Project Documentation

Project Title:
Laptop Request Catalog Item in ServiceNow
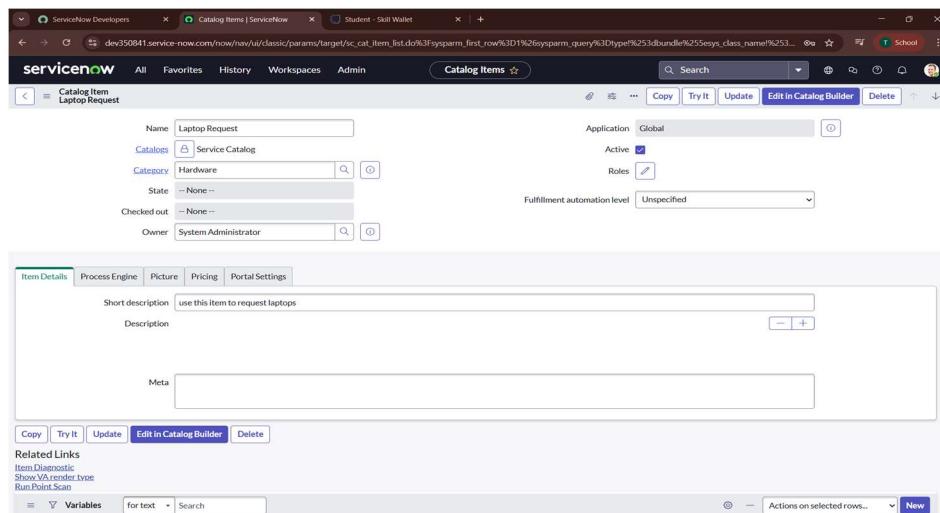
Project Objective:
The objective of this project is to create a ServiceNow catalog item for requesting laptops. It automates the laptop request process, ensures proper approvals, and maintains a smooth workflow from request creation to fulfillment. This improves efficiency, reduces manual errors, and 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.
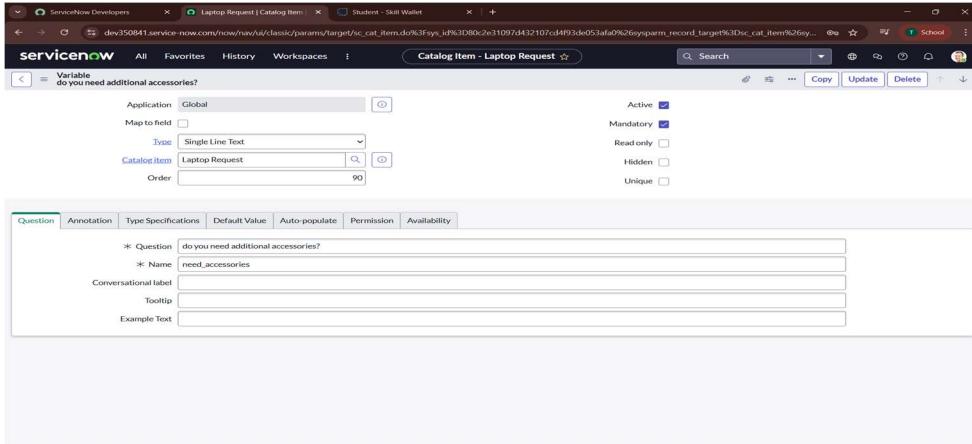
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2. Adding Variables

- 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.
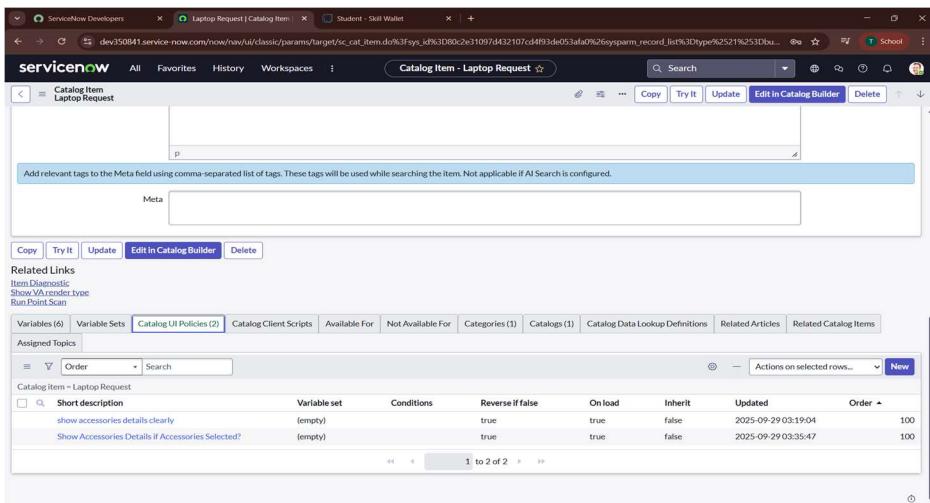
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3. Configuring UI Policies

