LAPTOP REQUEST CATALOG ITEM

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 behaviour 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.

Setting Up the ServiceNow Instance

Sign Up for a Developer Account

- Visit the ServiceNow Developer Portal at https://developer.servicenow.com.

- Create a new developer account by providing the required information.

Request a Personal Developer Instance

- Log in to your developer account.

- Navigate to the "Manage > Instance" section.

- Click "Request Instance" and choose the latest available release.

- You will receive an email with the instance details (URL, username, and password).

Access Your Instance

- Open the instance URL received via email.

- Log in using the provided credentials to access your personal ServiceNow instance.
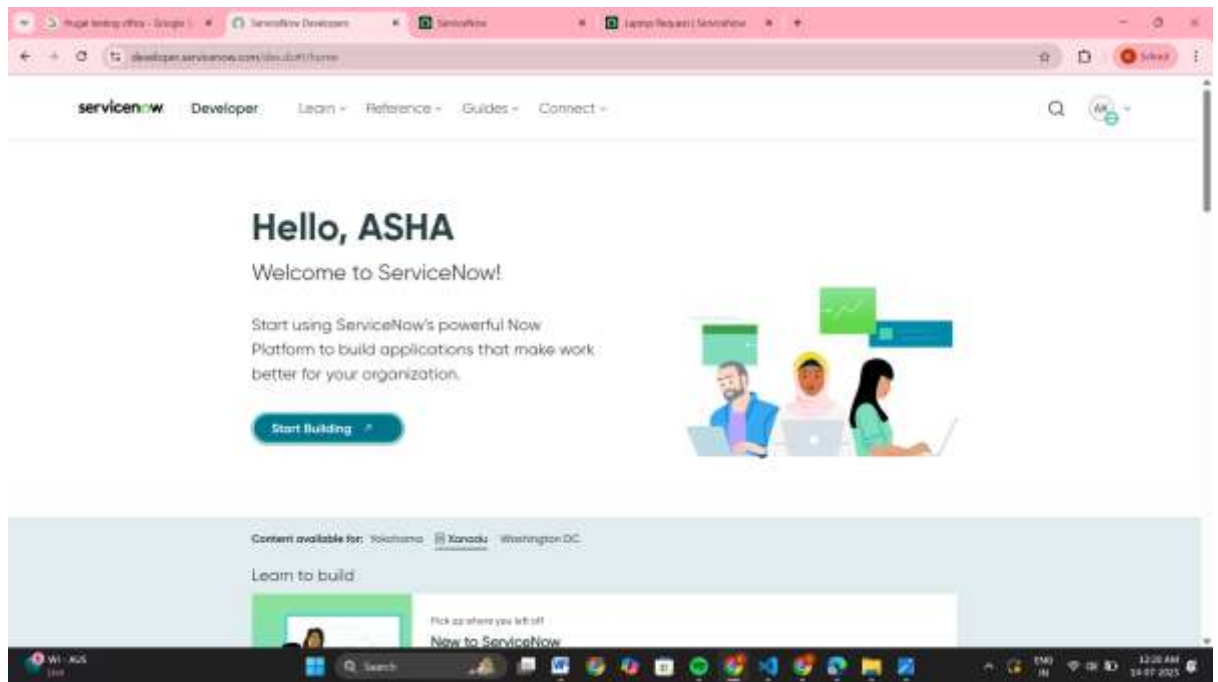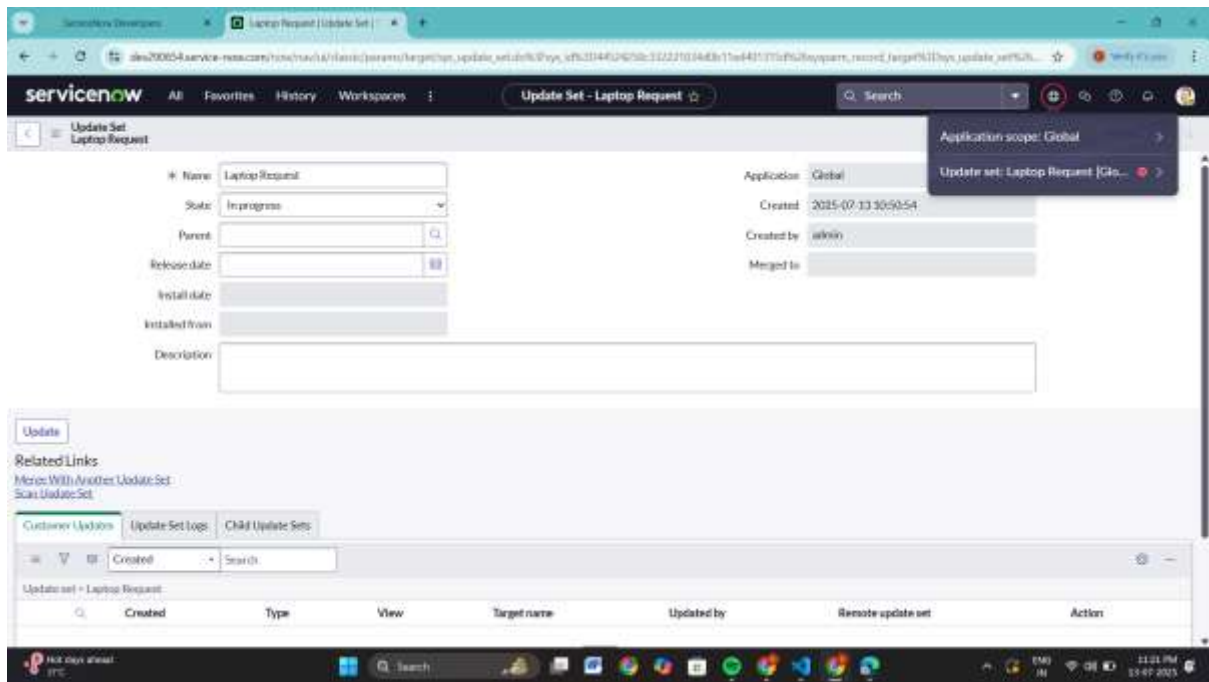
1. Create Local Update Set

