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.ployees 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)
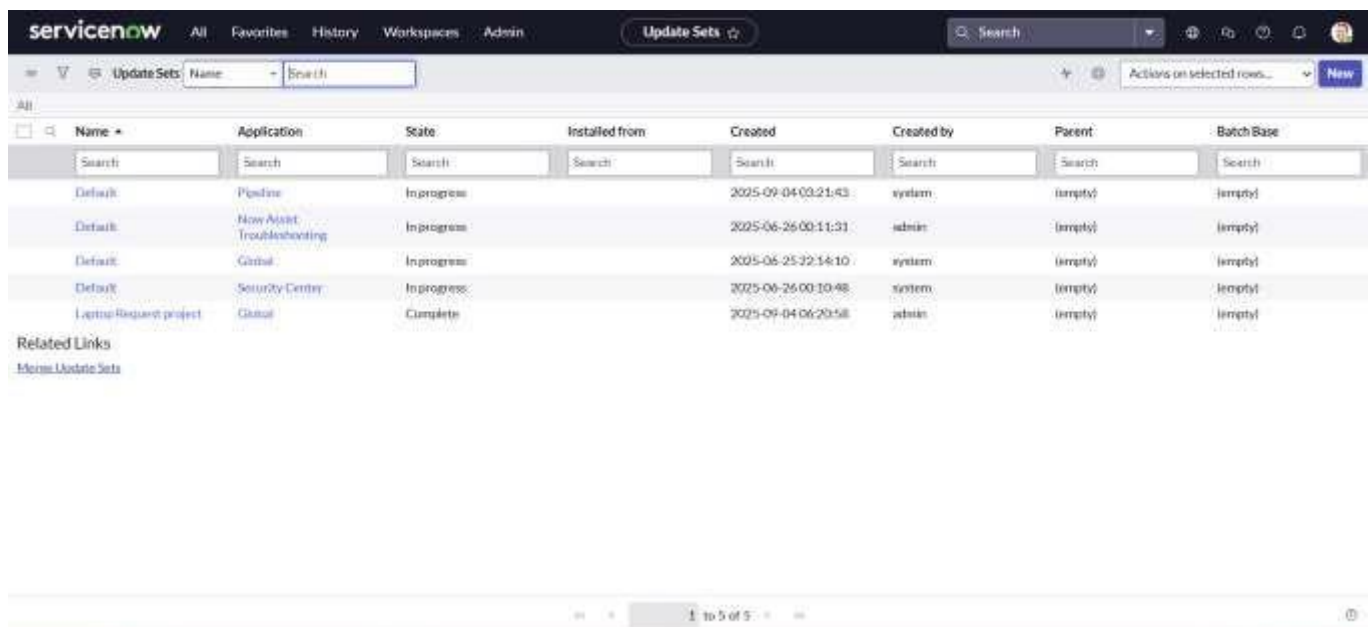Spring Framework (Backend API integration)
TensorFlow (Machine Learning classification model)

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 .

Name ▲	Application	State	Installed from	Created	Created by	Parent	Batch Base
Search	Search	Search	Search	Search	Search	Search	Search
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 32:14:10	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)

Related Links

Merge Update Sets

1 to 5 of 5

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.

