

M.A.M COLLEGE OF ENGINEERING

PROJECT NAME : Laptop Request Catalog Item

Team Id :NM2025TMID05894

TEAM MEMBERS :

1.PRAVIN K

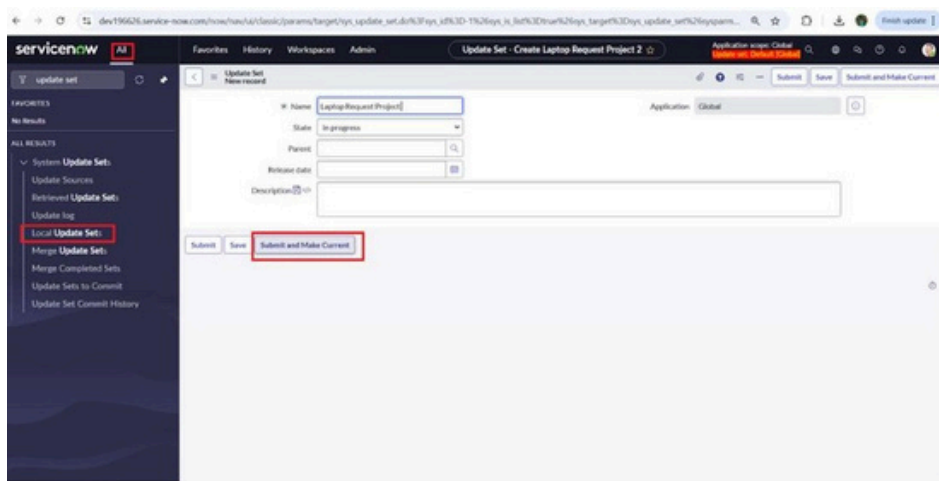
2.BIAS Ahamed J

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4.Yuvaraj R

Create Local Update set

1. Open servicenow.
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 .

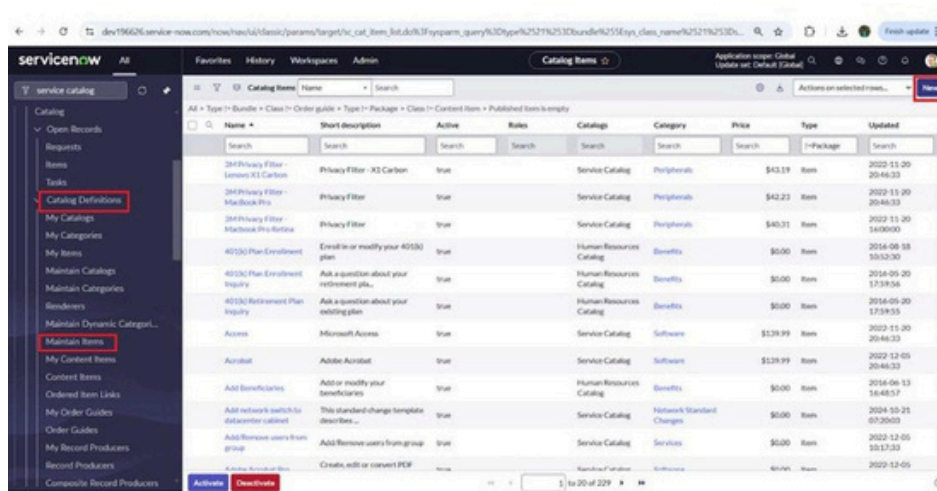


NOTE: Perform all actions under this newly created update set only.

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

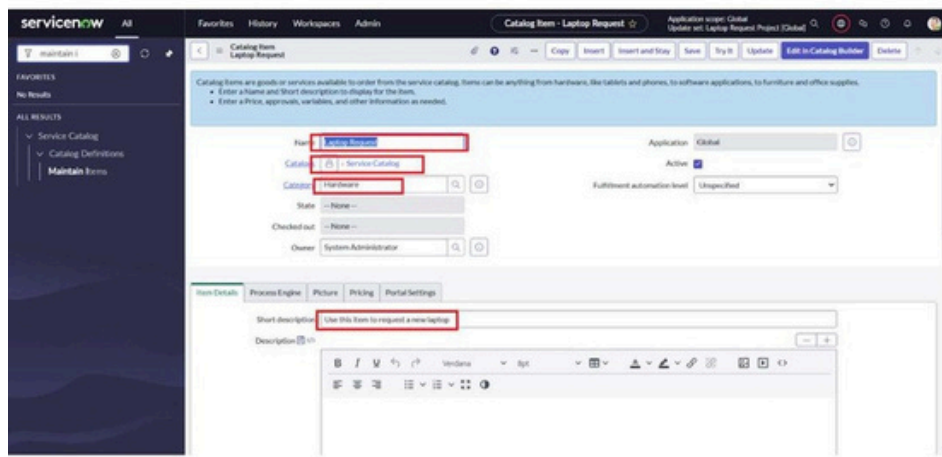
Name: Laptop Request

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

ServiceNow Variable: New Record

Application: Global

Type: Single Line Text

Catalog Item: Laptop Request

Order: 300

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Question: Laptop Model

Name: laptop_model

Tooltip:

Example Text:

Submit Save

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

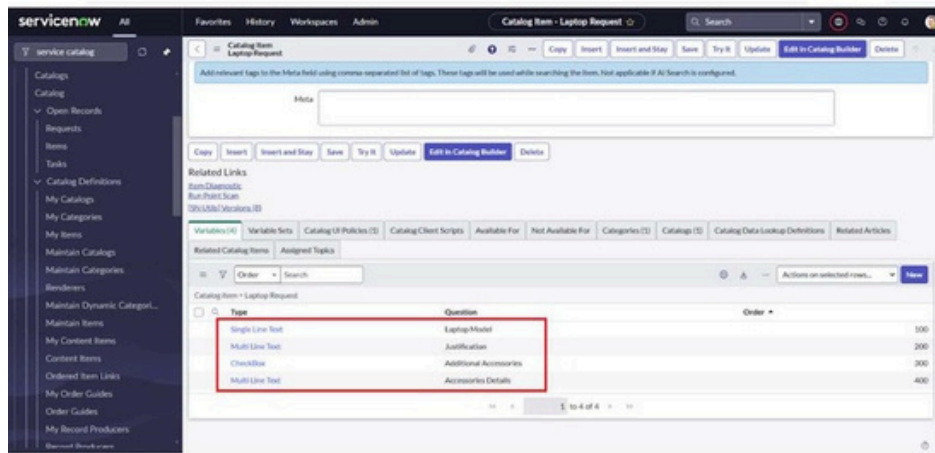
Name:accessories_details

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]

The screenshot shows the 'Catalog UI Policy - Show Accessories Details' configuration page in ServiceNow. The left sidebar contains navigation links for 'main-tain it', 'Service Catalog', 'Catalog Definitions', and 'Maintain Items'. The main area is titled 'Catalog UI Policy - Show Accessories Details' and includes a search bar and a 'Catalog UI Policy' dropdown. The 'Applies to' section is set to 'A Catalog Item' with 'Laptop Request' as the 'Catalog item' and 'Show Accessories Details' as the 'Short description'. The 'When to Apply' tab is selected, showing a 'Script' section with a list of conditions: 'The catalog UI policy is Active', 'The items in the Conditions field evaluate to true', and 'The field specified in the catalog UI policy is present on the specified catalog item'. Below this, the 'Catalog Conditions' section shows a filter for 'additional_accessories' with a value of 'true'. The 'Applies on a Catalog item view' checkbox is checked. The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' checkbox is also checked. The 'Onload' checkbox is checked, and the 'Reverse if false' checkbox is 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

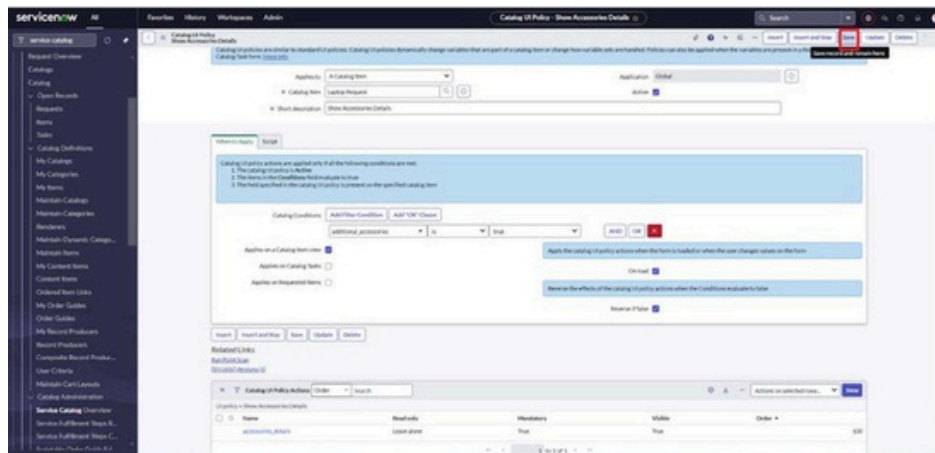
Order:100

Mandatory: True

Visible : True

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

The screenshot shows the 'Catalog UI Policy Action - accessories_details' configuration page in ServiceNow. The left sidebar contains navigation links for 'Request Overview', 'Catalogs', 'Catalog', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Catalogs', 'Maintain Items', and 'My Password Items'. The main area is titled 'Catalog UI Policy Action - accessories_details' and includes a search bar and a 'Catalog UI Policy Action' dropdown. The 'Catalog item' is set to 'Laptop Request'. The 'Variable name' is set to 'accessories_details' and the 'Order' is set to '100'. The 'Application' is set to 'Global'. The 'Mandatory' checkbox is checked, and the 'Visible' checkbox is checked. The 'Read only' checkbox is checked, and the 'Value action' is set to 'Error alone'. The 'First message type' is set to 'Error'. The 'Save' button is highlighted with a red box.



