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**COLLEGE OF ENGINEERING & TECHNOLOGY**

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**DEPARTMENT OF COMPUTER SCIENCE**

**PROJECT TITLE: LAPTOP REQUEST CATALOG  
ITEM**

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# **LAPTOP REQUEST CATALOG ITEM**

## **ABSTRACT**

In many organizations, managing laptop requests for employees involves manual processes such as filling out physical forms, sending emails, and waiting for approvals from multiple departments. These traditional methods often lead to delays, miscommunication, and lack of transparency in tracking requests. To address these issues, the ServiceNow Laptop Request Catalog System automates the entire laptop request workflow through a centralized IT Service Management (ITSM) platform.

This project focuses on designing and implementing a catalog-based request system within ServiceNow that enables users to easily submit laptop requests, allows managers to review and approve them, and lets the IT team fulfill and close requests efficiently. Key components such as catalog items, variables, workflows, UI policies, and update sets were configured to achieve a seamless process.

The system enhances operational efficiency by reducing approval time, minimizing manual errors, and improving visibility of each request's status in real time. It demonstrates the effectiveness of ServiceNow in automating IT-related administrative tasks, leading to faster service delivery and higher user satisfaction.

## TABLE OF CONTENT

- 1. Introduction**
  - 1.1 Overview of IT Service Management (ITSM)
  - 1.2 About ServiceNow
  - 1.3 Problem Statement
  - 1.4 Objectives of the Project
  - 1.5 Scope and Limitations
- 2. Existing System**
  - 2.1 Description of Current Process
  - 2.2 Drawbacks of the Existing System
- 3. Proposed System**
  - 3.1 Overview of Proposed Solution
  - 3.2 Features of the System
  - 3.3 Benefits of Automation
- 4. System Analysis**
  - 4.1 Functional Requirements
  - 4.2 Non-Functional Requirements
- 5. System Design**
  - 5.1 System Architecture Diagram (*Only Diagram Section*)
- 6. Module Description**
  - 6.1 User Module
  - 6.2 Admin Module
- 7. Implementation**
  - 7.1 Overview
  - 7.2 Steps in Implementation
    - Laptop Request Catalog Item
    - Update Set Creation
    - Service Catalog Item Creation
    - Add Variables
    - Create UI Policy and Action
    - Export and Retrieve Update Set
    - Testing Catalog Item
  - 7.3 Result
  - 7.4 Screenshots
- 8. Testing**
- 9. Results and Discussion**
- 10. Advantages**
- 11. Limitations**
- 12. Future Enhancement**
- 13. Conclusion**
- 14. References**

# **1. INTRODUCTION**

## **1.1 OVERVIEW OF IT SERVICE MANAGEMENT (ITSM)**

IT Service Management (ITSM) refers to the systematic approach used by organizations to design, deliver, manage, and improve the IT services they provide to users. It ensures that IT services align with business needs and deliver value to customers efficiently. ITSM focuses on service delivery, problem management, incident resolution, and continuous improvement of IT operations.

## **1.2 ABOUT SERVICENOW**

ServiceNow is a powerful cloud-based ITSM platform that automates and streamlines service management processes across organizations. It offers a wide range of applications for incident management, request management, asset tracking, and workflow automation. Through its Service Catalog feature, employees can easily request IT services, such as hardware or software, using pre-defined forms and workflows.

## **1.3 PROBLEM STATEMENT**

In many organizations, employees requesting laptops or other hardware follow a manual process involving emails, forms, and approvals through multiple channels. This leads to delays, lack of tracking, miscommunication, and errors in fulfillment. There is a need for a centralized and automated system to handle laptop requests efficiently.

## **1.4 OBJECTIVES OF THE PROJECT**

- To automate the laptop request process using ServiceNow.
- To create a user-friendly catalog form for employees.
- To enable automatic approval and fulfillment workflows.
- To improve request tracking and transparency.
- To reduce manual effort and processing time.

## **1.5 SCOPE AND LIMITATIONS**

### **Scope:**

The project focuses on automating the internal laptop request process using ServiceNow's Service Catalog. It includes catalog creation, approval workflow, fulfillment, and closure stages.