Steps:

1. Open ServiceNow instance.
2. Navigate to:
   All → Update Sets → Local Update Sets
3. Click on **New**.
4. Fill in the following details:
   - **Name**: Laptop Request
5. Click **Submit**.
6. Click **Make Current** on the created update set.

Note: Perform **all actions** under this **"Laptop Request"** update set only.

2. Create Service Catalog Item

Steps:

1. Go to:
   All → Service Catalog → Maintain Items
2. Click on **New**.
3. Fill in the form:
   - **Name**: Laptop Request
   - **Catalog**: Service Catalog
   - **Category**: Hardware
   - **Short Description**: Use this item to request a new laptop
4. Click **Save** (not Submit).
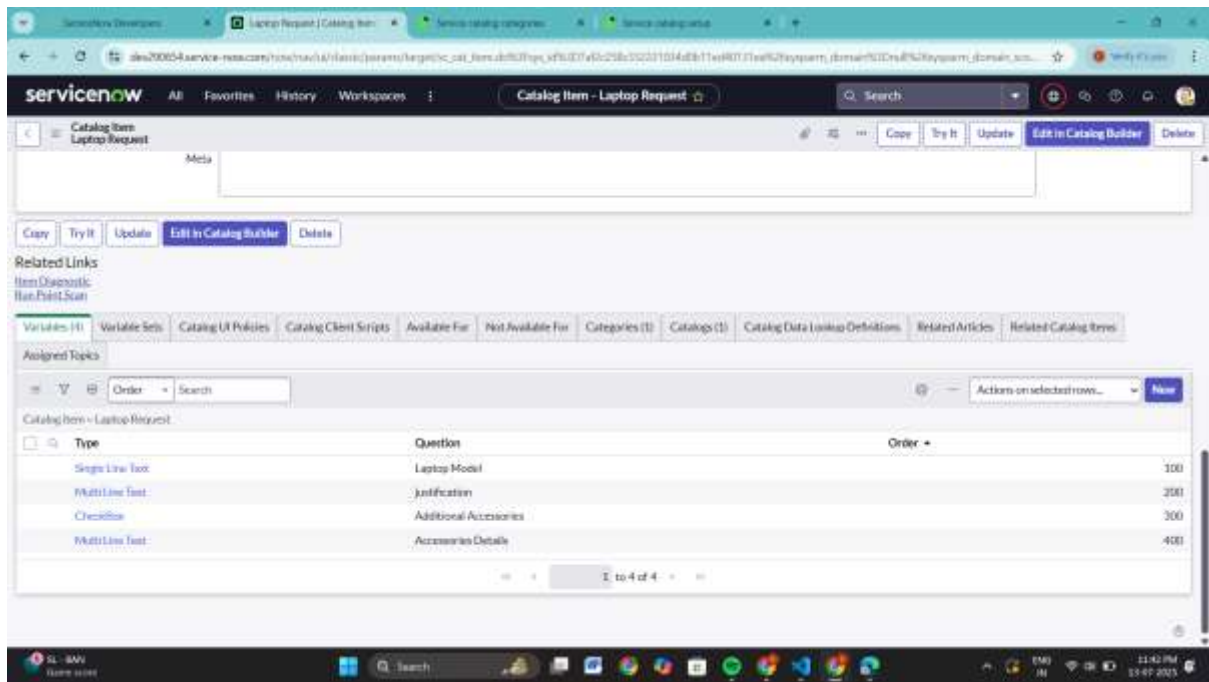
3. Add Variables

Step 1:

1. After saving the **Laptop Request** catalog item, scroll down to the **Variables** related list (at the bottom of the form).
2. Click on the **New** button to add a variable.
3. Add the first variable with the following details:
   - **Variable Name**: Laptop Model
   - **Type**: Single Line Text
   - **Name**: laptop_model
   - **Order**: 100
4. Click **Submit**.

Step 2:

Repeat the same process to add the remaining variables one by one:

- **Variable 2**
    - **Variable Name**: Justification
    - **Type**: Multi Line Text
    - **Name**: justification
    - **Order**: 200
    - Click **Submit**.
- **Variable 3**
    - **Variable Name**: Additional Accessories
    - **Type**: Checkbox
    - **Name**: additional_accessories
    - **Order**: 300
    - Click **Submit**.
- **Variable 4**
    - **Variable Name**: Accessories Details
    - **Type**: Multi Line Text
    - **Name**: accessories_details
    - **Order**: 400
    - Click **Submit**.

Step 3:

Once all variables are added, **click Save** on the **Laptop Request catalog item** form to save the item along with its variables.

4. Create Catalog UI Policy

Steps:

1. Navigate to:
   All → Service Catalog → Maintain Items
2. Open the Laptop Request catalog item.
3. Scroll down to **Catalog UI Policies** (Related List).
4. Click on **New**.
5. Fill the form:
   - **Short Description**: Show Accessories Details
   - **When to Apply**:
     - **Field**: additional_accessories
     - **Operator**: is
     - **Value**: true
6. Click **Save** (do not submit yet).

