

# Laptop Request

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**Problem Statement:**

Employees often need to request laptops with specific configurations and additional accessories for their work. Currently, the request process is manual, time-consuming, and lacks standardization, which leads to delays, missing details, and difficulty in tracking requests.

**Objective:**

**1. Automate Laptop Requests**

Create a ServiceNow Catalog Item (*Laptop Request*) to streamline the process of requesting laptops.

**2. Capture Complete Information**

Define variables such as *Laptop Model*, *Justification*, *Additional Accessories*, and *Accessories Details* to ensure all required details are collected.

**3. Apply Dynamic Behavior**

Implement Catalog UI Policies so that *Accessories Details* is displayed and mandatory only when *Additional Accessories* is selected.

#### **4.Enable Reusability & Migration**

**Use an Update Set (*Laptop Request Project*) to capture all configurations and migrate them to other ServiceNow instances.**

#### **5.Enhance User Experience**

**Provide a simple, interactive, and user-friendly form that reduces errors and avoids missing information.**

#### **6.Validate Implementation**

**Test the Catalog Item in the target instance to confirm that the functionality (visibility and mandatory conditions) works as expected.**

#### **Skills:**

**Skills required include ServiceNow catalog configuration, UI policies/actions, basic JavaScript scripting, and update set management to build, migrate, and validate the Laptop Request process.**

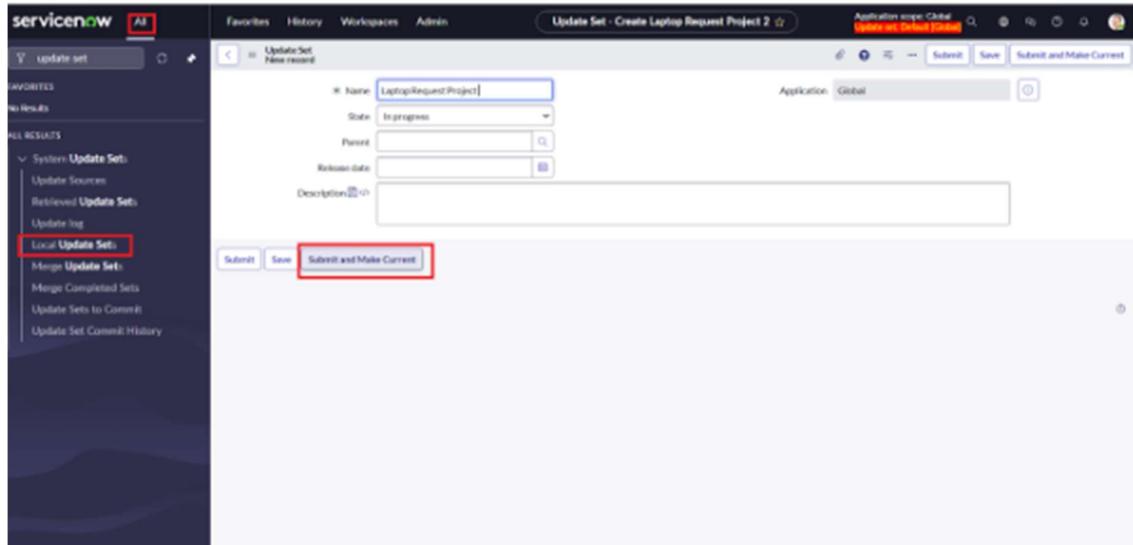
### **TASK INITIATION**

#### **Milestone 1: Update Set**

##### **Activity 1: Create local Update Set**

- 1. Open ServiceNow.**
- 2. Go to All->Update Sets->Local Update Sets.**
- 3. Click New.**
- 4. Enter name: Laptop Request.**
- 5. Click Submit.**