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

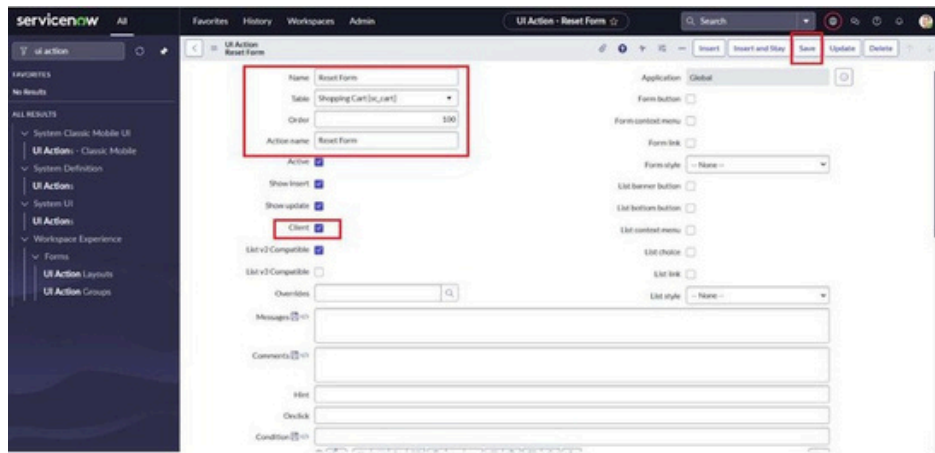
Action name: Reset form

Client : checked

Script:

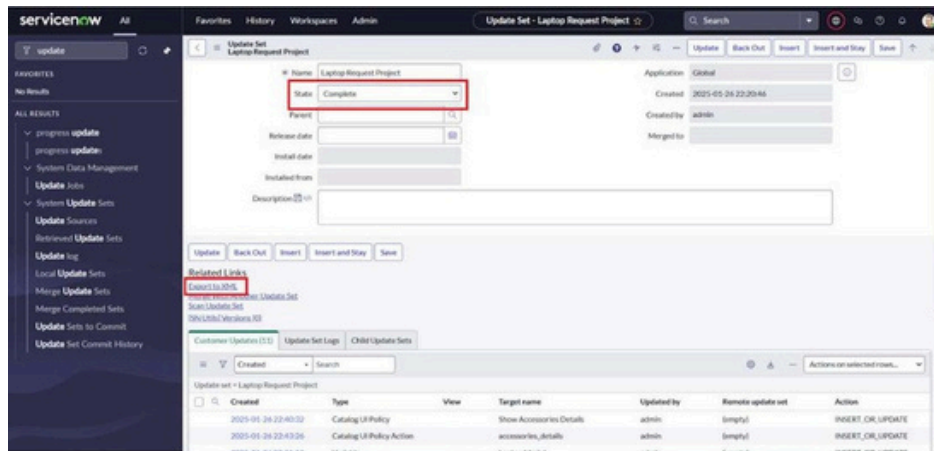
```
function resetForm() {
  g_form.clearForm(); // Clears all fields in the form
  alert("The form has been reset.");
}
```

Click on save



Exporting changes to another instances

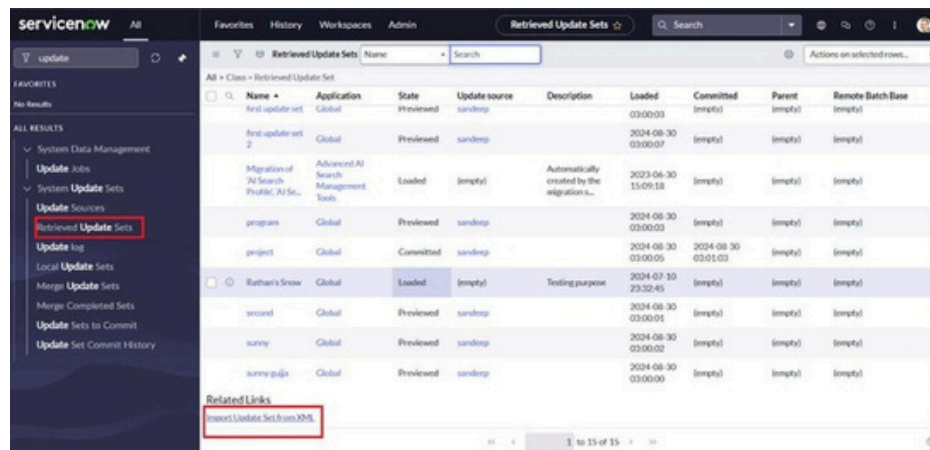
1. Click on All >> search for updatesets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file



