

# ServiceNow Project Documentation.

## Project Title: Laptop Request Catalogue Item.

### 1. Introduction

In modern organizations, employees frequently need laptops for various operational and technical purposes. The traditional process of requesting laptops through emails or manual forms is inefficient, time-consuming, and lacks transparency. This project focuses on developing a ServiceNow Service Catalogue Item that automates and streamlines the laptop request process, ensuring faster approvals, accurate data collection, and better user experience.

### 2. 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 behaviour to guide users or ensure accurate data collection. To solve this, a Service Catalogue item is developed in ServiceNow that allows employees to easily request a laptop, with dynamic fields, clear instructions, and an option to reset the form. Additionally, all changes are tracked for governance and deployment.

### 3. Objectives

- To create a user-friendly and automated Laptop Request process using ServiceNow.
- To implement dynamic form behaviour based on user selections.
- To provide a reset functionality to clear form fields easily.
- To ensure that all catalogue item updates are captured and tracked for governance.
- To improve request handling efficiency and reduce manual errors.

### 4. Tools and Technologies

- ServiceNow: Platform for building and deploying the catalogue item
- Catalogue Builder / Service Catalogue: Used to create the Laptop Request form
- Client Scripts: Implement dynamic form behaviour and reset functionality
- UI Policies: Show/Hide or enable/disable fields dynamically
- Business Rules: Automate backend logic and data validation
- Update Sets: Track configuration changes for deployment
- GlideRecord (JavaScript): Used to interact with database tables in scripts

## 5. System Design

Key form fields include Employee Name, Employee ID, Department, Laptop Type, Purpose, Accessories Required, Expected Delivery Date, Manager Approval, and a Reset Form Button.

## 6. Implementation Steps

1. Create a new Catalogue Item under IT Services Catalogue in ServiceNow.
2. Add necessary form variables and group them using sections for clarity.
3. Use Client Scripts for dynamic behaviour based on laptop type selection.
4. Add a Reset Form button using a UI Action script to clear all fields.
5. Design an approval flow through Flow Designer for manager authorization.
6. Capture all updates in an Update Set for deployment governance.

## 7. Testing and Validation

The system underwent functional, UI, workflow, reset functionality, and deployment testing to ensure the complete process worked as intended.

## 8. Results and Benefits

The new catalogue item automated the laptop request process, improved transparency, reduced manual errors, and provided an intuitive user experience.

## 9. Conclusion

The Laptop Request Catalogue Item project successfully automated the laptop procurement process using ServiceNow, streamlining requests and improving operational efficiency.

## 10. Future Enhancements

- Integration with Asset Management to check laptop stock availability.
- Auto-assignment of requests based on department or region.
- Email and SMS notifications for request status updates.
- Integration with CMDB for tracking assigned assets.

## 11. References

ServiceNow Documentation – Catalogue Items: <https://docs.servicenow.com/>

ServiceNow Developer Portal: <https://developer.servicenow.com/>

