

M.A.M COLLEGE OF ENGINEERING

PROJECT NAME : Laptop Request Catalog Item

Team Id :NM2025TMID05894

TEAM MEMBERS :

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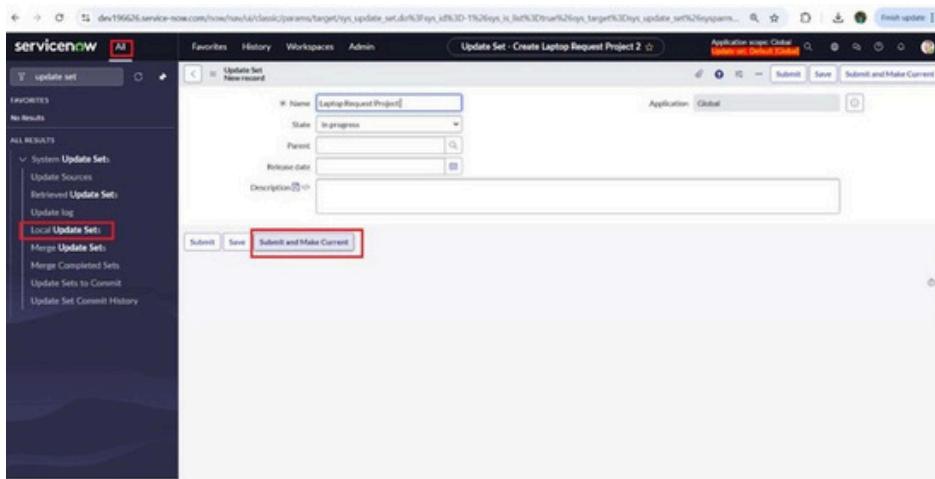
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Create Local Update set

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.

The screenshot shows the ServiceNow Catalog Items page. On the left, there is a sidebar with a tree view of catalog categories. The 'Catalog Definitions' and 'Maintain Items' nodes under 'Catalog' are highlighted with red boxes. The main area displays a table of catalog items with columns for Name, Short description, Active, Roles, Catalog, Category, Price, Type, and Updated. A 'New' button is located at the top right of the table header. The URL in the browser bar is: dev196626.service-now.com/nav/nav/uicatalog/params/target/ic_cat_item_list.do?listname=categorylist&sysparm_query=%20type%2521%2530bundle%255Esyn_class_name%2521%2530... .

