M.A.M COLLEGE OF ENGINEERING

PROJECT NAME : Laptop Request Catalog Item

Team Id :NM2025TMID05894

TEAM MEMBERS :

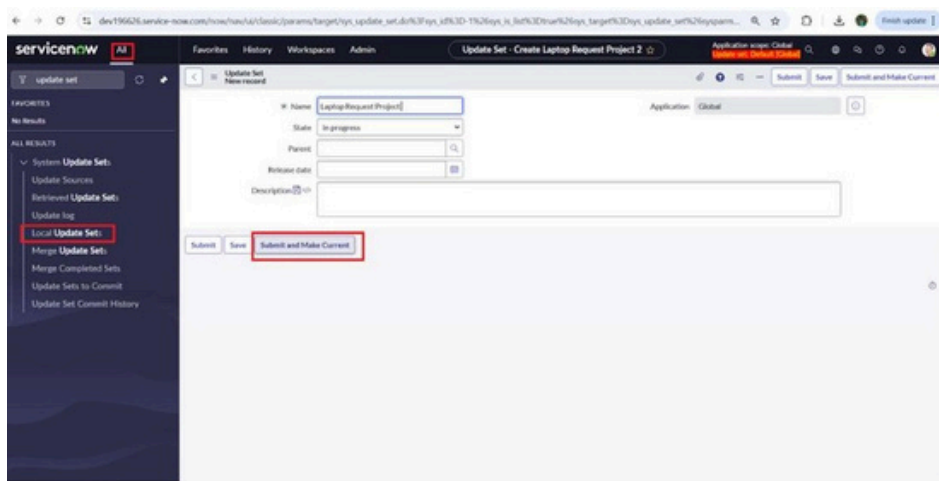   1.PRAVIN K

       2.BIAS Ahamed J

       3.Mohamed Wajid S

       4.Yuvaraj R

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

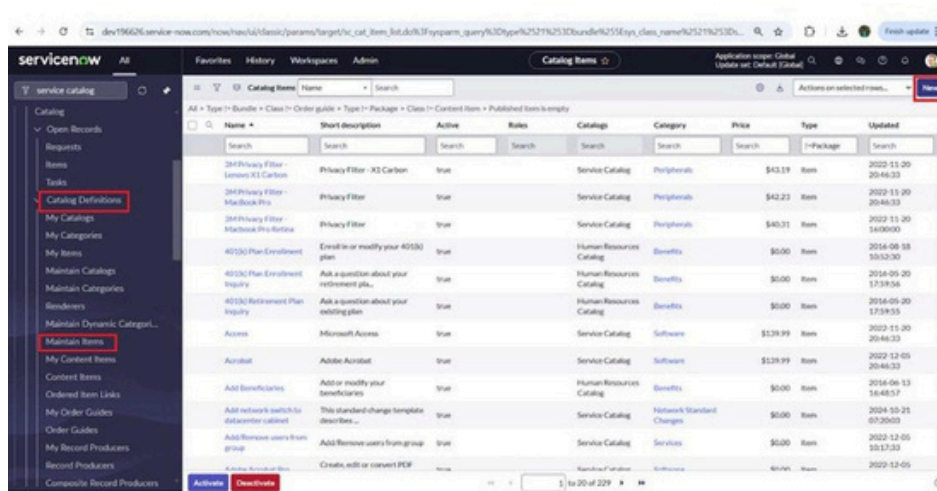7. By clicking on the button it activates the update set .

NOTE: Perform all actions under this newly created update set only.

