

Laptop Request Catalog Item

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Problem Statement:

In many organizations, employees need laptops for project work, training, or official purposes. The manual process of requesting and approving laptops often leads to delays, miscommunication, and lack of tracking. There is no centralized system to streamline the request, approval, and allocation of laptops. Hence, a Laptop Request Catalog Item is required to automate and simplify this process.

Objective:

1. Submit laptop requests in a structured and user-friendly way.
2. Automate the approval workflow to reduce delays.
3. Maintain proper tracking of requests and allocations.

Skills:

Requirement Gathering and Analysis

Documentation and Report Preparation

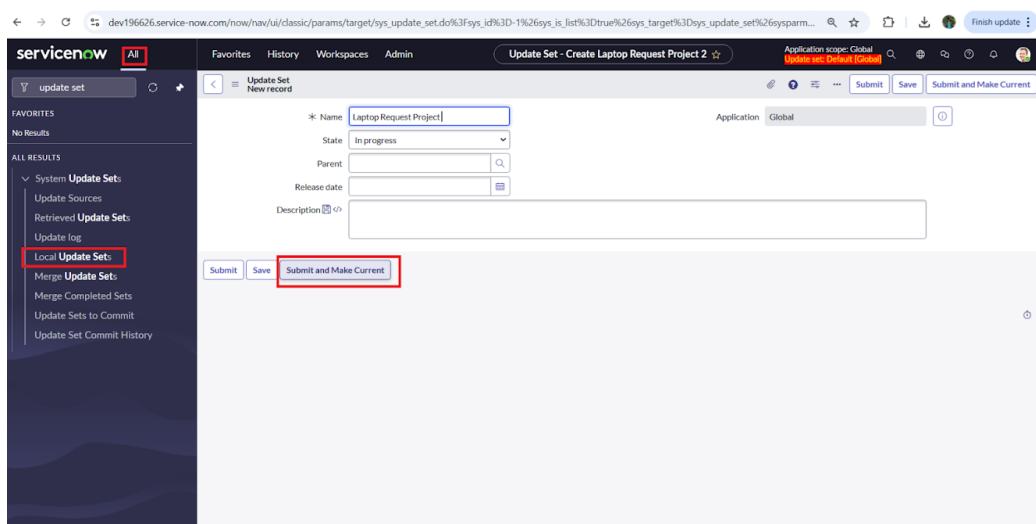
Problem-solving and Logical Thinking

TASK INITIATION

Milestone 1: update set

Activity 1: 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 .

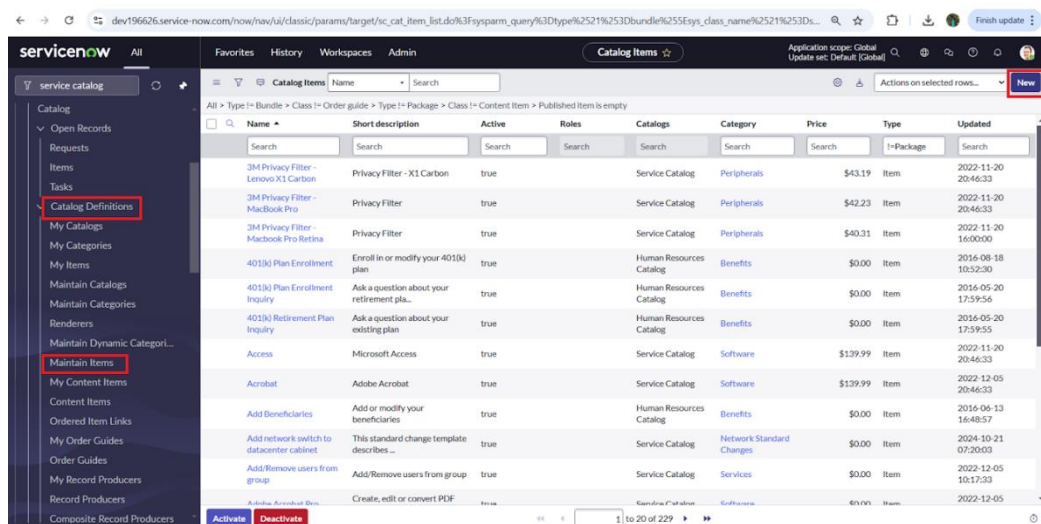


NOTE: Perform all actions under this newly created update set only.