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

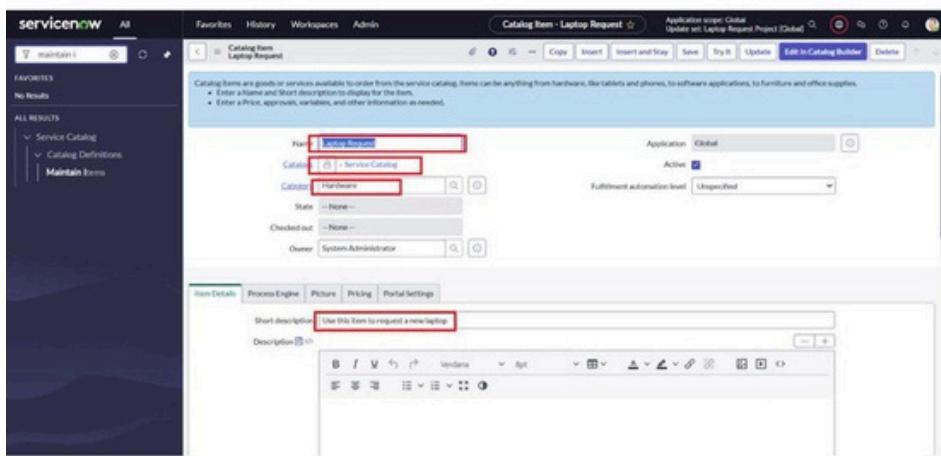
Name: Laptop Request

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

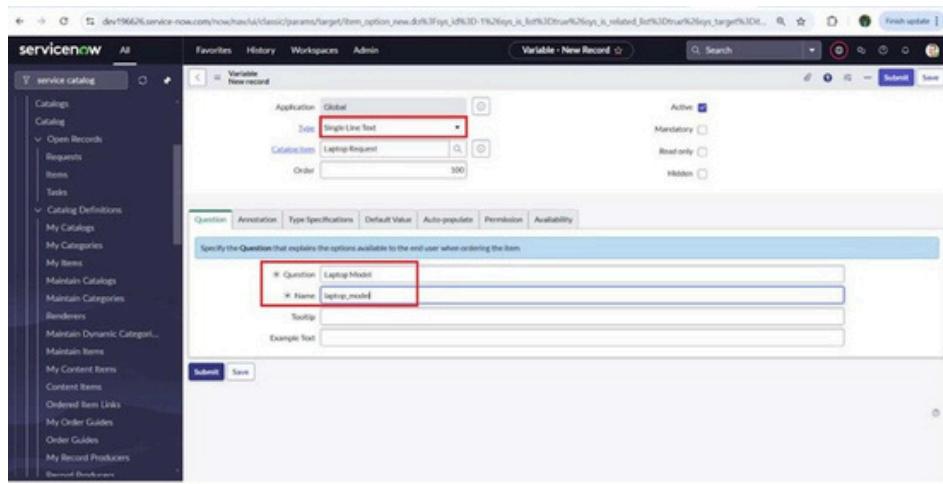
Type: Single line text

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

Type: Checkbox

Name: additional_accessories

Order:300

4.Variable 4: Accessories Details

Type: Multi line text

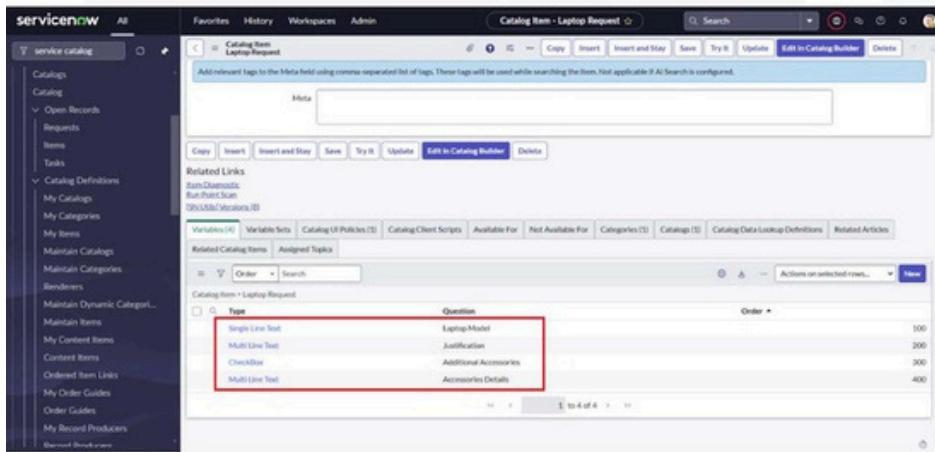
Name:accessories_details

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]

Catalog UI Policy - Show Accessories Details

Applies to: A Catalog Item
Catalog Item: Laptop Request

Short description: Show Accessories Details

When to Apply:

- Catalog Conditions: additional_accessories IS true
- Applies on Catalog Item view: checked
- Applies on Catalog Tasks: unchecked
- Applies on Requested Items: unchecked

