# Laptop Request Catalog Item

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## TASK INITIATION

## Milestone 1 : create Setting up ServiceNow Instance

### Activity 1 : Setting up ServiceNow Instance

1. Create a developer account by signing up on the ServiceNow Developer website at https://developer.servicenow.com/dev.do

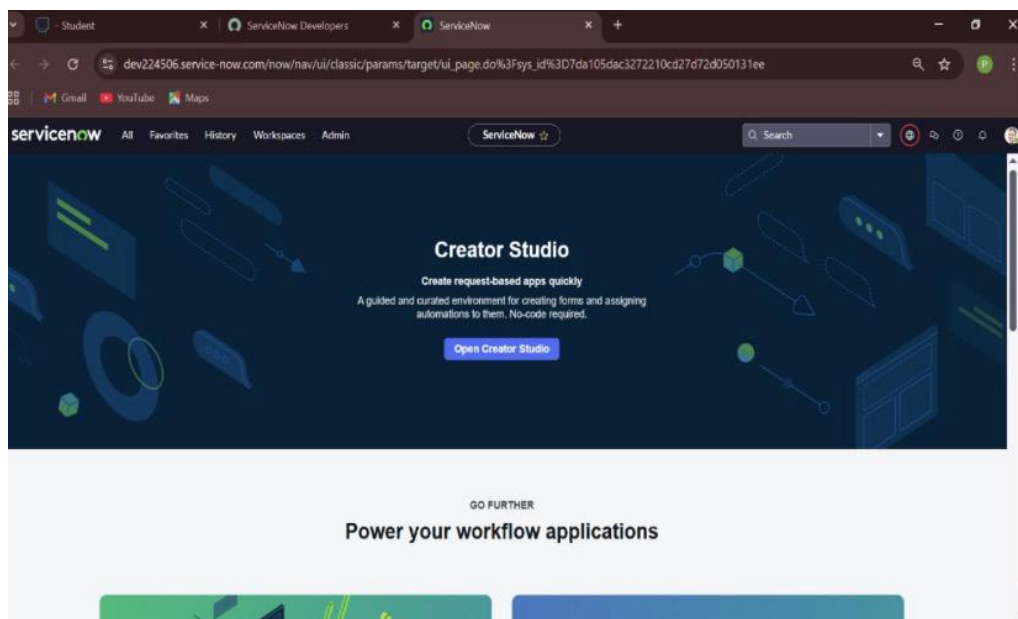2. After logging in, go to the Personal Developer Instance section.

3. Select Request Instance to set up a new ServiceNow instance.

4. Enter the necessary details in the form and submit your request.

5. Once your instance is prepared, you'll get an email containing the instance information.

6. Use the credentials provided to log in to your ServiceNow instance
.
7. After logging in, proceed to explore and access the Service platform.
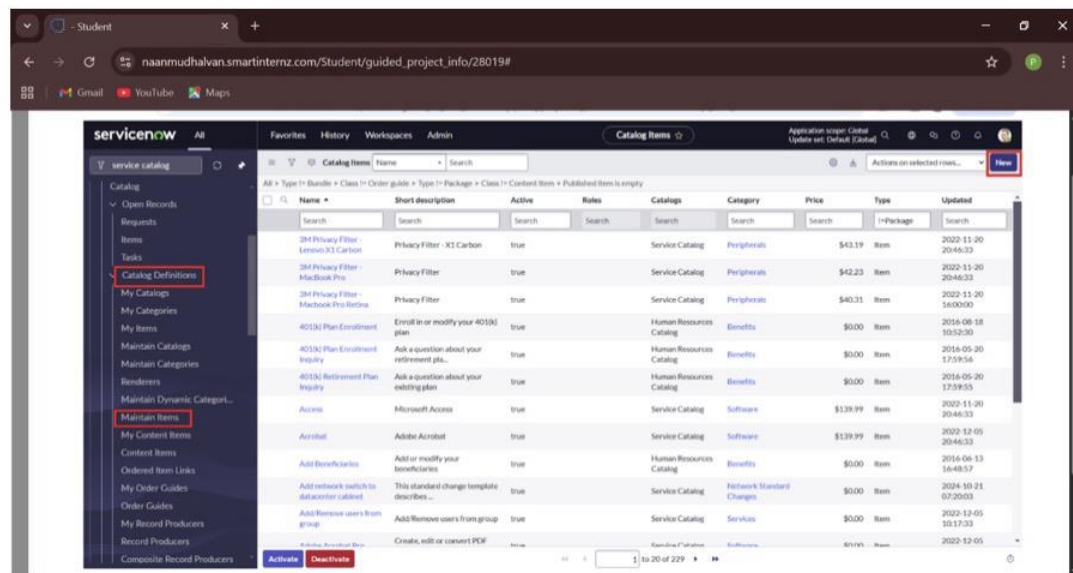
# Milestone 2: Create Local Update set

