

TITTLE

LAPTOP



request
Catalog item

TEAMID :NM2025TMID18011

TEAMSIZ 4

TEAM LEADER :A.RONALDO JONES

TEAMMEMBER 1 :J.HARIKRISHNAN

TEAM MEMBER2 :H.SARAVAN YADAV

TEAM MEMBER3 :D.JANANI

Problemstatement:

Manystudentsfacedifficultiesinaccessinglaptopsfor theiracademic 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 equalopportunitiesforallstudentstoenhancetheirlearningandskill development.

Objective:

Highly motivated and enthusiastic third-year computer application Student at Nazareth college with a strong eagerness to learn new skillsandApassionforcomputer-relatedtopics,particularlycoding, 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,datatypes,controlflow,loop,function),proficienc in pythonic, understanding of object-oriented programming(oop)

Principles

developmentbasic:HTML,CSSbasicunderstandingofJavaScr Problem solving: logical thinking, debugging skills

Project Project Workspace

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 INITIATION:

**Milestone1:laptoprequestcatalogitem Activity1:create
update set**



Createlocalupdateset

<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.Opentheinstances

2.clickonallandsearchforlocalupdatesets

3.whichwaslocatedundersystemupdatesets

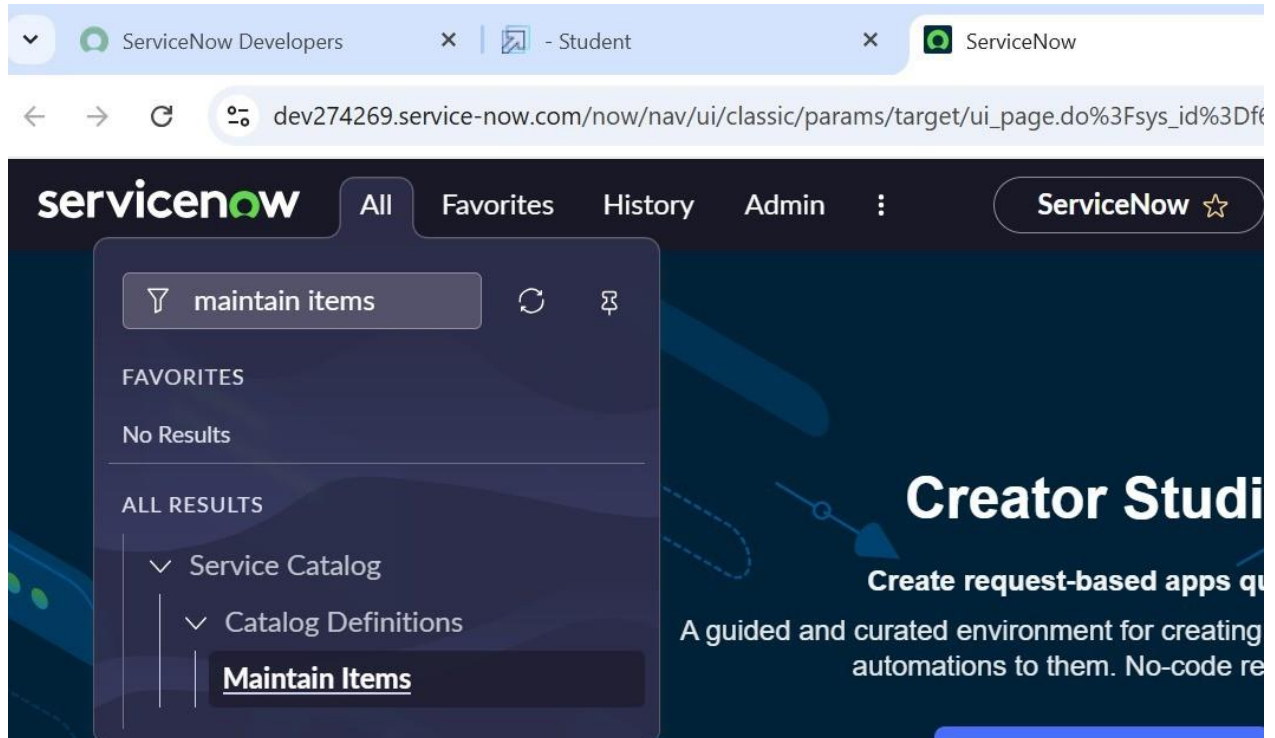
4.clickonnew

5.Fillinthefollowingdetialstocreateupdate set

as:"LAPTOP REQUEST"