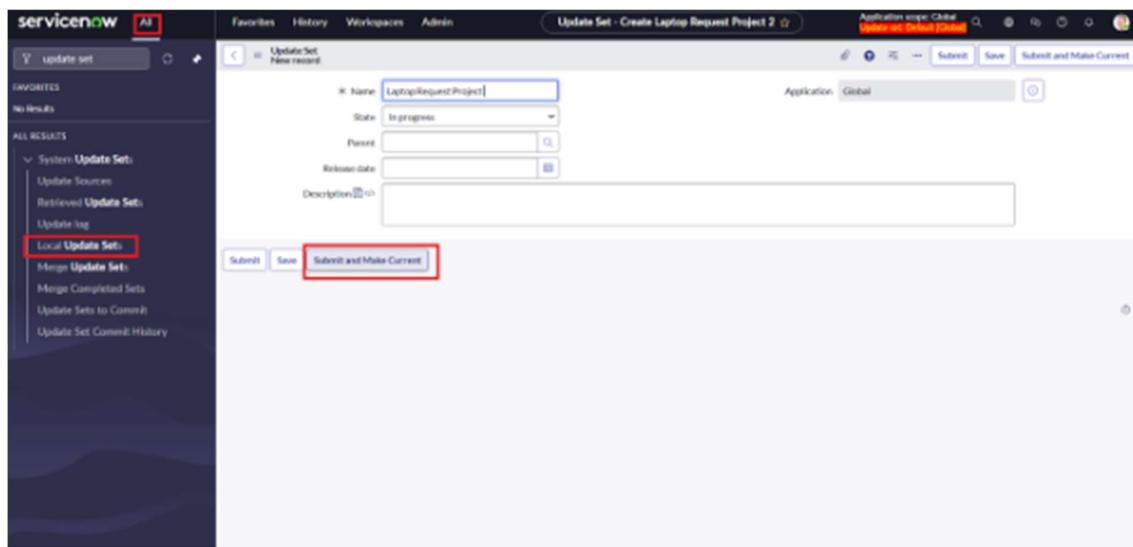
## 6. Click Make



### Milestone 2: Service Catalog Item

#### Activity 1: Create Service Catalog Item

1. Open ServiceNow.
2. Go to All → search "Update Sets".
3. Select Local Update Sets under **System Update Sets**.
4. Click New.
5. Enter details (name it Laptop Request).
6. Click Submit, then Make Current.



## Activity 2: Add Variables

### Step 1:

1. Save the Catalog Item form.
  2. Scroll down → open Variables (Related List).
  3. Click New → enter details:
    - Variable 1: *Laptop Model*
      - Type: Single Line Text
      - Name: laptop\_model
      - Order: 100
    - Click Submit.
- Repeat New → Submit for remaining variables.

The screenshot shows the ServiceNow interface for creating a new variable. The left sidebar has a 'Catalogs' section with 'Open Records' expanded, showing 'Catalog', 'Requests', 'Items', and 'Tasks'. The main area is titled 'Variable - New Record'. It shows the following fields:

- Application: Global
- Type: Single Line Text (highlighted with a red box)
- CatalogItem: Laptop-Request
- Order: 100
- Active: checked
- Mandatory: unchecked
- Readonly: unchecked
- Hidden: unchecked

The 'Question' tab is selected, displaying the question 'Specify the Question that explains the options available to the end user when ordering the item'. Below it, there's a 'Question' input field containing 'Laptop Model' (also highlighted with a red box) and a 'Name' input field containing 'laptop\_model'. There are also 'Tooltip' and 'Example Text' fields, both currently empty. At the bottom left are 'Search' and 'Save' buttons.

1. Save the Catalog Item form.
2. Scroll down → open Variables (Related List).
- 3.
4. Add variables one by one using New → fill details → Submit.