### **Limitations:**

- The system requires internet access.
- Limited customization in the free ServiceNow developer version.
- Only authorized users can access the catalog.

## 2. EXISTING SYSTEM

### 2.1 DESCRIPTION OF CURRENT PROCESS

In the existing system, employees who require a new laptop or replacement device have to manually raise a request, typically through emails, phone calls, or physical request forms. Once the request is made, it is forwarded to the concerned department or manager for approval. The IT department then verifies the request details, checks the availability of laptops in the inventory, and assigns one manually after receiving managerial approval.

All these steps are performed without a centralized platform, which makes it difficult to track the status of requests. Employees often have to follow up through multiple emails or visits to get updates. Approvers and IT staff also face challenges in managing the increasing volume of requests, leading to delays and confusion. The absence of an automated workflow causes duplication of work, inconsistency in request formats, and a lack of clear accountability at each stage of the process.

Overall, the manual nature of the current system results in inefficient communication, delayed approvals, and difficulty in maintaining accurate records of laptop allocation and usage history.

### 2.2 DRAWBACKS OF THE EXISTING SYSTEM

- **Delay in approvals and fulfillment:** Since every request must go through several manual steps, it takes considerable time for employees to receive laptops.
- **Lack of centralized tracking system:** There is no single system where users or administrators can view the current status of requests.
- **Chances of data loss or miscommunication:** With communication happening over emails and paper forms, important details can be missed or lost.
- **Increased workload for IT staff:** The IT department spends significant time managing requests manually instead of focusing on other critical support tasks.
- **No real-time visibility for users:** Employees have no clear way to know whether their requests are pending, approved, or fulfilled.
- **Difficult record maintenance:** Tracking the history of approvals and fulfilled requests requires manual documentation, which is prone to human error.
- **Limited accountability:** Without automated workflows, it is hard to identify which stage or person is responsible for delays.
- **Inefficient reporting:** Managers cannot easily generate reports or analyze the number of requests, approval times, or laptop allocation statistics.

### 3. PROPOSED SYSTEM

#### 3.1 OVERVIEW OF PROPOSED SOLUTION

The proposed ServiceNow-based Laptop Request Catalog System automates the process of requesting, approving, and fulfilling laptops. It replaces manual work with a structured workflow integrated within the ServiceNow platform.

#### 3.2 FEATURES OF THE SYSTEM

- Online request submission through Service Catalog.
- Automatic routing to approvers.
- Status tracking for users.
- Notifications and workflow automation.
- centralized record management.

#### 3.3 BENEFITS OF AUTOMATION

- Reduces human error.
- Speeds up the approval and delivery process.
- Enhances transparency and accountability.
- Saves time and effort for employees and IT teams.

### 4. SYSTEM ANALYSIS

#### 4.1 FUNCTIONAL REQUIREMENTS

1. **User Request Submission:**  
Employees should be able to access the Service Catalog in ServiceNow and submit a laptop request through a well-designed Laptop Request form. The form should capture essential details such as laptop type, purpose, and quantity.
2. **Form Validation:**  
The system must validate all required input fields before submission to avoid incomplete or incorrect data entry. Users should be prompted with clear error messages if any mandatory information is missing.
3. **Approval Workflow:**  
Once a request is submitted, it should automatically be routed to the appropriate manager or administrator for approval based on the organization's hierarchy. This ensures accountability and a structured approval process.
4. **Status Tracking:**  
Users must be able to track the progress of their requests in real time. The request status should update dynamically through stages like *Submitted*, *Approved*, *Rejected*, and *Fulfilled* within the ServiceNow portal.

5. **Notifications:**  
Automated email notifications should be sent to users and managers during each stage of the workflow — upon submission, approval, rejection, and completion. This keeps all stakeholders informed without manual follow-up.
6. **Admin Management:**  
Administrators should have full access to monitor all laptop requests, make necessary modifications, manage approvals, and mark requests as fulfilled. They can also handle workflow adjustments and catalog updates when needed.
7. **Record Maintenance:**  
Every approved and completed laptop request should automatically be recorded and stored in the ServiceNow database. These records help in maintaining data consistency and can be used for audit or reporting purposes.