Create Service Catalog Item

1. Open servicenow.

2. Click on All >> service catalog

3. Select maintain items under catalog definitions

4. Click on New.

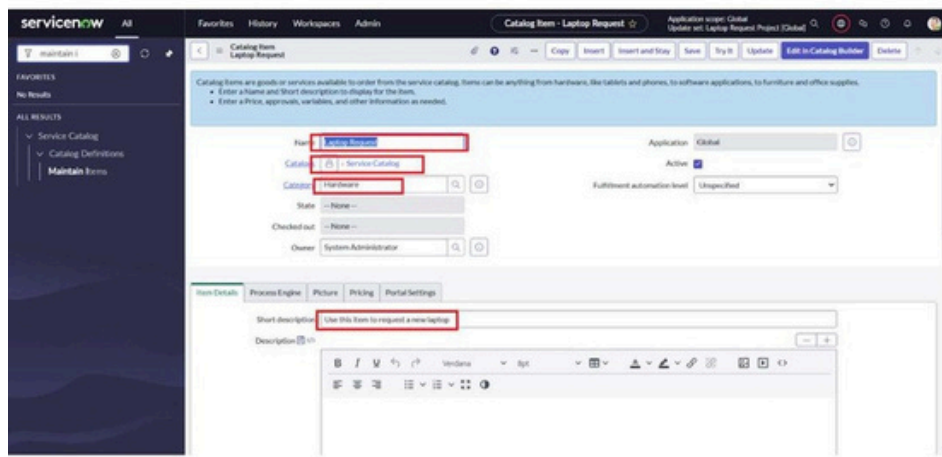5.   Fill the following details to create a new catalog item

   Name: Laptop Request

   Catalog: service Catalog

   Category: Hardware

   Short Description: Use this item to request a new laptop

6.   Click on 'SAVE'

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

3.Variable 3:Additional Accessories

    Order:200

    Type: Checkbox

    Name: additional_accessories

    Order:300

4.Variable 4: Accessories Details

    Type: Multi line text
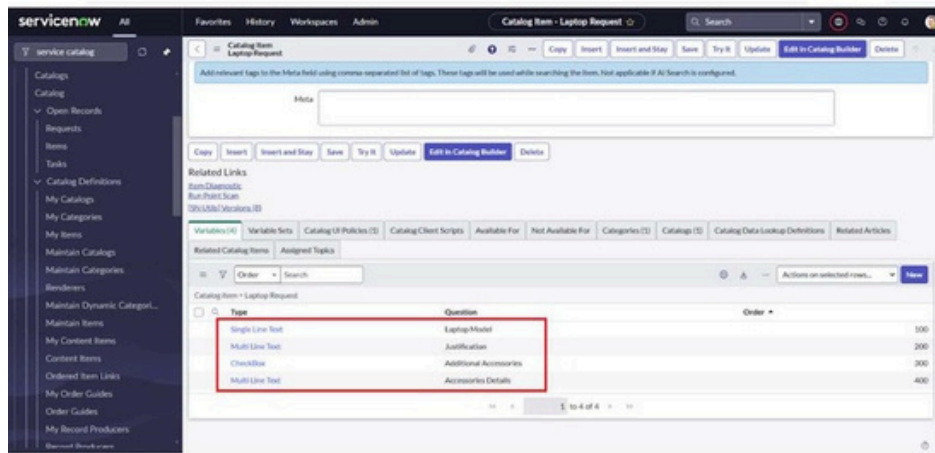
    Name:accessories_details

    Order:400

Step2:

    After adding above variable which are added to newly created catalog item

    Then save the catalog item form

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. Clickon save.(do not click on submit)

