

LAPTOP REQUEST CATALOG ITEM

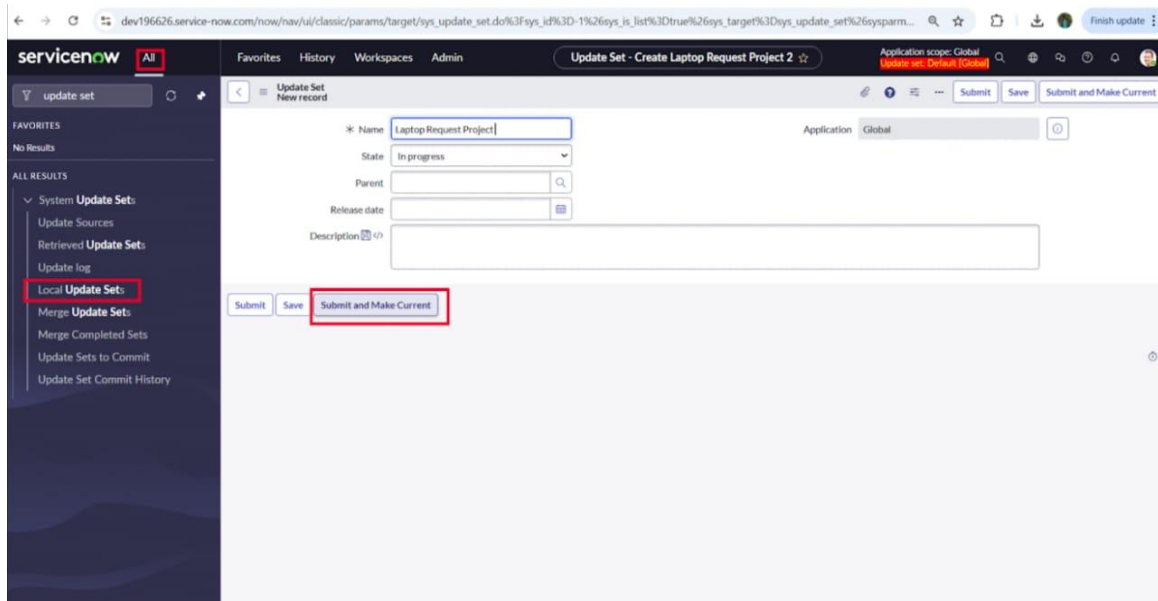
Problem Statement:

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

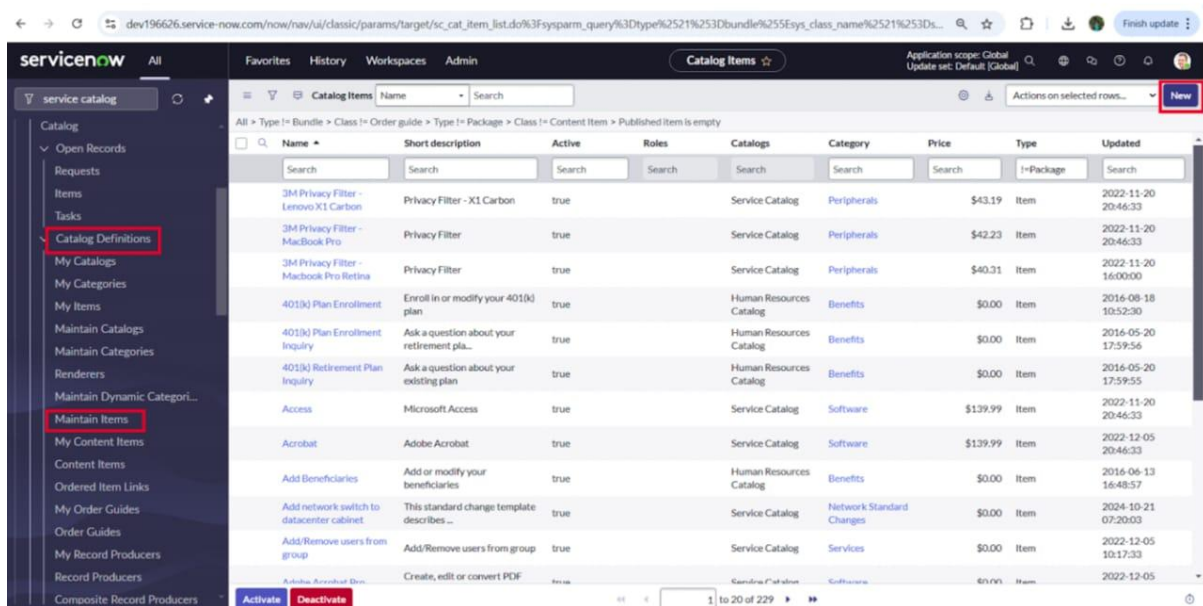
1. Open service now.
2. Click on All >> search for update sets
3. Select local update sets under system update sets
4. Click on new
5. Fill the following details to create a update set as: “Laptop Request”
6. Click on submit and make current
7. By clicking on the button it activates the update set .