## 4.2 NON-FUNCTIONAL REQUIREMENTS

1. **Performance:**  
The system should ensure fast and efficient processing. The laptop catalog form must load quickly, and requests should be processed without noticeable delays to maintain smooth performance.
2. **Reliability:**  
The platform should provide consistent functionality without failures or data corruption. Every request and approval must be securely saved, even in the event of network interruptions.
3. **Security:**  
Access should be restricted based on user roles. Only authorized employees can submit requests, and only designated managers or admins can perform approvals and fulfillments, ensuring secure operations.
4. **Usability:**  
The interface should be clean, intuitive, and easy to navigate. Field labels and instructions should be clear so that users with minimal technical knowledge can use the system without confusion.
5. **Scalability:**  
The system should efficiently handle multiple concurrent requests from different users without affecting speed or performance. It should also be flexible for adding new catalog items or workflows in the future.
6. **Maintainability:**  
Any future updates to workflows, variables, or UI policies should be easy to apply using ServiceNow's Update Sets. This makes system maintenance, troubleshooting, and enhancement simple and efficient.

## 5. SYSTEM DESIGN

### 5.1 SYSTEM ARCHITECTURE DIAGRAM

The **System Design** of the *ServiceNow Laptop Request Catalog System* defines how various components—such as the catalog item, workflow, approval process, and notification

system—interact within the ServiceNow platform.

This design ensures smooth request submission, automated approval routing, efficient fulfillment, and reliable data storage, creating a fully streamlined experience for both users and administrators.

## DESCRIPTION

1. **Service Catalog Item:**

The user begins the process by selecting the predefined **Laptop Request** item from the Service Catalog. This serves as the entry point where the employee initiates a new laptop request.

2. **Catalog Variables:**

The catalog form contains multiple input fields (variables) such as *Laptop Type*, *Justification*, *Quantity*, and *Delivery Location*. These variables capture essential request information to help the IT department process the request accurately.

3. **UI Policy & Actions:**

UI Policies and Actions are implemented to dynamically control form behavior. They ensure fields are shown, hidden, or marked as mandatory based on user selections, improving both usability and data accuracy.

4. **Workflow:**

Upon submission, a **ServiceNow Workflow** is automatically triggered. The workflow handles the complete request lifecycle—managing approvals, sending notifications, assigning tasks to the IT team, and updating the final fulfillment status.

5. **Approval Module:**

The system routes each submitted request to the appropriate **Manager or Administrator** for approval. The approver can review, approve, or reject the request directly from the ServiceNow interface, ensuring a fast and transparent process.

6. **Notifications:**

Automated email notifications are sent to the requester and approver at key stages—such as submission, approval, rejection, and fulfillment. This keeps all stakeholders informed in real time without manual follow-ups.

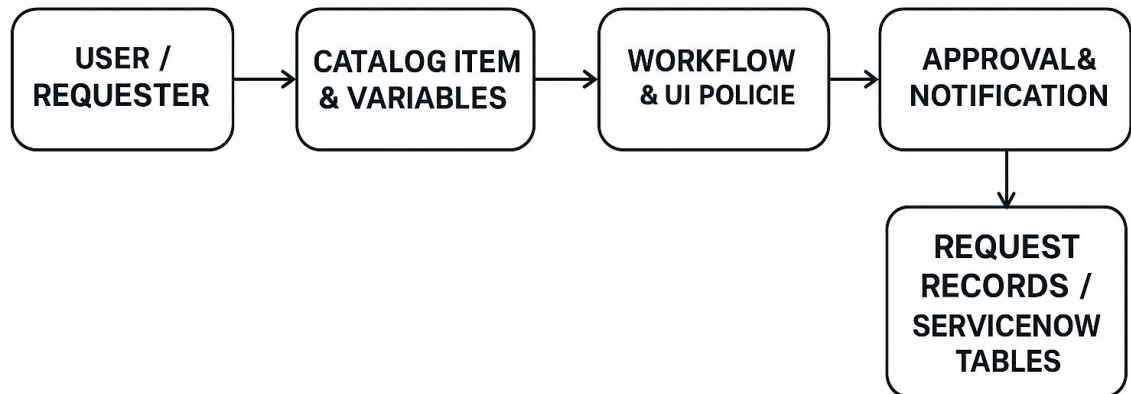
7. **Update Set Management:**

All configurations—including catalog items, variables, workflows, and UI policies—are stored in an **Update Set**. This allows easy migration of system components between instances and provides a secure backup for future updates.

