'. The 'Active' checkbox is checked. The 'Fulfillment automation level' is 'Unspecified'. The 'State' field is 'None'. The 'Checked out' field is 'None'. The 'Owner' field is 'System Administrator'. The 'Short description' field contains the text 'Use this item to request a new laptop'. The 'Description' field is empty. The form has tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is selected. The 'Short description' field is highlighted with a red box. The 'Description' field is also highlighted with a red box.

## 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

dev196626.service-now.com/now/nav/ui/classic/params/target/item\_option\_new.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_is\_related\_list%3Dtrue%26sys\_target%3Dit...

servicecatalog

Variable - New Record

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

Tooltip

Example Text

Submit Save

## 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

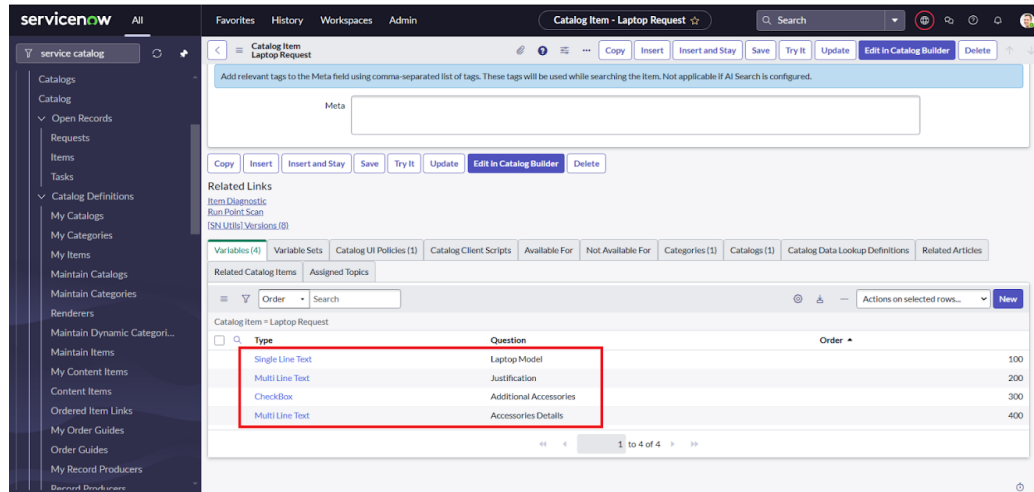
Type: Multi line text

Name:accessories\_details

Order:400

## Step2:

- After adding above variable which are added to newly created catalog item



- Then save the catalog item

## 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 'Catalog UI Policy - Show Accessories Details' configuration page in ServiceNow. The left sidebar contains a navigation menu with 'maintain it' selected. The main area has tabs for 'When to Apply' and 'Script'. Under 'When to Apply', there are sections for 'Catalog Conditions' and 'Applies on'. The 'Catalog Conditions' section shows a condition: 'additional\_accessories' is 'true'. The 'Applies on' section has checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). There are also checkboxes for 'On load' (checked) and 'Reverse if false' (checked).

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

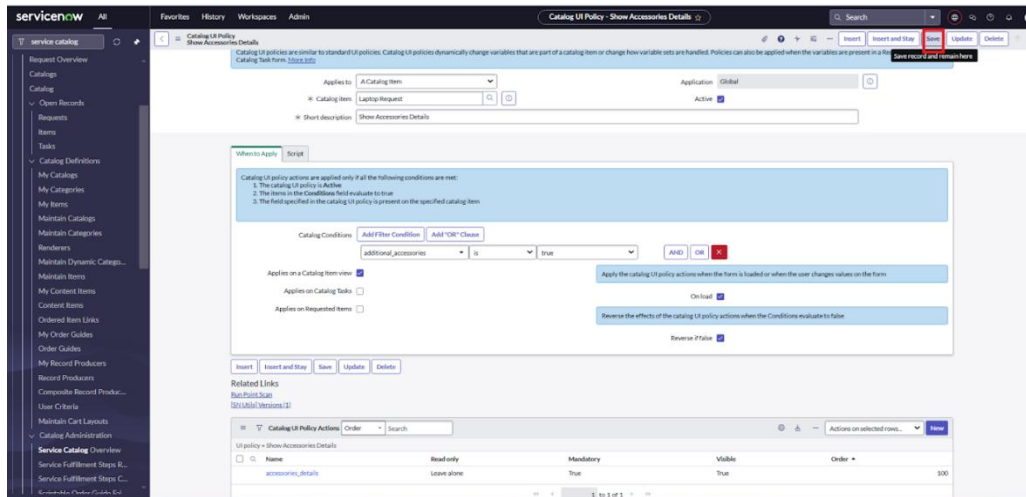
Order: 100

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 - accessories\_details' configuration page in ServiceNow. The left sidebar contains a navigation menu with 'service catalog' selected. The main area has a 'Catalog Item' dropdown set to 'Laptop Request'. The 'Variable name' is 'accessories\_details' and the 'Order' is '100'. The 'Application' is 'Global'. The 'Mandatory' checkbox is checked, and the 'Visible' checkbox is checked. The 'Read only' dropdown is set to 'Leave alone', the 'Value action' dropdown is set to 'Leave alone', and the 'Field message type' dropdown is set to 'None'. There are buttons for 'Insert', 'Insert and Stay', 'Save', 'Update', and 'Delete'. The 'Save' button is highlighted with a red box.