9. Scrolldown and select 'catalog ui action'

10. Thenclick on new button
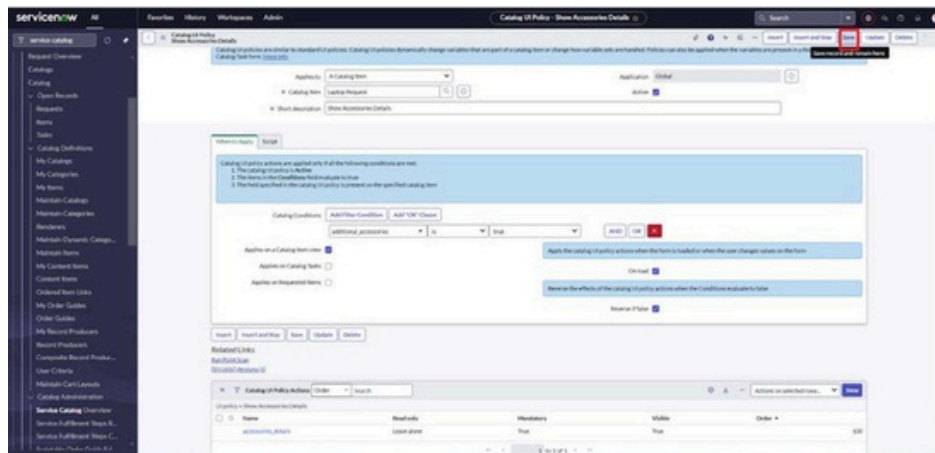
11. Selectvariable name as: accessories_details

    Order:100

    Mandatory: True

    Visible : True

12. Clickon save and again click save button of the catalog ui policy form

Create ui action

1. Open servicenow.

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)
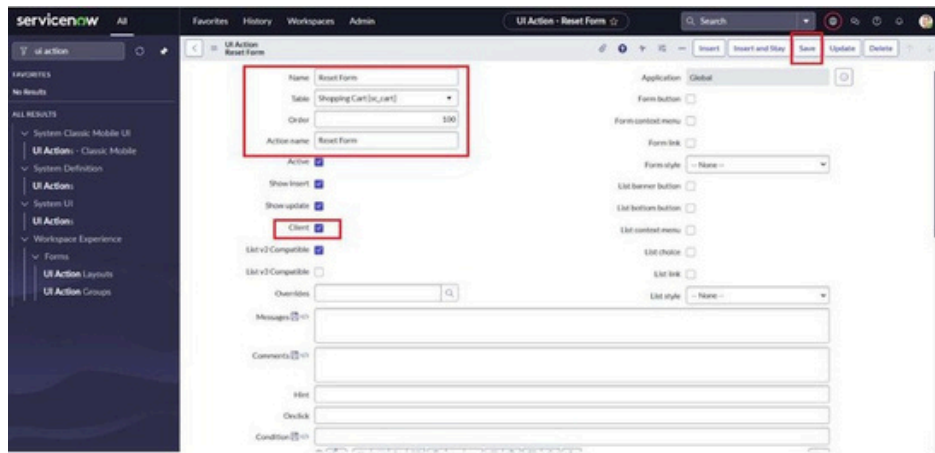> Order:100
> Action name: Reset form
> Client : checked

Script:
```
function resetForm() {
g_form.clearForm(); // Clears all fields in the form
alert("The form has been reset.");
}
```

Click on save

Exporting changes to another instances

1. Clickon All >>search forupdatesets

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
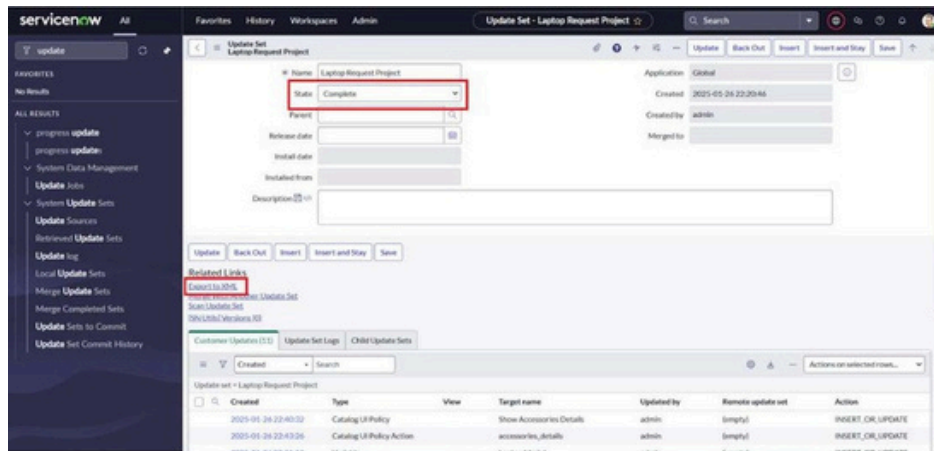
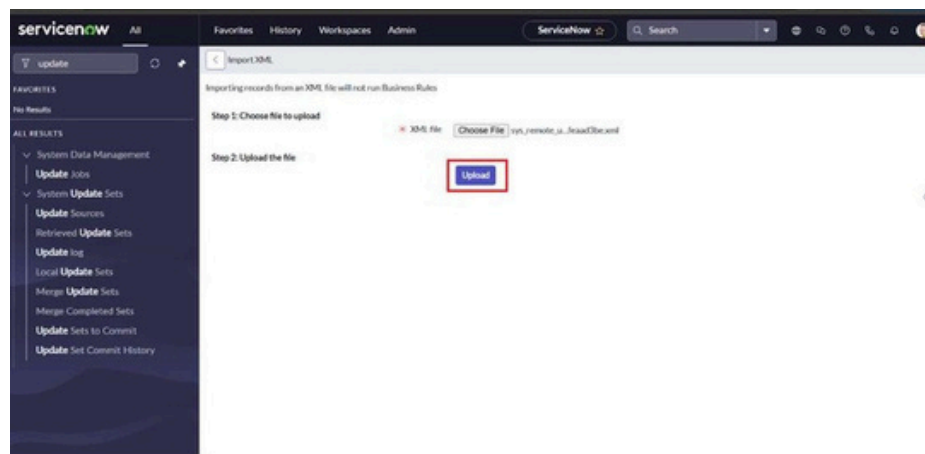# Retrieving the update set