Milestone 2: Service Catalog Item

Activity 1: 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'

The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form. The 'Name' field is set to 'Laptop Request'. The 'Catalog' field is set to 'Service Catalog'. The 'Category' field is set to 'Hardware'. The 'Application' is set to 'Global'. The 'Active' checkbox is checked. The 'Fulfillment automation level' is set to 'Unspecified'. The 'State' is set to 'None'. The 'Checked out' is set to 'None'. The 'Owner' is set to 'System Administrator'. The 'Short description' field contains the text 'Use this item to request a new laptop'. The 'Description' field is empty. The 'Item Details' tab is selected, and the 'Process Engine' sub-tab is active.

Activity 2: 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:10 0
- Click on submit
- Again click on new and add Remaining variables in the above process

dev196626.service-now.com/now/nav/ui/classic/params/target/item_option_new.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Dit...

servicecatalog

Variable - New Record

Application: Global

Type: Single Line Text

Catalog Item: Laptop Request

Order: 100

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the Item

* Question: Laptop Model

* Name: laptop_model

Tooltip:

Example Text:

Submit Save

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

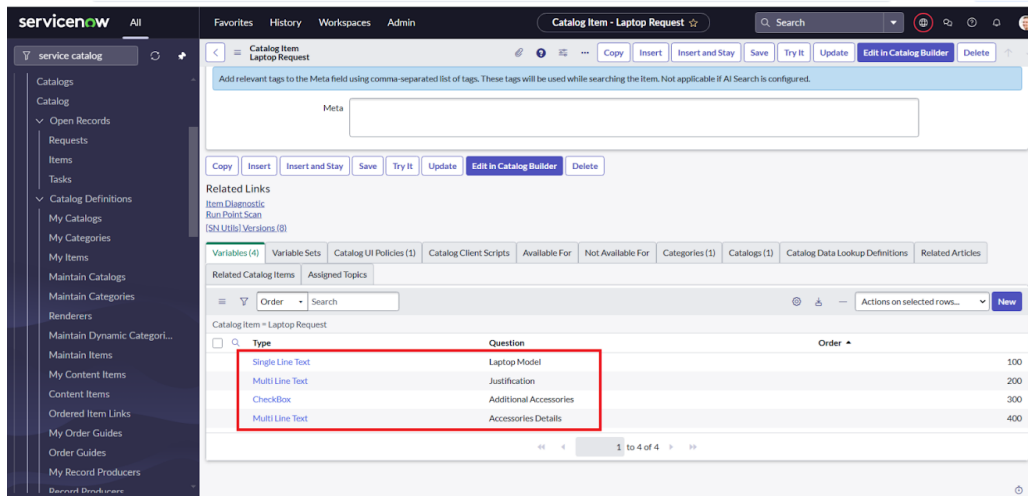
Type: Multi line text

Name: accessories_details

Order: 400

Step2:

- After adding above variable which are added to newly created catalog item
- Then save the catalog item form



Milestone 3: UI Policy

Activity 1: 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]

ServiceNow Catalog UI Policy - Show Accessories Details

Application scope: Global

Update item: Default Catalog

Insert Insert and Stay Save Update Delete

Applies to: A Catalog Item

* Catalog Item: Laptop Request

* Short description: Show Accessories Details

When to Apply Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is **Active**
2. The items in the **Conditions** field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: Add Filter Choose option "OR" Clause

