

# **Laptop Request Catalog Item**

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**Team Members:** 4

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**Problem Statement:**

**Objective:**

**Skills:**

**TASK INITIATION**

**Milestone 1**

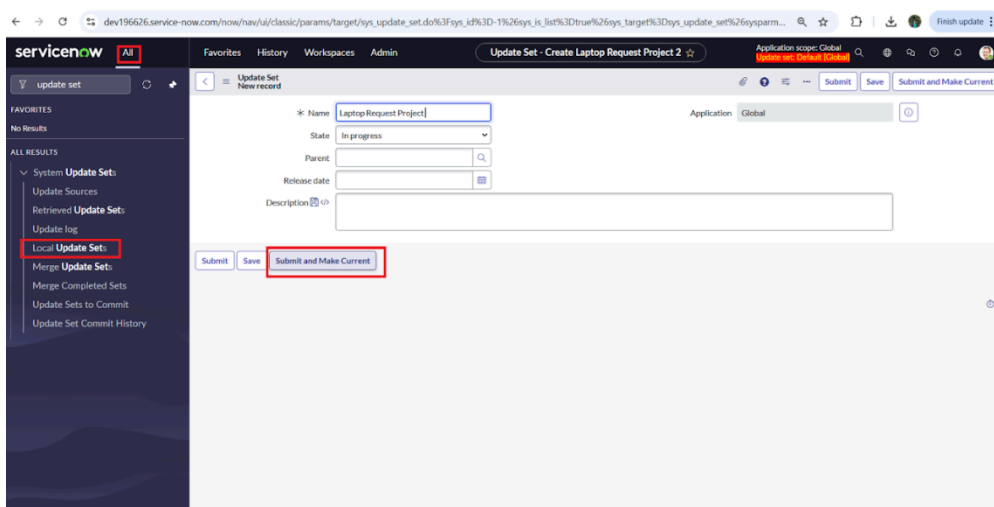
**Users Activity 1**

**Activity 1 :**Create Users

**Create Local :**Update set

1.Open service now.

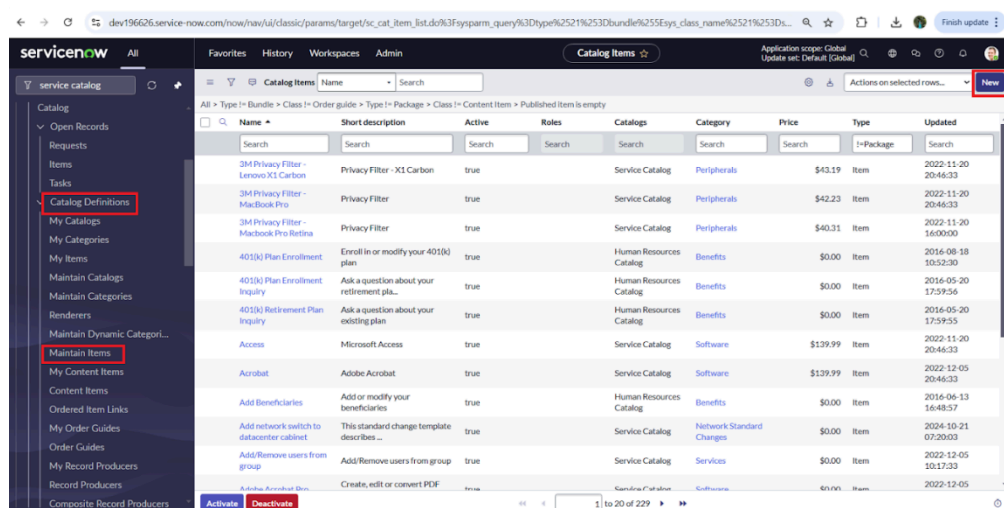
2. Click on All >> search for update sets
3. Select local update sets under system update sets
4. Click on new
5. Fill the following details to create a update set as: “Laptop Request”
6. Click on submit and make current
7. By clicking on the button it activates the update set .



