

Project Documentation

Project Title:

Laptop Request Catalog Item in ServiceNow

Project Objective:

The objective of this project is to create a ServiceNow catalog item for requesting laptops. It automates the laptop request process, ensures proper approvals, and maintains a smooth workflow from request creation to fulfillment. This improves efficiency, reduces manual errors, and provides clear tracking of IT hardware requests.

Steps Followed:

1. Creating the Catalog Item

- Navigate to Service Catalog > Catalog Definitions > Maintain Items.
- Click New to create a catalog item.
- Enter the following:
 - Name: Laptop Request
 - Catalogs: IT Services
 - Category: Hardware
- Add a description to guide the user.

Screenshot Placeholder:

The screenshot shows the ServiceNow interface for creating a new catalog item. The browser address bar shows the URL: `dev250841.service-now.com/now/nav/ui/classic/params/target/sc_cat_item_list.do?sysparm_first_row%3D1%26sysparm_query%3Dtype%3Dbundle%25eqn_class_name%253D...`. The page title is "Catalog Items". The form fields are as follows:

- Name:** Laptop Request
- Catalogs:** Service Catalog
- Category:** Hardware
- State:** -- None --
- Checked out:** -- None --
- Owner:** System Administrator
- Application:** Global
- Active:** ☒
- Roles:** [Add](#)
- Fulfillment automation level:** Unspecified

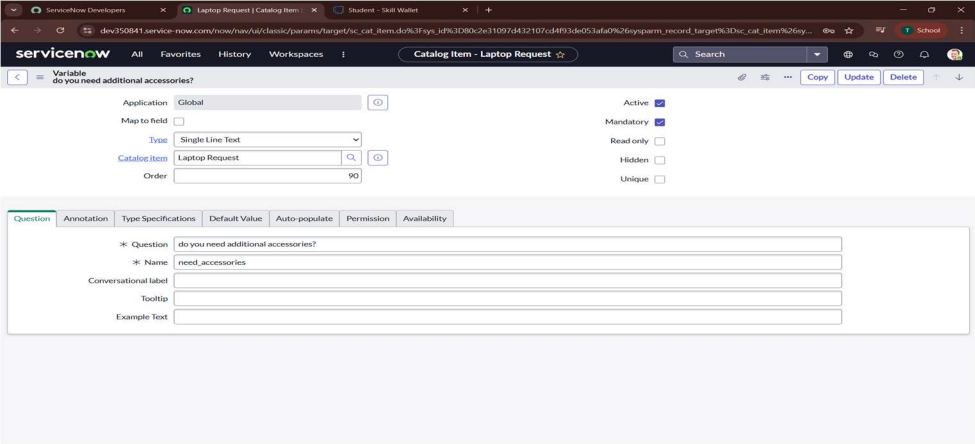
Below the form fields, there are tabs for "Item Details", "Process Engine", "Picture", "Pricing", and "Portal Settings". The "Item Details" tab is selected, showing a "Short description" field with the text "use this item to request laptops" and a "Description" field. There is also a "Meta" field.

At the bottom, there are buttons for "Copy", "Try It", "Update", "Edit in Catalog Builder", and "Delete". Below these buttons, there is a "Related Links" section with links for "Item Diagnostic", "Show VA render type", and "Run Point Scan". At the very bottom, there is a "Variables" section with a search bar and a "New" button.

2. Adding Variables

- Create variables to capture user inputs:
 - Laptop Model (Single Line Text / Choice List)
 - Quantity (Number)
 - Urgency (Choice)
- Ensure unique variable names to avoid errors.
- Configure dropdown choices for selection.

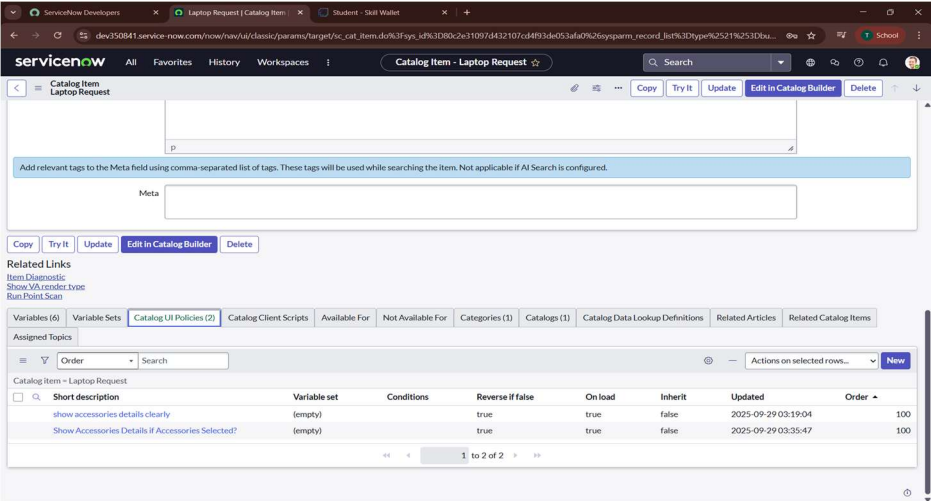
Screenshot Placeholder:



3. Configuring UI Policies

- Create UI Policies to control form behavior dynamically:
 - Make Quantity mandatory if Urgency = High.
 - Hide/Show additional options based on model selection.
- Add scripts for advanced dynamic behavior if required.

Screenshot Placeholder:



4. Creating Client Scripts / UI Actions

- Write client scripts for enhanced form usability:
 - Auto-populate fields based on user department.
- Create UI Actions for special request handling.

Screenshot Placeholder:

The screenshot shows the ServiceNow 'UI Action - shopping cart' configuration page. The 'Name' field is set to 'Reset Form'. The 'Table' is 'Shopping Cart [sc_cat]'. The 'Order' is '100'. The 'Action name' is 'Reset Form'. The 'Active' checkbox is checked. The 'Show insert', 'Show update', 'Client', and 'List v2 Compatible' checkboxes are also checked. The 'Script' field contains the following code:

```
1 function resetForm() {
2   g_form.clearForm();
3   alert("Your form has been Reset");
4 }
```

The 'Application' is set to 'Global'. The 'Form button', 'Form context menu', 'Form link', 'Form style', 'List banner button', 'List button button', 'List context menu', 'List choice', 'List link', and 'List style' fields are all set to 'None'.

5. Workflow & Approvals

- Configure a workflow for laptop requests:
 - Approval by Manager
 - IT Review & Assignment
- Test workflow by creating sample requests.

Screenshot Placeholder:

The screenshot shows the 'Retrieved Update Sets' table in ServiceNow. The table has columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. There are two rows of data:

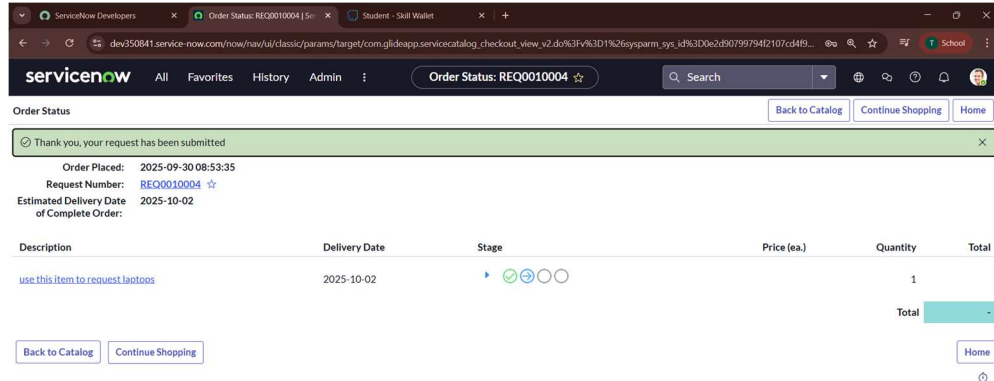
Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop_Request_Catalog	Global	Committed	(empty)		2025-09-29 04:04:40	2025-09-29 04:06:14	(empty)	(empty)
Laptop_Request_Catalog	Global	Committed	(empty)		2025-09-29 05:26:06	2025-09-29 05:29:20	(empty)	(empty)

A tooltip is visible over the first row, stating: 'Import update set from an XML file exported from another instance'.

6. Testing the Catalog Item

- Create a test request as an end-user.
- Verify:
 - Field validations
 - UI policy behavior
 - Workflow approvals
- Check notifications and status updates.

Screenshot Placeholder:



Conclusion:

Through this project, I learned how to:

- Create a catalog item and configure variables efficiently.
- Use UI policies and client scripts to enhance user experience.
- Set up workflows for automated approvals and notifications.
- Troubleshoot common ServiceNow errors.

This project demonstrates my ability to deliver a functional IT service catalog item with proper documentation and process automation.