

Laptop Request catlog item

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Team Members: 4

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Problem Statement: To address delays and inefficiencies, a ServiceNow Laptop Request Catalog Item is required to standardize and automate laptop requests and fulfillment

Objective: The objective of this project is to simplify the laptop request process by implementing a standardized catalog item in ServiceNow, automate approval workflows, improve fulfillment efficiency, and enhance tracking and asset management

Skills: The project team must possess skills in ServiceNow catalog configuration, workflow automation, scripting, ITSM processes, asset management, and effective stakeholder communication."

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. Click on new
4. Fill the following details to create a update set as: “Laptop Request”
5. Click on submit and make current
- 6.By clicking on the button it activates the update set

The screenshot shows the ServiceNow interface for creating a new update set. The browser address bar displays a URL starting with 'dev196626.service-now.com'. The page title is 'Update Set - Create Laptop Request Project 2'. The left sidebar shows a search bar with 'update set' and a list of 'ALL RESULTS' under 'System Update Sets', including 'Local Update Sets' which is highlighted. The main form area contains the following fields: 'Name' (Laptop Request Project), 'State' (In progress), 'Parent' (with a search icon), 'Release date' (with a calendar icon), and 'Description' (empty). At the bottom of the form, there are three buttons: 'Submit', 'Save', and 'Submit and Make Current', with the last one highlighted by a red box. The top right of the page shows 'Application scope: Global' and 'Update set: Default (Global)'.

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.

The screenshot shows the ServiceNow interface for managing catalog items. The left sidebar contains a navigation menu with the following items: Catalog, Open Records, Requests, Items, Tasks, Catalog Definitions (highlighted), My Catalogs, My Categories, My Items, Maintain Catalogs, Maintain Categories, Renderers, Maintain Dynamic Categories, Maintain Items (highlighted), My Content Items, Content Items, Ordered Item Links, My Order Guides, Order Guides, My Record Producers, Record Producers, and Composite Record Producers. The main area displays a table of catalog items. The table has columns for Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The items listed include various privacy filters, plan enrollments, retirement plan inquiries, access, Acrobat, add beneficiaries, add network switch to datacenter cabinet, and add/remove users from group. A 'New' button is located in the top right corner of the table area.

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
401(k) Plan Enrollment	Enroll in or modify your 401(k) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-08-18 10:52:30
401(k) Plan Enrollment Inquiry	Ask a question about your retirement pla...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:56
401(k) Retirement Plan Inquiry	Ask a question about your existing plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:55
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add Beneficiaries	Add or modify your beneficiaries	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-06-13 16:48:57
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-10-21 07:20:03
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Sign	Create, edit or convert PDF	true		Service Catalog	Software	\$139.99	Item	2022-12-05

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

6. Click on 'SAVE'

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: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 creating a new variable record. The 'Application' is set to 'Global'. The 'Type' is set to 'Single Line Text'. The 'Catalog Item' is set to 'Laptop Request'. The 'Order' is set to '100'. The 'Active' checkbox is checked. The 'Mandatory', 'Read only', and 'Hidden' checkboxes are unchecked. The 'Question' tab is selected, showing a question text area with the text 'Specify the Question that explains the options available to the end user when ordering the item'. The 'Question' and 'Name' fields are highlighted with red boxes. The 'Question' field contains 'Laptop Model' and the 'Name' field contains 'laptop_model'.