8. **Request Records:**

All details related to laptop requests are automatically saved in ServiceNow's internal database tables, such as *sc\_request* and *sc\_req\_item*. These records support reporting, tracking, and audit functions, ensuring data reliability and traceability.





## 6. MODULE DESCRIPTION

The **ServiceNow Laptop Request Catalog System** is structured into two primary modules — the **User Module** and the **Admin Module**.

Each module has distinct responsibilities to ensure seamless request submission, approval, tracking, and fulfillment within the ServiceNow platform.

### 6.1 USER MODULE

The **User Module** is developed for employees or end-users who need to request a laptop through the ServiceNow Service Catalog.

This module provides a simple and guided interface that allows users to raise requests efficiently and monitor their status in real time.

#### FUNCTIONS:

1. **Access Catalog:**  
Users log into the ServiceNow self-service portal and navigate to the *Laptop Request* catalog item available under the IT Services section.
2. **Submit Request:**  
The user fills out the catalog form by entering necessary details such as **Laptop Model, Quantity, Justification, and Delivery Location**, ensuring accurate information is captured.

3. **Form Validation:**

UI Policies and Client Scripts validate mandatory fields before submission, ensuring that all essential information is provided correctly and consistently.

4. **Track Request Status:**

Once the request is submitted, users can view its progress in real-time under the *My Requests* section, where statuses like **Submitted**, **Approved**, **Rejected**, or **Fulfilled** are displayed.

5. **Email Notifications:**

The system automatically sends email updates to users at every key stage — request submission, approval/rejection, and fulfillment — keeping them informed without the need for manual follow-ups.

## 6.2 ADMIN MODULE

The **Admin Module** is designed for administrators and managers responsible for overseeing, approving, and fulfilling laptop requests.

This module provides tools to manage workflows, monitor progress, and maintain system configurations efficiently.

### FUNCTIONS:

1. **Approval Management:**

The administrator or manager reviews submitted laptop requests and makes decisions to approve or reject them directly within the ServiceNow platform.

2. **Monitor Requests:**

The admin can view all request statuses — pending, approved, rejected, or fulfilled — using the ServiceNow *Request* and *Requested Item* tables, ensuring transparency and control.

3. **Fulfillment Process:**

After approval, the admin coordinates the delivery or assignment of the requested laptop and updates the request status to **Fulfilled**, completing the workflow.

4. **Update Set Management:**

Administrators manage configurations like catalog items, workflows, and UI policies using **Update Sets**, enabling smooth migration of system updates between different ServiceNow instances.

5. **Audit and Reports:**

All approved and completed laptop requests are securely stored for audit purposes. Reports can be generated periodically to analyze request trends, approval durations, and overall IT service efficiency.

## 7. IMPLEMENTATION

### 7.1 OVERVIEW

The **Implementation Phase** focuses on configuring, customizing, and deploying the *Laptop Request Catalog System* within the ServiceNow platform.

This stage involves the creation of catalog items, variable definitions, workflows, UI policies, and actions to automate the entire laptop request process.

The main objective is to build a **user-friendly, efficient, and fully automated system** that simplifies request submission, approval, and fulfillment while minimizing manual effort.

## 7.2 STEPS IN IMPLEMENTATION

### 1. LAPTOP REQUEST CATALOG ITEM

A new catalog item named “**Laptop Request**” is created under the **Service Catalog** module. This catalog item serves as the main entry point for employees to initiate laptop requests. It includes a clear title, description, and category to make it easily identifiable within the portal.

### 2. UPDATE SET CREATION

An **Update Set** is created to record all configurations made during development — including catalog items, variables, workflows, and UI policies. This allows administrators to **migrate or reuse** the same configurations in another ServiceNow instance, ensuring version control and backup integrity.

