

Title

Laptop Request Catalog Item

Team Id: NM2025TMID14586

Team Members: 4

Team Leader: A. Ramya

Team Member 1: D. Gomathi

Team Member 2: C. DilliRani

Team Member 3: E. Supriya

Problem Statement:

Manual laptop request processes can be time-consuming, inefficient, and prone to errors. Employees may face difficulties in requesting laptops, leading to delays and dissatisfaction

Objective:

Create a Laptop Request Catalog Item in ServiceNow to automate and streamline the laptop request process, improving efficiency, transparency, and user satisfaction.

Skills:

To implement this solution, the following skills are required:

1. ServiceNow Development: Knowledge of ServiceNow platform, including catalog item creation, workflow development, and scripting.
2. IT Service Management: Understanding of IT service management processes, including request fulfillment and asset management.
3. Business Analysis: Ability to analyze business requirements and design solutions that meet those needs.

TASK INITIATION

Milestone 1 : Update Set

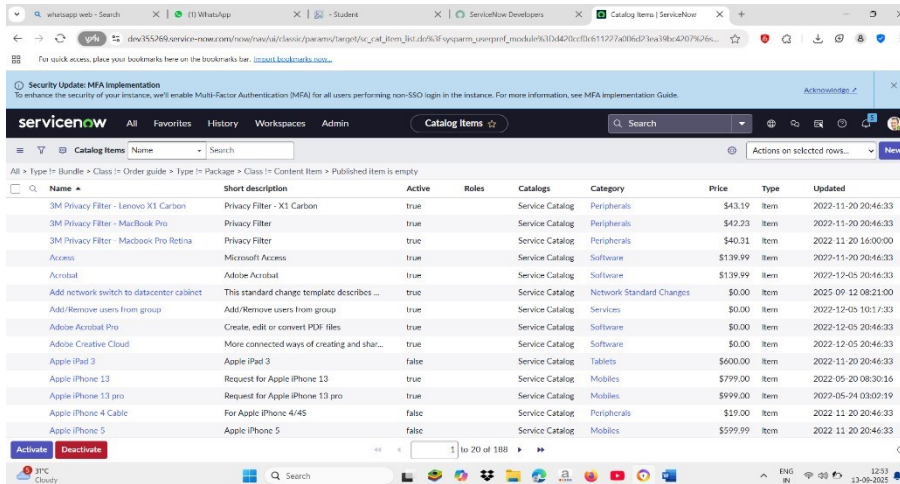
Activity 1: Create Local Update set

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 .

Milestone 2 : Service Catalog Item

Activity 1: 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.



6. Fill the following details to create a new catalog item
7. Name: Laptop Request
8. Catalog: service Catalog
9. Category: Hardware
10. Short Description: Use this item to request a new laptop
11. Click on 'SAVE'

Activity 1: Add variables Step1:

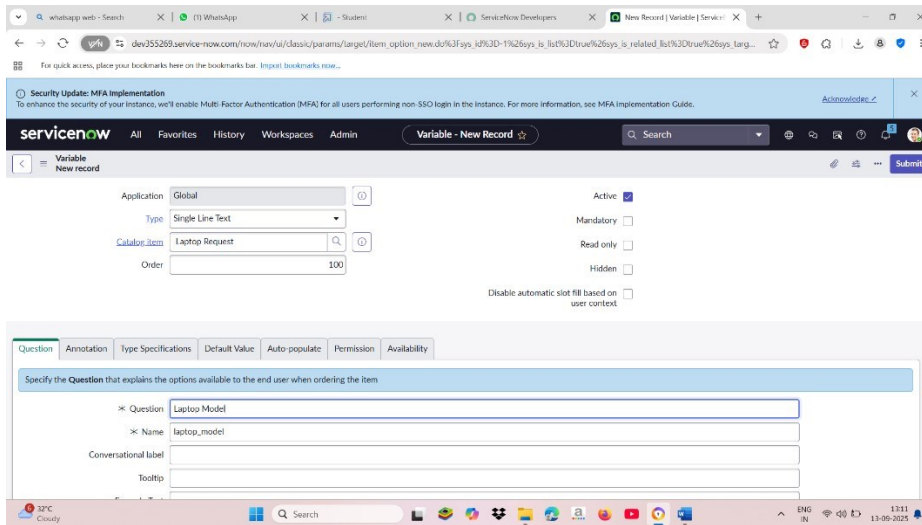
1. After saving the catalog item form scroll down and click on variable(related list)
2. Click on new and enter the details as below
 - Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