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

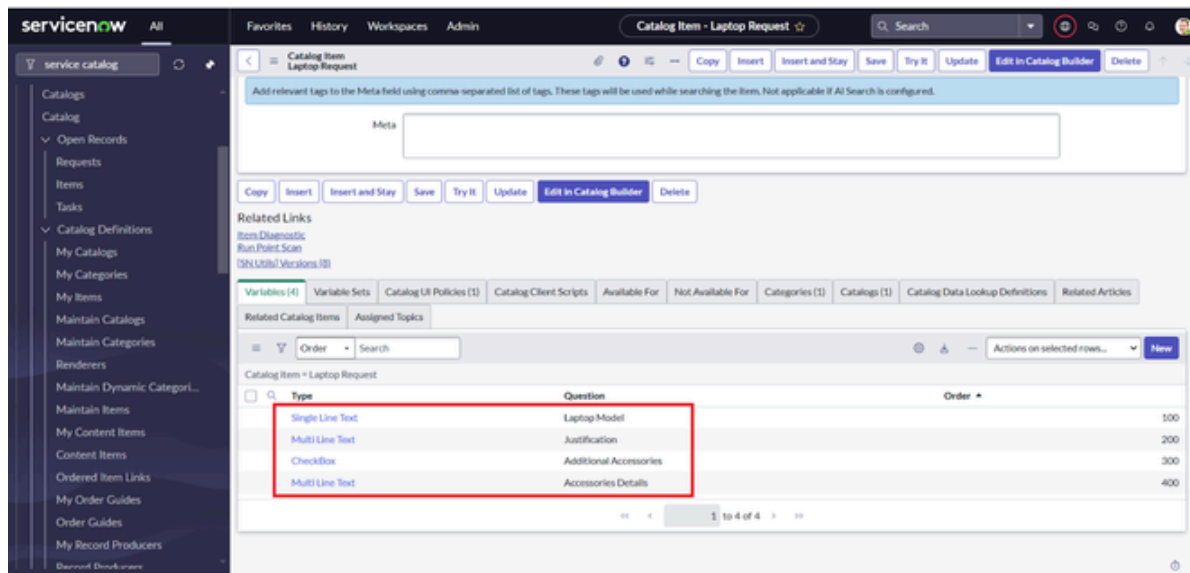
Type: Multi line text

Name:accessories_details

Order:400

Step1

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

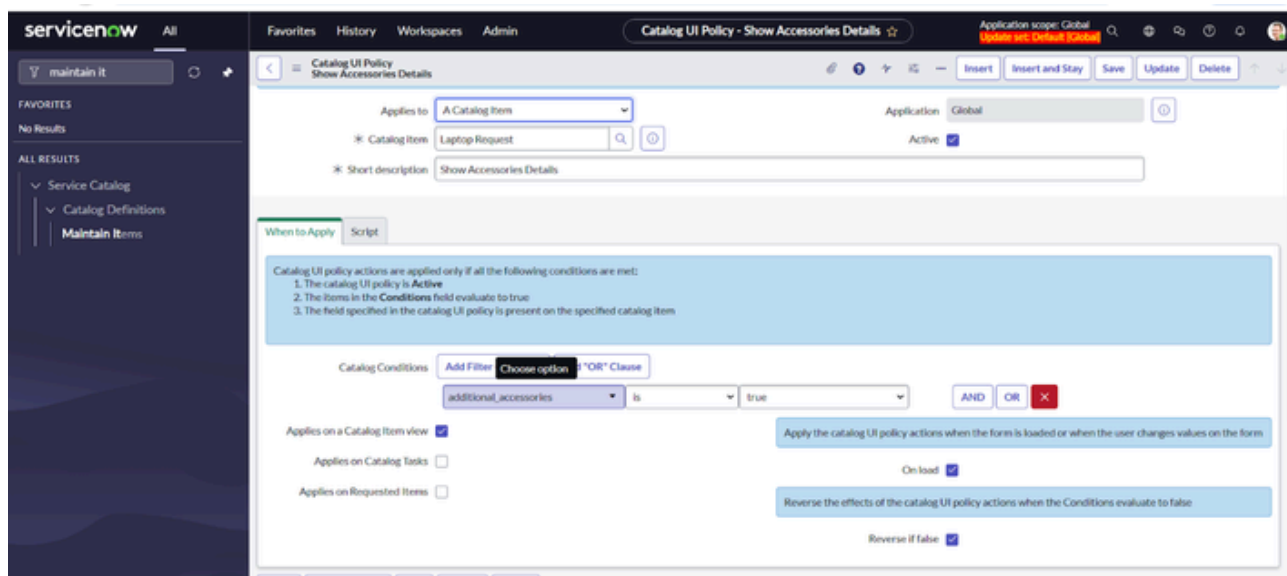


Milestone 3 : UI Policy

Activity 1: Create Catalog Ui policies

1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Select 'laptop request' and scroll down click on "Catalog Ui policies"
4. In the catalog ui policies related list tab click on new
5. Give short description as: show accessories details
6. Set the Catalog Condition in the related list tab 'when to apply'

[field: additional_ accessories, operator: is, value: true]



7. Click on **save**.

8. Then click on new button

9. Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

10. 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 'service catalog', '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 area is titled 'Catalog UI Policy Action - accessories_details'. It includes a description: 'UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More info](#)'. The configuration fields are: 'Catalog item' (Laptop Request), 'Variable name' (accessories_details), 'Order' (100), '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', 'Update', and 'Delete'. The 'Save' button is highlighted with a red box. Below the buttons are 'Related Links' for 'Run Point Scan' and 'ISN Utils / Workflows (1)'.