1. Log in to ServiceNow.

2. Go to All and search for Update Sets.

3. Under System Update Sets, choose Local Update Sets.

4. Click New to create a new update set.

5. Enter the details and name the update set as "Laptop Request".

6. Select Submit, then choose Make Current.

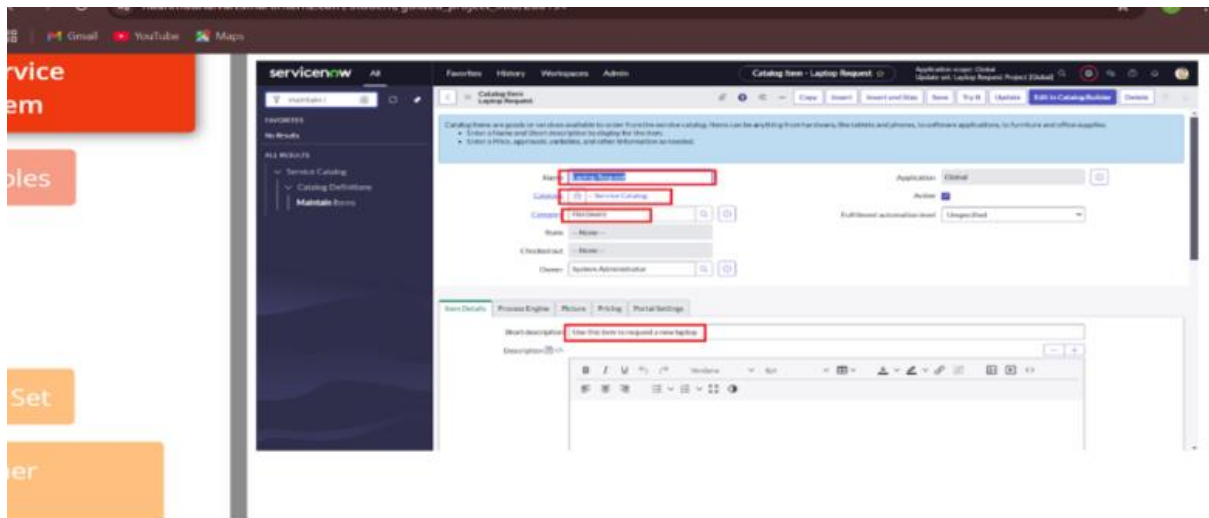7. The update set becomes active once you click the button.

# Milestone 3: Create Service Catalog Item

1. Log in to ServiceNow.

2. Navigate to All → Service Catalog.

3. Under Catalog Definitions, choose Maintain Items.

4. Select New to create a new item.



5. Enter the following information to set up a new catalog item:
o Name: Laptop Request
o Catalog: Service Catalog
o Category: Hardware
o Short Description: Use this option to request a new laptop

6. Click Save to store the item.

# **Milestone 4:** Add variables

- o  Once the catalog item form is saved, scroll down to the Variables section in the related list.

- o  Click New and provide the following details:
- o  Variable 1: Laptop Model
- o  Type: Single Line Text
- o  Name: laptop_model
- o  Order: 100

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