

Project Title

Team Id: NM2025TMID17113

Team Members: 04

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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 behavior 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.

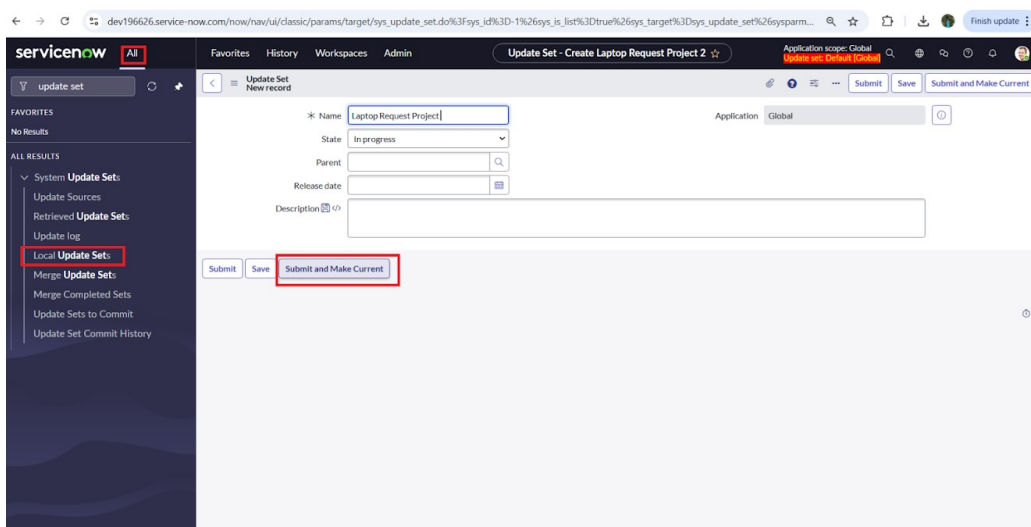
Objective:

Skills:

TASK INITIATION

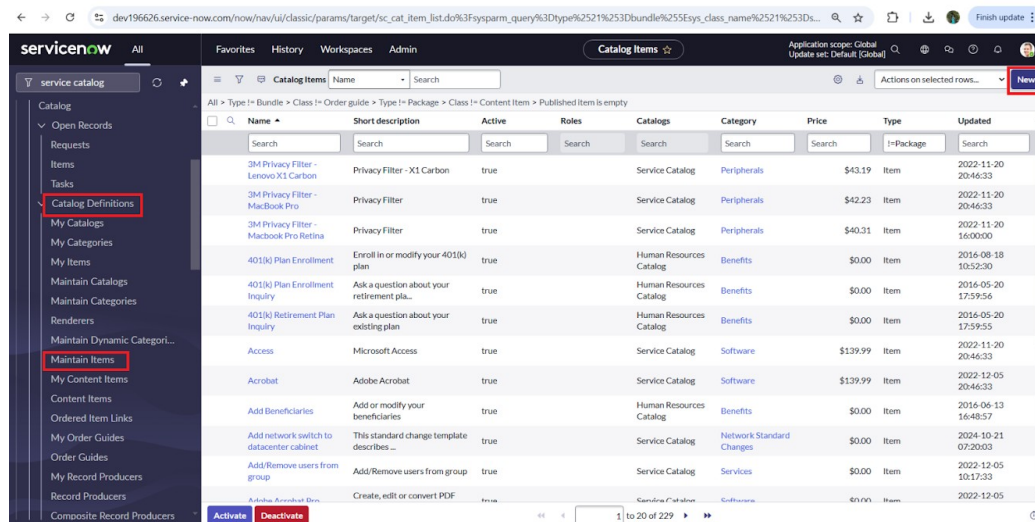
Create Local Update set

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 .