5. Create Catalog UI Policy Action

Steps:

1. In the same UI Policy form, scroll to **Catalog UI Policy Actions**.
2. Click **New**.
3. Fill in the form:
    - **Variable Name**: accessories_details
    - **Order**: 100
    - **Mandatory**: True
    - **Visible**: True
4. Click **Save**.
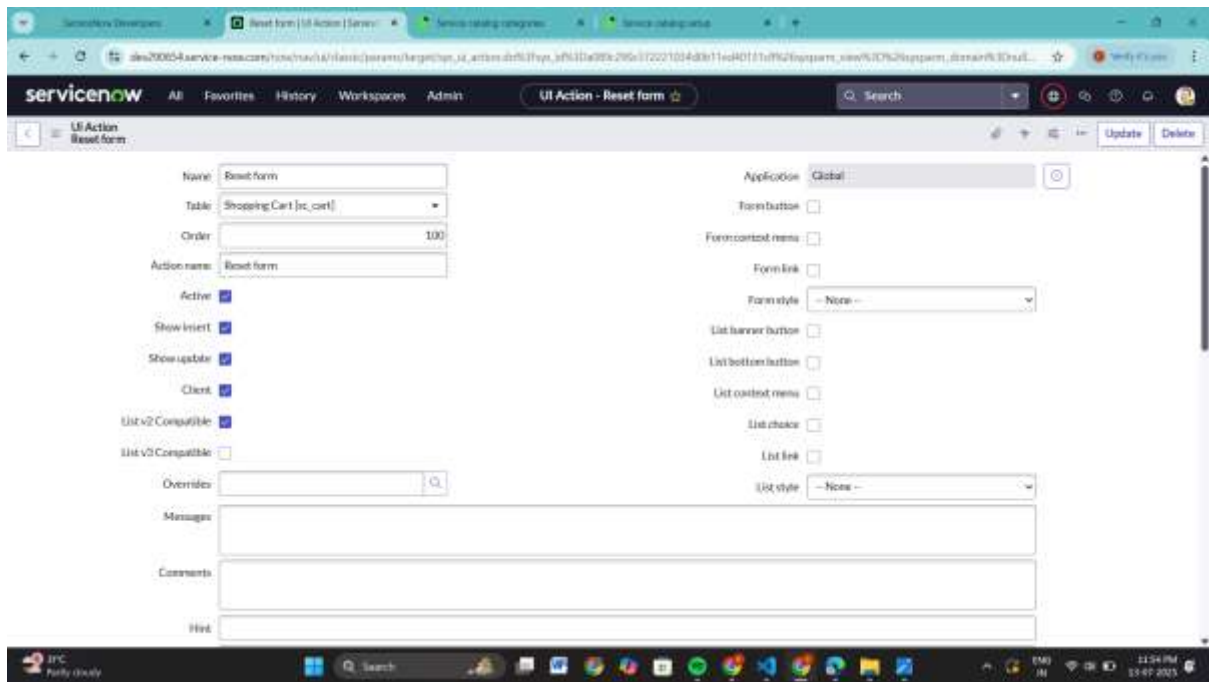5. Then click **Save** again on the UI Policy form.
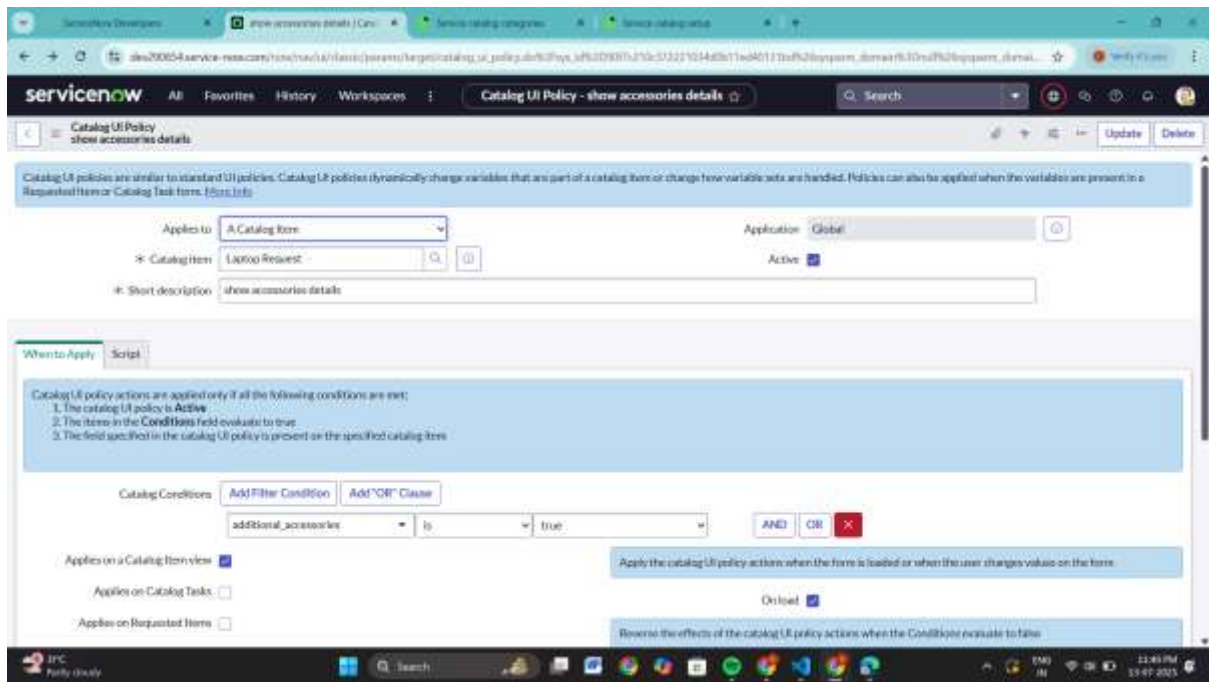
6. Create UI Action (Reset Button)