### 3. SERVICE CATALOG ITEM CONFIGURATION

The catalog item is configured with key attributes for proper categorization and functionality:

- **Name:** Laptop Request
- **Category:** IT Services
- **Short Description:** Request for a new or replacement laptop
- **Table Used:** *sc\_request / sc\_req\_item*

This ensures that every request is stored systematically and can be tracked easily throughout the workflow.

### 4. ADDING VARIABLES

Multiple variables are added to the catalog item to collect user input. Each variable represents a field in the request form and ensures that all required information is captured accurately. Common variables include:

- Employee Name
- Department
- Laptop Type / Model
- Quantity
- Justification
- Delivery Location

These variables form the foundation of the user input process and are referenced during approvals and fulfillment.

## 5. CREATING UI POLICY AND UI ACTION

**UI Policies** and **UI Actions** are implemented to enhance interactivity and control form behavior dynamically.

They are used to:

- Make specific fields mandatory based on conditions
- Show or hide fields according to user selections
- Enable or disable submission buttons based on validation rules

These rules ensure smooth user interaction and prevent incomplete or invalid form submissions.

## 6. EXPORT AND RETRIEVE UPDATE SET

After completing all configurations, the **Update Set** is exported as an XML file. This exported file can be stored for **backup** or **migrated** to another ServiceNow instance. Once imported into a new environment, the Update Set is previewed, validated, and committed to apply the changes safely.

## 7. TESTING THE CATALOG ITEM

Comprehensive testing is conducted by submitting **sample laptop requests** to verify end-to-end functionality.

Testing includes:

- Request form validation
- Approval workflow routing
- Email notifications
- Fulfillment updates

All features are validated to ensure the catalog item functions correctly and meets user expectations.

## 7.3 RESULT

After successful implementation, employees can easily raise laptop requests through the **ServiceNow Service Catalog**.

The configured workflow automatically handles approvals, sends notifications to relevant stakeholders, and records all actions within the ServiceNow database.

This automation has resulted in **faster approvals, better tracking, and complete digital record management**, enhancing IT service efficiency and reducing manual workload.

## 7.4 SCREENSHOTS

The screenshot displays the 'Catalog Item - Laptop Request' form in the ServiceNow interface. The browser address bar shows the URL: `dev213504.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D%3Dbf73c3d283783210c8cd56d6feaad382%26sysparm_view%3D%26s...`. The ServiceNow logo and navigation tabs (All, Favorites, History, Admin) are visible at the top. The page title is 'Catalog Item - Laptop Request'. Below the title bar, there are action buttons: Copy, Try It, Update, Edit in Catalog Builder, and Delete. A blue informational box states: '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 include: Name (Laptop Request), Application (Global), Catalogs (Service Catalog), Category (Hardware), State (-- None --), Checked out (-- None --), Owner (System Administrator), Active (checked), and Fulfillment automation level (Unspecified). At the bottom, there are tabs for Item Details, Process Engine, Picture, Pricing, and Portal Settings. The Short description field contains the text 'Use this item to request a new laptop', and the Description field is empty with expand/collapse controls.

dev213504.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3D%3Dbf73c3d283783210c8cd56d6feaad382%26sysparm\_view%3D%26s...

servicenow All Favorites History Admin Catalog Item - Laptop Request Search

< Catalog Item Laptop Request Copy Try It Update Edit in Catalog Builder Delete

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.

Name Laptop Request Application Global

Catalogs Service Catalog Active ☒

Category Hardware Fulfillment automation level Unspecified

State -- None --

Checked out -- None --

Owner System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Short description Use this item to request a new laptop

Description

servicenow

AllFavoritesHistoryAdmin

Catalog Item - Laptop Request

Search

<

≡

Catalog Item  
Laptop Request

✎✎✎

Copy

Try It

Update

Edit in Catalog Builder

Delete

↑

↓

Copy

Try It

Update

Edit in Catalog Builder

Delete

Related Links

[Item Diagnostic](#)

[Run Point Scan](#)

Variables (4)

Variable Sets

Catalog UI Policies

Catalog Client Scripts

Available For

Not Available For

Categories (1)

Catalogs (1)

Catalog Data Lookup Definitions

Related Articles

Related Catalog Items

Assigned Topics

≡

▼

Order

Search

⌕

—

Actions on selected rows...

