

Project Tittle

Team Id: NM2025TMID18859

Team Members: 4

Team Leader: NARMATHA P

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Problem statement: Laptop Request Catalog Item

Objective: To simplify and standardize the laptop request process through a user friendly catalog item. The project aims to automate approvals, ensure policy compliance, and improve tracking for efficient fulfillment and inventory management.

Skills:

Technical Skills

Soft skills

Create Local Update set

StudentServiceNow DevelopersCreate Laptop Request 2 | UpdiWhatsApp | Secure and Reliab...(56) WhatsApp

dev271762.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_update_set%26sysparm_checked_items%3D%26sysparm_fixe...Finish update

servicenowAll Favorites History Workspaces AdminUpdate Set - Create Laptop Request 2Search

Update SetNew record

SubmitSubmit and Make Current

* NameLaptop Request|ApplicationGlobal

StateIn progress

Parent

Release date

Description

SubmitSubmit and Make Current

Type here to search

33°C Partly sunny02:37 PM16-09-2025

Create Service Catalog Item

The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' configuration page. The browser tabs include 'Student', 'ServiceNow Developers', 'Laptop Request | Catalog Item', 'WhatsApp | Secure and Reliab...', and '(56) WhatsApp'. The URL is a long alphanumeric string. The page header shows 'servicenow' and navigation links: 'All', 'Favorites', 'History', 'Workspaces', 'Admin'. A search bar is present. Below the header, there's a breadcrumb 'Catalog Item > Laptop Request' and buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. A blue banner states: 'Build and modify items faster with the improved Catalog Builder.' Below this, a text box explains: '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.' The form fields include: 'Name' (Laptop Request), 'Application' (Global), 'Category' (Service Catalog), 'Active' (checked), 'Fulfillment automation level' (Unspecified), 'State' (None), 'Checked out' (None), and 'Owner' (System Administrator). Below the form, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a rich text editor. The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with weather (33°C, Mostly cloudy) and time (02:38 PM, 14-09-2025).

dev271762.servicenow.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D5ee51967837162100dd1fb96feaad38d%26sysparm_domain%3Dnull%26sysparm_domain_scope%3Dnull%26sys...

servicenow All Favorites History Workspaces Admin Catalog Item - Laptop Request

Build and modify items faster with the improved Catalog Builder.

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 Laptop Request Application Global

Category Service Catalog Active ☒

Category Hardware

State -- None --

Checked out -- None --

Owner System Administrator

Fulfillment automation level Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Short description Use this item to request a new laptop

Description

B I U Verdana 8pt

33°C Mostly cloudy 02:38 PM 14-09-2025

Add variables

dev271762.servicenow.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D5ee5196783762100dd1fb96fead38d%26sysparm_domain%3Dnull%26sysparm_domain_scope%3Dnull%26sys...

servicenow All Favorites History Workspaces Admin Catalog Item - Laptop Request

Copy Try It Update Edit in Catalog Builder Delete

Press Alt+0 for help

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

Copy Try It Update Edit in Catalog Builder Delete

Related Links
[Item Diagnostic](#)
[Show VA render type](#)
[Run Point Scan](#)

Variables (4) Variable Sets Catalog UI Policies (2) 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

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

1 to 4 of 4

33°C Mostly cloudy 02:35 PM 14-09-2025

Create Catalog Ui policies

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The browser tabs include 'Student', 'ServiceNow Developers', 'show accessories details | Catalog', 'WhatsApp | Secure and Reliab...', and '(56) WhatsApp'. The URL is 'dev271762.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D08edfee4d830032100dd1fb96feaad31d%26sysparm_record_target%3Dcatalog_ui_policy%26sysparm_recor...'. The page title is 'Catalog UI Policy - show accessories details'.

