

TITTLE

LAPTOP



request
Catalog item

TEAM ID :NM2025TMID19004

TEAM SIZE :5

TEAM LEADER :KARTHICK.R

TEAM MEMBER 1 :JODHUAVA.S.B

TEAM MEMBER 2 :DINESH.M

TEAM MEMBER 3 : MANOJ.S

TEAM MEMBER 4 : LALITH KISHORE.P

Problem statement:

Many students face difficulties in accessing laptops for their academic and project work. This creates a gap in completing assignments, learning

digital skills, and participating in practical sessions. The project aims to address this issue by requesting laptops to ensure equal opportunities for all students to enhance their learning and skill development.

Objective:

Highly motivated and enthusiastic third-year computer application Student at Nazareth college with a strong eagerness to learn new skills and A passion for computer-related topics, particularly coding, seeking opportunities to apply and further develop my technical ability contribute to challenging and innovate projects

SKILLS:

Programming fundamentals: basic understanding of programming Concept (variable, data types, control flow, loop, function), proficiency in pythonic, understanding of object-oriented programming(oop)

Principles

development basic: HTML, CSS basic understanding of JavaScript

Problem solving: logical thinking, debugging skills

Laptop Request Catalog Item

+ Update Set

+ Service Catalog Item

+ UI Policy

+ UI Action

+ Export Update Set

+ Login To Another Instance

+ Testing

Conclusion :

Laptop Request Catalog Item

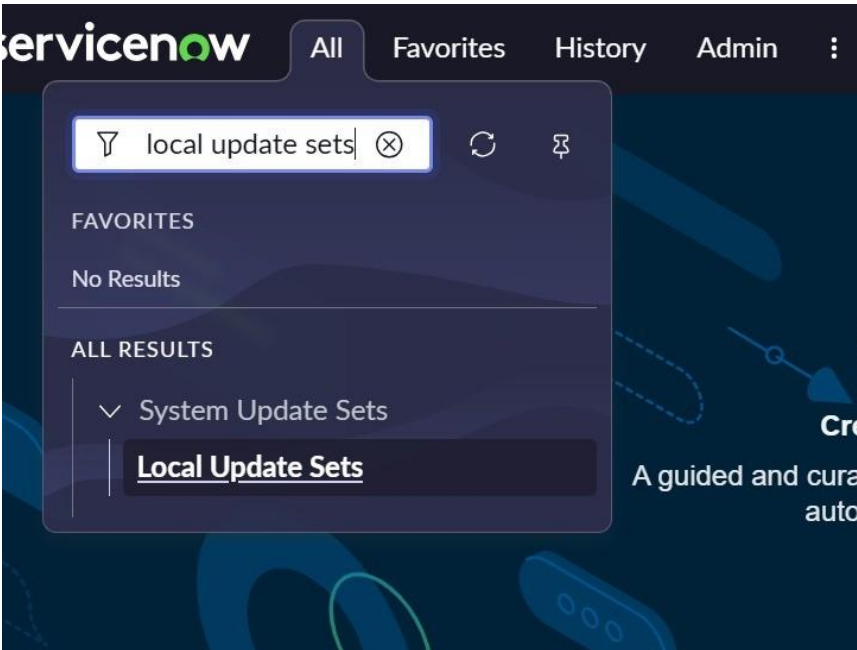
Problem Statement:

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.

TASK INITATION:

Milestone1: laptop request catalog item

Activity1:create update set



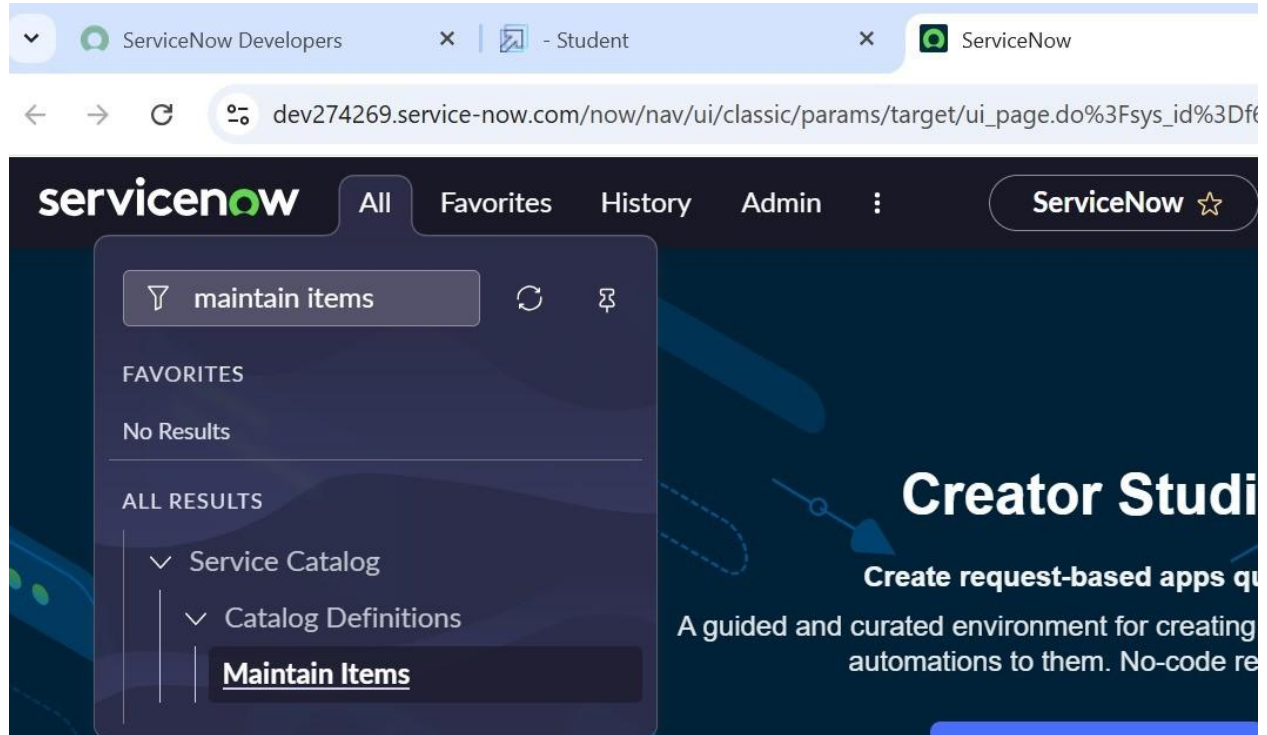
Create local update set

| | | | | | | | | |
|---|--|----------------------------|-------------|----------------|---------------------|------------|---------|------------|
| <div> <div> <div>servicenow</div> <div> All Favorites History Admin </div> <div>Update Sets</div> </div> <div> <div>Search</div> <div></div> </div> <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> </div> | | | | | | | | |
| <div> <div> <div></div> <div>Update Sets</div> </div> <div> <div>Name</div> <div>Search</div> </div> <div> <div></div> <div></div> </div> <div> <div>Actions on selected rows...</div> <div>New</div> </div> </div> | | | | | | | | |
| All | | | | | | | | |
| | <div> <div></div> <div>Name</div> </div> | Application | State | Installed from | Created | Created by | Parent | Batch Base |
| | Default | Now Assist Troubleshooting | In progress | | 2025-06-26 00:11:31 | admin | (empty) | (empty) |
| | Default | Global | In progress | | 2025-06-25 22:14:10 | system | (empty) | (empty) |
| | Default | Security Center | In progress | | 2025-06-26 00:10:48 | system | (empty) | (empty) |
| | Default | Pipeline | In progress | | 2025-08-24 11:19:29 | system | (empty) | (empty) |
| | educational organisation | Global | In progress | | 2025-08-28 23:21:22 | admin | (empty) | (empty) |
| | Laptop Request | Global | Complete | | 2025-08-28 23:22:47 | admin | (empty) | (empty) |

STEPS:

- 1.Open the instances
- 2.click on all and search for local update sets
- 3.which was located under system update sets
- 4.click on new
- 5.Fill in the following detials to create update set
as:"LAPTOP REQUEST"
- 6.click and sumit to make current

7. By clicking on the bottom it activities the update the update set



SERVICE CATALOG ITEM

CREATE SERVICE CATALOG ITEM

| Name | Short description | Active | Roles | Catalogs | Category | Price | Type | Updated |
|----------------|---------------------------------------|--------|-------|-----------------|----------|--------|------|---------------------|
| LapTop Request | use this item to request a new laptop | true | | Service Catalog | Hardware | \$0.00 | Item | 2025-08-29 00:00:04 |

- 1 .open the instance
2. click on all and search for maintain items under catalog definitions
3. which located under All >> service catalog
4. by clicking on new
5. now new catalog item will open
6. Fill the following details to create a new catalog item