## 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

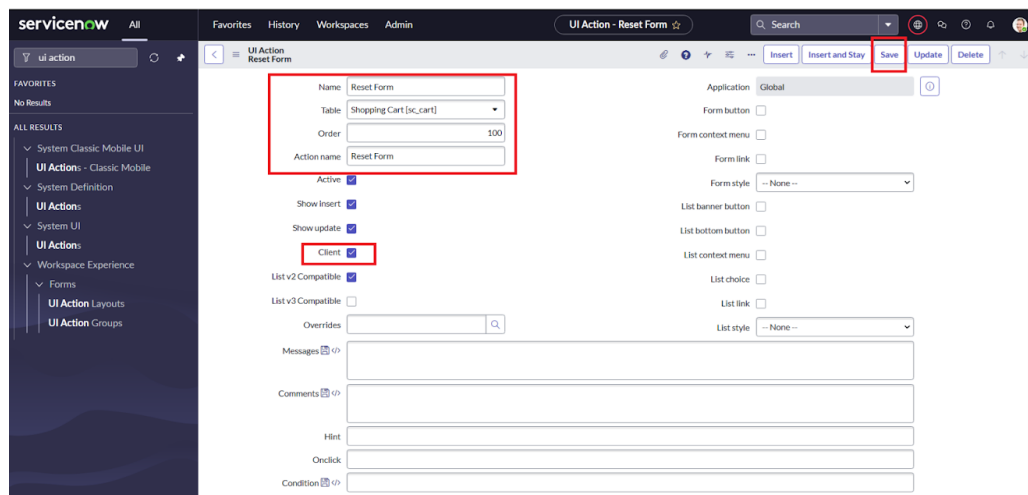
Action name: Reset form

Client : checked

Script:

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

6. Click on save



## Exporting changes to another instances

- 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

## Retrieving the update set

- 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

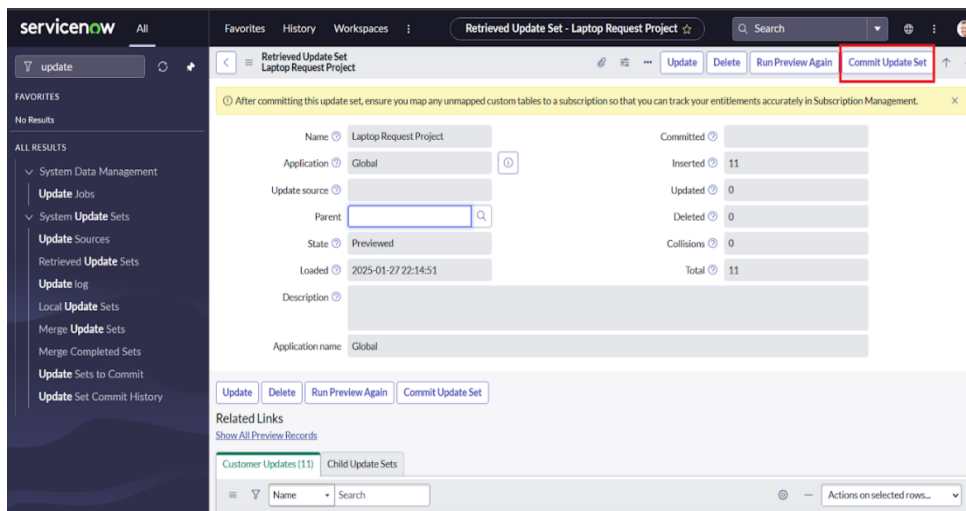
The screenshot shows the ServiceNow interface for 'Retrieved Update Sets'. The left sidebar has a navigation menu where 'Retrieved Update Sets' is selected. The main area displays a table of update sets. Below the table, there is a 'Related Links' section with a link 'Import Update Set from XML' highlighted by a red box.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		03:00:03	(empty)	(empty)	(empty)
first update set 2	Global	Previewed	sandeep		2024-08-30 03:00:07	(empty)	(empty)	(empty)
Migration of AI Search Profile; AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migration s...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	sandeep		2024-08-30 03:00:05	2024-08-30 03:01:03	(empty)	(empty)
Rathan's Snow	Global	Loaded	(empty)	Testing purpose	2024-07-10 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	sandeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny guja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

- Upload the downloaded file in XML file
- Click on Upload and it gets uploaded.

The screenshot shows the 'Import XML' page in ServiceNow. It has two steps. Step 1 is 'Choose file to upload' with a 'Choose File' button. Step 2 is 'Upload the file' with a blue 'Upload' button highlighted by a red box.

- 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



## Toggle navigation

- 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

## Test Catalog Item

- 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.

## 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.**