### Step 2:

1. Open ServiceNow → All → search “Update Sets”.

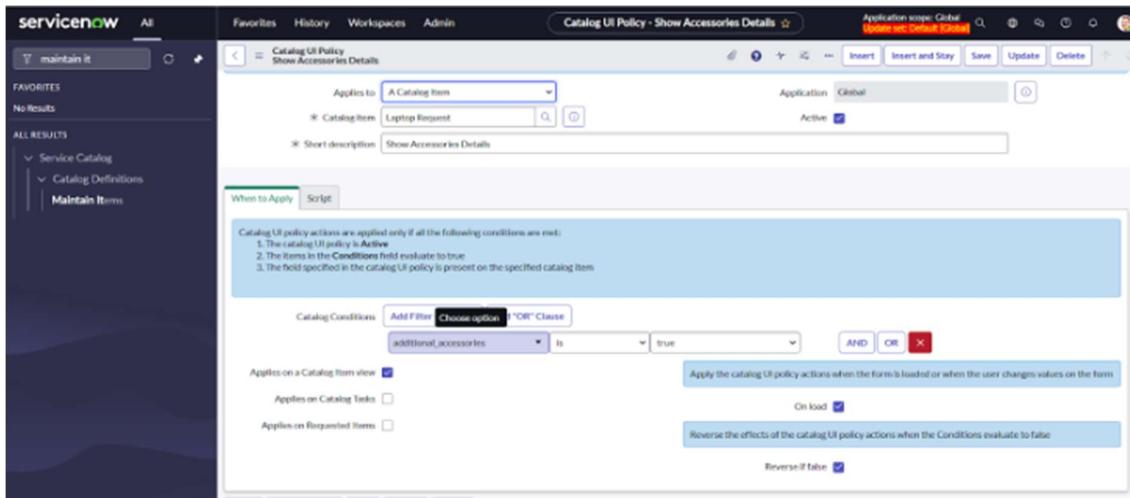
2. Select Local Update Sets → click New.
3. Enter details (e.g., Name: *Laptop Request*).
4. Click Submit, then Make Current (this activates the update set).

Type	Question	Order
Single Line Text	Laptop Model	500
MultiLine Text	Justification	200
Checkbox	Additional Accessories	300
MultiLine Text	Accessories Details	400

## Milestone 3: UI Policy

### Activity 1: Create Catalog UI Policies

1. Go to All → search “Service Catalog”.
2. Select Maintain Items under *Catalog Definition*.
3. Search for Laptop Request (the catalog item you created earlier).
4. Open Laptop Request → scroll down to Catalog UI Policies (Related List).
5. Click New → fill in details:
  - Short Description: *Show Accessories Details*
  - When to Apply (Condition):
    - Field: *additional\_accessories*
    - Operator: *is*
    - Value: *true*
6. Save the UI Policy.



**7.Go to All → search “Service Catalog”.**

**8.Select Maintain Items under Catalog Definition.**

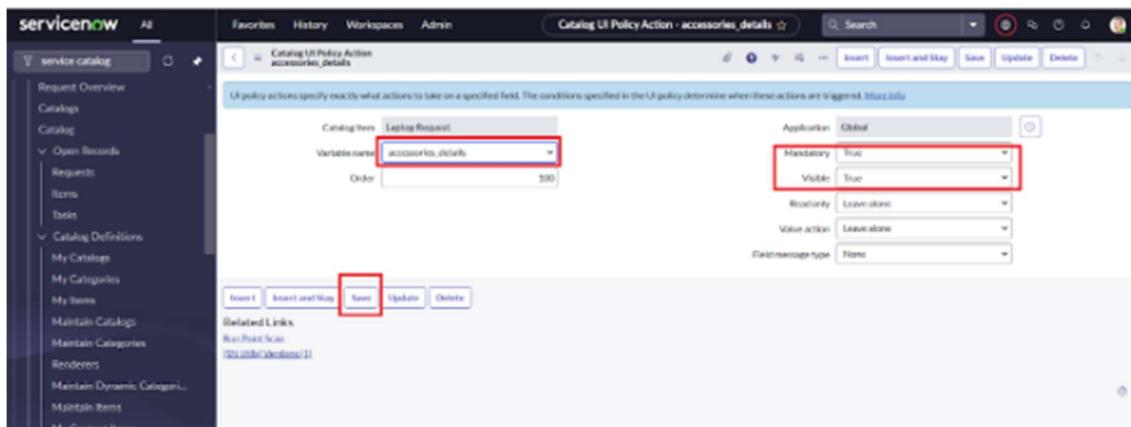
**9.Search for Laptop Request → open it.**

