

# **Project Report**

## **Laptop Request Catalog Item**

Project Title : LAPTOP REQUEST CATALOG ITEM

Team Id: 33281C6D594B0A0B58345F120F033D01

**Team Leader : RAGHUL KUMAR R**

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Team Size: 4

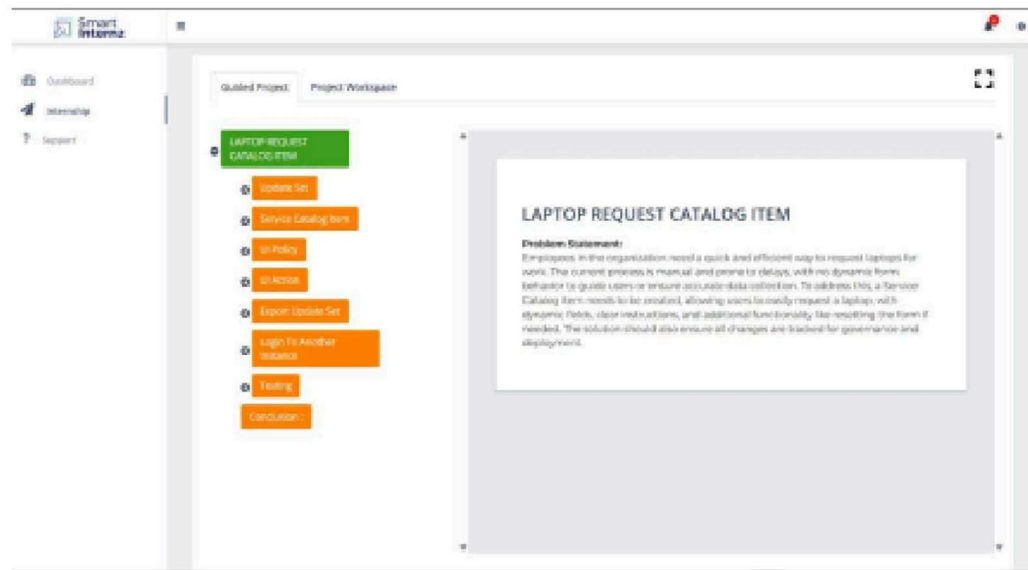
### **Introduction:**

#### **ServiceNow:**

ServiceNow is a powerful cloud-based platform that provides digital workflows to help organizations manage IT services, business operations, and customer support more efficiently. It is widely used in IT Service Management (ITSM), HR, Finance, and Operations.

#### **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 behavior 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.



## 1.Update set

### Creating 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 .

**Update Set: Laptop Request**

Name: Laptop Request  
 State: In progress  
 Perm:   
 Release date:   
 Install date:   
 Installed from:   
 Description:   
 Application: Global  
 Created: 2025-06-25 09:58:38  
 Created by: admin  
 Merged to:   
 Update

**Related Links**  
[Master With/Without Module Set](#)  
[Scan Update Set](#)

**Customer Updates (10)** | Update Set Logs | Child Update Sets | Install History

Created: Search Actions on selected rows...

Created	Type	View	Target name	Updated by	Remote update set	Actions
2025-06-25 09:58:38	Catalog UI Policy		chrome/browser/ins defaults	admin	[empty]	INSERT_OR_UPDATE
2025-06-25 09:47:39	Catalog UI Policy Action		accessories, details	admin	[empty]	INSERT_OR_UPDATE
2025-06-25 09:45:51	Variable		Accessories Details	admin	[empty]	INSERT_OR_UPDATE

## 2. 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'

**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, approval workflow, and other information as needed.

Name: Laptop Request Application: Global

Category: Service Catalog Active: ☒

Subcategory: Hardware Fulfillment automation level: Simplest

Make: --Name--

Checked out: --Name--

Owner: Rubén Cordero Rangel

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Description:

### Adding variables:

- After saving the catalog item form scroll down and click on variable(related list) •
- Click on new and enter the details as below

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

**Catalog Item: Laptop Request**

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Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta:

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Related Links

Item Dashboard Item Profile

Variables (4) Variable lists Catalog UI Policies (2) Catalog Client Scripts Available For Not Available For Categories (2) Catalogs (2) Catalog/Order Lookup/Definitions Related Articles Related Catalog Items

Assigned Topics

Order Search Actions on selected rows...

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
Check Box	Additional Accessories	300
Multi Line Text	Accessories Details	400

1 out of 4

### 3. UI Policy

#### Creating 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

Order:100

Mandatory: True

Visible : True

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

The screenshot shows the 'Catalog UI Policy' form in a web application. The form is titled 'Catalog UI Policy' and has a subtitle 'show accessories details'. It includes a search bar with the text 'show accessories details'. Below the search bar, there are tabs for 'When to Apply' and 'Script'. The 'When to Apply' tab is selected, showing a list of conditions. The conditions are: 'The catalog UI policy is Active', 'The item in the Conditions field evaluates to true', and 'The field specified in the catalog UI policy is present on the specified catalog item'. Below the conditions, there is a section for 'Catalog Conditions' with a dropdown menu showing 'additional\_accessories' and a value of 'true'. There are also buttons for 'Add Filter Condition' and 'Add OR Clause'. At the bottom, there is a section for 'Apply on Catalog Item view' and 'Apply on Catalog Item'.

Applies to Requested Items ☐

Review to the effects of the existing IT policy actions when the Conditions evaluate to false

Reverse if false ☐

More Pages