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# Department of Computer Science 2023-2026

## BATCH

**V –Semester**

**NM ID :** **B4B28888C21EBEA9D8A40626BEC48724**

# Class : III Year B.Sc (Computer Science with Data Science)

**Laptop Request Catalog Item**

**Team Id :** NM2025TMID15603

# Team Members : 4

### Team Leader : U.SREEMATHY

### Team Member 1 : K.ANBUKKARASI

### Team Member 2 : A.NISHANTHI

### Team Member 3 : P.ULAGANATHAN

### Problem Statement:

In many organizations, the process of requesting a laptop for new or existing employees is manual, inconsistent, or lacks standardization. Employees often rely on email chains, informal communication, or outdated request forms, which leads to delays, miscommunication, and lack of visibility into request status. Furthermore, IT departments struggle to track inventory, prioritize urgent needs, and manage approvals efficiently.

## Objective:

### Streamline laptop requests:

Provide a centralized platform for employees to request laptops.

### Improve efficiency:

Automate the request process, reducing manual effort and errors.

### Enhance user experience:

Offer a user-friendly interface with clear instructions and real-time updates.

### Ensure transparency:

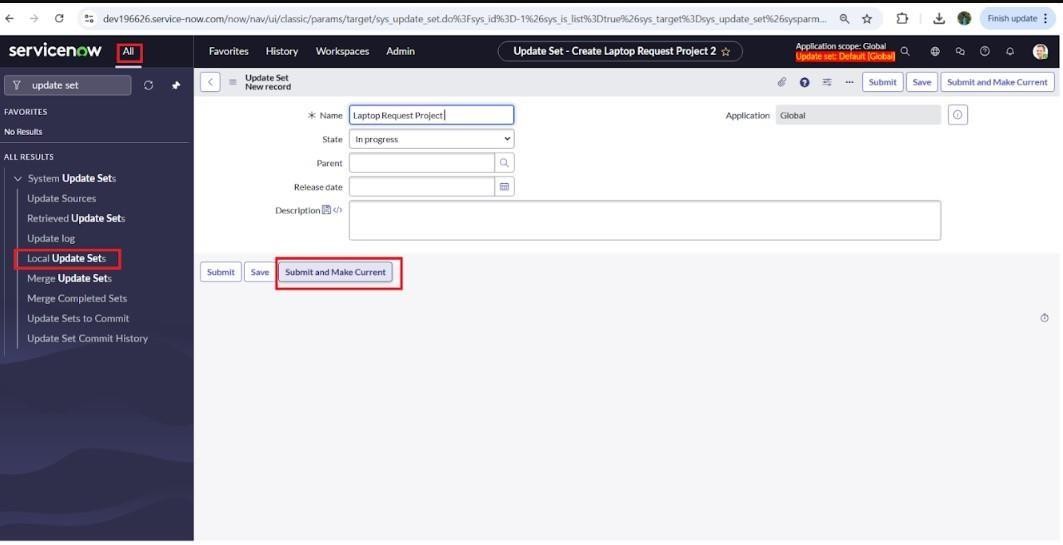
Track request status and provide visibility into the approval and fulfillment process.

# TASK INITIATION

## Milestone 1 : Update set

**Activity : Create Local Update set**

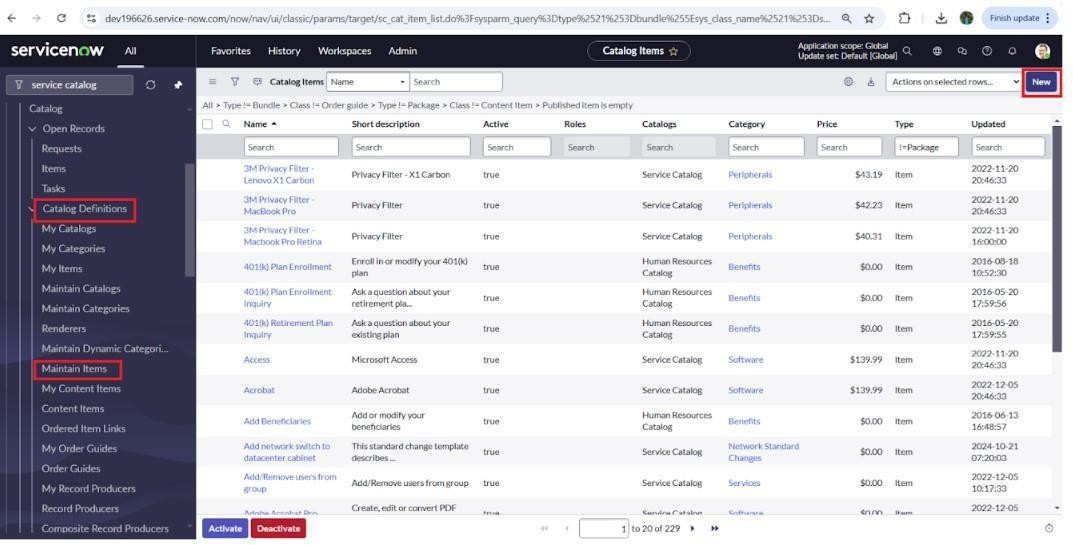
1. Open service now.
2. Click on All >> search for update sets
3. Select local update sets under system update sets
4. Click on new
5. Fill the following details to create a update set as: “Laptop Request”
6. Click on submit and make current
7. By clicking on the button it activates the update set .



