

M.A.M COLLEGE OF ENGINEERING

PROJECT NAME : Laptop Request Catalog Item

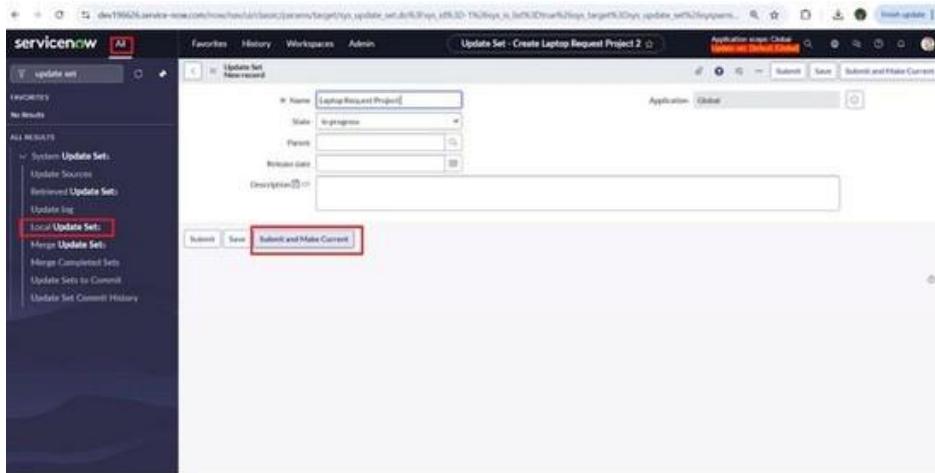
Team Id : NM2025TMID07936

TEAM MEMBERS :

1. Karthikeyan S
2. Kavin RAJ M
3. Kesavamoorthy S
4. Manoj P

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 .



NOTE: Perform all actions under this newly created update set only.

Create Service Catalog Item

1. Open servicenow.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions

4. Click on New.

The screenshot shows the ServiceNow interface for managing catalog items. On the left, a sidebar lists various catalog-related options like 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Banners', 'Maintain Dynamic Catalogs', and 'Maintain Items'. The 'Catalog Definitions' and 'Maintain Items' sections are highlighted with red boxes. The main area displays a table titled 'Catalog Items' with columns: Name, Short description, Active, Roles, Catalog, Category, Price, Type, and Updated. The table lists several items, such as '201 Privacy Filter - Lessons/X3 Carbon' (Active, Service Catalog, Perpetual, \$43.19, Item, 2022-11-20), '201 Privacy Filter - Workforce FFL' (Active, Service Catalog, Perpetual, \$22.23, Item, 2022-11-20), '201 Privacy Filter - Workforce Pro-Release' (Active, Service Catalog, Perpetual, \$40.31, Item, 2022-11-20), '401(2) Plan Enrollment' (Active or modify your 401(2) plan, Human Resources Catalog, Benefit, \$0.00, Item, 2014-08-19), '401(3) Plan Enrollment Inquiry' (Ask a question about your retirement plan, Human Resources Catalog, Benefit, \$0.00, Item, 2014-05-20), '401(3) Retirement Plan Inquiry' (Ask a question about your savings plan, Human Resources Catalog, Benefit, \$0.00, Item, 2014-05-20), 'Access' (Microsoft Access, Service Catalog, Software, \$129.99, Item, 2022-11-30), 'Acrobat' (Adobe Acrobat, Service Catalog, Software, \$129.99, Item, 2022-12-05), 'Add Benefits' (Add or modify your benefits), 'Add network switch to datacenter (catalog describes...)', 'Add resource user from group (if any)', and 'Create edit or convert PDF'. At the bottom, there are 'Activate' and 'Deactivate' buttons.

5. Fill the following details to create a new catalog item

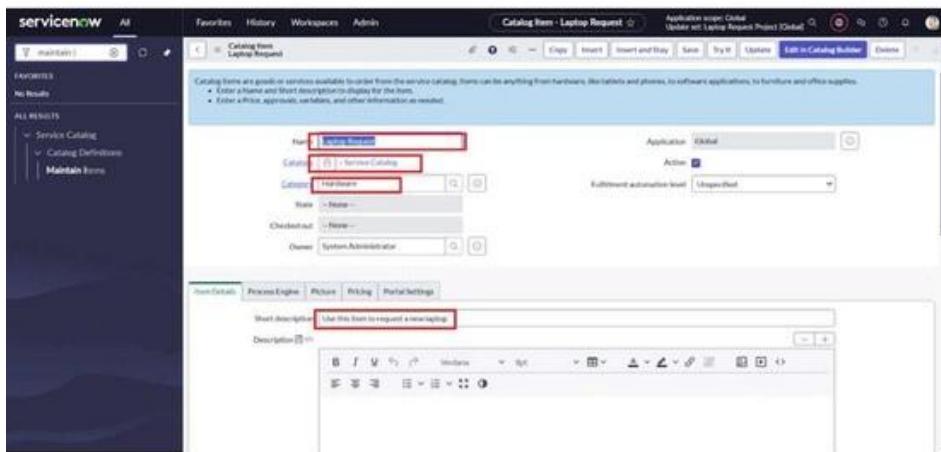
Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6. Click on 'SAVE'