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.



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 'Catalog Item - Laptop Request' form. The left sidebar contains a search bar with 'maintain i' and a list of favorites and all results. The main form area has a blue header with instructions: '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 are: Name (Laptop Request), Catalog (Service Catalog), Category (Hardware), Application (Global), Active (checked), Fulfillment automation level (Unspecified), State (None), Checked out (None), and Owner (System Administrator). Below these are tabs for Item Details, Process Engine, Picture, Pricing, and Portal Settings. The 'Short description' field contains 'Use this item to request a new laptop'. The 'Description' field is empty with a rich text editor toolbar.

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 'Variable - New Record' form. The left sidebar contains a navigation menu with options like 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categori...', 'Maintain Items', 'My Content Items', 'Content Items', 'Ordered Item Links', 'My Order Guides', 'Order Guides', 'My Record Producers', and 'Record Producers'. The main form area has tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab is selected, showing a question 'Laptop Model' with name 'laptop_model'. The 'Submit' and 'Save' buttons are at the bottom.

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

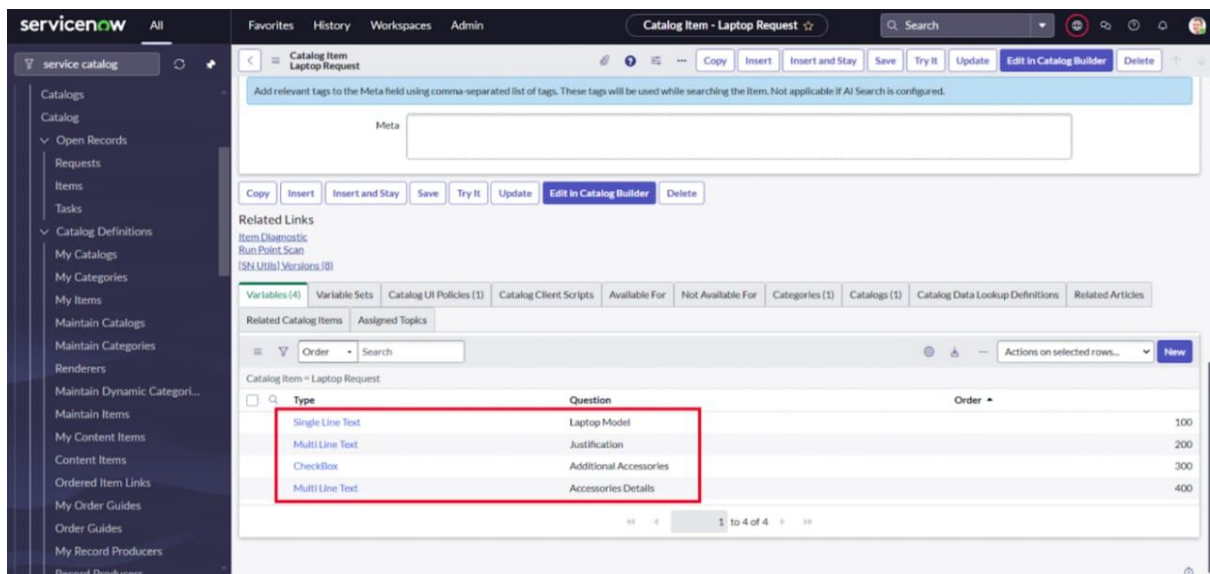
Type: Multi line text

Name: accessories details

Order:400

Step2:

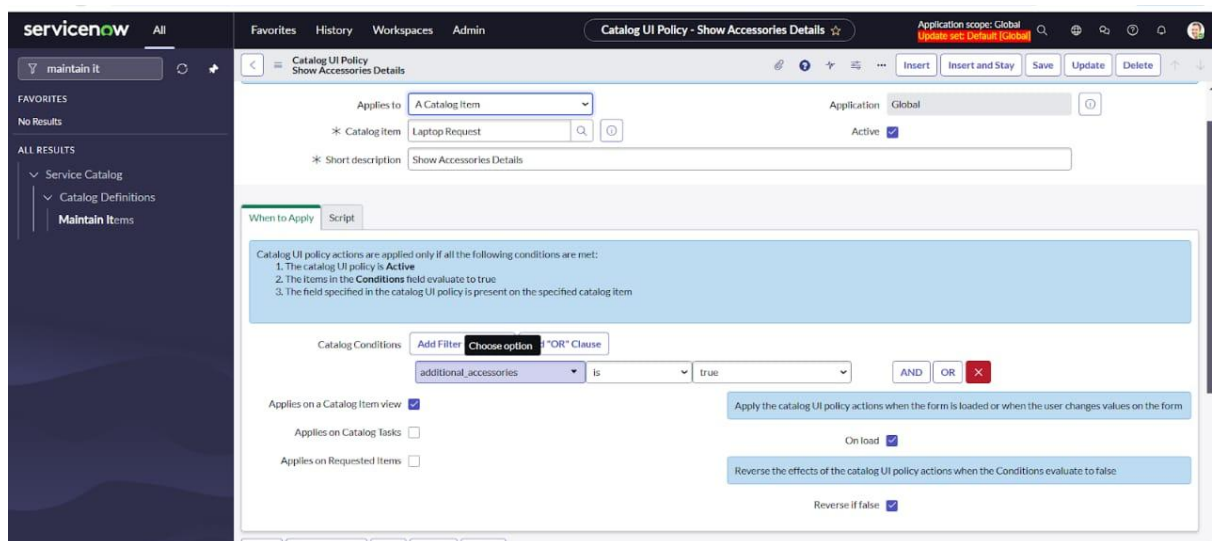
- After adding above variable which are added to newly created catalog item
- Then save the catalog item form



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 Action - accessories_details' form in ServiceNow. The left sidebar contains a navigation menu with options like 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items', and 'My Content Items'. The main form area has the following fields:

- Catalog Item:** Laptop Request
- Variable name:** accessories_details
- Order:** 100
- Application:** Global
- Mandatory:** True
- Visible:** True
- Read only:** Leave alone
- Value action:** Leave alone
- Field message type:** None

At the bottom of the form, there are buttons for 'Insert', 'Insert and Stay', 'Save', 'Update', and 'Delete'. The 'Save' button is highlighted with a red box. Below the buttons, there are 'Related Links' for 'Run Point Scope' and 'SN UI Policy Versions (1)'.

The screenshot shows the 'Catalog UI Policy - Show Accessories Details' form in ServiceNow. The left sidebar is the same as the previous screenshot. The main form area has the following fields:

- Applies to:** A Catalog Item
- Application:** Global
- Active:** ☒
- Short description:** Show Accessories Details

Below these fields, there is a 'When to Apply' section with a 'Script' tab. The script contains the following conditions:

```

Catalog UI policy actions are applied only if all the following conditions are met:
1. The catalog UI policy is Active.
2. The item in the Conditions field evaluate to true.
3. The field specified in the catalog UI policy is present on the specified catalog item.
  
```

The 'Catalog Conditions' section shows a condition: 'additional_accessories' is true. There are buttons for 'Add Filter Condition' and 'Add "OR" Clause'. Below the conditions, there are checkboxes for 'Applies on Catalog item view', 'Applies on Catalog Tasks', and 'Applies on Requested Items'. There are also buttons for 'On load' and 'Reverse if false'.

At the bottom of the form, there are buttons for 'Insert', 'Insert and Stay', 'Save', 'Update', and 'Delete'. The 'Save' button is highlighted with a red box. Below the buttons, there are 'Related Links' for 'Run Point Scope' and 'SN UI Policy Versions (1)'.

At the bottom of the page, there is a table titled 'Catalog UI Policy Actions' with the following data:

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

Ui action :