**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.

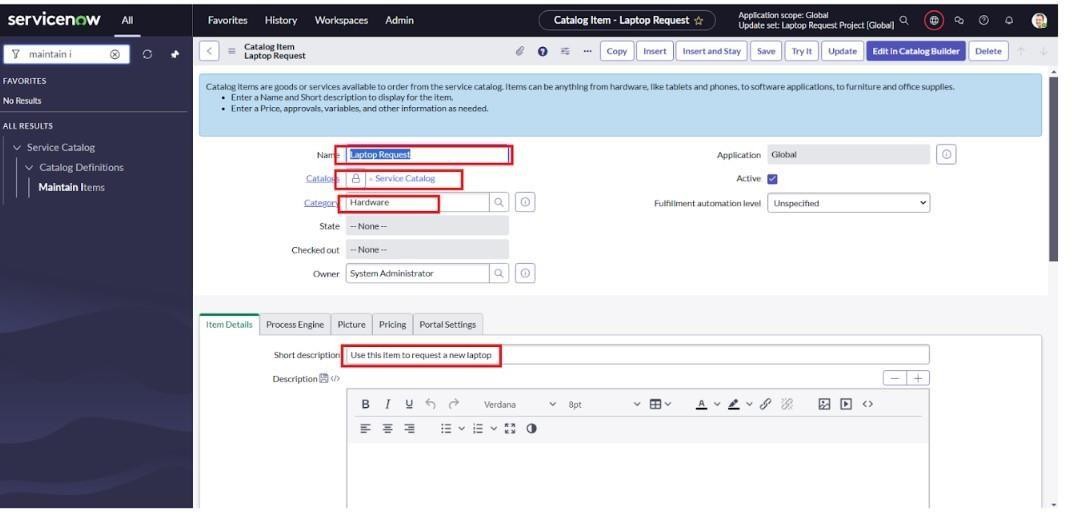


* 1. Fill the following details to create a new catalog item Name: Laptop Request

Catalog: service Catalog Category: Hardware

Short Description: Use this item to request a new laptop

* 1. Click on „SAVE‟



## Activity 2: Add variables

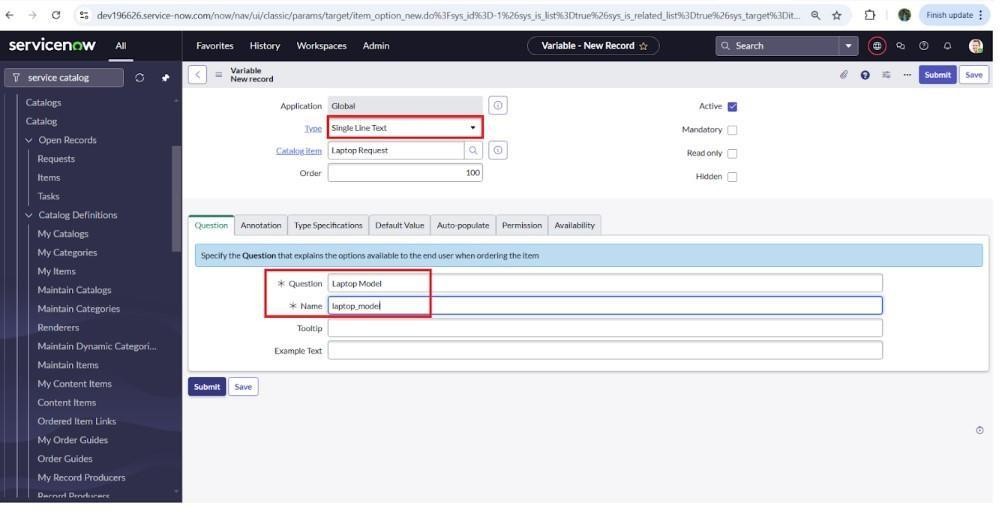
### Step1:

* 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



1. Variable 2: Justification

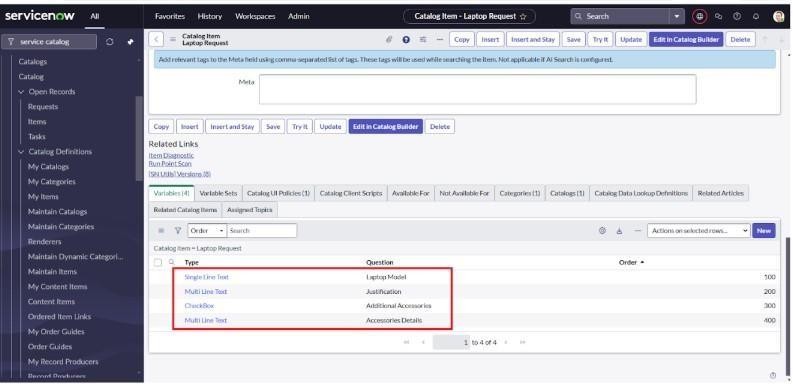
Type: Multi line text Name: justification Order:200

1. Variable 3: Additional Accessories Type: Checkbox Name: additional\_accessories Order:300
2. Variable 4: Accessories Details Type: Multi line text

Name: accessories\_details Order:400

### Step2:

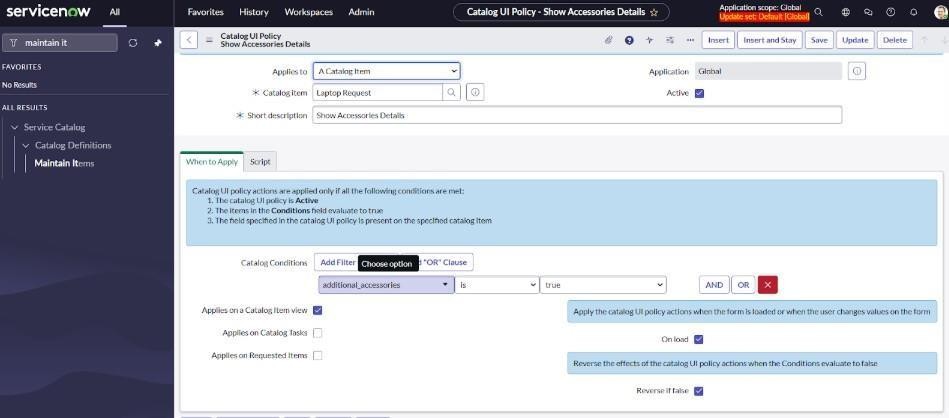
* + After adding above variable which are added to newly created catalog item
  + Then save the catalog item form



## Milestone 3 : UI Policy

**Activity : Create Catalog Ui policies**

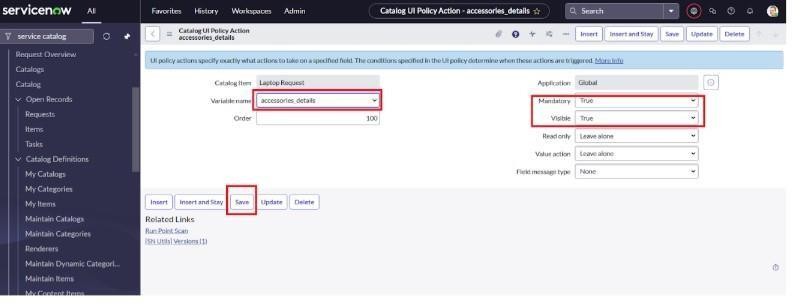
1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for „laptop request‟ which is created before
4. Select „laptop request‟ and scroll down click on “Catalog Ui policies”
5. In the catalog ui policies related list tab click on new
6. Give short description as: show accessories details
7. Set the Catalog Condition in the related list tab „when to apply‟
   1. [field: additional\_ accessories, operator: is, value: true]