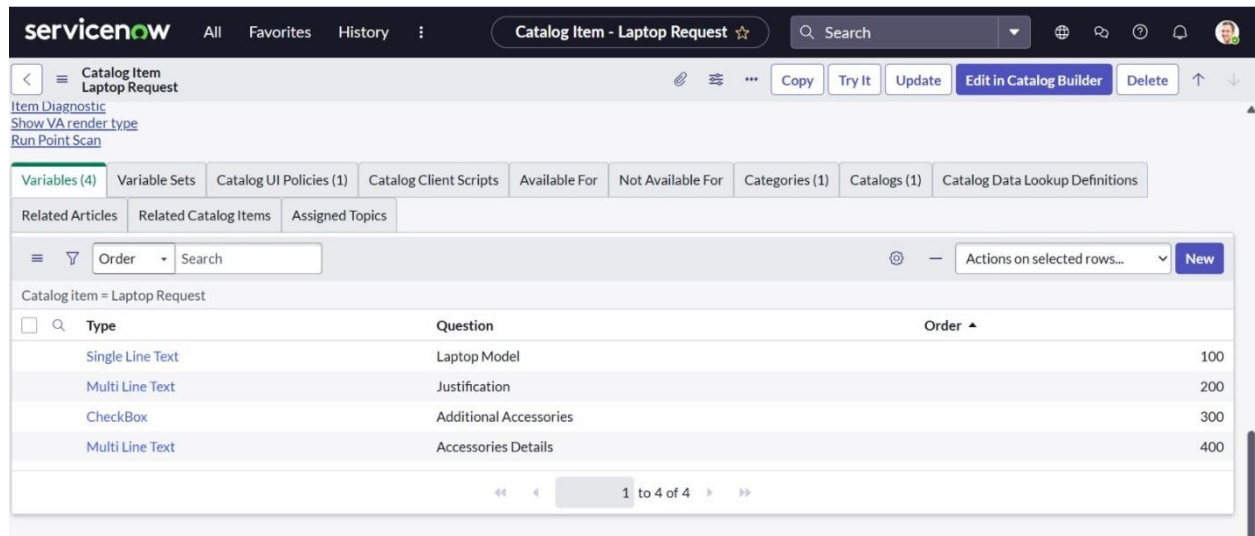
Name: Laptop Request

C: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

7. click on save



Add variables

1. after saving the catalog item scroll down and click on variable
 2. on click variable click on new
 3. after that create a 1st variable as per instruction
- Variable 1: *Laptop Model*

Type: Single line text

Name: laptop model

Order: 100 click on submit

4. after that repeat as like instructions
5. after completing 4 variable click on save
6. you will see like above image

*UI

Policy*

Create Catalog Ui policies

1. click on all and search for maintain item under catalog definition
2. Give short description as: show accessories details

3. Set the Catalog Condition in the related list tab when to a ‘
[field: additional_accessories, operator: is, value: true]

4. click on save

5. click on catalog ui action

6. click on new then Select variable name as: accessories_details

Order:100

Mandatory: True

Visible :

True

All > Name starts with Reset form

|   Name | Table | Comments | Form action | List action | Active | Order ▲ | Condition | Updated |
|--|----------------------------|----------|-------------|-------------|--------|---------|-----------|------------------------|
| Reset form | Search | Search | Search | Search | Search | Search | Search | Search |
| Reset form | Shopping Cart [sc_cart] | | false | false | true | 100 | | 2025-08-29 01:13:16 |

Related Links

- [Show Form Actions Only](#)
- [Show List Actions Only](#)

servicenow All Favorites History : Catalog Item - Laptop Request ☆ Search

Catalog UI Policy show accessories details [Update] [Delete]

Applies to: A Catalog Item Application: Global

* Catalog item: Laptop Request Active ☒

* Short description: show accessories details

When to Apply Script

Catalog Conditions [Add Filter Condition] [Add OR Clause]

Applies on a Catalog Item view ☒ On load ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

Applies on the Target Record ☐

Reverse if false ☒

EXPORT UPDATE SET

Exporting changes to another instances

1. open your instance
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.

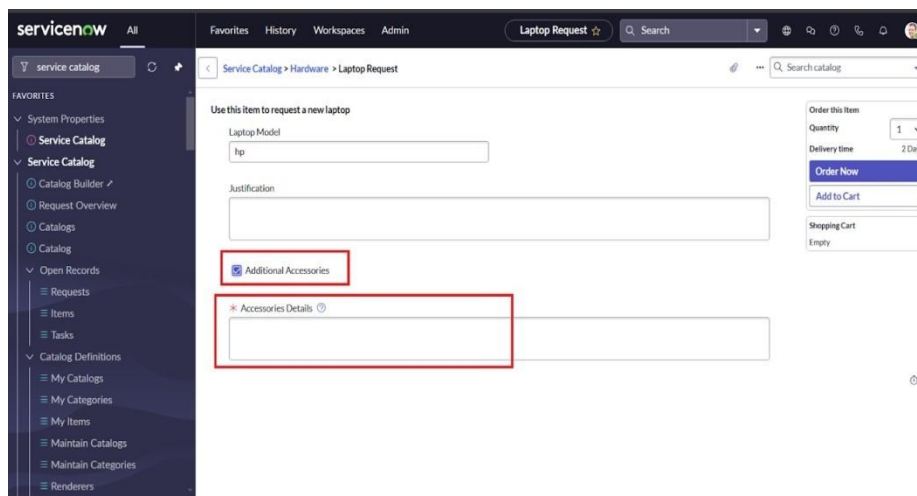
Click on export to XML ,it download one file

***LOGIN TO AOTHER INSTANCE ***

Retrieving the update set

1. open others instance form your window
2. Login with credentials
3. Click on all>> search for update sets and Select “Retrieved update set” under system update set
4. It open retrieved update set list and scroll down

Click on Import update set from XML



TESTING

Test Catalog Item

1. search for service catalog in application navigator in target instance
andSelect catalog under service catalog

2. Select hardware category and search for 'laptop request' item

Select laptop request item and open

It shows three variables

Conclusion :

The successful implementation of the Laptop Request Catalog Item marks a significant milestone in streamlining IT asset provisioning. By enhancing user experience, automating approval workflows, and ensuring accurate tracking, this initiative has laid the foundation for a more efficient and scalable service delivery model. The collaboration across teams and commitment to excellence have been key drivers of this achievement. Moving forward, the framework established here can be extended to other catalog items, further optimizing our digital workplace.