**NOTE:** Perform all actions under this newly created update set only.

# 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.



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

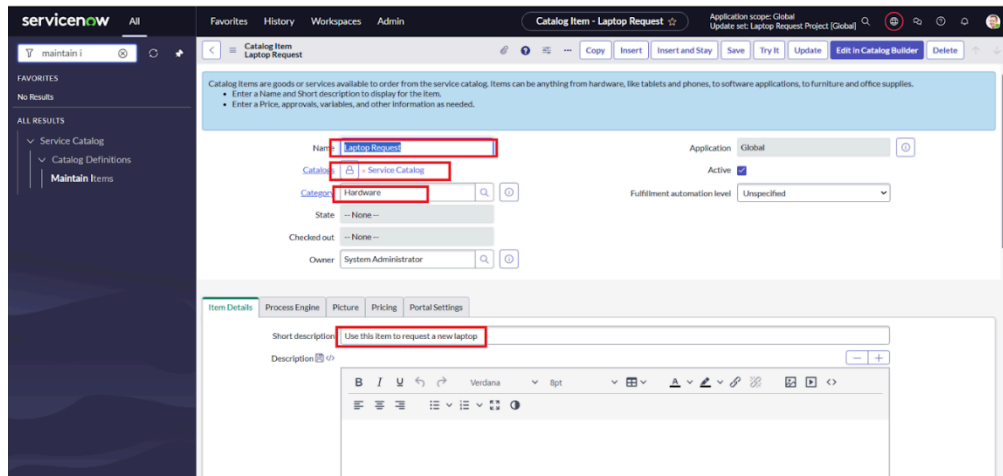
**Name:** Laptop Request

**Catalog:** service Catalog

**Category:** Hardware

**Short Description:** Use this item to request a new laptop

O. 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

ServiceNow Variable - New Record form. The form is for a 'Global' application. The 'Type' is set to 'Single Line Text'. The 'Catalog Item' is 'Laptop Request'. The 'Order' is '100'. The 'Question' field is 'Laptop Model' and the 'Name' field is 'laptop\_model'. The 'Question' field is highlighted with a red box. The 'Name' field is highlighted with a blue box. The 'Question' field is also highlighted with a red box. The 'Name' field is also highlighted with a blue box. The 'Question' field is also highlighted with a red box. The 'Name' field is also highlighted with a blue box.

## 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

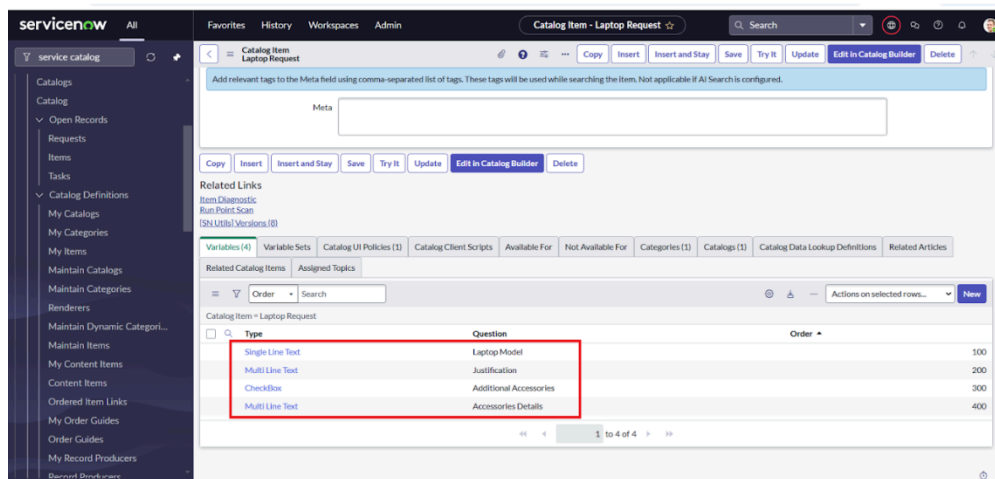
Type: Multi line text

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]

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The left sidebar shows the navigation menu with 'Maintain Items' selected. The main panel is titled 'Catalog UI Policy - Show Accessories Details'. It includes a search bar, a list of favorites, and a list of all results. The 'When to Apply' tab is active, showing a list of conditions. The conditions are: 'The catalog UI policy is Active', 'The items in the Conditions field evaluate to true', and 'The field specified in the catalog UI policy is present on the specified catalog item'. The 'Catalog Conditions' section shows a filter for 'additional\_accessories' with the operator 'is' and the value 'true'. The 'Applies on a Catalog Item view' checkbox is checked. The 'Applies on Catalog Tasks' and 'Applies on Requested Items' checkboxes are unchecked. The 'On load' checkbox is checked. The 'Reverse if false' checkbox is checked. The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' checkbox is checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is checked.