Create Service Catalog Item

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



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

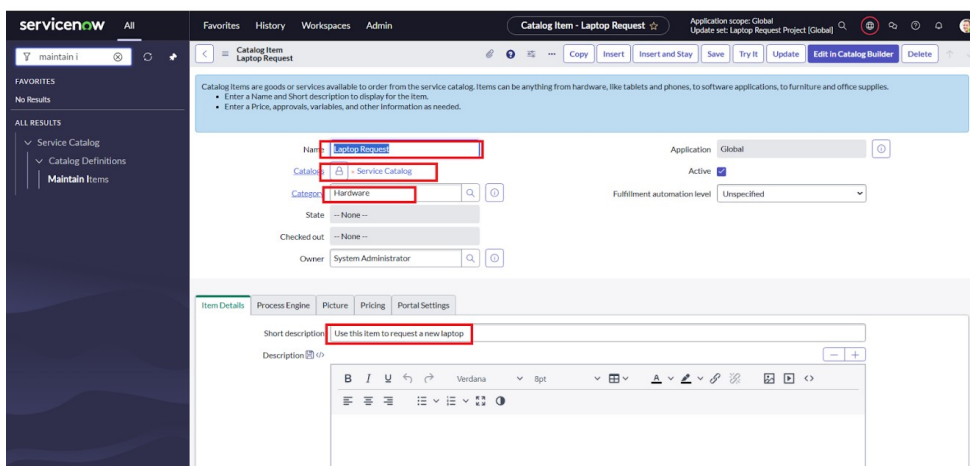
Name: Laptop Request

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 'Variable - New Record' form in ServiceNow. The form is for creating a new variable. The 'Application' is set to 'Global'. The 'Type' is set to 'Single Line Text'. The 'Catalog Item' is set to 'Laptop Request'. The 'Order' is set to '100'. The 'Active' checkbox is checked. The 'Mandatory', 'Read only', and 'Hidden' checkboxes are unchecked. The 'Question' tab is selected, and the 'Question' field is set to 'Laptop Model'. The 'Name' field is set to 'laptop_model'. The 'Example Text' field is empty. The 'Submit' and 'Save' buttons are at the bottom left.

2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

4. Variable 4: Accessories Details

Type: Multi line text

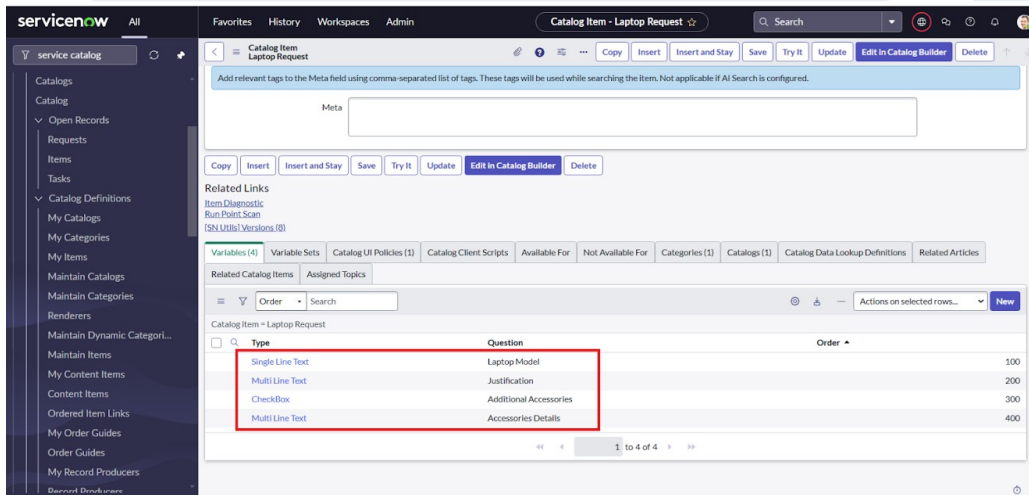
Name:accessories_details

Order:400

Step2:

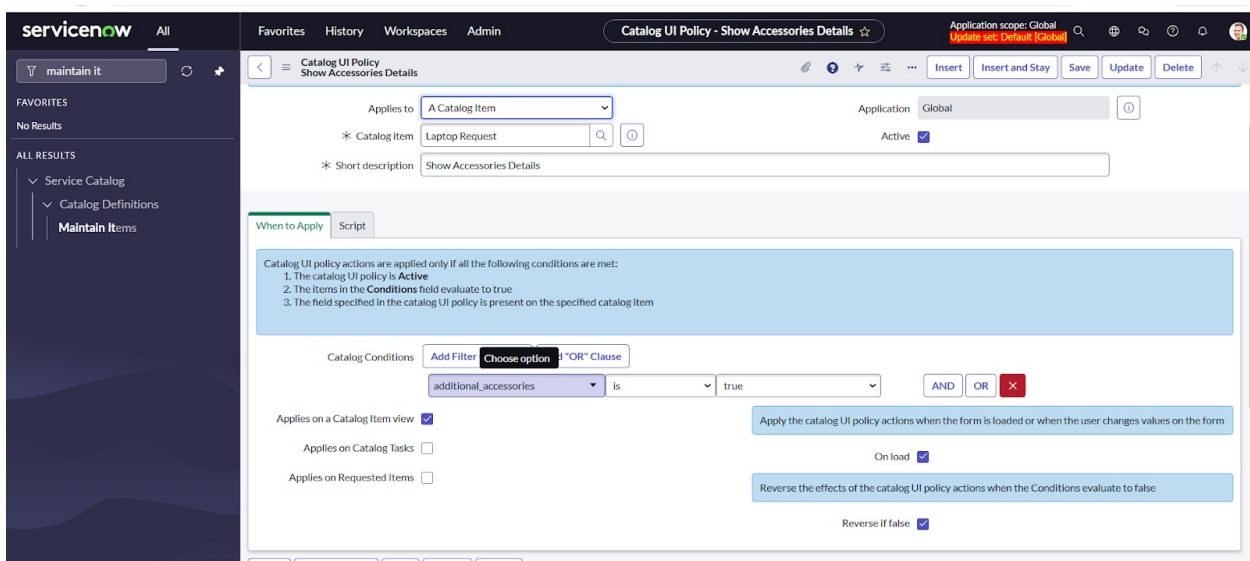
- After adding above variable which are added to newly created catalog item

- 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. Scroll down 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

The screenshot shows the 'Catalog UI Policy Action' form in ServiceNow. The 'Variable name' is set to 'accessories_details' and the 'Order' is 100. The 'Application' is 'Global'. The 'Mandatory' checkbox is checked, and the 'Visible' checkbox is also checked. The 'Read only' dropdown is set to 'Leave alone', the 'Value action' is 'Leave alone', and the 'Field message type' is 'None'. The 'Save' button is highlighted with a red box.

The screenshot shows the 'Catalog UI Policy' form in ServiceNow. The 'Catalog UI Policy' is 'Show Accessories Details'. The 'Applies to' dropdown is set to 'A Catalog Item', and the 'Application' is 'Global'. The 'Active' checkbox is checked. The 'When to Apply' section is expanded, showing the 'Script' tab. The 'Catalog Conditions' section is expanded, showing the 'Add Filter Condition' button. The 'Applies on Catalog Item view' checkbox is checked. The 'Applies on Catalog Tasks' checkbox is unchecked. The 'Applies on Requested Items' checkbox is unchecked. The 'On load' checkbox is checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is checked. The 'Save' button is highlighted with a red box.