Create ui action

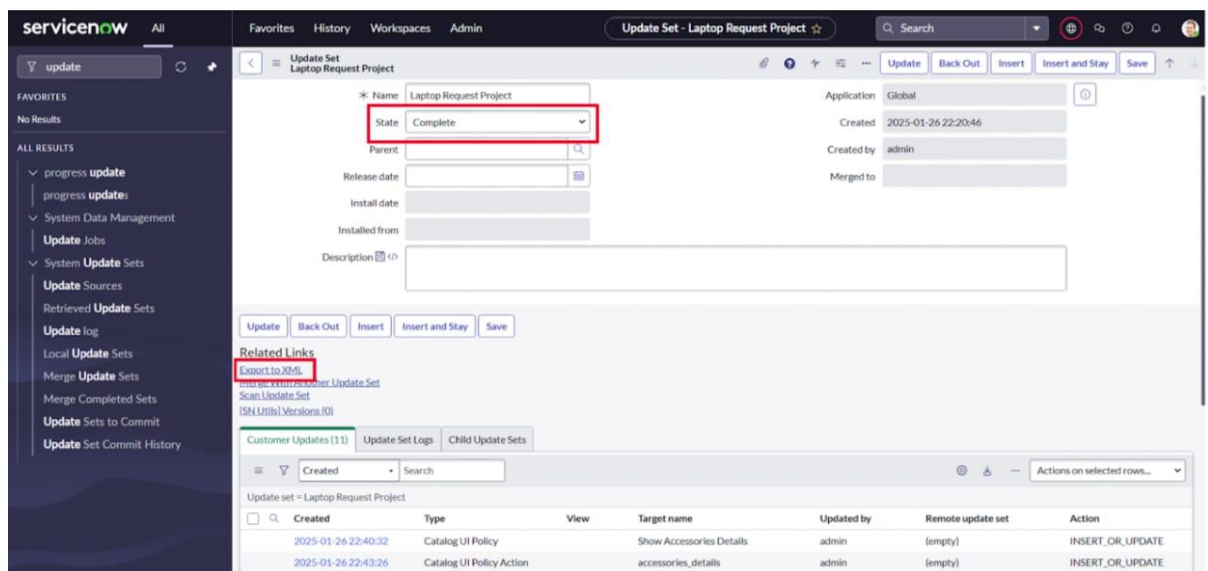
1. Open service now
2. Click on All >> search for ui action
3. Select ui actions under system definition
4. Click on new
5. Fill the following details to create ui action
 - a. Table: shopping cart(sc_cart)
 - b. Order:100
 - c. Action name: Reset form
 - d. Client : checked
6. Script:
7. function resetForm() {
8. g_form.clearForm(); // Clears all fields in the form
9. alert("The form has been reset.");
10. }
10. Click on save

The screenshot shows the ServiceNow interface for creating a new UI Action. The left sidebar displays the navigation menu with 'UI Actions' selected under 'System Definition'. The main panel is titled 'UI Action - Reset Form'. A red box highlights the input fields for 'Name' (Reset Form), 'Table' (Shopping Cart [sc_cart]), 'Order' (100), and 'Action name' (Reset Form). Another red box highlights the 'Client' checkbox, which is checked. The right panel shows various configuration options for the UI Action, including 'Application' (Global), 'Form button', 'Form context menu', 'Form link', 'Form style' (None), 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (None). The bottom section contains fields for 'Messages', 'Comments', 'Hint', 'OnClick', and 'Condition'.

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



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

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		03:00:03	(empty)	(empty)	(empty)
first update set 2	Global	Previewed	sandeep		2024-08-30 03:00:07	(empty)	(empty)	(empty)
Migration of 'AI Search Profile', 'AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migration s...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	sandeep		2024-08-30 03:00:05	2024-08-30 03:01:03	(empty)	(empty)
Rathan's Snow	Global	Loaded	(empty)	Testing purpose	2024-07-10 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	sandeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny guja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

Related Links
[Import Update Set from XML](#)

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

Import XML

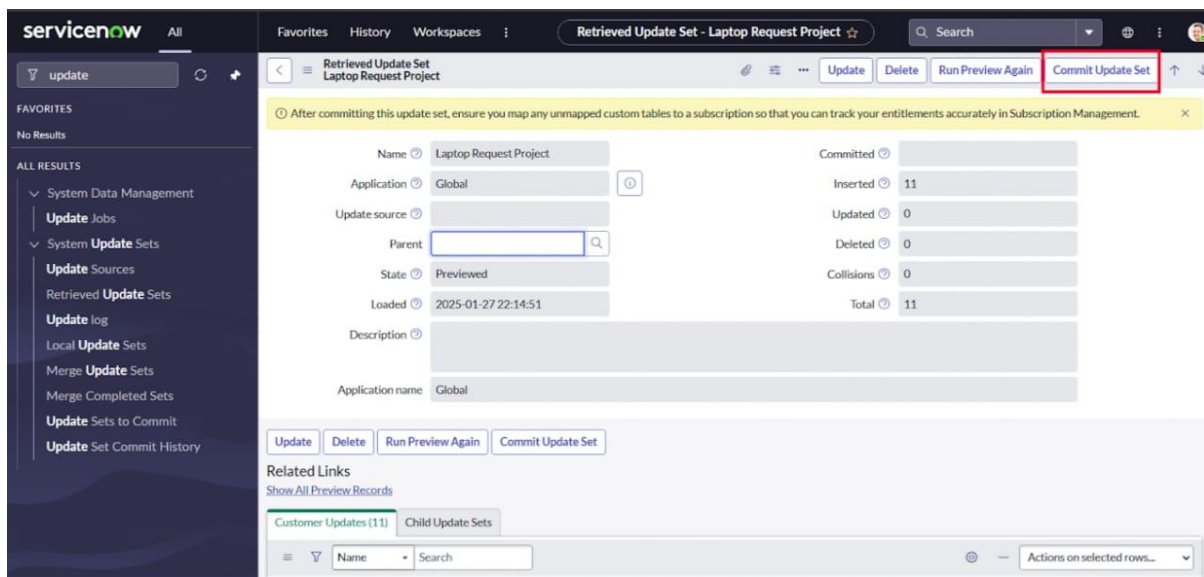
Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file sys_remote_u...feaad3be.xml