1. Open anotherinstanceinincognitowindow

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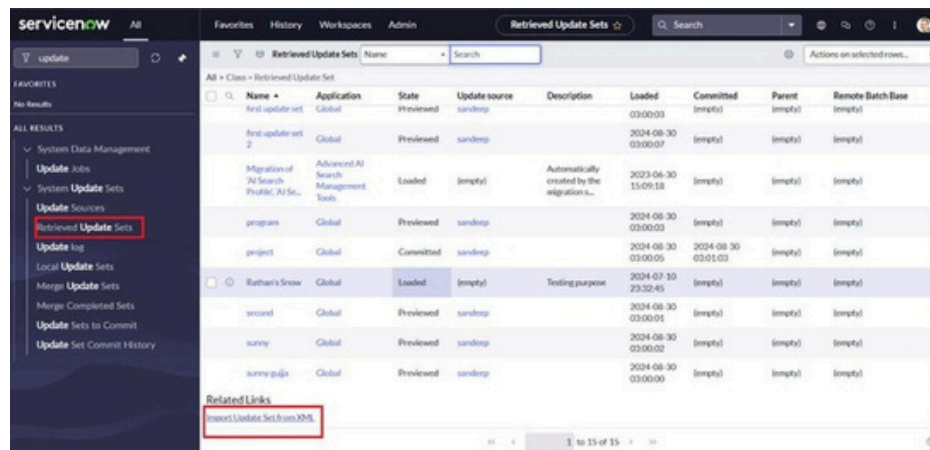
7. Upload the downloaded file in XML file
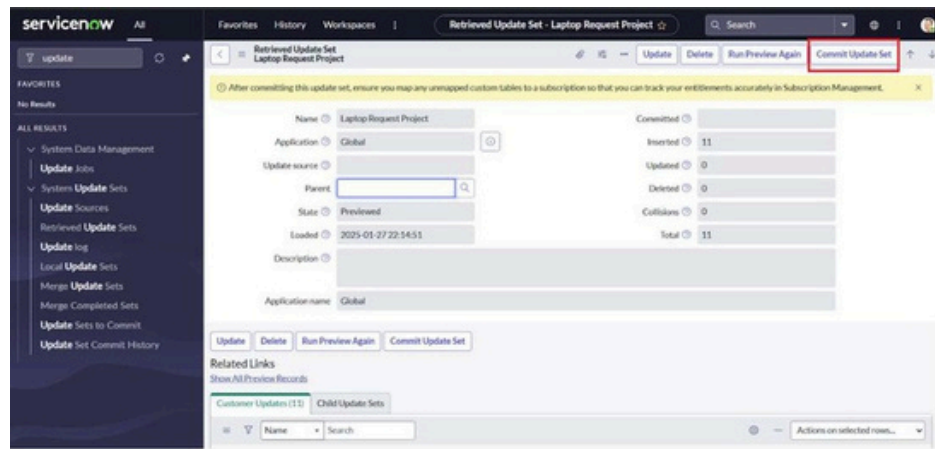
8. Click on Upload and it gets uploaded.

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 commiting update set in this instance we get all updates which are done in the previous instance

Test Catalog Item

1. Search for service catalog in application navigator in target instance

. Select catalog under service catalog

2. Select hardware category and search for 'laptop request' item

. Select laptop request item and open it

3

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4

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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.