0. Click on **save**.(do not click on submit)

0. Scroll down and select 'catalog ui action'

0. Then click on new button

0. Select variable name as: accessories\_details

Order:100

Mandatory: True

Visible : True

0. Click on save and again click save button of the catalog ui policy form

The screenshot shows the 'Catalog UI Policy Action' configuration page in ServiceNow. The left sidebar contains navigation links for 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items', and 'My Content Items'. The main content area is titled 'Catalog UI Policy Action - accessories\_details'. It includes a 'Catalog Item' dropdown set to 'Laptop Request', a 'Variable name' dropdown set to 'accessories\_details', and an 'Order' field set to '100'. On the right, there are settings for 'Application' (Global), 'Mandatory' (True), 'Visible' (True), 'Read only' (Leave alone), 'Value action' (Leave alone), and 'Field message type' (None). At the bottom, there are buttons for 'Insert', 'Insert and Stay', 'Save' (highlighted with a red box), 'Update', and 'Delete'. Below these buttons are 'Related Links' for 'Run Point Scan' and 'SQL Utility Verifiers (1)'.

The screenshot shows the 'Catalog UI Policy' configuration page in ServiceNow. The left sidebar is the same as the previous screenshot. The main content area is titled 'Catalog UI Policy - Show Accessories Details'. It includes a 'Catalog Item' dropdown set to 'Laptop Request' and a 'Short description' field set to 'Show Accessories Details'. Below this, there is a 'When to Apply' section with a 'Script' tab. The script contains the following conditions: '1. The catalog UI policy is Active', '2. The items in the Condition field evaluate to true', and '3. The field specified in the catalog UI policy is present on the specified catalog item'. The 'Catalog Conditions' section shows 'additional\_accessories' is 'True'. There are buttons for 'Add Filter Condition' and 'Add OR Clause'. Below the conditions, there are checkboxes for 'Applies on Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). There are also buttons for 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form', 'On load', 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false', and 'Reverse if false'. At the bottom, there is a table for 'Catalog UI Policy Actions' with columns for 'Name', 'Read only', 'Mandatory', 'Visible', and 'Order'. The table contains one row with 'Name' 'accessories\_details', 'Read only' 'Leave alone', 'Mandatory' 'True', 'Visible' 'True', and 'Order' '100'.



## 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

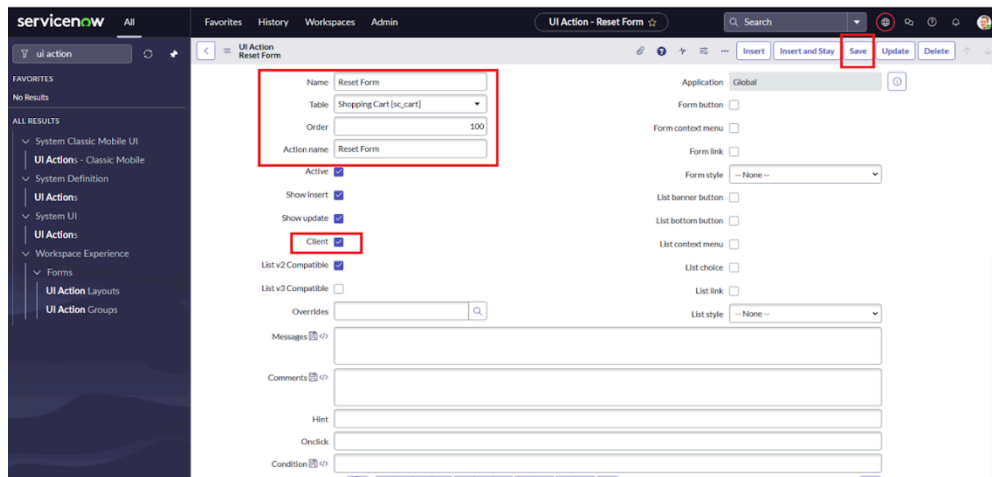
Action name: Reset form

Client : checked

Script:

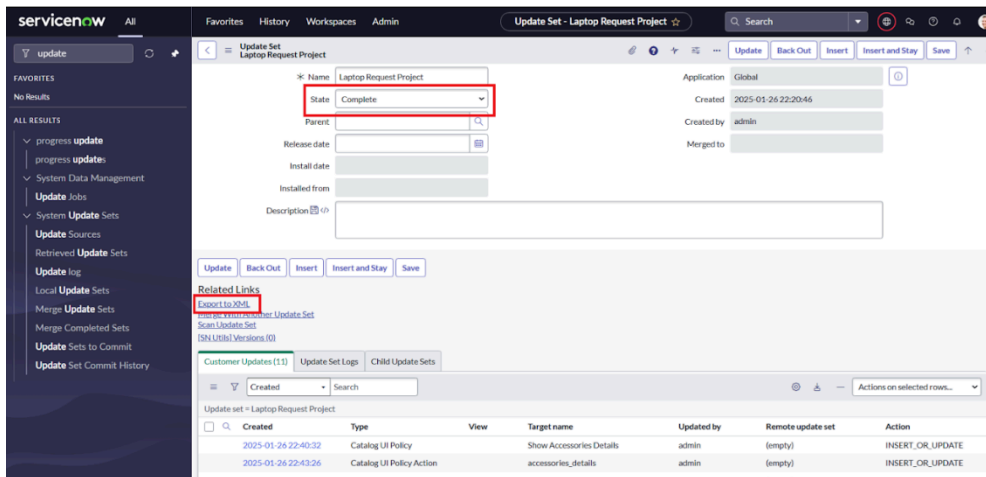
```
function resetForm() {  
  g_form.clearForm(); // Clears all fields in the form  
  alert("The form has been reset.");  
}
```

Click on 'SAVE'



## Exporting changes to another instances

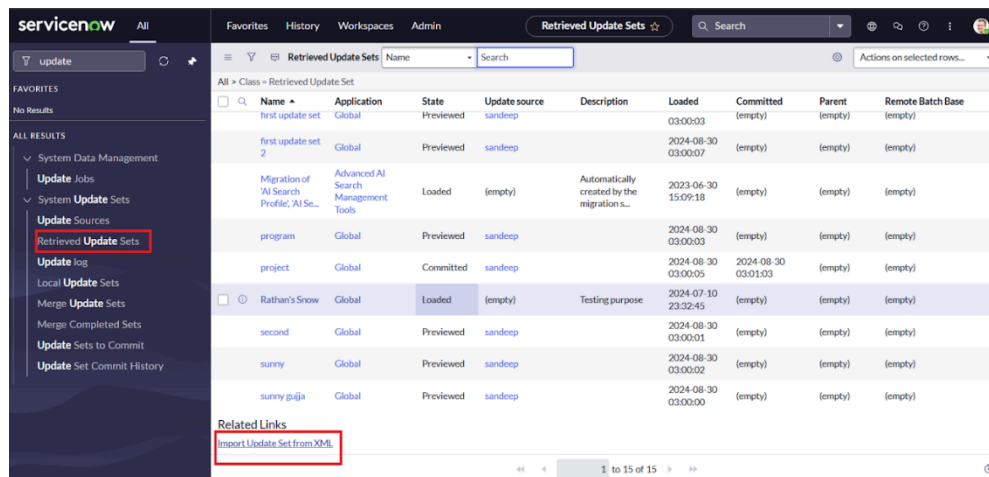
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file



