

Laptop Request Catalog Item

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Problem Statement:

In many organizations, laptop requests are still managed manually through emails or paperwork, which often causes delays in approval, miscommunication between employees and IT staff, and difficulty in tracking request status or maintaining proper allocation records. This lack of a structured process reduces efficiency and transparency. To overcome these challenges, there is a need for a centralized Laptop Request Catalog system that streamlines the request, approval, and allocation process, while ensuring faster service and accurate record-keeping. 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 behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

Objective:

The main objective of the Laptop Request Catalog is to provide a centralized platform for employees to request laptops easily, ensure quick approvals, and allow transparent tracking of request status. It also aims to maintain accurate allocation records for IT management and improve overall efficiency by reducing manual work and delays.

Skills:

ServiceNow (Users, Roles, Incidents, Flow Designer)

Spring Framework (Backend API integration)

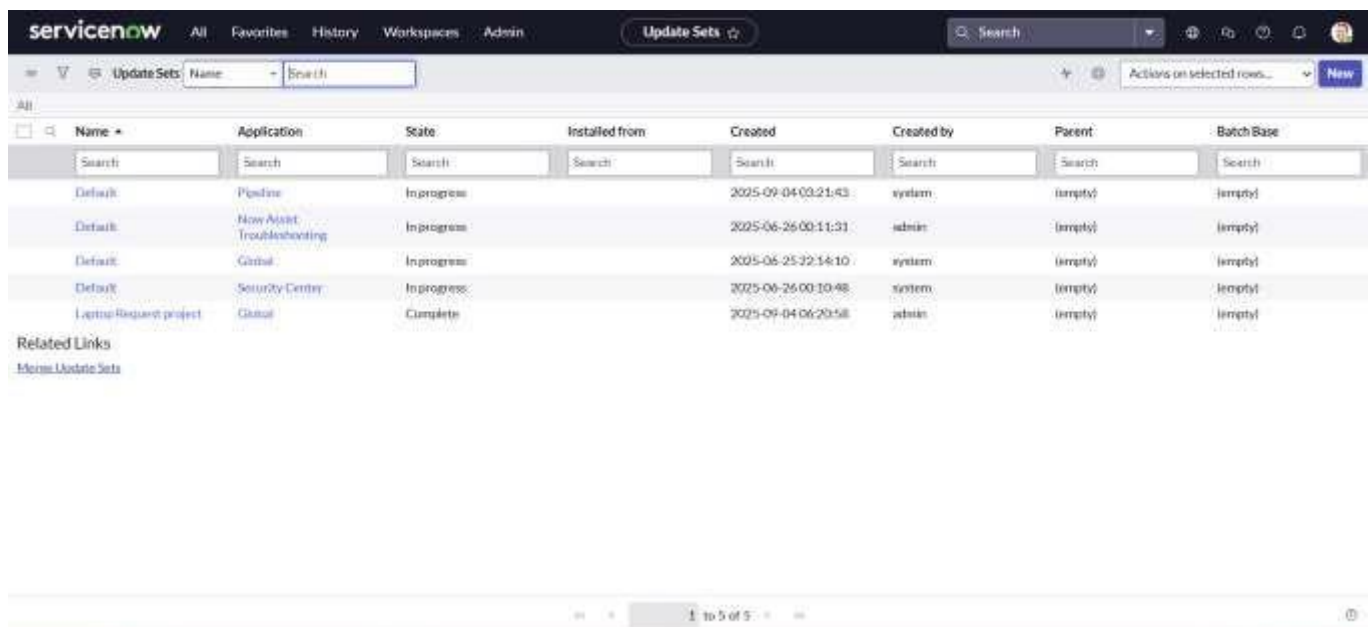
TensorFlow (Machine Learning classification model)

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 .



The screenshot shows the ServiceNow 'Update Sets' page. The table lists several update sets, including 'Default' for 'Pipeline', 'Now Assist Troubleshooting', and 'Global'. The 'Laptop Request project' update set is highlighted as 'Complete'.