Retrieving the update set

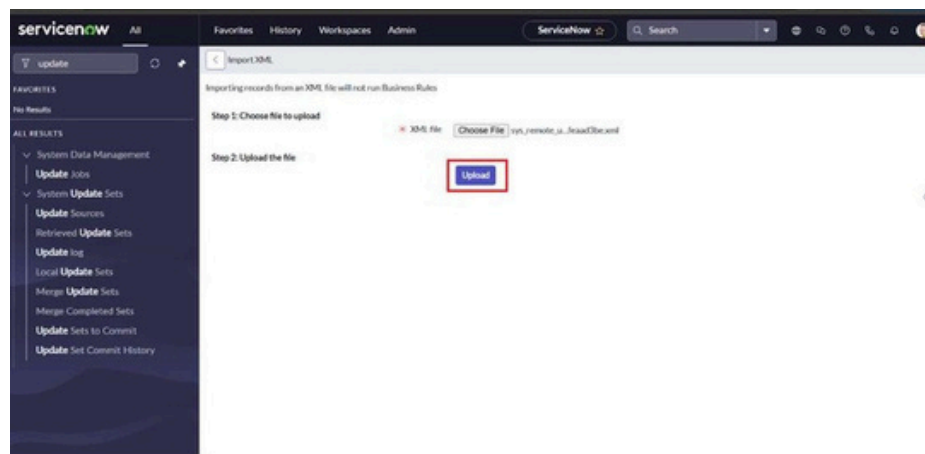
1. Open another instance in incognito window
2. Login with credentials
3. Click on all >> search for update sets
4. Select "Retrieved update set" under system update set
5. It open retrieved update set list and scroll down

6. Click on Import update set from XML



7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.



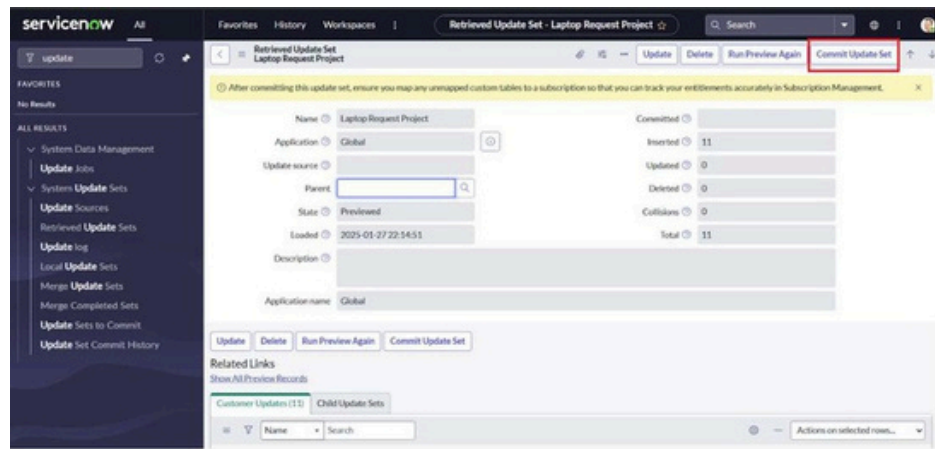
9. Open retrieved update set 'laptop request project'

10. Click on preview update set

11. And click on commit update set

12. And also see the related tab updates

13. After committing 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
 - .
- 4
 - .

5. It shows three variables only

servicenow All Favorites History Workspaces Admin Laptop Request Search

Service Catalog > Hardware > Laptop Request Search catalog

Use this item to request a new laptop

Laptop Model

Justification

☐ Additional Accessories

Order this item
Quantity: 1
Delivery time: 2 Days
Order Now
Add to Cart
Shopping Cart: Empty

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.

servicenow All Favorites History Workspaces Admin Laptop Request Search

Service Catalog > Hardware > Laptop Request Search catalog

Use this item to request a new laptop

Laptop Model

Justification

☒ Additional Accessories

* Accessories Details

Order this item
Quantity: 1
Delivery time: 2 Days
Order Now
Add to Cart
Shopping Cart: Empty

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.