- 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.
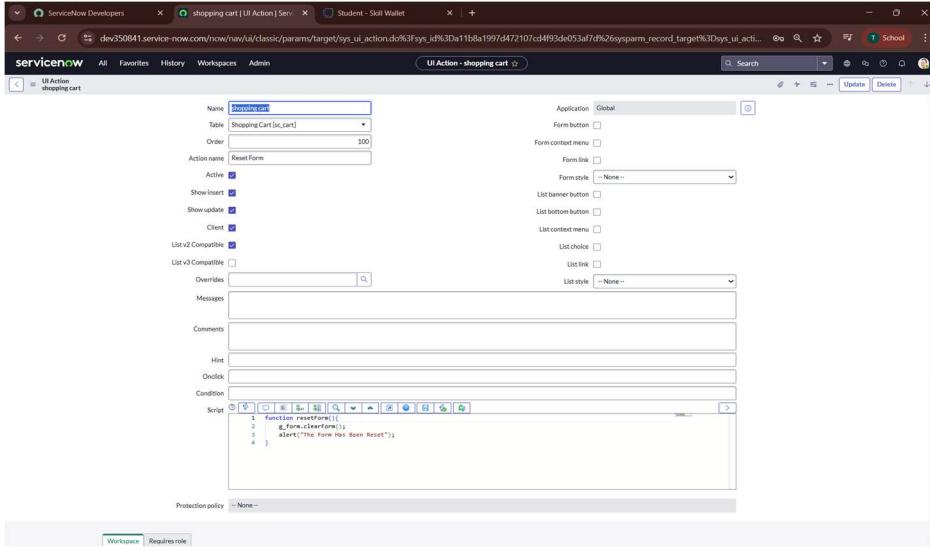
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4. Creating Client Scripts / UI Actions
- Write client scripts for enhanced form usability:
  - Auto-populate fields based on user department.
- Create UI Actions for special request handling.
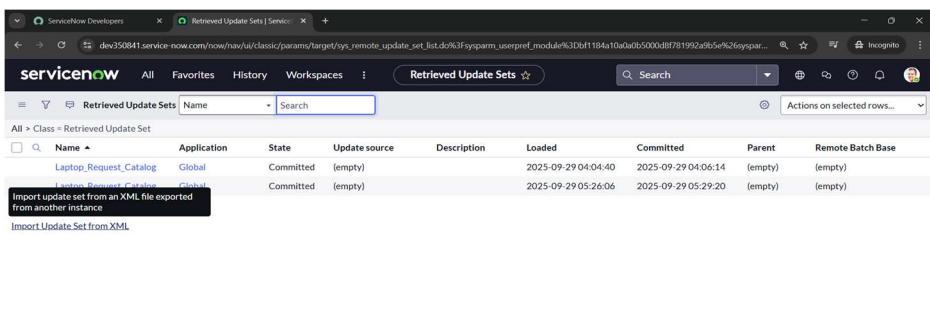
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5. Workflow & Approvals
- Configure a workflow for laptop requests:
  - Approval by Manager
  - IT Review & Assignment
- Test workflow by creating sample requests.
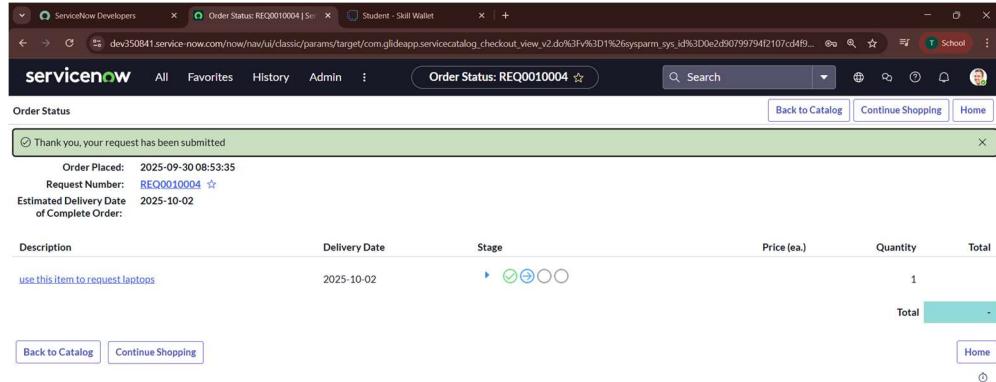
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6. Testing the Catalog Item
- Create a test request as an end-user.
- Verify:
  - Field validations
  - UI policy behavior
  - Workflow approvals
- Check notifications and status updates.

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.