Catalog UI Policy
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 Condition** **Add OR Clause**

additional_accessories is true

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 ☒

Update **Delete**

Related Links
[Run Point Scan](#)

Catalog UI Policy Actions Order Search

UI policy = show accessories details

<input type="checkbox"/>	Name	Read only	Mandatory	Visible	Order
<input type="checkbox"/>	accessories_details	Leave alone	True	True	100

1 to 1 of 1

Create ui action

The screenshot shows the ServiceNow UI Action configuration interface. The browser tabs include 'Student', 'ServiceNow Developers', 'Reset form | UI Action | ServiceNow', 'WhatsApp | Secure and Reli...', and '(56) WhatsApp'. The URL is 'dev271762.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3D%30a5f2f681834032100dd1fb96fead38a%26sysparm_view%3D%26sysparm_domain%3Dnull%26sysparm_domain...'. The page title is 'UI Action - Reset form'. The configuration fields are as follows:

- Name: Reset form
- Table: Shopping Cart [sc_cart]
- Order: 100
- Action name: reset form
- Active: ☒
- Show insert: ☒
- Show update: ☒
- Client: ☒
- List v2 Compatible: ☒
- List v3 Compatible: ☐
- Overrides:
- Messages:
- Comments:
- Hint:
- Onclick:
- Condition:
- Script:

```
1 function resetForm() {  
2   g_form.clearForm(); // Clears all fields in the form  
3   alert("The form has been reset.");  
4 }
```
- Application: Global
- Form button: ☐
- Form style: -- None --
- List banner button: ☐
- List bottom button: ☐
- List context menu: ☐
- List choice: ☐
- List link: ☐
- List style: -- None --

A tooltip message states: 'It is recommended that you configure only one primary button. Configuring two can cause confusion for end users.'

The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with weather (33°C, Mostly cloudy) and time (02:31 PM, 14-09-2025).

Exporting changes to another instances

The screenshot shows the ServiceNow interface for an 'Update Set - Laptop Request'. The form includes fields for Name, State, Parent, Release date, Install date, Installed from, Description, Application, Created, Created by, and Merged to. Below the form is a 'Related Links' section with links for 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. A table titled 'Customer Updates (11)' is displayed, showing a list of updates with columns for Created, Type, View, Target name, Updated by, Remote update set, and Action.

Update Set - Laptop Request

* Name:

State:

Parent:

Release date:

Install date:

Installed from:

Description:

Application:

Created:

Created by:

Merged to:

Related Links

[Export to XML](#)

[Merge With Another Update Set](#)

[Scan Update Set](#)

Customer Updates (11)

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-16 01:24:14	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-09-16 01:28:20	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-09-16 01:20:02	Variable		laptop model	admin	(empty)	INSERT_OR_UPDATE
2025-09-16 01:20:48	Variable		justification	admin	(empty)	INSERT_OR_UPDATE
2025-09-16 01:22:09	Variable		accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-09-16 01:21:28	Variable		additional accessories	admin	(empty)	INSERT_OR_UPDATE
2025-09-16 01:24:14	Catalog Item		Laptop Request	system	(empty)	INSERT_OR_UPDATE

Retrieving the update set

The screenshot displays the ServiceNow 'Update Set Previews' interface. The browser address bar shows the URL: `dev203720.service-now.com/now/nav/ui/classic/params/target/sys_update_preview_xml_list.do%3Fsysparm_query%3Dremote_update.remote_update_set%3D12672c1834032100dd1fb96feaad31d`. The ServiceNow header includes navigation tabs (All, Favorites, History, Workspaces, Admin) and a search bar. The main section is titled 'Update Set Previews' and shows a filter for 'Disposition' and a search input. Below the filter, a table lists update sets for the 'Laptop Request' target.

Disposition	Target name	Type	Remote update set	Problem Type	Proposed action
Insert	Laptop Request	Catalog Item	Laptop Request		Commit
Insert	justification	Variable	Laptop Request		Commit
Insert	Reset form	UI Action	Laptop Request		Commit
Update	Laptop Request	Catalog Item	Laptop Request		Commit
Insert	laptop model	Variable	Laptop Request		Commit
Insert	additional accessories	Variable	Laptop Request		Commit
Insert	accessories_details	Catalog UI Policy Action	Laptop Request		Commit
Insert	Hardware.Laptop Request	Catalog Item Category	Laptop Request		Commit
Insert	show accessories details	Catalog UI Policy	Laptop Request		Commit
Insert	Service Catalog.Laptop Request	Catalog Items Catalog	Laptop Request		Commit
Insert	accessories details	Variable	Laptop Request		Commit

At the bottom of the interface, a pagination bar shows '1 to 11 of 11' items. The Windows taskbar at the very bottom indicates the time is 02:50 PM on 16-09-2025.

Test Catalog Item