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
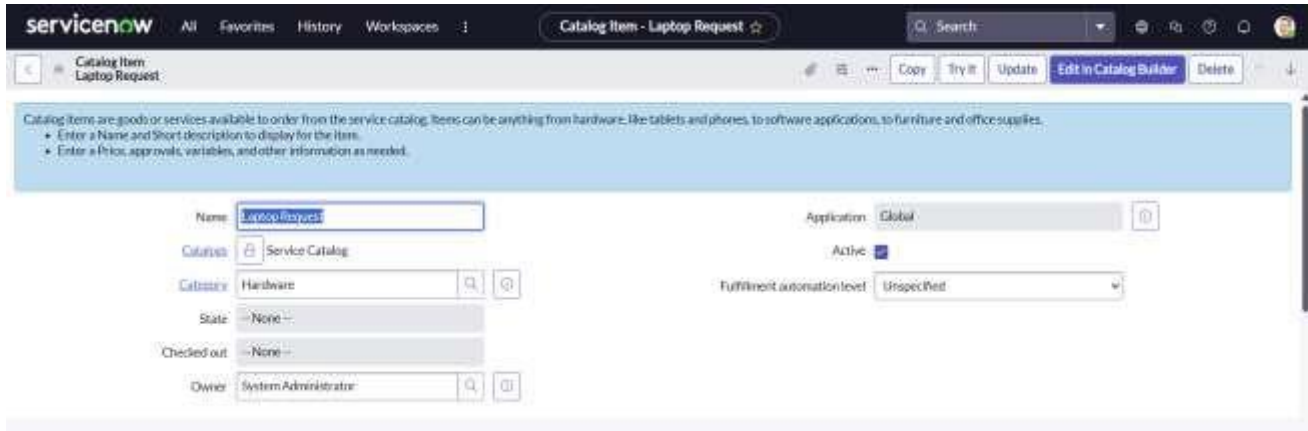
4. Variable 4: Accessories Details
      Type: Multi line text
      Name:accessories_details
      Order:400 **Step2:**
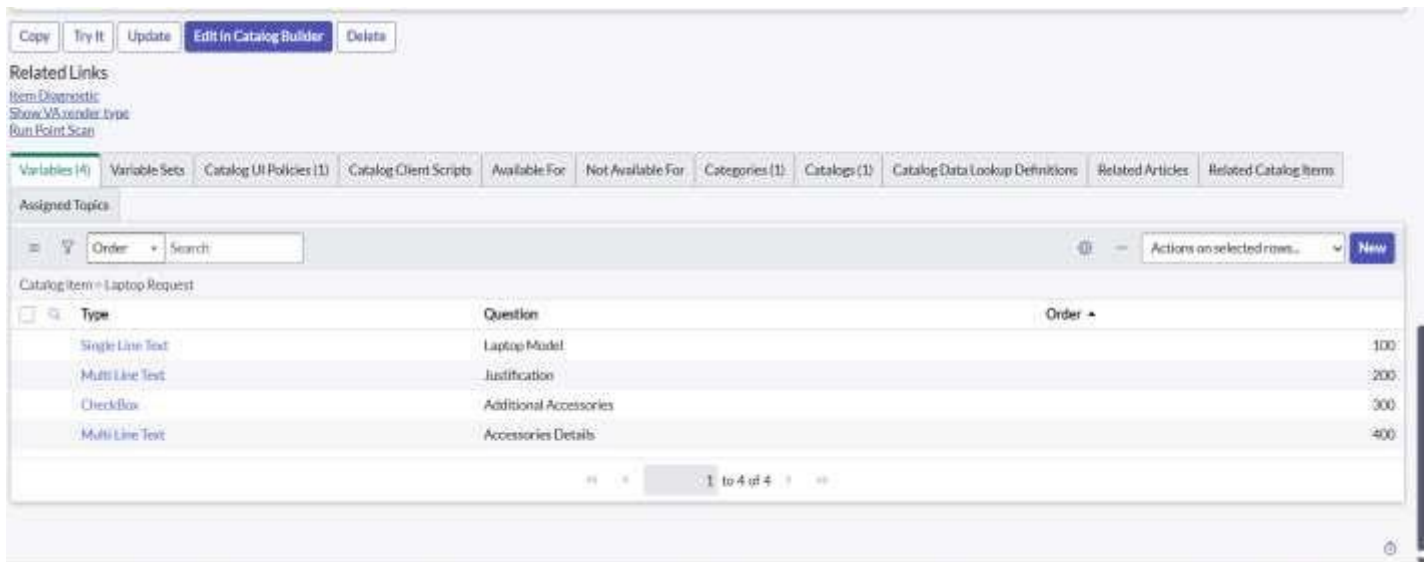
- After adding above variable which are added to newly created catalog item
- Then save the catalog item form

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]

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
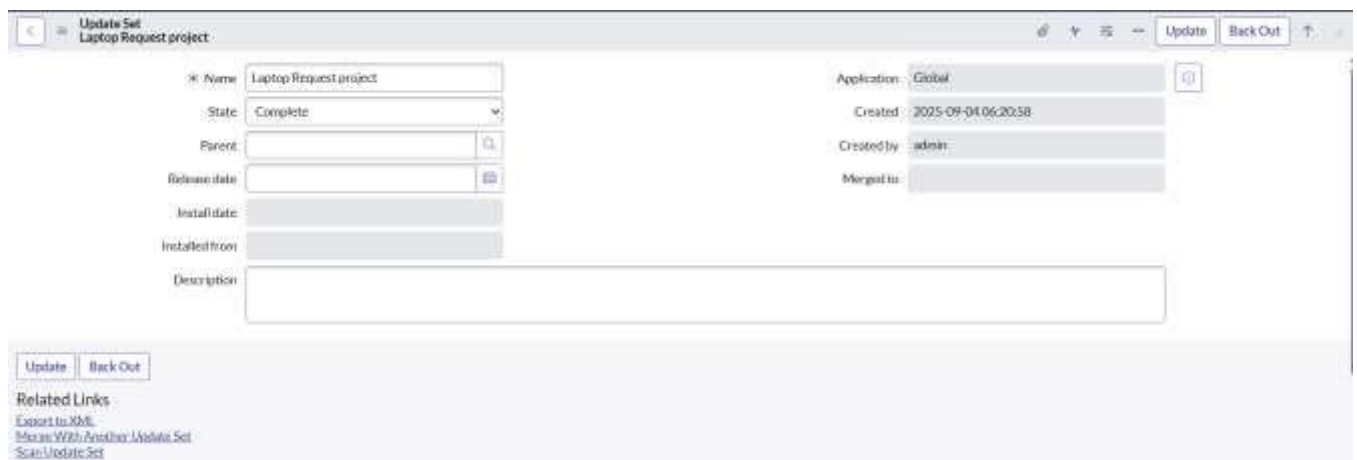Client : checked

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

Milestone 6 : Export Update set

Activity 1: Testing

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.