**10.Scroll down → Catalog UI Policies (Related List) → click New.**

**11.Fill details:**

- **Short Description: Show Accessories Details**
- **When to Apply Condition:**
  - **Field: additional\_accessories**
  - **Operator: is**
  - **Value: true**

**12.Click Save.**



The screenshot shows the ServiceNow interface for managing catalog items. The left sidebar has a 'Catalog' section with various sub-options like 'Open Records', 'Requests', 'Items', 'Tasks', etc. The main content area is titled 'Catalog UI Policy - Show Accessories Details'. It shows a policy definition with conditions and actions. A red box highlights the 'Actions' menu in the top right corner.

## Milestone 4: UI Action

### Activity 1: Create UI Action

**1. Open ServiceNow.**

**2. Go to All → search “UI Actions”.**

**3. Select UI Actions under System Definition.**

**4. Click New.**

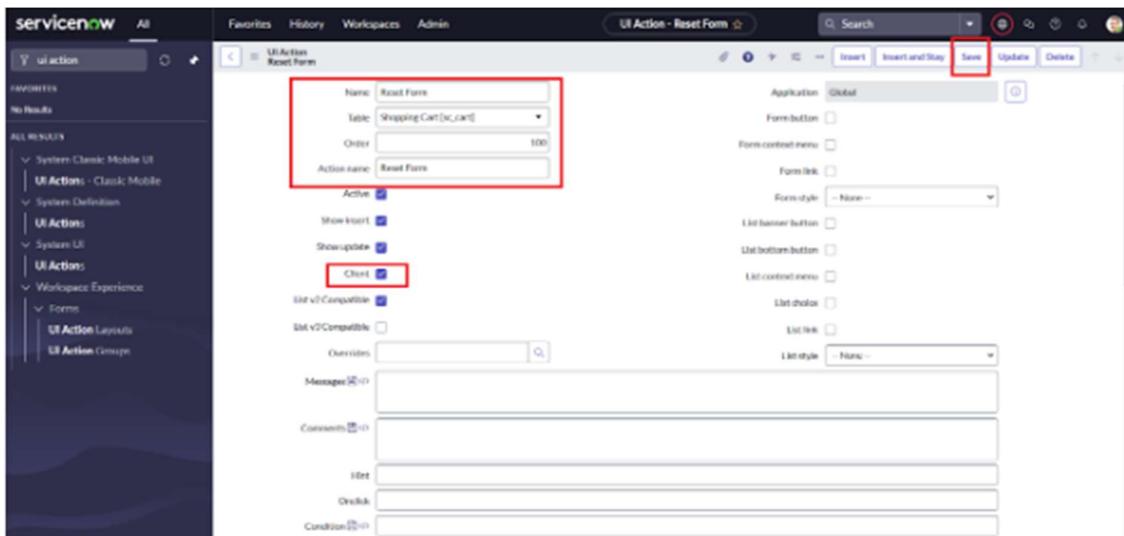
**5. Fill in details:**

- Table: Shopping Cart (sc\_cart)**
- Order: 100**
- Action name: Reset form**

**6. Add the script:**

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

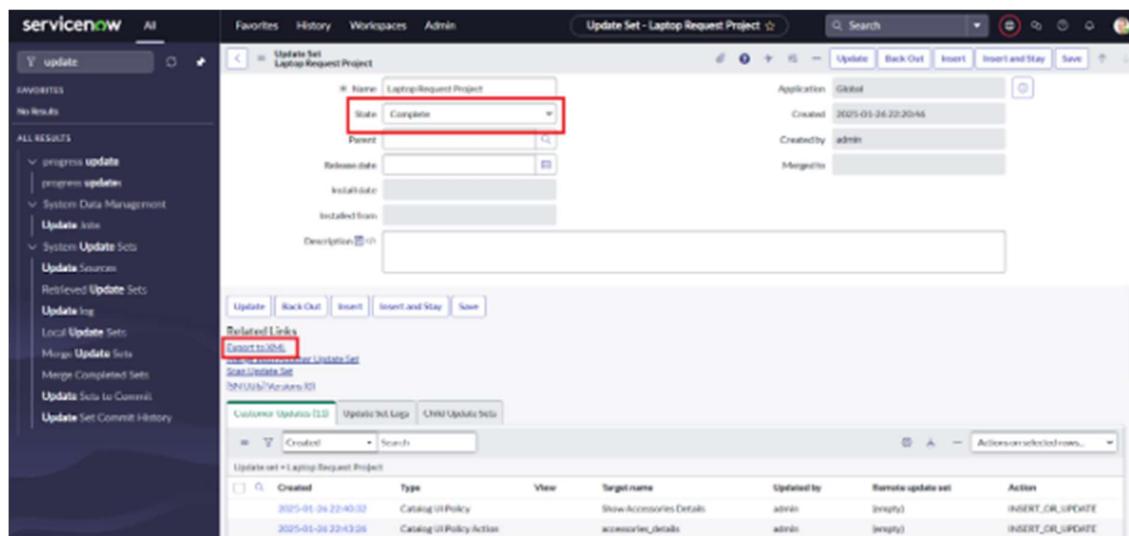
**7. Click Save.**



## Milestone 5: Export Update Set

### Activity 1: Exporting Changes To Another Instances

1. Go to All → search “Update Sets”.
2. Select Local Update Sets.
3. Open your update set → Laptop Request Project.
4. Change State to Complete.
5. In the Updates (Related List), review the changes captured.
6. Click Export to XML → a file will be downloaded.



