

LAPTOP REQUEST CATALOG ITEM

Problem Statement:

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 behaviour 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.

Update set:

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 interface for creating a new update set. The left sidebar is titled 'All' and contains sections for 'FAVORITES' (No Results) and 'ALL RESULTS' (Local Update Sets). The 'Local Update Sets' section is expanded, showing options like 'Merge Update Sets', 'Merge Completed Sets', 'Update Sets to Commit', and 'Update Set Commit History'. The main content area is titled 'Update Set - Create Laptop Request Project 2' and shows fields for 'Name' (Laptop Request Project), 'State' (In progress), 'Parent' (empty), 'Release date' (empty), and 'Description' (empty). Below the form are buttons for 'Submit', 'Save', and 'Submit and Make Current' (the latter is highlighted with a red box).

Service Catalog Item :

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 Catalog Items list screen. The left sidebar is titled 'service catalog' and includes sections for 'Catalog', 'Requests', 'Items', 'Tasks', 'Catalog Definitions' (highlighted with a red box), 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categori...', 'Maintain Items' (highlighted with a red box), 'My Content Item', 'Content Items', 'Ordered Item Links', 'My Order Guides', 'Order Guides', 'My Record Producers', 'Record Producers', and 'Composite Record Producers'. The main content area is titled 'Catalog Items' and shows a table with columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The table lists various items like '3M Privacy Filter - Lenovo X1 Carbon', '3M Privacy Filter - MacBook Pro', etc. A 'New' button is located at the top right of the table area (highlighted with a red box).

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
Create, edit or convert PDF	Create, edit or convert PDF	disabled		Service Catalog	Services	\$0.00	Item	2022-12-05

5. 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

6. Click on 'SAVE'

The screenshot shows the ServiceNow interface for creating a catalog item. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Catalog Item - Laptop Request' with 'Application scope: Global' and 'Update set: Laptop Request Project [Global]'. Below the title, there's a note: '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.' It lists two bullet points: 'Enter a Name and Short description to display for the item.' and 'Enter a Price, approvals, variables, and other information as needed.' The main form has several fields: 'Name' (Laptop Request), 'Catalog' (+ Service Catalog), 'Category' (Hardware), 'State' (None), 'Checked out' (None), 'Owner' (System Administrator), 'Application' (Global), 'Active' (checked), 'Fulfillment automation level' (Unspecified), 'Short description' (Use this item to request a new laptop), and a 'Description' rich text editor. The left sidebar shows 'FAVORITES' with 'No Results' and 'ALL RESULTS' with 'Service Catalog' expanded, showing 'Catalog Definitions' and 'Maintain Items'.

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

The screenshot shows the ServiceNow interface for creating a new variable. The left sidebar is titled 'service catalog' and lists various catalog-related options. The main area is titled 'Variable - New Record' and shows the configuration for a catalog item named 'Laptop Request'. The 'Type' is set to 'Single Line Text' (highlighted with a red box). The 'Question' field contains 'Laptop Model' and the 'Name' field contains 'laptop_model' (both highlighted with a red box). Other settings include 'Application: Global', 'Order: 100', and various checkboxes for 'Active', 'Mandatory', 'Read only', and 'Hidden'.