Steps:

1. Navigate to:
   All → System Definition → UI Actions
2. Click on **New**.
3. Fill in the following:
   - **Table**: sc_cart (Shopping Cart)
   - **Order**: 100
   - **Action name**: Reset form
   - **Client**: Checked
   - **Script**:

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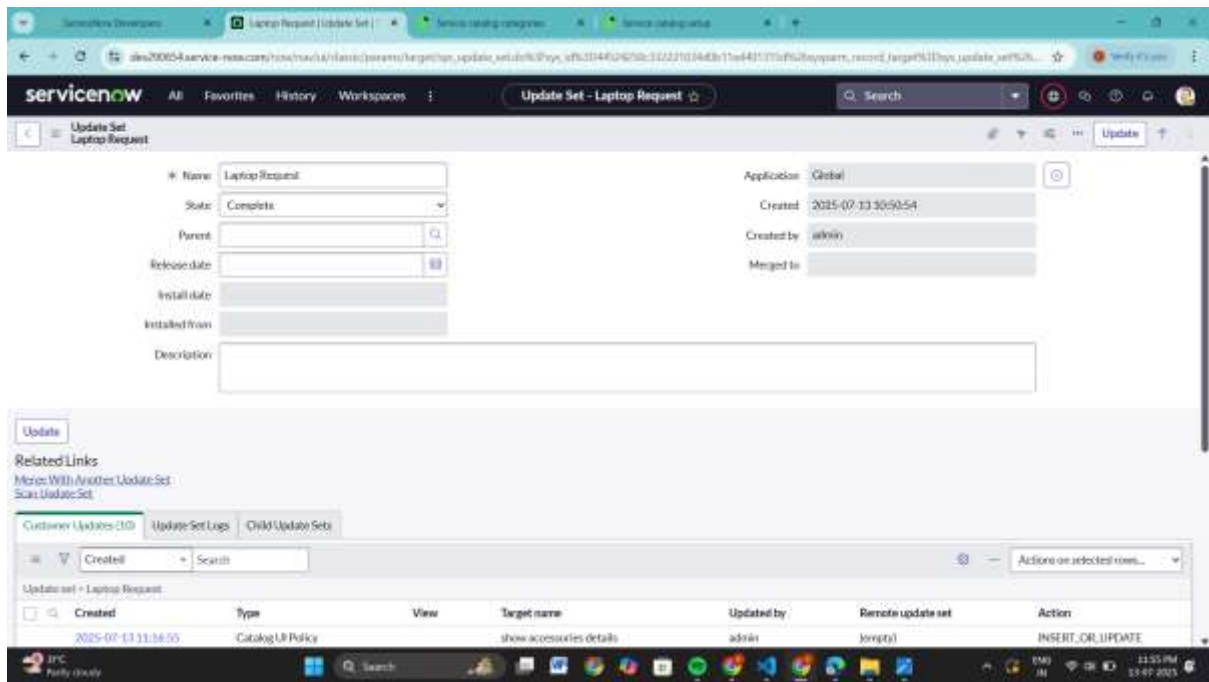   *   alert("The form has been reset.");*
     }