## Milestone 6: Login To Another Instance

## Activity 1: Retrieving The Update Set

1. Open another ServiceNow instance in an incognito window → login with credentials.
2. Go to All → search “Update Sets”.
3. Select Retrieved Update Sets under System Update Sets.
4. The retrieved update set list opens → scroll down.
5. Click Import Update Set from XML.

The screenshot shows the ServiceNow interface with the search bar containing "update". The left sidebar has a red box around "Retrieved Update Sets". The main content area displays a table titled "Retrieved Update Sets" with columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. There are 15 entries listed, with the last one, "nunnydaja", highlighted. A red box highlights the "Import" link at the bottom of the table.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sunstop	03/00/03	(empty)	(empty)	(empty)	(empty)
first update set 2	Global	Previewed	sunstop	2024-06-30 02:00:07	(empty)	(empty)	(empty)	(empty)
Migration of AI Search Profile, AI Se...	Advanced AI Search Management Tools	Needed	(empty)	Automatically created by the migration s...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	sunstop	2021-06-30 03:00:03	(empty)	(empty)	(empty)	(empty)
project	Global	Committed	sunstop	2024-06-30 02:00:05	2024-06-30 02:01:03	(empty)	(empty)	(empty)
Rathan's Snow	Global	Needed	(empty)	Setting purpose	2024-07-19 22:32:15	(empty)	(empty)	(empty)
sound	Global	Previewed	sunstop	2021-06-30 03:00:01	(empty)	(empty)	(empty)	(empty)
sumy	Global	Previewed	sunstop	2024-06-30 02:00:02	(empty)	(empty)	(empty)	(empty)
nunnydaja	Global	Previewed	sunstop	2024-06-30 02:00:00	(empty)	(empty)	(empty)	(empty)