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

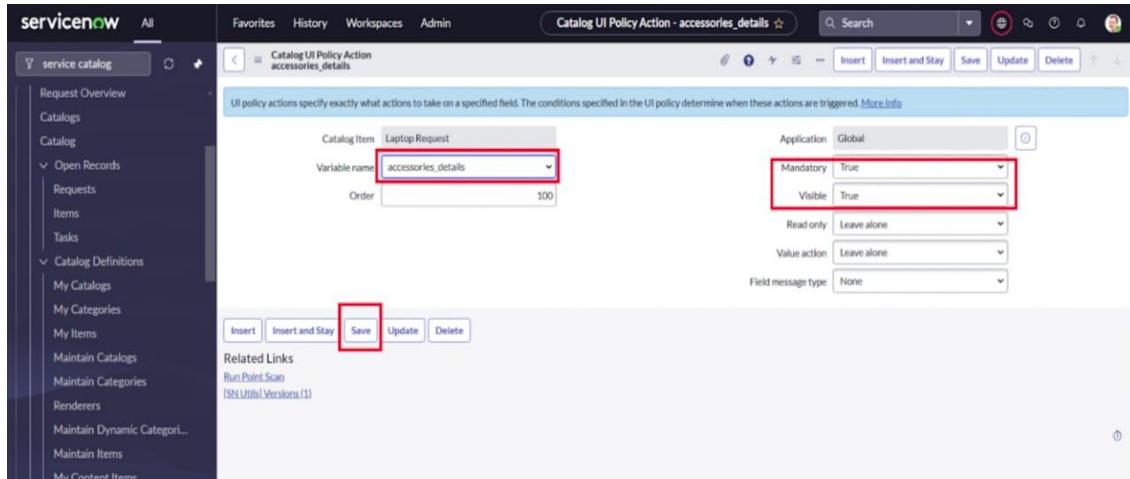
Ui policy :

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]

8. Click on save.(do not click on submit)
9. Scroll down and select ‘catalog ui action’
10. Then click on new button
11. Select variable name as: accessories_details
12. Order:100 Mandatory: True Visible : True
13. Click on save and again click save button of the catalog ui policy

Form

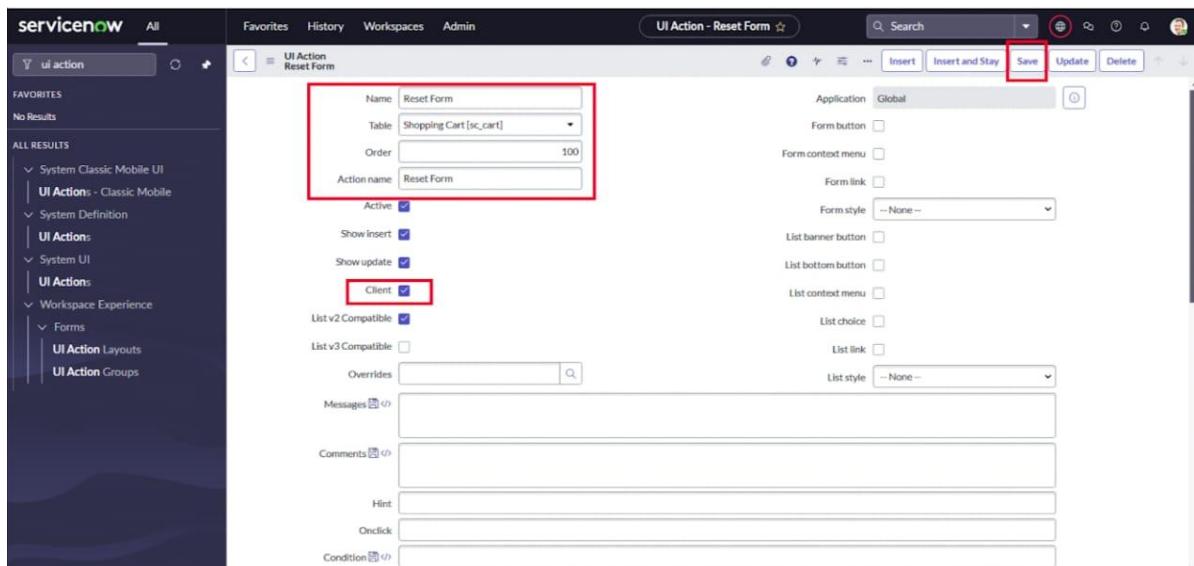


The screenshot shows the 'Catalog UI Policy' configuration page for the 'Show Accessories Details' policy. The 'Applies to' dropdown is set to 'A Catalog Item' and 'Catalog Item'. In the 'Catalog Conditions' section, there is a condition for 'additional_accessories' being true. The 'Save' button at the bottom of the form is highlighted with a red box.