Step 2: Upload the file

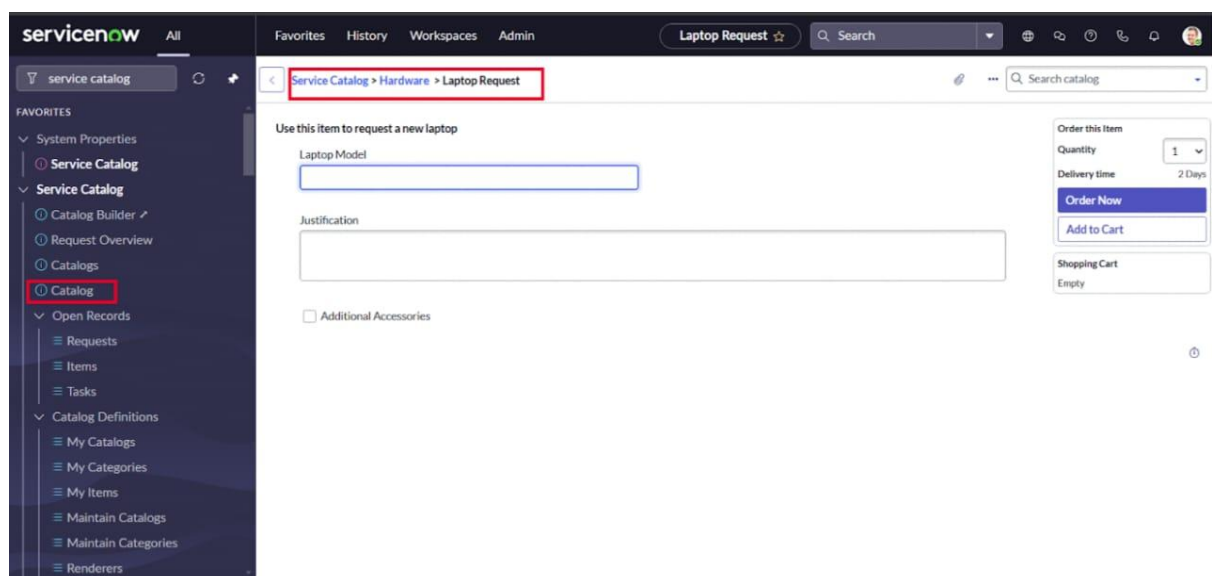
9. Open retrieved update set 'laptop request project'
10. Click on preview update set
11. And click on commit update set
12. And also see the related tab updates
13. After committing update set in this instance we get all updates which are done in the previous instance



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



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.

The screenshot displays the ServiceNow interface for a 'Laptop Request' catalog item. The main form area is titled 'Use this item to request a new laptop'. It contains the following fields and sections:

- Laptop Model:** A text field containing 'hp'.
- Justification:** A large text area for providing a reason for the request.
- Additional Accessories:** A checkbox that is currently checked, highlighted with a red box.
- Accessories Details:** A section indicated by a red star icon and a plus sign, containing a text area, also highlighted with a red box.

On the right side, the 'Order this Item' section shows 'Quantity' as 1 and 'Delivery time' as 2 Days, with buttons for 'Order Now' and 'Add to Cart'. The left sidebar shows the 'Service Catalog' navigation menu with various options like 'Catalog Builder', 'Request Overview', and 'Catalogs'.

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.