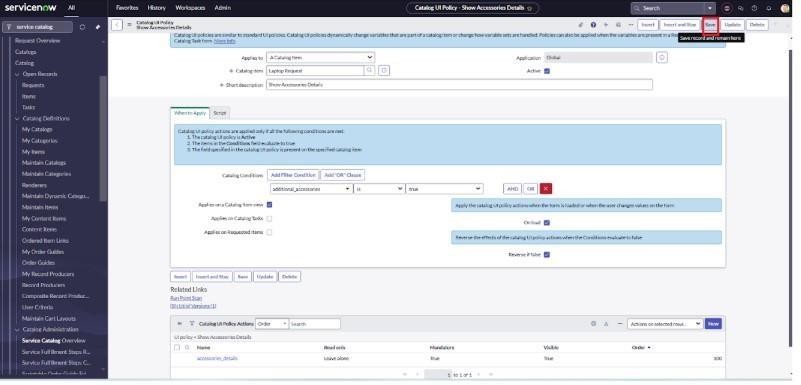


1. Click on **save**.(do not click on submit)
2. Scroll down and select „catalog ui action‟
3. Then click on new button
4. Select variable name as: accessories\_details Order:100

Mandatory: True Visible : True

1. Click on save and again click save button of the catalog ui policy form





## Milestone 4 : UI Action

**Activity : 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

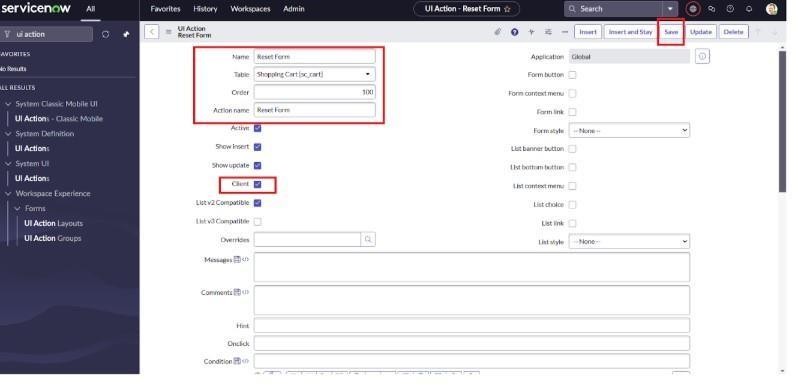
Script:

function resetForm() {

g\_form.clearForm(); // Clears all fields in the form alert("The form has been reset.");

}

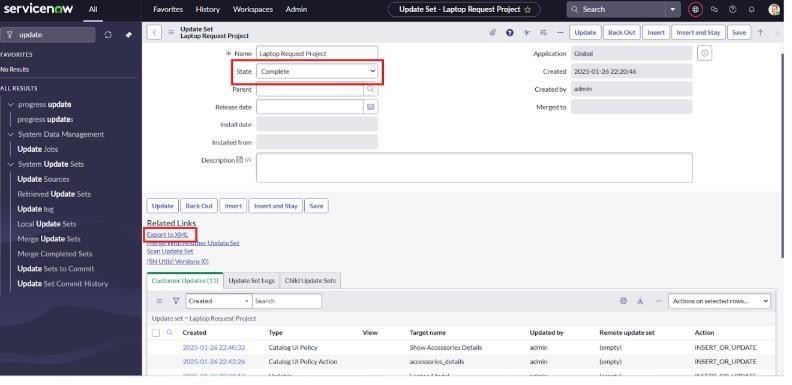
Click on save



**Milestone 5 : Export Update set**

**Activity : Exporting changes to another instances**

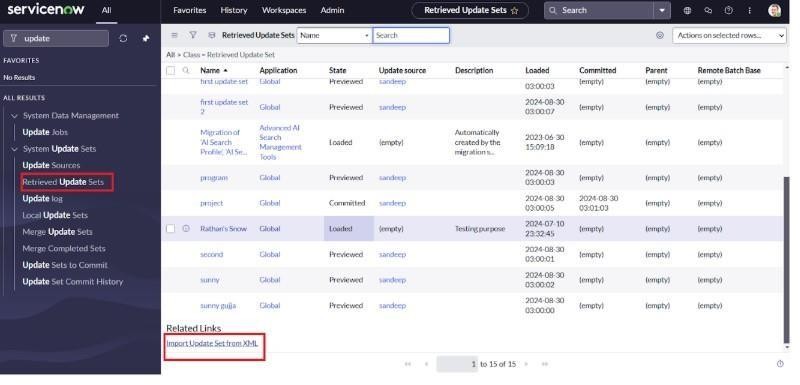
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. „Laptop Request Project‟
4. Set the state to „Complete‟
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file