Application: Global

Active: checked

On load: checked

Reverse if false: checked

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

Order:100

Mandatory: True

Visible : True

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

Catalog UI Policy Action - accessories_details

Catalog Item: Laptop Request

Variable name: accessories_details

Order: 100

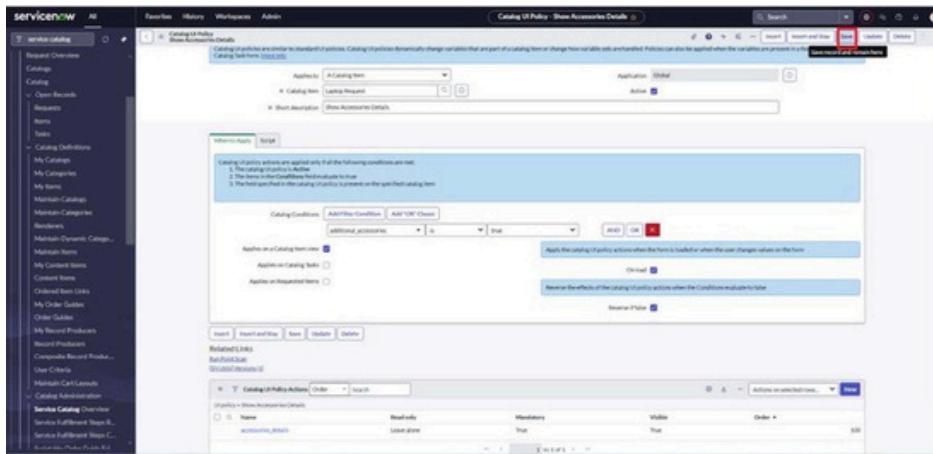
Application: Global

Mandatory: True

Visible: True

Value action: Leave alone

Save



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

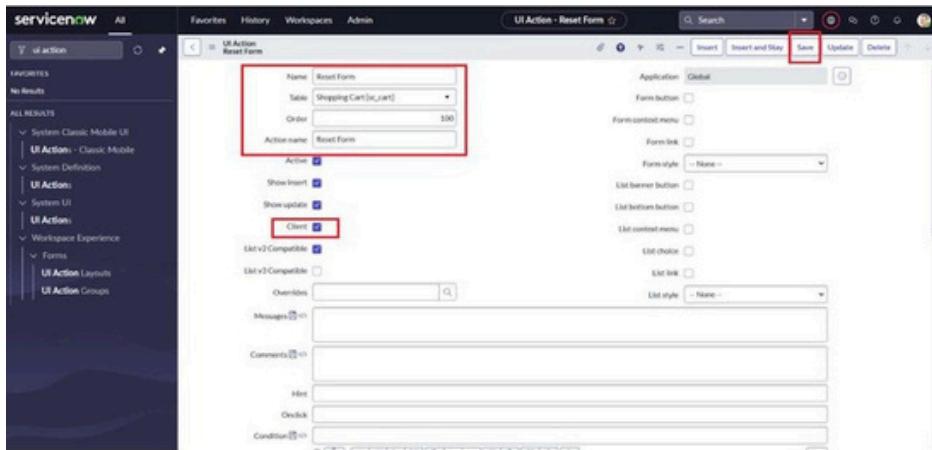
Action name: Reset form

Client : checked

Script:

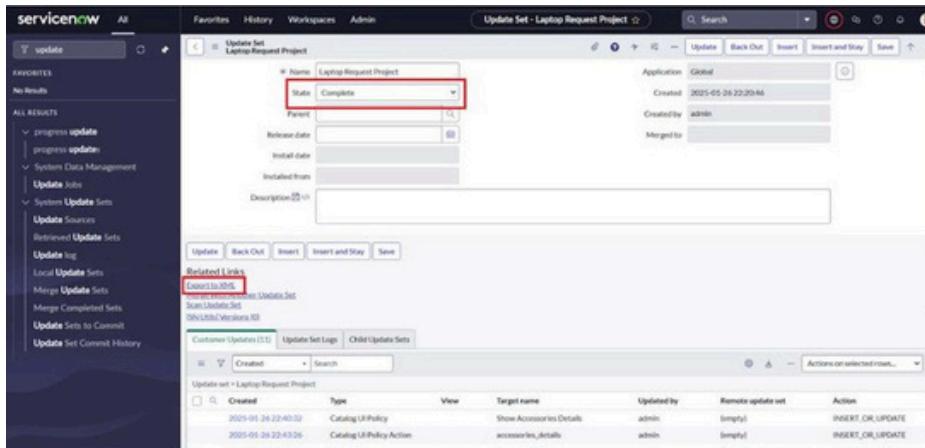
```
function resetForm() {
    g_form.clearForm(); // Clears all fields in the form
    alert("The form has been reset.");
}
```