3. Click on submit
4. Again click on new and add Remaining variables in the above process



- Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

- Variable 3:Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

- Variable 4: Accessories Details

Type: Multi line text

Name:accessories_details

Order:400

Step2:

1. After adding above variable which are added to newly created catalog item
2. Then save the catalog item form

Milestone 3: UI Policy

Activity 1: 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 ServiceNow interface for configuring a Catalog UI Policy. The policy is named 'show accessories details' and is associated with the 'Laptop Request' catalog item. The short description is 'show accessories details'. The 'When to Apply' tab is selected, showing a condition: 'additional_ accessories is true'. The policy is set to be 'Active'. The 'Applies on a Catalog Item view' checkbox is checked. The 'On load' checkbox is also checked. The 'Reverse if false' 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 checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to 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

whatsapp web - Search (1) WhatsApp - Student ServiceNow Developers Laptop Request | Catalog Item

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For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

servicenow All Favorites History Workspaces Catalog Item - Laptop Request Search

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

Name: Application: Global

Catalogs: Active: ☒

Category: Fulfillment automation level:

State:

Checked out:

Owner:

Item Details Process Engine Picture Pricing Portal Settings

Short description:

Description:

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Milestone 4 : UI Action Activity

1: Create ui action

1. Open service now.
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.");
```

}

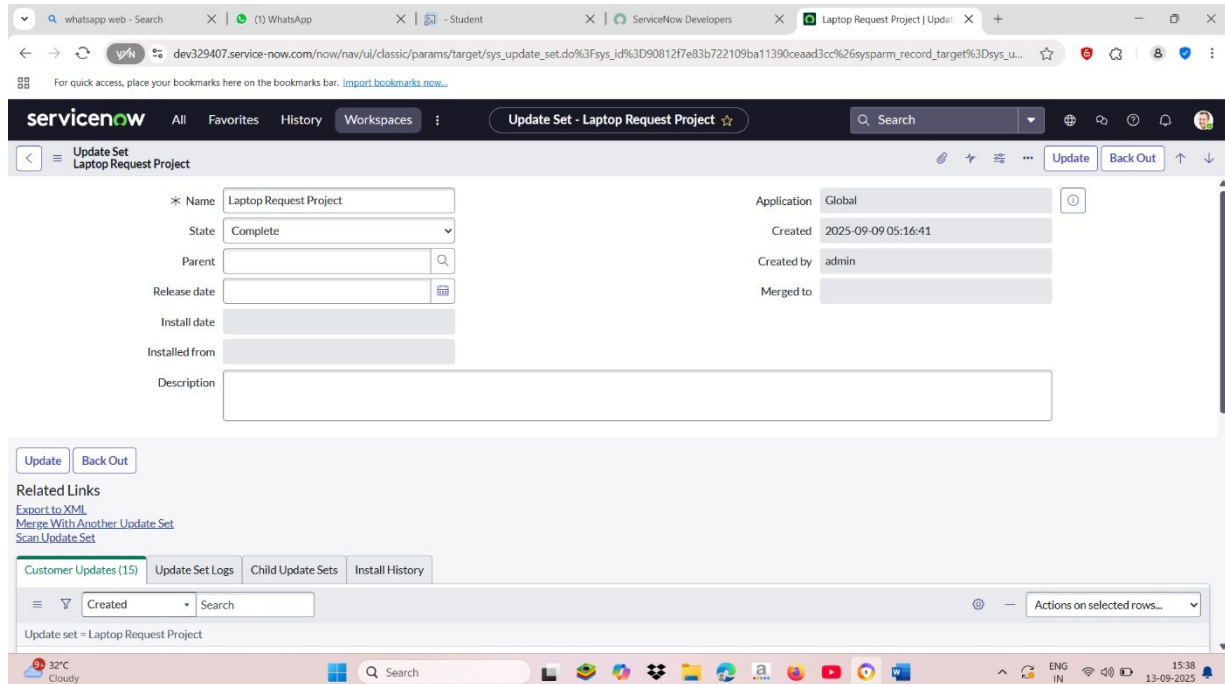
Click on save

The screenshot shows the ServiceNow 'UI Action - New Record' form. The form is titled 'UI Action - New record' and includes a 'Submit' button. The form fields are organized into two columns. The left column contains: 'Name' (text input with 'Reset form'), 'Table' (dropdown menu with 'Shopping Cart [sc_cart]'), 'Order' (text input with '100'), 'Action name' (text input with 'Reset form'), 'Active' (checkbox checked), 'Show insert' (checkbox checked), 'Show update' (checkbox checked), 'Client' (checkbox checked), 'List v2 Compatible' (checkbox checked), 'List v3 Compatible' (checkbox unchecked), 'Overrides' (text input with a search icon), 'Messages' (text area), and 'Comments' (text area). The right column contains: 'Application' (dropdown menu with 'Global'), 'Form button' (checkbox unchecked), 'Form context menu' (checkbox unchecked), 'Form link' (checkbox unchecked), 'Form style' (dropdown menu with '-- None --'), 'List banner button' (checkbox unchecked), 'List bottom button' (checkbox unchecked), 'List context menu' (checkbox unchecked), 'List choice' (checkbox unchecked), 'List link' (checkbox unchecked), and 'List style' (dropdown menu with '-- None --'). The bottom of the screen shows a Windows taskbar with various application icons and a system tray with the date '13-09-2025' and time '15:30'.