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 interface for creating a new variable. The left sidebar lists various catalog-related items like Catalog, Catalogs, Requests, Items, Tasks, and Catalog Definitions. The main form is titled 'Variable - New Record' and has tabs for Question, Annotation, Type Specifications, Default Value, Auto-populate, Permissions, and Availability. Under the Question tab, it asks to specify the question that presents the options available to the end user when ordering the item. A list of questions is shown with 'Question: Laptop Model' and 'Name: laptop_model' selected. Other fields include 'Text' (empty), 'Example Text' (empty), and 'Order' (set to 100). The 'Active' checkbox is checked.

2.Variable 2:Justification Type:

Multi line

text Name:

justification

3.Variable 3:Additional AccessoriesOrder:200

Type: Checkbox

Name: additional_accessories

Order:300

4.Variable 4: Accessories Details Type:

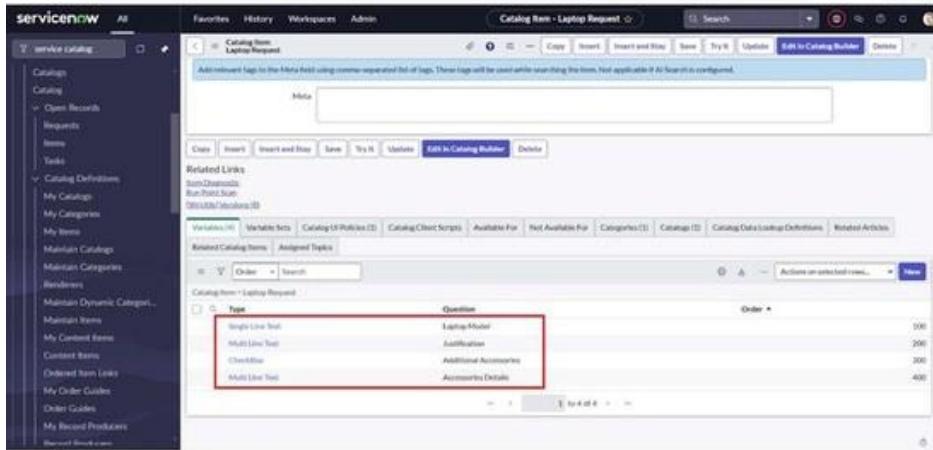
Multi line text

Name:accessories_details

Order:400 Step2:

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

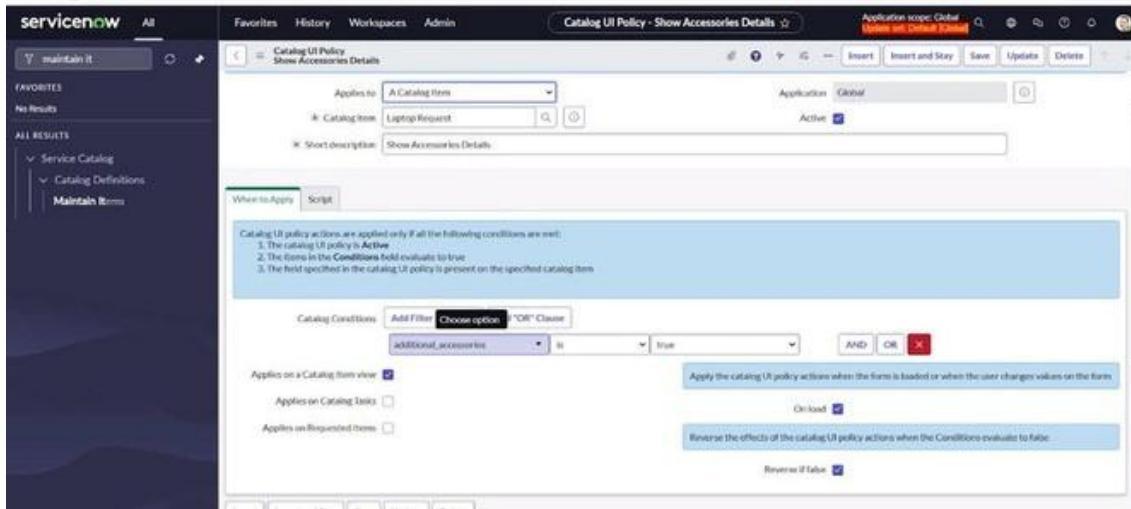
Then save the catalog item form



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]



