

Laptop Request Catalog Item - ServiceNow Project Documentation

1. Introduction

Project Title: Laptop Request Catalog Item

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2. Update Set

2.1 Create Local Update Set

- Created a local update set named `Laptop_Request_Set` to track configuration changes.

3. Service Catalog Item

3.1 Create Service Catalog

- Catalog Item Name: Laptop Request
- Description: Allows users to request laptops for official use

3.2 Add Variables

- Laptop Type
- Justification
- Delivery Date
- Department

4. UI Policy

4.1 Create UI Policy

- Example: Show "Justification" field only when Laptop Type is "High-End"

5. UI Action

5.1 Create UI Action

- Button: "Cancel Request" - allows users to cancel their submissions

6. Export Update Set

6.1 Exporting Changes to Another Instance

- Exported update set as XML

7. Login to Another Instance

7.1 Retrieving the Update Set

- Imported XML update set into target instance
- Committed after validation

8. Testing

8.1 Test Catalog Item

- Used "Try It" to verify field behaviors and submission

9. Conclusion

This project successfully demonstrates the creation and migration of a Laptop Request Catalog Item in ServiceNow, with working UI Policies and Actions. Testing confirms the form functions as intended.