New

Catalog Item = Laptop Request

☐

☐

Type

Question

Order ▲

☐

☐

Single Line Text

laptop\_model

100

☐

☐

Multi Line Text

justification

200

☐

☐

CheckBox

additional\_accessories

300

☐

☐

Multi Line Text

accessories\_details

400

⏪

⏩

1 to 4 of 4

⏪

⏩

←→↻

dev213504.service-now.com/now/nav/ui/classic/params/target/sys\_ui\_action.do%3Fsys\_id%3D714c0b9e83783210c8cd56d6feaad319%26sysparm\_view%3D%2...

☆

servicenow

AllFavoritesHistoryAdmin

UI Action - shopping cart(sc\_cart)

Search

<

≡

UI Action  
shopping cart(sc\_cart)

✎✎✎

Update

Delete

Name

shopping cart(sc\_cart)

Application

Global

ⓘ

Table

-- None --

Form button

☐

Order

100

Form context menu

☐

Action name

Reset form

Form link

☐

Active

☒

Form style

-- None --

▼

Show insert

☒

List banner button

☐

Show update

☒

List bottom button

☐

Client

☒

List context menu

☐

List v2 Compatible

☒

List choice

☐

List v3 Compatible

☐

List link

☐

Overrides

⌕

List style

-- None --

▼

Messages

Delete



```
1 function resetForm() {
2     g_form.clearForm(); // Clears all fields in the form
3     alert("The form has been reset.");
4 }
5
```

Protection policy -- None --

Requires role

Workspace Form Button ☐

Format for Configurable ☐  
Workspace

Workspace Form Menu ☐

Update

Delete

* Name	Laptop Request Project
--------	------------------------

Application	Global
-------------	--------

State	Complete
-------	----------

Created 2025-10-27 06:38:16

Parent

Created by admin

Release date

Merged to

Install date

Installed from

### Description

### Create a Retrieved Update Set for exporting

Update

Back Out

dev213504.service-now.com/now/nav/ui/classic/params/target/sys\_update\_set.do%3Fsys\_id%3Db3c0cfe83383210c8cd56d6feaad3b5%26sysparm\_view%3D%...

servicenow All Favorites History Update Set - Laptop Request Project Search

Update Set  
Laptop Request Project

Update Back Out

\* NameLaptop Request Project

StateComplete

Parent

Release date

Install date

Installed from

Description

ApplicationGlobal

Created2025-10-27 06:38:16

Created byadmin

Merged to

UpdateBack Out

Create a Retrieved Update Set for exporting

[Export to XML](#)  
[Merge With Another Update Set](#)  
[Scan Update Set](#)

Customer Updates (14)

Update Set Logs

Child Update Sets

servicenow All Favorites History Retrieved Update Set - Laptop Requ... Search

Retrieved Update Set  
Laptop Request Project

UpdateDelete

NameLaptop Request Project

ApplicationGlobal

Update source

Parent

StateCommitted

Loaded2025-10-27 07:49:29

Description

Application nameGlobal

Committed2025-10-27 07:59:52

Inserted0

Updated14

Deleted0

Collisions0

Total14

UpdateDelete

Related Links

[Show Commit Log](#)  
[Show All Preview Records](#)

Customer Updates (14)