Create ui action

1. Open service now.
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:

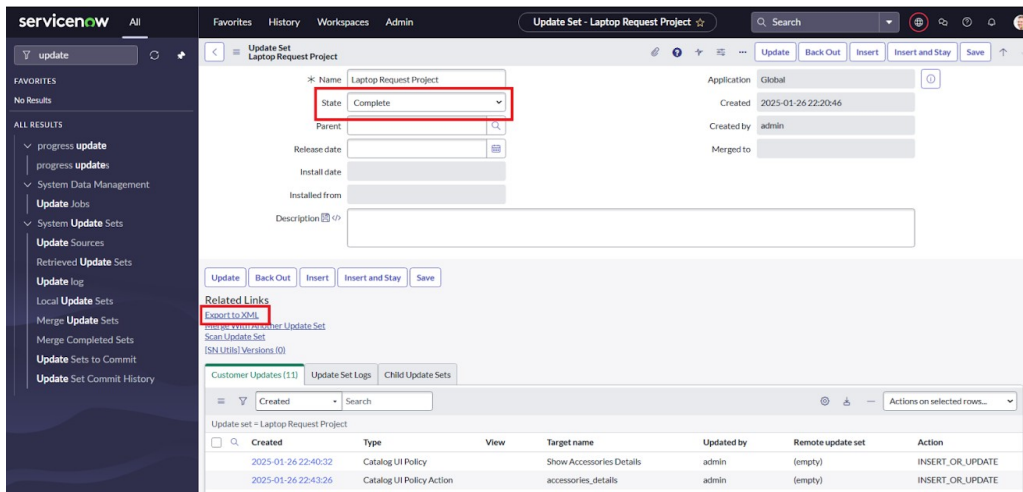
```
function resetForm() {  
  g_form.clearForm(); // Clears all fields in the form  
  alert("The form has been reset.");  
}
```

Click on save

The screenshot shows the ServiceNow UI Action configuration interface. The left sidebar contains a navigation menu with 'UI Action' selected. The main content area is titled 'UI Action - Reset Form'. A red box highlights the 'Name' field (Reset Form), 'Table' dropdown (Shopping Cart [sc_cart]), 'Order' field (100), and 'Action name' field (Reset Form). Another red box highlights the 'Client' checkbox, which is checked. The right side of the form contains various options like 'Application' (Global), 'Form button', 'Form context menu', 'Form link', 'Form style' (None), 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (None). At the bottom, there are sections for 'Messages', 'Comments', 'Hint', 'Onclick', and 'Condition'.