6.clickandsumittomakecurrent

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



SERVICE CATALOG

ITEMCREATESERVICECATALOGI

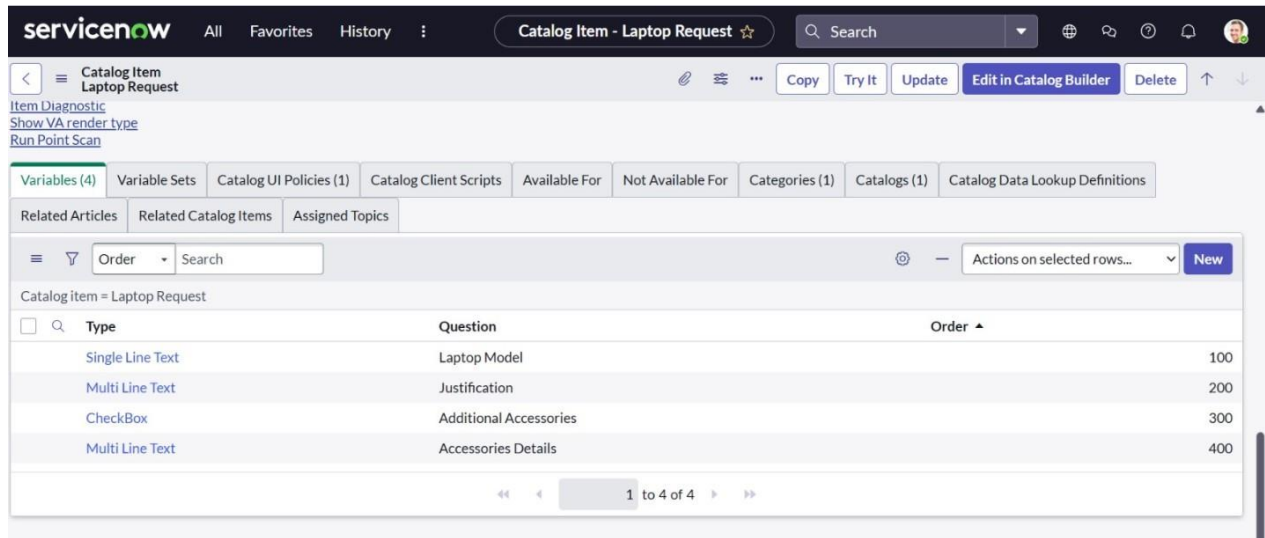
TEM

<div> <div>servicenow</div> <div> All Favorites History Admin </div> <div>Catalog Items</div> <div> <input type="text" value="Search"/> </div> <div> <input type="text" value="Search"/> </div> <div> <input type="text" value="Actions on selected rows..."/> </div> <div>New</div> </div>									
All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty > Name starts with Laptop Request									
<input type="checkbox"/>	<input type="text" value="Laptop Request"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="!=Package"/>	<input type="text" value="Search"/>
	LapTop Request	use this item to request a new laptop	true		Service Catalog	Hardware	\$0.00	Item	2025-08-29 00:00:04

- 1.opentheinstance
2. clickonallandsearchformaintainitemsundercatalogdefinitions
3. whichlocatedunderAll>>servicecatalog
4. byclickingonnew
5. nownewcatalogitemwillopen
6. Fillthefollowingdetailstocreateanewcatalogitem
- Name: Laptop Request

C: service Catalog

Category:Hardware
- ShortDescription:Usethisitemtorequestanewlaptop
7. clickon save



Addvariables

1. aftersavingthecatalogitemscrolldownandclickonvariable

2. onclickvariableclickonnew

3. afterthatcreatea1stvariableasperinstruction

Variable 1: *Laptop Model*

Type: Single line text

Name: laptop model

Order:100clickonsubmit

4. afterthatrepeatslikeinstructions

5. aftercompleting4variableclickonsave

6. youwillseelikeaboveimage

UIPolicy

CreateCatalogUipolicies

- 1. clickonallandsearchfor maintainitemundercatalogdefinition**
- 2. Giveshortdescriptionas:showaccessoriesdetails**

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

4. clickon save

5. clickoncataloguiaction

6. clickonnewthenSelectvariablenameas: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 ✓

EXPORTUPDATESET

Exporting changes to another instance

1. open your instance

2. Select local update set

3. Select created update set i.e. 'LaptopRequestProject'

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

LOGINTO A OTHER INSTANCE

Retrieving the update set

1. open other's instance from 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

The screenshot shows the ServiceNow interface for a 'Laptop Request'. The left sidebar contains navigation links for 'Service Catalog', 'Catalog Builder', 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', and 'Renderers'. The main content area is titled 'Use this item to request a new laptop'. It features a 'Laptop Model' input field with 'hp' entered, a 'Justification' text area, and a checked checkbox for 'Additional Accessories'. Below this is an 'Accessories Details' section with a text area. On the right, the 'Order this item' section includes a 'Quantity' dropdown set to '1', a 'Delivery time' of '2 Days', and buttons for 'Order Now' and 'Add to Cart'. A 'Shopping Cart' section at the bottom right shows 'Empty'.

TESTING

TestCatalogItem

1. search for service catalog in application navigator in target instance and Select 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.