The screenshot shows the 'Catalog UI Policy' configuration page in ServiceNow. The left sidebar is the same as the previous screenshot. The main area is titled 'Catalog UI Policy - Show Accessories Details'. It includes a description: 'Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variables sets are handled. Policies can also be applied when the variables are present in a field. [More info](#)'. The configuration fields are: 'Apply to' (A Catalog Item), 'Application' (Global), 'Active' (checked), and 'Short description' (Show Accessories Details). Below these are 'When to Apply' and 'Script' sections. The 'When to Apply' section has a 'Script' tab with the following conditions: 'Catalog Conditions' (additional_accessories is True), 'AND/OR' (AND), and 'Reverse If False' (checked). The 'Script' section has a 'Script' tab with the following actions: 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form', 'Override', and 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false'. At the bottom, there are buttons for 'Insert', 'Insert and Stay', 'Save', 'Update', and 'Delete'. The 'Save' button is highlighted with a red box. Below the buttons are 'Related Links' for 'Run Point Scan' and 'ISN Utils / Workflows (1)'. At the very bottom, there is a table titled 'Catalog UI Policy Actions' with columns: 'Name', 'Read only', 'Mandatory', 'Visible', and 'Order'. The table contains one row: 'accessories_details', 'Leave alone', 'True', 'True', and '100'.

Milestone 4: UI Action

Activity 1: Create ui action

1. Open service now.
2. Click on All >> search for ui action
3. Click on new
4. Fill the following details to create ui action

Table: shopping cart(sc_cart) Order:100 Action name: Reset form
Client : checked

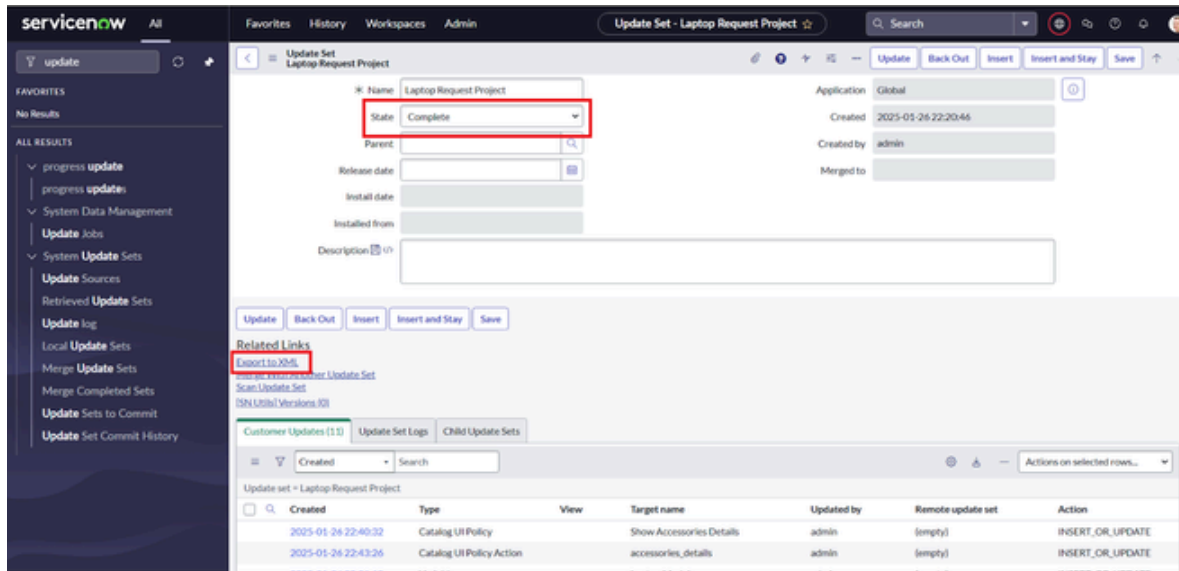
Script: `function resetForm() { g_form.clearForm(); // Clears all fields in the form alert("The form has been reset.");}`Click on save