Ui action :

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
 - a. Table: shopping cart(sc_cart)
 - b. Order:100
 - c. Action name: Reset form
 - d. Client : checked
6. Script:
7. function resetForm() {
8. g_form.clearForm(); // Clears all fields in the form
9. alert("The form has been reset.");
10. Click on save



Export update set:

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

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-01-26 22:40:32	Catalog UI Policy	Show Accessories Details	admin	(empty)		INSERT_OR_UPDATE
2025-01-26 22:43:26	Catalog UI Policy Action	accessories_details	admin	(empty)		INSERT_OR_UPDATE

Login To Another Instance :

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

The screenshot shows the ServiceNow interface with the search bar set to 'update'. The left sidebar lists various update-related options under 'ALL RESULTS'. The main area displays a table of 'Retrieved Update Sets' with columns for Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. One row, 'Rathan's Snow', is selected. At the bottom, there is a 'Related Links' section with a link 'Import Update Set from XML'.

7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.

The screenshot shows the 'Import XML' wizard. Step 1: Choose file to upload shows a 'Choose File' button with the path 'sys_remote_u...feaad3be.xml'. Step 2: Upload the file shows a large blue 'Upload' button.

9. Open retrieved update set 'laptop request project'
10. Click on preview update set
11. And click on commit update set
12. And also see the related tab updates
13. After committing update set in this instance we get all updates which are done in the previous instance

The screenshot shows the ServiceNow Update Set interface. The title bar says 'Retrieved Update Set - Laptop Request Project'. The main area displays various details about the update set, including its name ('Laptop Request Project'), application ('Global'), state ('Previewed'), and statistics like 'Inserted 11', 'Updated 0', and 'Deleted 0'. At the bottom right of the main panel, the 'Commit Update Set' button is highlighted with a red box.

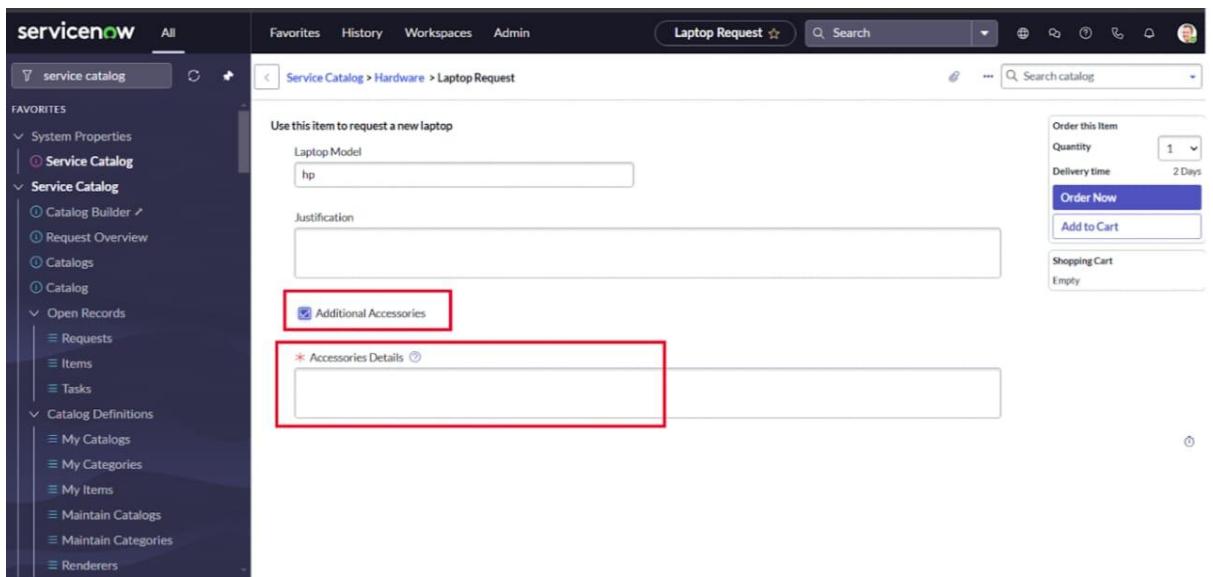
Testing :

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

The screenshot shows the ServiceNow Service Catalog interface. The left sidebar has 'Service Catalog' selected. The main area shows a catalog item for 'Laptop Request' under the 'Hardware' category. The 'Order Now' button on the right side of the item card is highlighted with a red box.

5. It shows three variables only
6. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
7. 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.