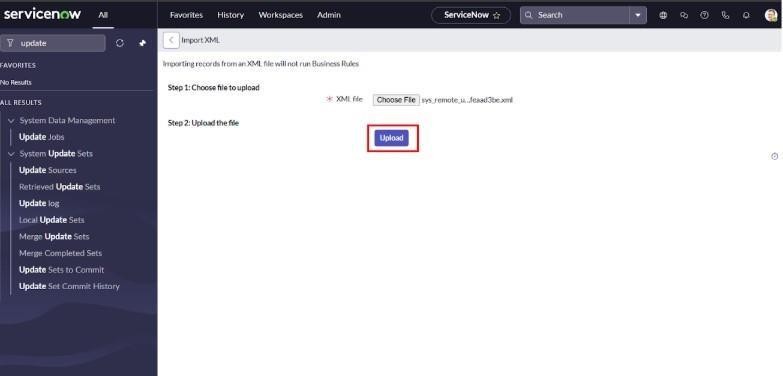
**Milestone 6 : Login to another Instance**

**Activity : Retrieving the update set**

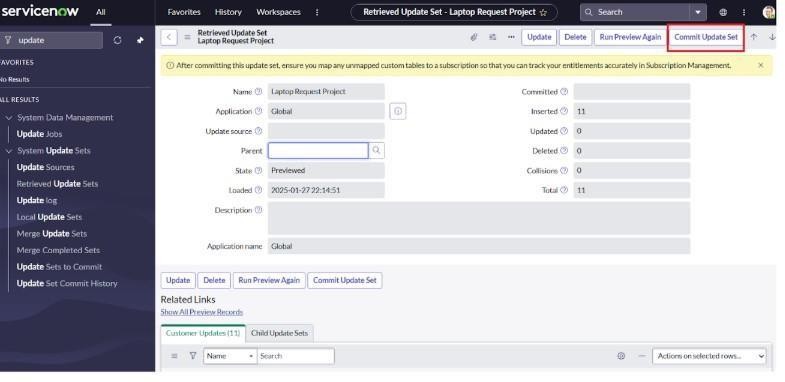
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML



1. Upload the downloaded file in XML file
2. Click on Upload and it gets uploaded.



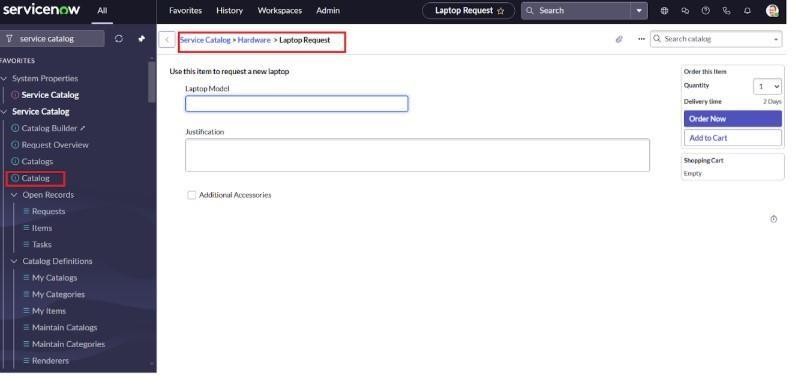
1. Open retrieved update set „laptop request project‟
2. Click on preview update set
3. And click on commit update set
4. And also see the related tab updates
5. After committing update set in this instance we get all updates which are done in the previous instance



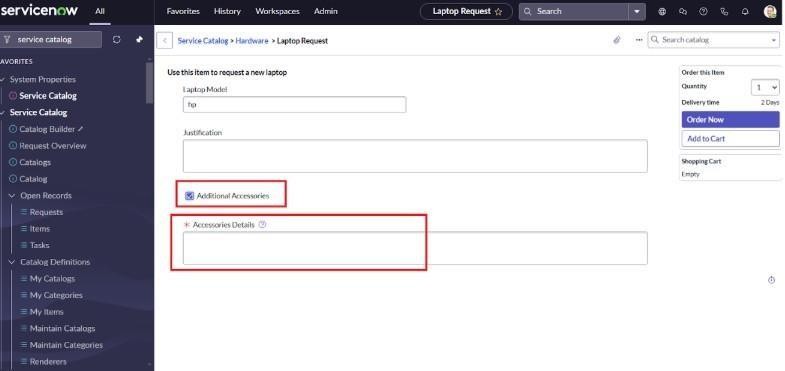
**Milestone 7 : Testing**

**Activity : Test Catalog Item**

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



1. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
2. Now see the results,it fulfills our requirements.



## Conclusion :

The Laptop Request Catalog Item project successfully streamlines the p rocess 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.