6. Upload the downloaded file in XML file

7. Click on Upload and it gets uploaded.

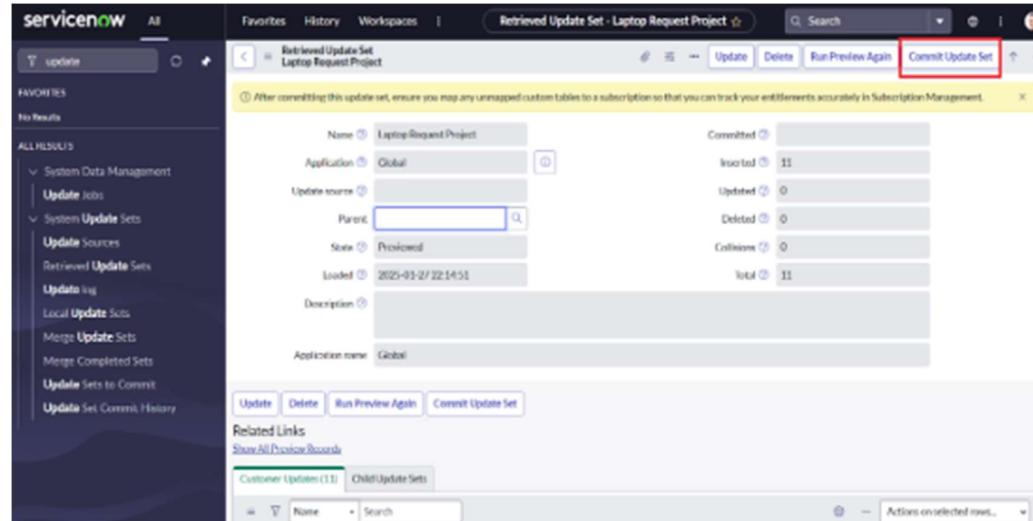
The screenshot shows the "Import XML" interface. The left sidebar has a red box around "Retrieved Update Sets". The main content area has two steps: Step 1: Choose file to upload (with a red box around the "Choose File" button) and Step 2: Upload the file (with a red box around the "Upload" button). A message at the top states: "Importing records from an XML file will not run Business Rules".

**8.Open the retrieved update set → Laptop Request Project.**

**9.Click Preview Update Set (to check for errors or conflicts).**

**10.Click Commit Update Set (to apply the changes).**

**11.Review the Updates (Related List) to see all applied changes.**



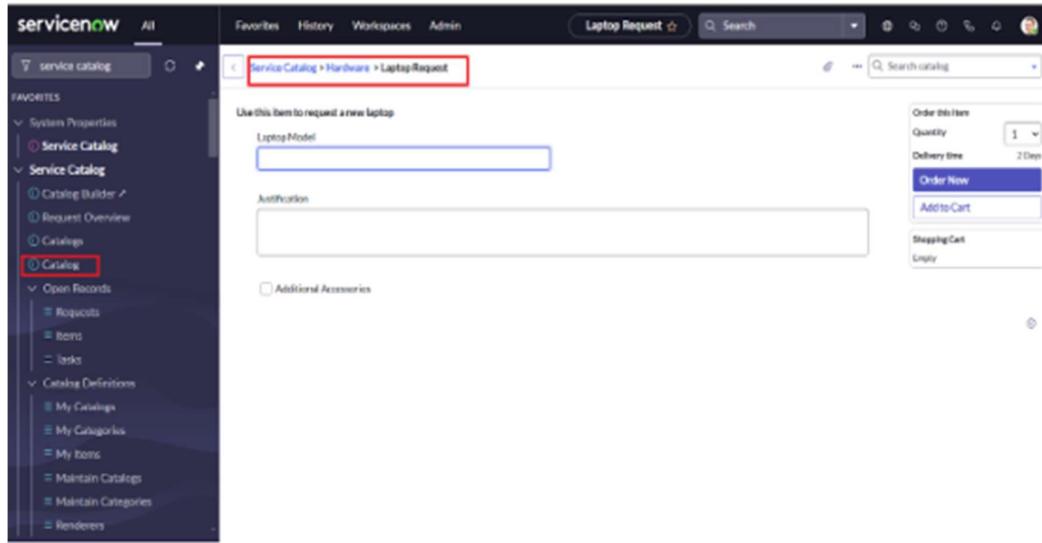
The screenshot shows the ServiceNow interface with the following details:

- Left Sidebar:** Shows the navigation tree under "ALL RESULTS". The "Update" node is selected, and its sub-nodes include "Update Jobs", "System Update Sets", "Update Sources", "Retrieved Update Sets", "Update Log", "Local Update Sets", "Merge Update Sets", "Merge Completed Sets", "Update Sets to Commit", and "Update Set Commit History".
- Top Bar:** Displays the title "Retrieved Update Set - Laptop Request Project".
- Main Content Area:** Shows the details of the update set:
  - Name: Laptop Request Project
  - Application: Global
  - Update source: Parent (highlighted in blue)
  - Status: Previewed
  - Loaded: 2025-03-27 22:14:51
  - Description: (empty)
  - Application name: Global
- Buttons:** At the bottom of the main content area are "Update", "Delete", "Run Preview Again", and "Commit Update Set".
- Related Links:** Below the main content, there are links for "Customer Update (11)" and "Child Update Sets".
- Bottom Navigation:** Includes "Name" and "Search" fields, and an "Actions on selected rows..." dropdown.

## Milestone 7: Testing

### Activity 1: Test Catalog Item

- 1. In the target instance, search Service Catalog in the Application Navigator.**
- 2. Select Catalog under Service Catalog.**
- 3. Open the Hardware category → search for Laptop Request item.**
- 4. Select and open the Laptop Request item.**
- 5. Verify the variables → only three variables are displayed.**

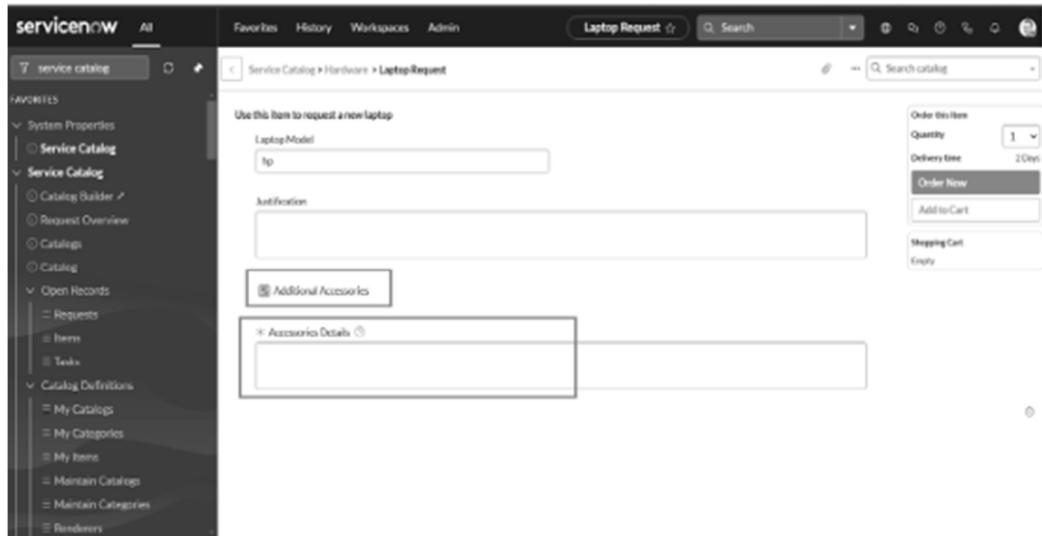


**6. Open the Laptop Request item from the Hardware category.**

**7. Select the checkbox Additional Accessories.**

**8. The field Accessories Details becomes visible and is set to mandatory.**

**9. Confirm the behavior →  it works as expected and meets the requirements.**



**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.**