Name	Application	State	Installed from	Created	Created by	Parent	Batch Size
Default	Pipeline	In progress		2025-09-04 03:21:43	system	(empty)	(empty)
Default	Now Assist Troubleshooting	In progress		2025-06-26 00:11:31	admin	(empty)	(empty)
Default	Global	In progress		2025-06-25 22:14:10	system	(empty)	(empty)
Default	Security Center	In progress		2025-06-26 00:10:48	system	(empty)	(empty)
Laptop Request project	Global	Complete		2025-09-04 06:20:58	admin	(empty)	(empty)

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.

servicenow Catalog Items									
All > Type != Bundle > Class != Order guide > Type != Package > Class != Content item > Published item is empty > Name != laptop request									
Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated	
Search	Search	Search	Search	Search	Search	Search	!=Package	Search	
Laptop Request	Use this item to request a new laptop	true		Service Catalog	Hardware	\$0.00	Item	2025-09-04 23:20:07	
Lenovo ThinkPad Power Adapter - 135W	For Lenovo Thinkpad, AC Adapter, 135W	true		Service Catalog	Peripherals	\$99.99	Item	2022-11-20 20:46:33	
Lenovo Thinkpad Power Adapter - 90W	For Lenovo Thinkpad, T-Series, 90W	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33	
Lenovo USB Ethernet Adapter	For Lenovo X1 Carbon	false		Service Catalog	Peripherals	\$20.79	Item	2022-11-20 20:46:33	
Lenovo X1 Carbon Power Adapter	For Lenovo X1 Carbon	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33	
Loaner Laptop	Short term, while computer is repaired/L...	true		Service Catalog	Hardware	\$0.00	Item	2022-11-20 20:46:33	
Logitech USB Headset for PC & Mac	PC/Mac Compatible Headset	true		Service Catalog	Peripherals	\$29.99	Item	2022-11-20 20:46:33	
Logitech Wireless Mouse	PC / Mac Compatible	true		Service Catalog	Peripherals	\$35.88	Item	2022-11-20 20:46:33	
Lotus Notes	IBM Lotus Notes	false		Service Catalog	Software	\$50.00	Item	2022-12-05 20:46:33	
MacBook Air Power Adapter	Power Adapter	true		Service Catalog	Peripherals	\$75.84	Item	2022-11-20 20:46:33	