additional_accessories is true

AND OR X

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

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

Reverse if false ☒

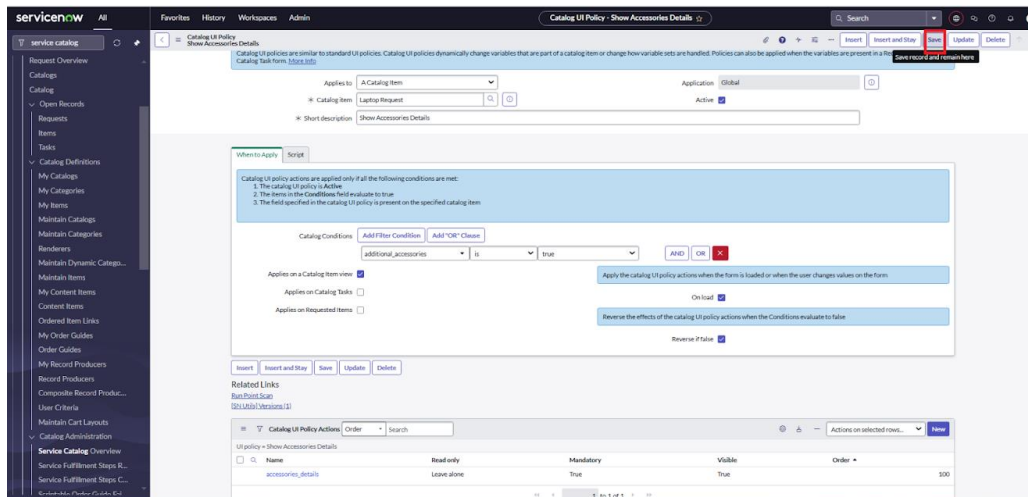
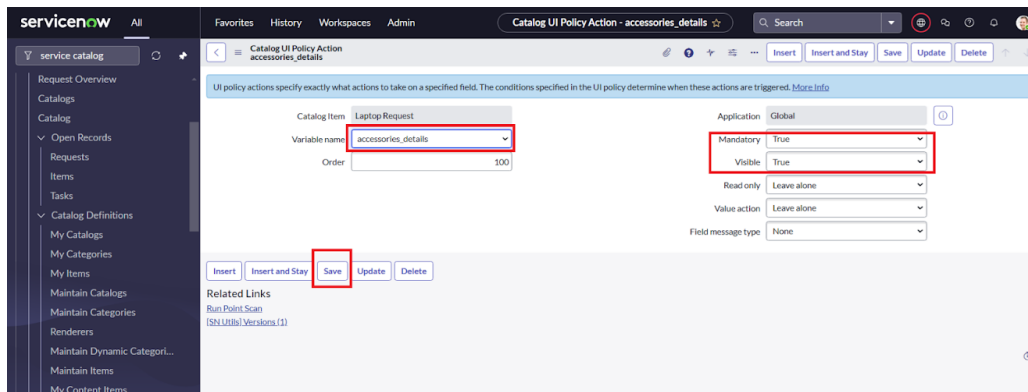
8. Click on **save**.(do not click on submit)
9. Scroll down and select 'catalog ui action'
10. Then click on new button
11. Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

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



Milestone 4: UI Action

Activity 1: 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

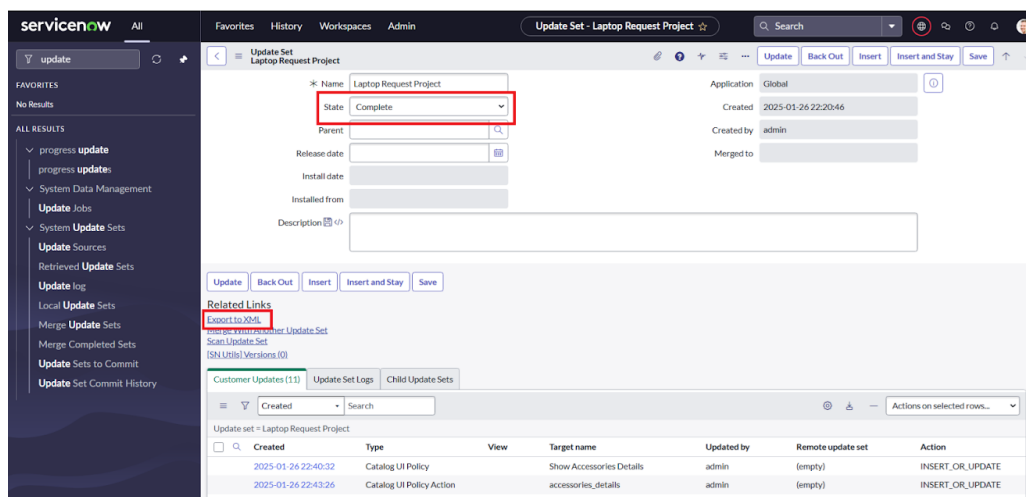
The screenshot shows the ServiceNow UI Action configuration interface. The left sidebar contains a navigation menu with 'UI Actions' highlighted. The main area displays the configuration for a UI Action named 'Reset Form'. A red box highlights the 'Name' field (set to 'Reset Form'), the 'Table' dropdown (set to 'Shopping Cart [sc_cart]'), the 'Order' field (set to '100'), and the 'Action name' field (set to 'Reset Form'). Another red box highlights the 'Client' checkbox, which is checked. The 'Save' button in the top right corner is also highlighted with a red box. The right side of the page shows various options for the UI Action, such as 'Form button', 'Form context menu', 'Form link', 'Form style', 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style', all of which are currently unchecked or set to 'None'.