Child Update Sets





< Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

\* XML file  sys\_remote\_u...feaad3b9.xml














Step 2: Upload the file


Upload



Service Catalog




Search catalog


<p><b>Services</b></p> <p> <a href="#">Services</a> Document production services. Create and produce high-quality, professional documents.</p>	<p><b>Hardware</b></p> <p> <a href="#">Hardware</a> Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.</p>	<p><b>Top Requests</b></p> <ul style="list-style-type: none"><li> <a href="#">Request email alias</a></li><li> <a href="#">Access</a></li><li> <a href="#">Cisco jabber softphone</a></li><li> <a href="#">Standard Laptop</a></li><li> <a href="#">Pixel 4a</a></li></ul>
<p><b>Can We Help You?</b></p> <p> <a href="#">Can We Help You?</a> Your IT gateway. Report issues and submit requests.</p>	<p><b>Software</b></p> <p> <a href="#">Software</a> A range of software products available for installation on your corporate laptop or desktop computer.</p>	<p><b>Shopping Cart</b></p> <p>Empty</p>
<p><b>Office</b></p> <p> <a href="#">Office</a> Office services such as printing, supplies requisition and document shipping and delivery.</p>	<p><b>Desktops</b></p> <p> <a href="#">Desktops</a> Desktop computers for your work area.</p>	
<p><b>Peripherals</b></p> <p> <a href="#">Peripherals</a> End user peripherals such as mobile phone cases, dongles, and cables</p>	<p><b>Mobiles</b></p> <p> <a href="#">Mobiles</a> Cell phones to meet your business needs.</p>	



# Hardware

Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.

Items		
 <b>Laptop Request</b>	Use this item to request a new laptop	
 <b>Developer Laptop (Mac)</b>	Macbook Pro	\$1,499.00
	<a href="#">Preview</a>	
<div>Macbook Pro</div> <div>The Apple Macbook Pro is laptop that is second to none. It provides a Retina display that fights glare and weighs approximately five pounds. High powered enough to complete computing tasks.</div> <div>Technical Specs:</div> <ul style="list-style-type: none"><li>Intel core i7 processor</li><li>512GB PCIe-based flash storage</li><li>Intel Iris Pro Graphics</li><li>Backlit keyboard</li></ul>		
		+\$100.00 Annually
 <b>iPad mini</b>		\$499.00

 <b>Laptop Request</b>	Use this item to request a new laptop	Found In
<a href="#">Service Catalog &gt; Hardware</a>		<a href="#">Service Catalog</a>
		<a href="#">Hardware (1)</a>

1 to 1 of 1

The screenshot shows the ServiceNow interface for a 'Laptop Request' catalog item. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a 'Laptop Request' button with a star icon. A search bar is also present. Below the navigation bar, the breadcrumb trail reads 'Service Catalog > Hardware > Laptop Request'. The main form area is titled 'Use this item to request a new laptop'. It contains three input fields: 'laptop\_model', 'justification', and 'accessories\_details' (which is marked with a red asterisk). There is a checkbox for 'additional\_accessories'. On the right side, there is a sidebar with 'Order this Item' section showing 'Quantity' as 1 and 'Delivery time' as 2 Days, with 'Order Now' and 'Add to Cart' buttons. Below that is a 'Shopping Cart' section showing 'Empty'. A small icon is visible at the bottom right of the form area.

## 8. TESTING

Testing was an important phase in ensuring that the **ServiceNow Laptop Request Catalog System** performed efficiently and met all the functional requirements.

It helped verify that every component — such as the catalog item, workflow, approvals, and notifications — worked smoothly without errors.

During testing, several **sample laptop requests** were created and processed to check how the system responded under real-time conditions.

This ensured that form validations, approval routing, and notifications were functioning as designed.

Any issues identified were corrected before final deployment.

### Major Areas of Testing

#### 1. **Catalog Item Verification:**

Confirmed that the Laptop Request catalog item loaded correctly and was visible in the Service Catalog.

2. **Form Validation:**  
Checked that all required fields were mandatory and properly validated before submission.
3. **Approval Workflow:**  
Verified that requests automatically routed to the correct manager or admin for approval and rejection.
4. **Email Notifications:**  
Ensured that automatic emails were triggered at each stage — when submitted, approved, or fulfilled.
5. **Data Accuracy:**  
Verified that all request details were accurately stored in ServiceNow tables without data duplication or loss.
6. **User Tracking:**  
Confirmed that users could view real-time updates of their request status within the portal.

### Testing Outcome

The system passed all functional and performance tests successfully.

All workflows, UI policies, and notifications operated seamlessly within the ServiceNow environment.

After testing, the **Laptop Request Catalog System** was declared **stable, reliable, and ready for organizational use**.