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

2. Variable 2:Justification

Type: Multi line text
 Name: justification
 Order:200

3. Variable 3:Additional Accessories

Type: Checkbox
 Name: additional_accessories
 Order:300

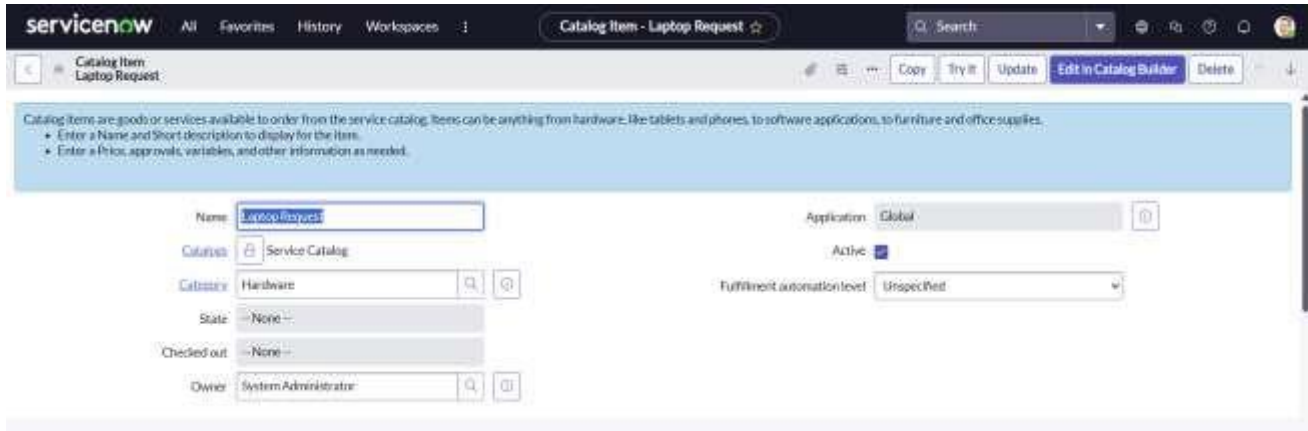
4. Variable 4: Accessories Details

Type: Multi line text

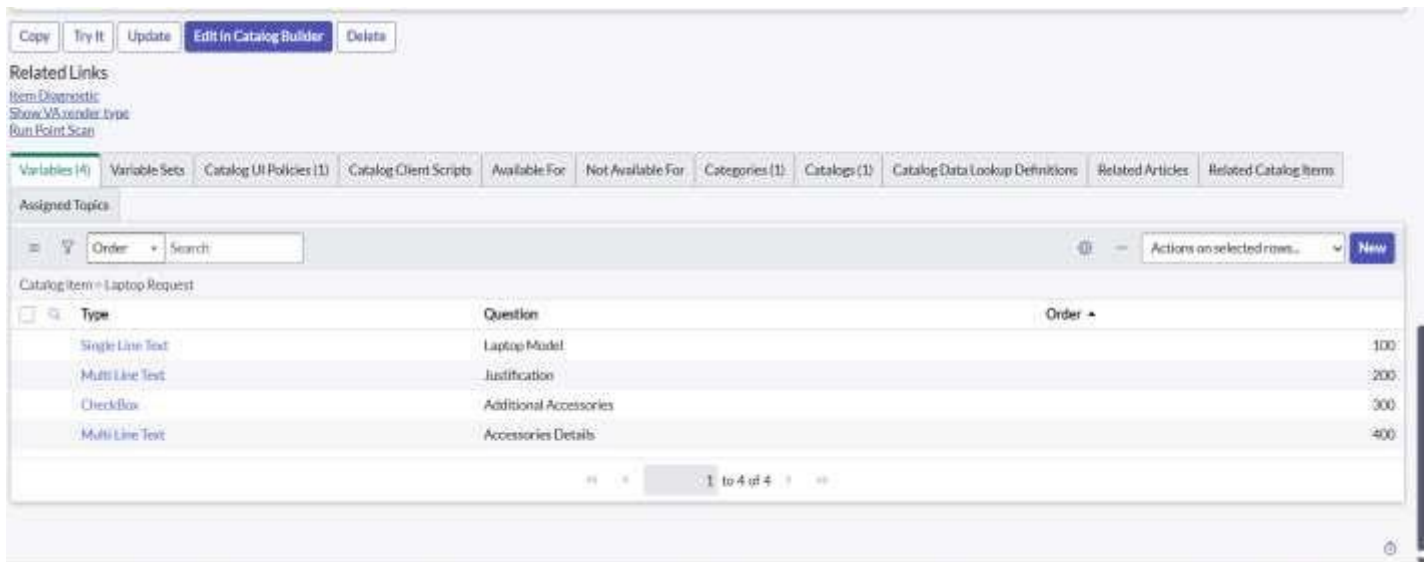
Name:accessories_details

Order:400 **Step2:**

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



The screenshot shows the 'Catalog Item - Laptop Request' form in ServiceNow. The form includes fields for Name (Laptop Request), Application (Global), Catalog (Service Catalog), Category (Hardware), State (None), Checked out (None), and Owner (System Administrator). There are also buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete.



The screenshot shows the 'Assigned Topics' section of the 'Catalog Item - Laptop Request' form. It displays a table with columns for Type, Question, and Order. The table contains four rows of data.