4. Click **Save**.

7. Export Update Set to XML

Steps:

1. Navigate to:
   All → Update Sets → Local Update Sets
2. Open the update set: Laptop Request.
3. Set **State** to: Complete.
4. In the **Updates** related list tab, review all updates.
5. Click **Export to XML** to download the update set.

8. Retrieve Update Set in Another Instance

Steps:

1. Open **another ServiceNow instance** in **Incognito Mode**.
2. Login with valid credentials.
3. Navigate to:
   All → Update Sets → Retrieved Update Sets
4. Click **Import Update Set from XML**.
5. Upload the previously downloaded .xml file.
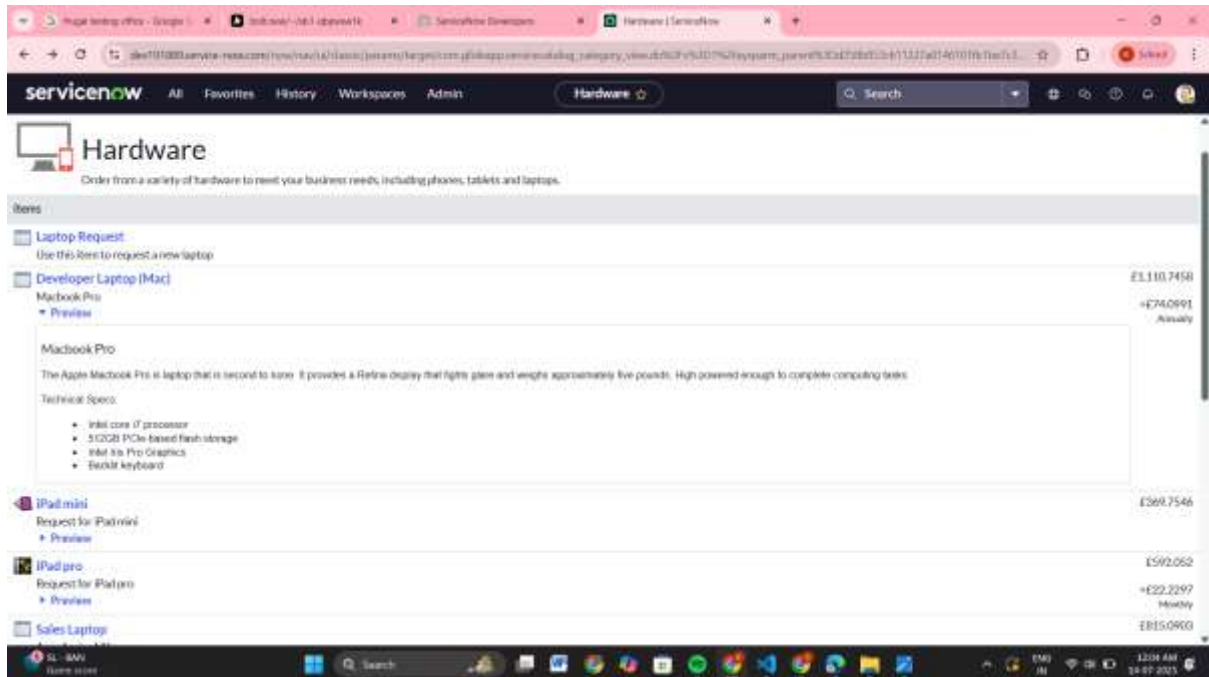6. Click **Upload**.
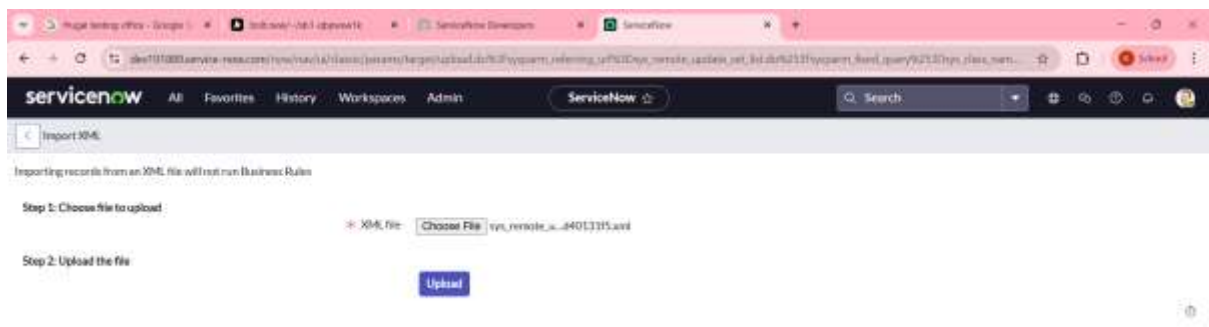
7. Open the uploaded set Laptop Request Project.
8. Click **Preview Update Set**.
9. Click **Commit Update Set**.
10. Review all related **Updates** tab.
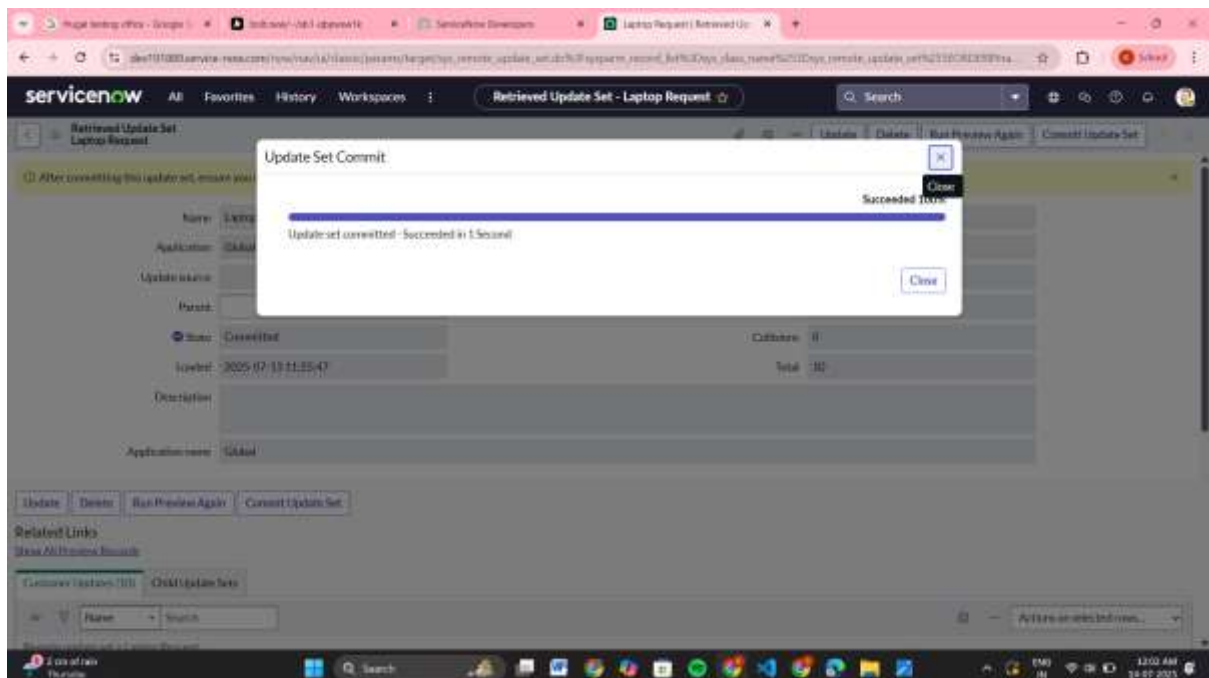
9. Test the Catalog Item