Click on save



Exporting changes to another instances

1. 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



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 containing 'update'. The left sidebar has sections like 'System Data Management', 'System Update Sets', and 'Update Sources'. Under 'Update Sources', 'Retrieved Update Sets' is selected. In the main area, there is a table titled 'Retrieved Update Sets' with columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. Several rows are listed, including 'first update set 2', 'Migration of AI Search Profile, AI Se...', 'programs', 'project', 'Rathan's Snow', 'second', 'sunny', and 'sunrise'. At the bottom, under 'Related Links', there is a link 'Import Update Set from XML' which is also highlighted with a red box.

7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.

The screenshot shows the 'Import XML' step. The left sidebar is the same as the previous screenshot. The main area has a heading 'Import XML' with a note 'Importing records from an XML file will not run Business Rules'. It shows 'Step 1: Choose file to upload' with a 'Choose File' button and a selected file 'sys_remote_update_set.xml'. Below it is 'Step 2: Upload the file' with a large red box highlighting the 'Upload' button.

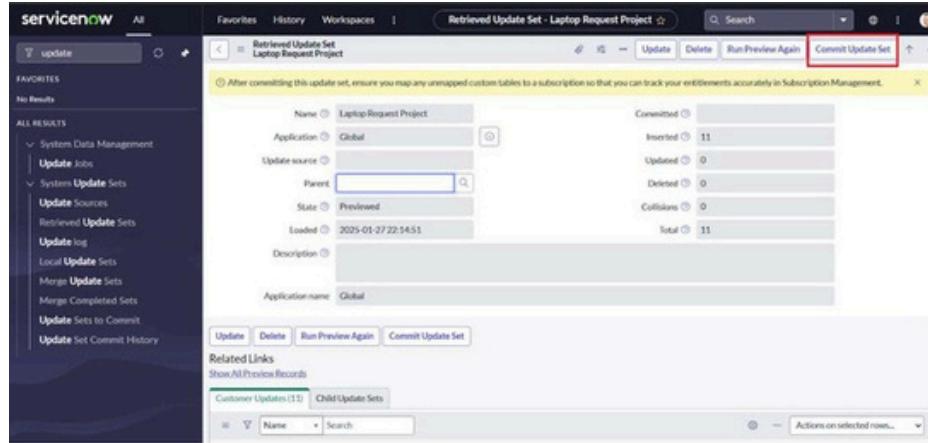
9. Open retrieved update set 'laptop request project'

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 interface with the search bar set to 'update'. The left sidebar has 'System Data Management' expanded, with 'Update Jobs' selected. The main area displays the 'Retrieved Update Set - Laptop Request Project' details. The 'Commit Update Set' button at the top right is highlighted with a red box. A yellow message box at the top states: 'After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.' Below the message, there are summary statistics: Committed 11, Inserted 11, Updated 0, Deleted 0, Collisions 0, and Total 11. The 'Description' field contains 'Application-name: Global'. At the bottom, there are buttons for 'Update', 'Delete', 'Run Preview Again', and 'Commit Update Set'. A related links section shows 'Customer Updates (11)' and 'Child Update Sets'.

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
- .
- 4
- .

5. It shows three variables only

The screenshot shows the ServiceNow service catalog interface. The left sidebar has a 'FAVORITES' section with 'Service Catalog' expanded, showing 'Catalog' selected. The main area is titled 'Service Catalog > Hardware > Laptop Request'. It contains fields for 'Laptop Model' (with 'hp' typed), 'Justification', and a checkbox for 'Additional Accessories'. On the right, there's an 'Order this item' section with 'Quantity' set to 1 and 'Delivery time' set to 2 days, along with buttons for 'Order Now', 'Add to Cart', and 'Empty Shopping Cart'.

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.

This screenshot is similar to the previous one, but the 'Additional Accessories' checkbox is checked. A red box highlights this checked state. Below it, a red box highlights the 'Accessories Details' field, which is now visible and appears to be mandatory, as indicated by a red asterisk (*).

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.