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
Checkbox	Additional Accessories	300
Multi Line Text	Accessories Details	400

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]

Copy Try It Update **Edit in Catalog Builder** Delete

Related Links
 Item Diagnostic
 Show VA render type
 Use Print Scan

Variables (4) Variable Sets **Catalog UI Policies (1)** Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items

Assigned Topics

Order Search Actions on selected rows... **New**

Catalog item = Laptop Request

<input type="checkbox"/>	Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
<input type="checkbox"/>	show accessories details	(empty)		true	true	false	2025-09-04 23:16:12	100

1 to 1 of 1

servicenow All Favorites History Workspaces Catalog Item - Laptop Request Search

< Catalog Item Laptop Request Copy Try It Update **Edit in Catalog Builder** Delete

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: Application:

Catalogs: Active: ☒

Category: Fulfillment automation level:

State:

Checked out:

Owner:

Item Details Process Engine Picture Pricing Portal Settings

Short description:

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

Code:

Script:

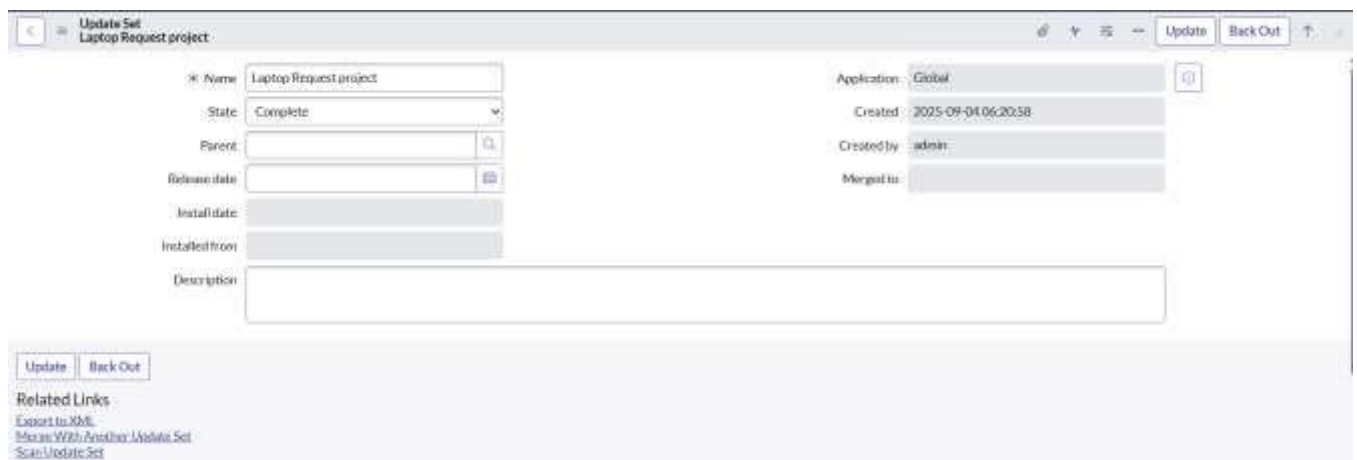
```
function resetForm() {  
    g_form.clearForm(); // Clears all fields in the form  
    alert("The form has been reset.");  
}
```

Click on save

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



The screenshot shows a web interface for managing update sets. The main form is titled 'Update Set' and 'Laptop Request project'. It contains several input fields: 'Name' (Laptop Request project), 'State' (Complete), 'Parent', 'Release date', 'Install date', 'Installed from', and 'Description'. There are also fields for 'Application' (Global), 'Created' (2025-09-04 06:20:58), 'Created by' (admin), and 'Merged to'. At the bottom, there are 'Update' and 'Back Out' buttons. Below the form, there is a 'Related Links' section with links for 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'.

Milestone 6 : Export Update set

Activity 1: Testing

Service Catalog > Hardware > Laptop Request

Search catalog

Use this item to request a new laptop

Laptop Model

Justification

Additional Accessories

Order this item

Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart

Empty

servicenow All Favorites History Workspaces Admin Laptop Request

Search

Service Catalog > Hardware > Laptop Request

Search catalog

Use this item to request a new laptop

Laptop Model

Justification

Additional Accessories

Accessories Details

Order this item

Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart

Empty

Conclusion :

The Laptop Request Catalog provides an efficient and transparent solution for managing laptop requests within an organization. By streamlining the request, approval, and allocation process, it reduces delays, minimizes manual effort, and ensures accurate record-keeping. This system not only improves communication between employees, managers, and the IT team but also enhances overall productivity and resource management.