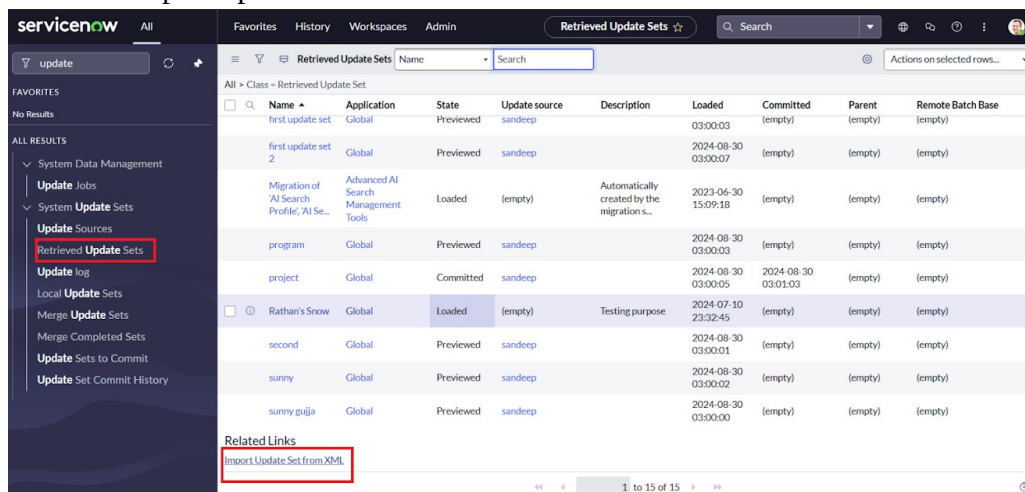
Exporting changes to another instances

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



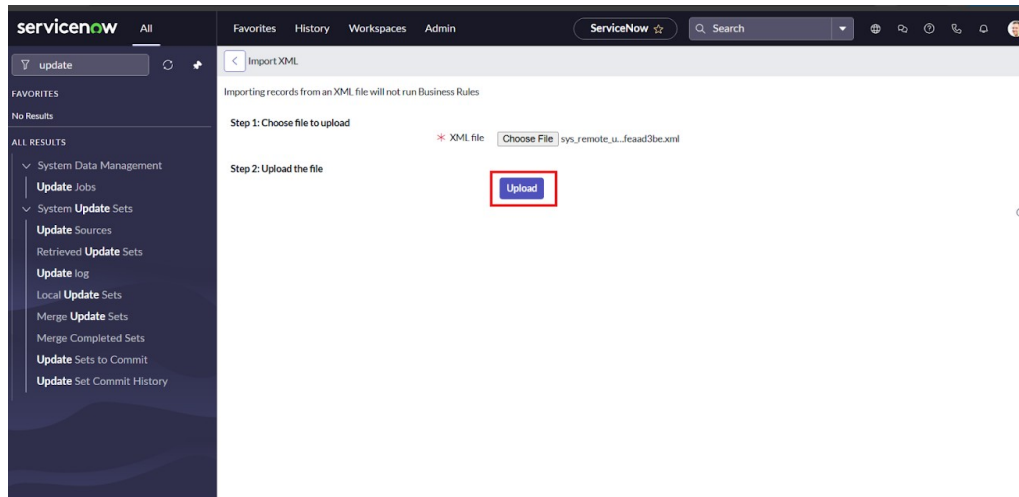
Retrieving the update set

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



7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.



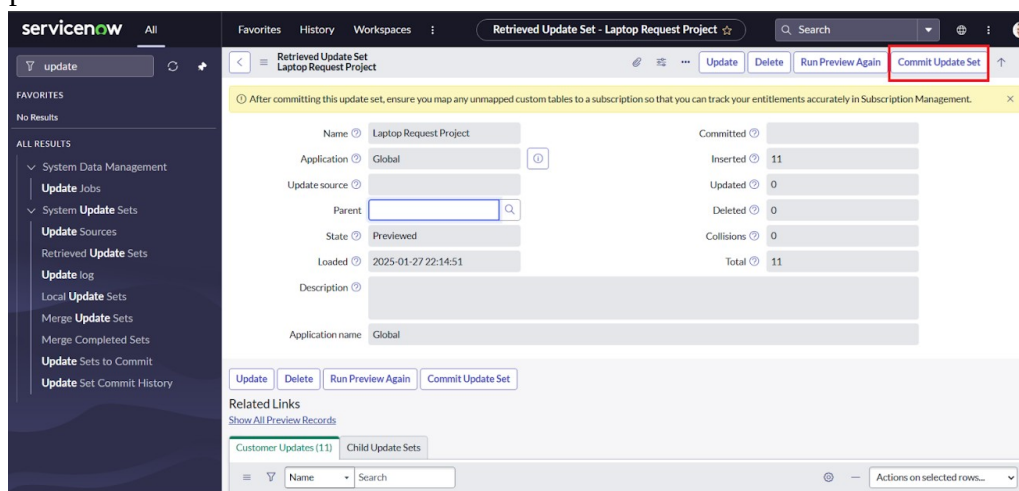
9. Open retrieved update set 'laptop request project'

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
2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it

5. It shows three variables only

ServiceNow interface showing the 'Laptop Request' catalog item. The breadcrumb navigation indicates the path: Service Catalog > Hardware > Laptop Request. The form includes fields for 'Laptop Model', 'Justification', and an 'Additional Accessories' checkbox. On the right, there are controls for 'Order this Item' (Quantity: 1, Delivery time: 2 Days), 'Order Now', 'Add to Cart', and a 'Shopping Cart' showing 'Empty'.

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.

ServiceNow interface showing the 'Laptop Request' catalog item. The breadcrumb navigation indicates the path: Service Catalog > Hardware > Laptop Request. The form includes fields for 'Laptop Model' (containing 'hp'), 'Justification', and an 'Additional Accessories' checkbox which is checked. Below the 'Justification' field, a new section titled 'Accessories Details' is visible, containing a text area for specifying accessories. On the right, there are controls for 'Order this Item' (Quantity: 1, Delivery time: 2 Days), 'Order Now', 'Add to Cart', and a 'Shopping Cart' showing 'Empty'.

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.