Steps:

1. In the **Target Instance**, navigate to:
   All → Service Catalog → Catalog
2. Open **Hardware** category.
3. Search and open the item: Laptop Request.

4. Observe the displayed variables:
   - ○ Laptop Model
   - ○ Justification
   - ○ Additional Accessories
5. **Scenario Test**:
   - ○ **Check** the checkbox: Additional Accessories
   - ○ The field Accessories Details becomes **visible and mandatory**.
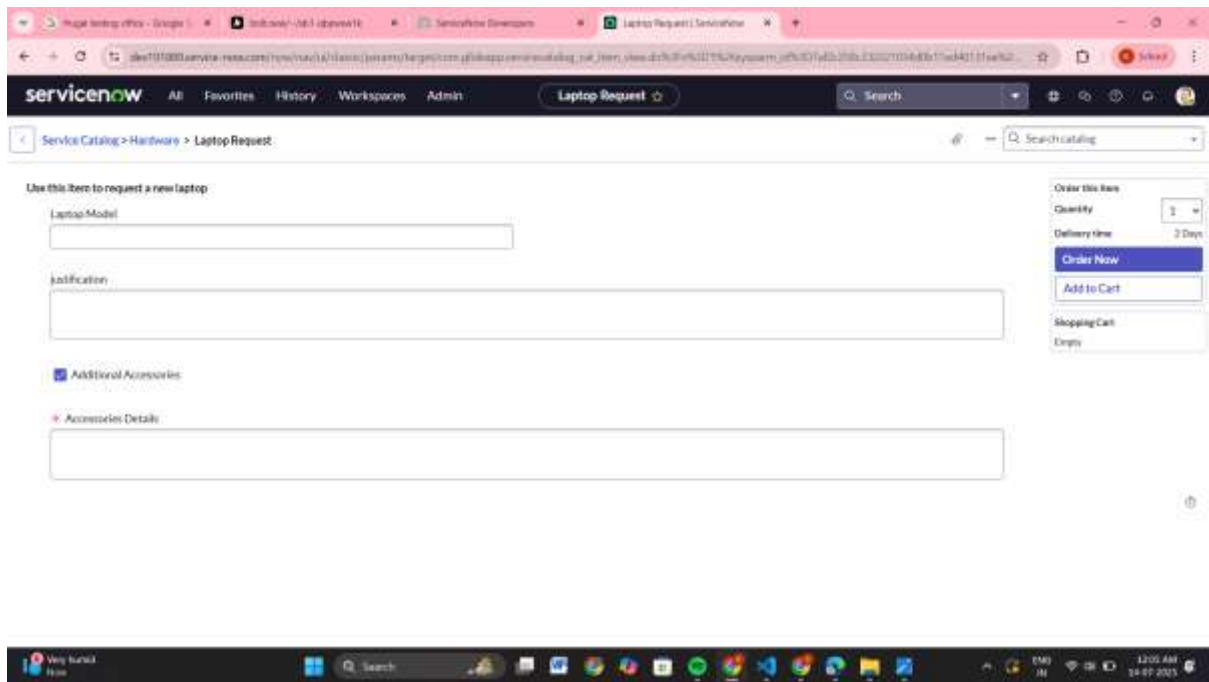
Conclusion :

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.