Milestone 5: Export Update set

Activity 1: 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



Milestone 6: Login to another Instance

Activity 1: 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

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
first update set 2	Global	Previewed	sandeep		2024-08-30 03:00:07	(empty)	(empty)	(empty)
Migration of 'AI Search Profile', 'AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migrations s...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	sandeep		2024-08-30 03:00:05	2024-08-30 03:01:03	(empty)	(empty)
Rathan's Snow	Global	Loaded	(empty)	Testing purpose	2024-07-10 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	sandeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny.pujja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

Related Links

[Import Update Set from XML](#)

7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.

ServiceNow

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file sys_remote_u...fead3be.xml

Step 2: Upload the file

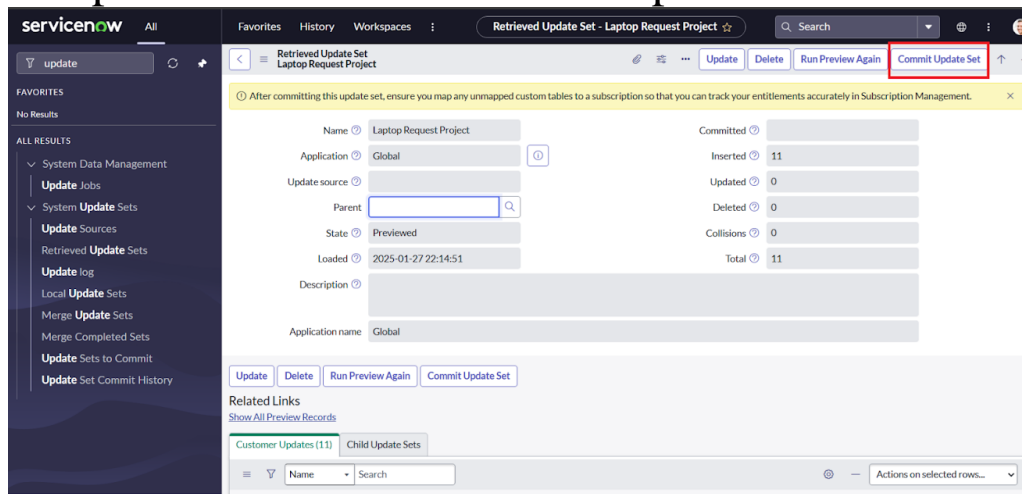
9. Open retrieved update set 'laptop request project'

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 instanceMMM



Milestone 7: Testing

Activity 1: 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 navigation at the top indicates the path: Service Catalog > Hardware > Laptop Request. The form title is 'Use this item to request a new laptop'. There are three input fields: 'Laptop Model' (containing 'hp'), 'Justification', and 'Additional Accessories' (which is currently unchecked). On the right side, there is a section for 'Order this Item' with a quantity of 1 and a delivery time of 2 days, along with buttons for 'Order Now' and 'Add to Cart'. The left sidebar shows the 'Service Catalog' menu with 'Catalog' highlighted.

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 fulfils our requirements.

The screenshot shows the same ServiceNow 'Laptop Request' form, but with the 'Additional Accessories' checkbox checked. This action has triggered the display of the 'Accessories Details' field, which is currently empty. The 'Laptop Model' field still contains 'hp'. The right side of the form remains the same, showing the 'Order this Item' section with a quantity of 1 and a delivery time of 2 days, along with buttons for 'Order Now' and 'Add to Cart'. The left sidebar shows the 'Service Catalog' menu with 'Catalog' highlighted.

8. Conclusion :

9. 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