## 9.RESULTS AND DISCUSSION

The ServiceNow Laptop Request Catalog System successfully automated the laptop request process, making it faster, transparent, and user-friendly. Users can now submit requests easily through the catalog, and the system handles approval, fulfillment, and notifications automatically — reducing manual effort and human error.

### KEY OUTCOMES:

- **Improved Efficiency:** Requests are processed within minutes using automated workflows.
- **Error Reduction:** Mandatory fields and validations prevent incomplete submissions.
- **Centralized Management:** All requests are securely stored and easily trackable.
- **Enhanced User Experience:** Users can raise, track, and receive updates effortlessly.
- **Transparency:** Clear approval stages improve accountability.
- **Seamless Communication:** Automatic notifications at every stage keep all users informed.
- **Scalability:** The same model can extend to other IT assets.

Overall, the system met its objectives by providing a reliable, scalable, and efficient solution for managing IT asset requests using ServiceNow.

## 10. ADVANTAGES

The ServiceNow Laptop Request Catalog System streamlines the IT request process through automation, accuracy, and ease of use.

### MAIN ADVANTAGES:

1. **Automated Workflow:** Eliminates manual tracking and speeds up approvals.
2. **User-Friendly Design:** Simple catalog form for easy submissions.
3. **Real-Time Tracking:** Users can monitor request progress anytime.
4. **Centralized Records:** All data stored securely in one place.
5. **High Accuracy:** Validations ensure complete and correct inputs.
6. **Instant Notifications:** Automatic alerts keep users updated.
7. **Reduced Errors:** Automation minimizes manual mistakes.
8. **Easy Maintenance:** Configurations can be updated or reused effortlessly.
9. **Scalable System:** Can adapt to other hardware or service requests.
10. **Better Control:** Admins can track, audit, and manage all requests efficiently.

## 11. LIMITATIONS

1. **Limited Customization:**  
UI and workflow changes are restricted to ServiceNow's built-in options; major customizations need scripting or admin rights.
2. **Internet Dependency:**  
As a cloud-based system, users must have an active internet connection to access or submit requests.
3. **Role Restrictions:**  
Only specific roles (Employee, Manager, IT Admin) can perform certain actions, reducing flexibility for other users.
4. **No External Integration:**  
The system doesn't connect with external inventory or procurement tools, so stock updates are manual.
5. **Basic Reporting:**  
Only standard reports are available; advanced analytics need extra setup or licenses.
6. **Platform Dependency:**  
Functionality relies fully on ServiceNow's infrastructure and updates, which may impact existing workflows.

## 12. FUTURE ENHANCEMENTS

1. **Inventory Integration:**  
Connect with the organization's asset database to auto-check stock and update availability in real time.
2. **Mobile & Email Approvals:**  
Enable one-click approval or rejection through mobile apps or emails for faster processing.
3. **AI Recommendations:**  
Use AI to suggest suitable laptop models based on user roles or previous requests.
4. **Advanced Analytics:**  
Add dashboards to track request trends, approval times, and delivery performance.
5. **Chatbot Support:**  
Integrate a chatbot for raising requests, checking status, and getting quick assistance.
6. **Multi-Language Option:**  
Provide multi-language support for global employee accessibility.

## 13. CONCLUSION

The implementation of IT Service Management (ITSM) using **ServiceNow** provides a powerful, efficient, and automated solution for handling IT-related service requests within an organization. This project successfully demonstrated how ServiceNow streamlines processes such as incident management, request fulfillment, and workflow automation, reducing manual effort and improving overall productivity.

By developing and customizing catalog items, workflows, and UI policies, the project enhanced user experience and ensured consistent service delivery. The automation features of ServiceNow help minimize human error, accelerate request resolution, and maintain transparency in operations.

In conclusion, ServiceNow proves to be a highly effective platform for organizations seeking to optimize their IT service delivery. Its scalability, integration capabilities, and user-friendly interface make it a valuable tool for digital transformation in IT operations.

## 14. REFERENCES

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Reference for troubleshooting issues and exploring real-world ServiceNow implementations.
5. **YouTube Tutorials on ServiceNow**  
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