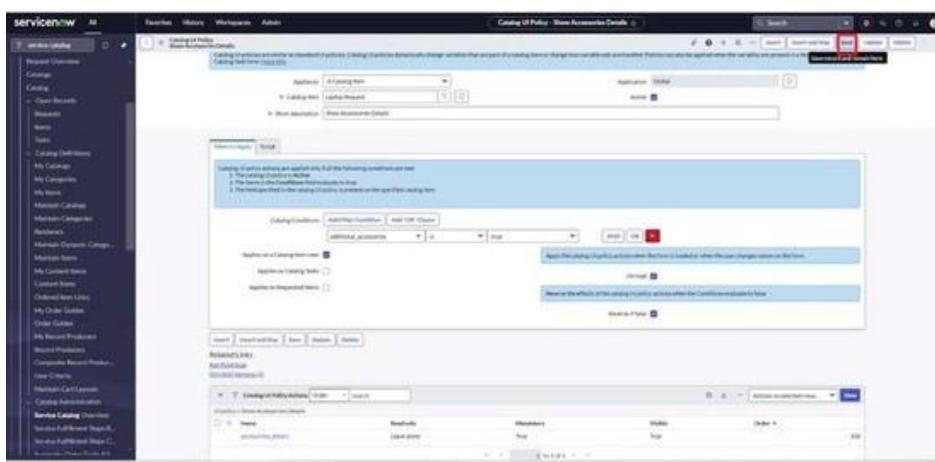
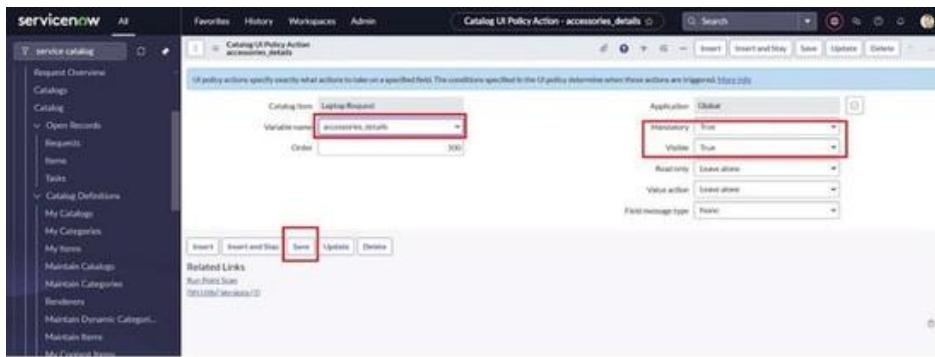
8. Click on save.(do not click on submit)
9. Scrolldown and select 'catalog ui action'
10. Then click on new button
11. Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

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



Create ui action

1. Open servicenow.
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)

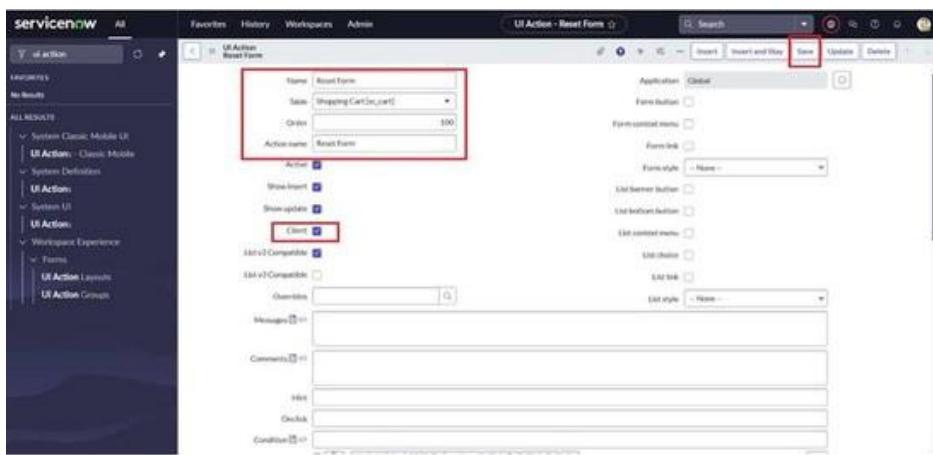
Order:100

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



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

The screenshot shows the ServiceNow interface with the following details:

- Left Sidebar:** Shows the navigation bar with "servicenow" and "All". Under "System Update Sets", it lists "progress update", "progress updates", "System Data Management", and "Update Jobs".
- Top Bar:** Shows "Favorites", "History", "Workspaces", "Admin", "Update Set - Laptop Request Project", "Search", and various application icons.
- Update Set Details:** The main panel displays the "Laptop Request Project" update set. It includes fields like "Name" (Laptop Request Project), "Status" (Complete, highlighted with a red box), "Parent" (empty), "Release date" (empty), "Install date" (empty), "Installed from" (empty), and "Description" (empty). Buttons at the bottom include "Update", "Mark Out", "Insert", "Insert and Stay", and "Save".
- Related Links:** Below the main panel, there is a section titled "Related Links" with links to "Create New", "Customer (15)", "Update Set Logs", and "Child Update Sets".
- Update Tab:** At the bottom, there is a table titled "Update Set - Laptop Request Project" with the following data:

Created	Type	View	Target name	Updated by	Remote update set	Action
2021-01-26 22:40:32	Catalog UI Policy	Show Accessories Details	accessories_details	admin	(empty)	INSERT, UPDATE
2021-01-26 22:43:00	Catalog UI Policy Action	accessories_details	admin	admin	(empty)	INSERT, UPDATE

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

Name	Application	Status	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	random		2024-08-30 03:00:03	(empty)	(empty)	(empty)
Migration of AI Source Profile AI Se...	Advanced AI Search Management Tool	Loaded	(empty)	Automatically created by the migration...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	random		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	random		2024-08-30 03:00:05	2024-08-30 03:01:03	(empty)	(empty)
RuthensSwee	Global	Loaded	(empty)	Testing purpose	2024-01-10 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	random		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	random		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunrise/sunset	Global	Previewed	random		2024-08-30 03:00:00	(empty)	(empty)	(empty)

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

Import XML

Importing records from an XML file will not run Business Rules.

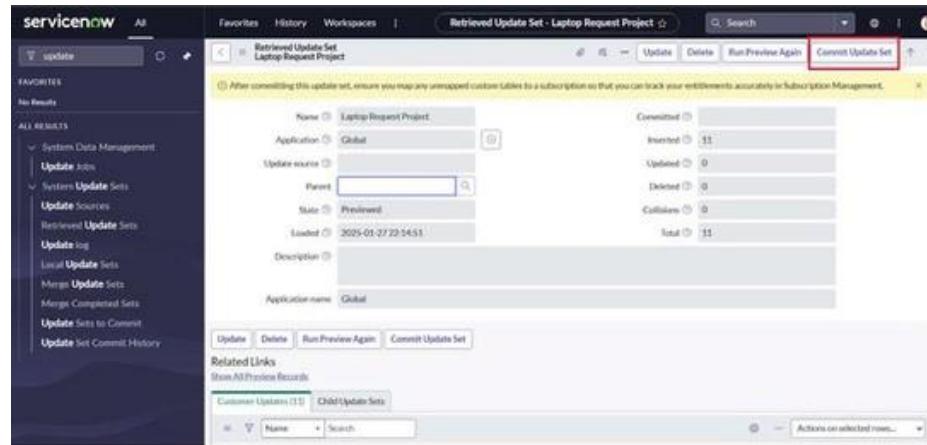
Step 1: Choose file to upload

XML File: Choose File / opt/remote_update_set.xml

Step 2: Upload the file

Upload

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



Test Catalog Item

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

The screenshot shows the ServiceNow Service Catalog interface. The left sidebar has 'Catalog' selected under 'Service Catalog'. The main area is titled 'Service Catalog > Hardware > Laptop Request'. It contains fields for 'Laptop Model' (set to 'Ibm'), 'Justification', and 'Order this item' (Quantity: 1, Delivery time: 2 Days). A checkbox for 'Additional Accessories' is present but unchecked. A red box highlights the title bar and the 'Additional Accessories' checkbox.

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.

This screenshot shows the same ServiceNow interface as above, but with the 'Additional Accessories' checkbox checked. A red box highlights the checked checkbox and the adjacent 'Accessories Details' field, which is now visible and appears to be a mandatory input field.

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.