The screenshot shows the ServiceNow 'UI Action - Reset Form' configuration page. The left sidebar contains a navigation menu with 'UI Action' selected. The main content area is divided into two columns. The left column contains a form with the following fields: 'Name' (Reset Form), 'Table' (Shopping Cart [sc_cart]), 'Order' (100), and 'Action name' (Reset Form). Below these are checkboxes for 'Active', 'Show insert', 'Show update', 'Client' (checked), 'List v2 Compatible', and 'List v3 Compatible'. The right column contains a list of application types with checkboxes: 'Form button', 'Form context menu', 'Form link', 'Form style' (set to 'None'), 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (set to 'None'). At the bottom of the page are fields for 'Messages', 'Comments', 'Hint', 'OnClick', and 'Condition'. The 'Save' button in the top right corner is highlighted with a red box.

Milestone 5 : Export Update set

Activity 1: Exporting changes to another instances

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



Milestone 6: Login to another Instance

Activity 1: Retrieving the update set

1. Click on all>> search for update sets
2. Select "Retrieved update set" under system update set
3. It open retrieved update set list and scroll down
4. 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		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 migration 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 guja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

Related Links
[Import Update Set from XML](#)

5. Upload the downloaded file in XML file

6. Click on Upload and it gets uploaded.

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

XML file sys_remote_u...fcaad3be.xml

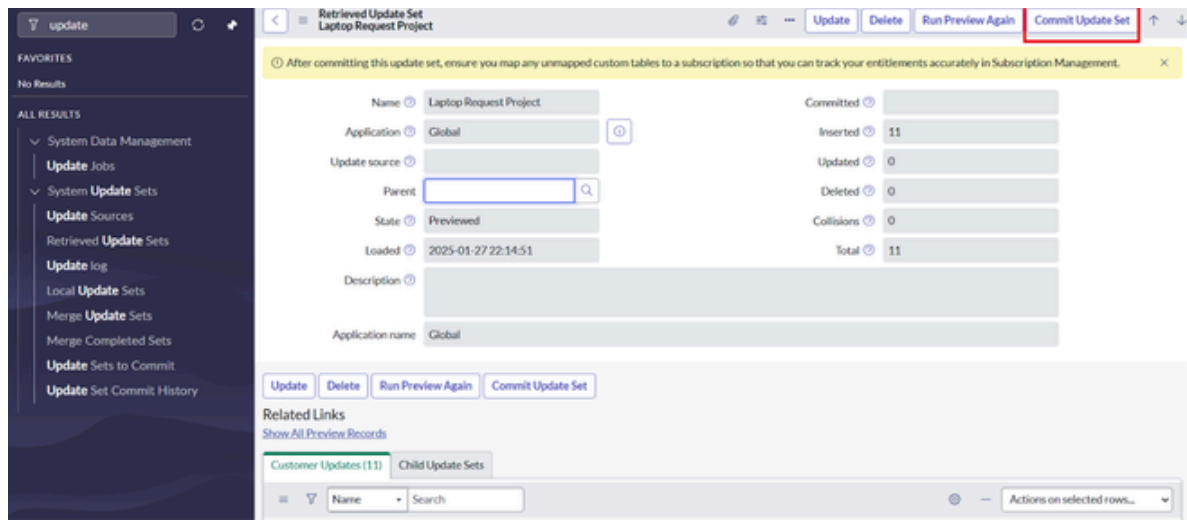
Step 2: Upload the file

7. Click on preview update set

8. And click on commit update set

9. And also see the related tab updates

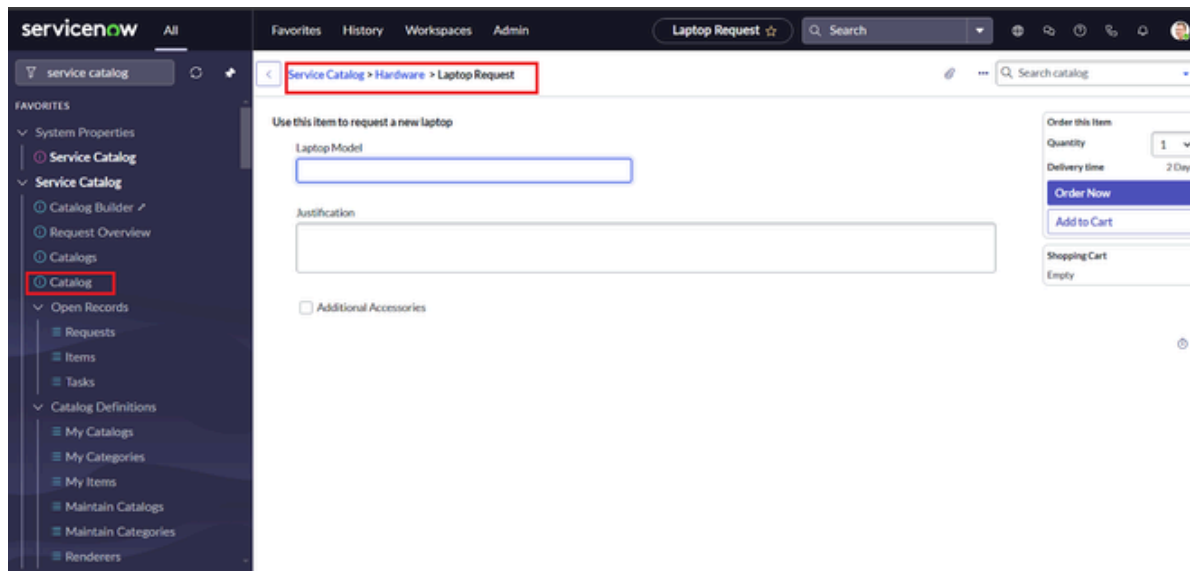
10. After committing update set in this instance we get all updates which are done in the previous instance



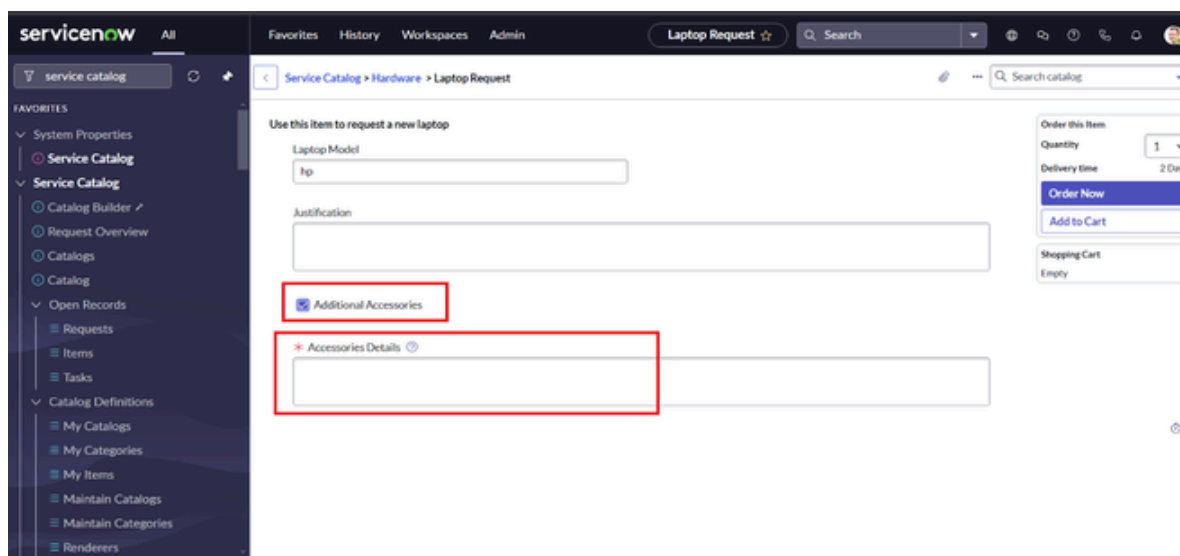
Milestone 6: Testing

Activity 1: Test Catalog Item

1. Search for service catalog in application navigator in target instance
2. Select hardware category and search for 'laptop request' item
3. Select laptop request item and open it
4. It shows three variables only



5.Now see the results,it fulfills our 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.