## Retrieving the update set

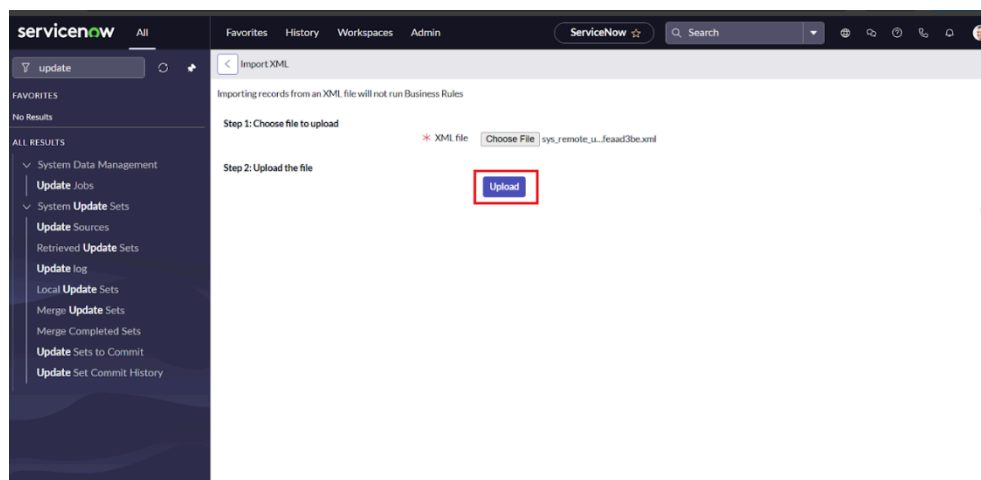
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down

## 6. Click on Import update set from XML



## 7. Upload the downloaded file in XML file

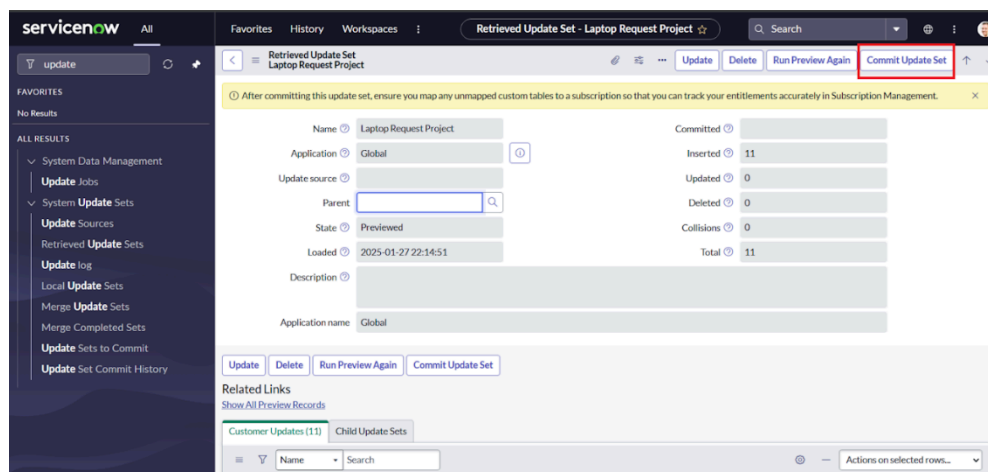
## 8. Click on Upload and it gets uploaded.



## 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

The screenshot shows the ServiceNow interface for a 'Laptop Request' form. The breadcrumb trail at the top indicates the path: 'Service Catalog > Hardware > Laptop Request', which is highlighted with a red box. The form is titled 'Use this item to request a new laptop'. It contains three main input fields: 'Laptop Model' (a text box), 'Justification' (a larger text area), and 'Additional Accessories' (a checkbox). On the right side, there is a section for 'Order this Item' with a 'Quantity' dropdown set to '1', a 'Delivery time' of '2 Days', and buttons for 'Order Now' and 'Add to Cart'. Below this is a 'Shopping Cart' section 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.

This screenshot shows the same 'Laptop Request' form after the 'Additional Accessories' checkbox has been checked. The checkbox is now checked and highlighted with a red box. Below it, a new section titled 'Accessories Details' (marked with a red asterisk to indicate it is mandatory) is visible and highlighted with a red box. The 'Laptop Model' field now contains the text 'hp'. The 'Justification' field is still empty. The right-hand side of the form, including the 'Order this Item' section and the 'Shopping Cart', remains the same as in the previous screenshot.

## **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.