Milestone 5 : Export Update set

Activity 1: 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



Milestone 6 : Login to another Instance

Activity 1: 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

ServiceNow interface showing the 'Retrieved Update Sets' page. The page displays a table with columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. The table contains one entry: 'Laptop Request Project' with Application 'Global', State 'Committed', Update source '(empty)', Description '(empty)', Loaded '2025-09-09 10:13:53', Committed '2025-09-09 10:21:20', Parent '(empty)', and Remote Batch Base '(empty)'. Below the table, there are 'Related Links' including 'Import Update Set from XML'.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request Project	Global	Committed	(empty)	(empty)	2025-09-09 10:13:53	2025-09-09 10:21:20	(empty)	(empty)

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

ServiceNow interface showing the 'Import XML' page. The page displays a form with two steps: 'Step 1: Choose file to upload' and 'Step 2: Upload the file'. Step 1 includes a 'Choose File' button and a message 'No file chosen'. Step 2 includes an 'Upload' button.

Step 1: Choose file to upload

* XML file No file chosen

Step 2: Upload the file

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 displays the ServiceNow interface for a 'Retrieved Update Set - Laptop Request Project'. The interface includes a top navigation bar with 'All', 'Favorites', 'History', and 'Workspaces'. The main content area shows a form for the update set with the following fields:

- Name: Laptop Request Project
- Application: Global
- Update source: (empty)
- Parent: (empty)
- State: Committed
- Loaded: 2025-09-09 10:13:53
- Description: (empty)
- Application name: Global

Statistics for the update set are shown on the right:

- Committed: 2025-09-09 10:21:20
- Inserted: 0
- Updated: 14
- Deleted: 1
- Collisions: 0
- Total: 15

Below the form are 'Update' and 'Delete' buttons. Under 'Related Links', there are links for 'Show Commit Log' and 'Show All Preview Records'. A tab labeled 'Customer Updates (15)' is visible. The bottom of the screen shows a Windows taskbar with various application icons and system status.

Milestone 7 : Testing

Activity 1: Test Catalog Item

1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for ‘laptop request’ item

4. Select laptop request item and open it
5. It shows three variables only

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

1. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory 2. Now see the results, it fulfills our requirements.

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.