C.S.I INSTITUTE OF TECHNOLOGY
THOVALAI-629302

Affiliated to

ANNA UNIVERSITY: CHENNAI

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

NM1051

SERVICENOW ADMINISTRATOR

NAME :

REGISTER NO :

DEPARTMENT : COMPUTER SCIENCE AND ENGINEERING

SEMESTER / YEAR : VII / IV

C.S.I INSTITUTE OF TECHNOLOGY
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COMPUTER LABORATORY RECORD

University Register No:

Name……..... **Class No……..**

Branch of study……..... **Semester/Year…….**

Subject Name..... **Subject Code.....**

Certified that this is the Bonafide Record of work done by……..……

In the **COMPUTER LABORATORY** *of the* **C.S.I INSTITUTE OF TECHNOLOGY, THOVALAI** *during the year……..*

Head of Department **Staff Member in Charge**

Certified that this Record has been submitted for the Practical Examination viva-voce held on …….

Internal Examiner **External Examiner**

LAPTOP REQUEST CATALOG ITEM

AIM:

To design and implement a dynamic and user-friendly *Laptop Request Catalog Item* in the ServiceNow platform that streamlines the process of laptop requests, enhances data accuracy, and improves the overall efficiency of request management and fulfillment.

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.

PROJECT OBJECTIVES:

1. **Develop a Dynamic Catalog Item:**
   Create an interactive Laptop Request form within the Service Catalog that dynamically displays fields based on user selections (e.g., laptop type, department, or role).
2. **Enhance User Experience:**
   Design the form with clear labels, instructions, and validation to minimize errors and guide users through the request process intuitively.
3. **Implement Reset Functionality:**
   Provide users with an option to reset the form fields, allowing them to start over without manually clearing data.
4. **Ensure Accurate Data Collection:**
   Integrate validation and conditional logic to ensure all required details (e.g., justification, accessories, approval information) are correctly captured before submission.

5. **Automate Workflow and Approvals:**
   Configure an automated workflow that routes requests to the appropriate approvers and fulfillment teams based on defined business rules.
6. **Maintain Governance and Traceability:**
   Ensure that all changes made to the Catalog Item and related workflows are tracked using update sets or version control for deployment and compliance purposes.
7. **Improve Operational Efficiency:**
   Reduce manual interventions and approval delays by providing a centralized, transparent, and self-service platform for laptop requests.

PROCEDURES:

Step-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 .

Step-2: 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.

Step-3: Add variables

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

1. 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

Step-4: 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]

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

Step-5: 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.");
}
```

6.Click on save

Step-7: 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

Step-8: Retrieving the update set

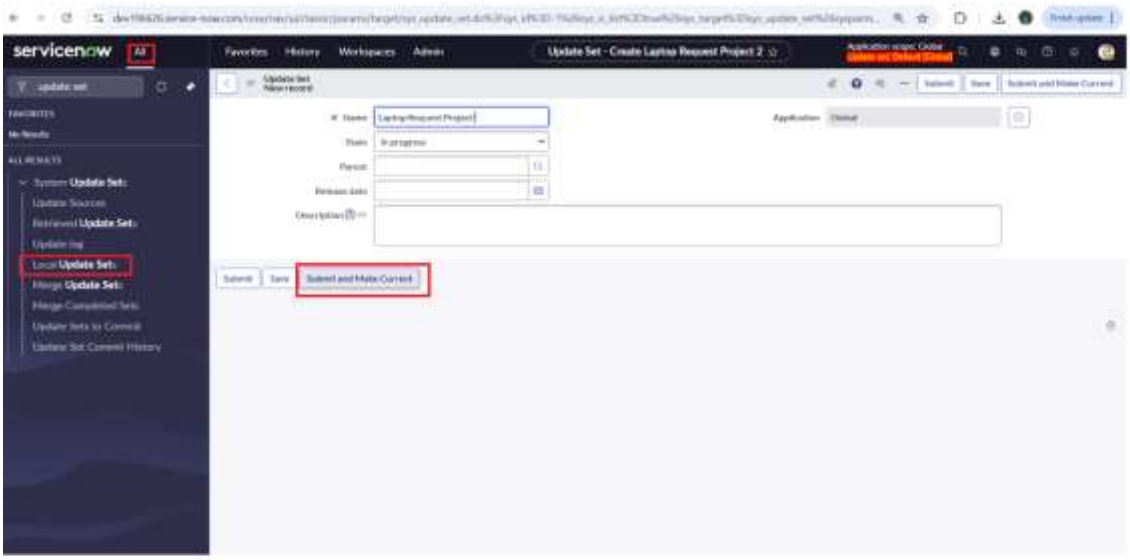
1. Open another instance in incognito window
2. Login with credentials

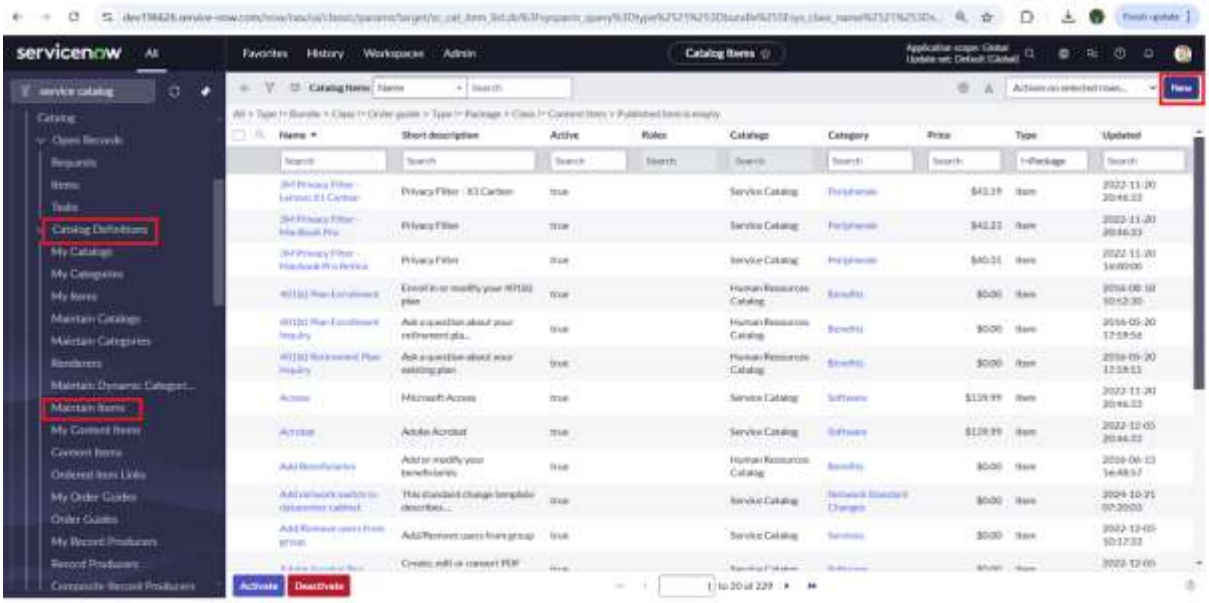
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML

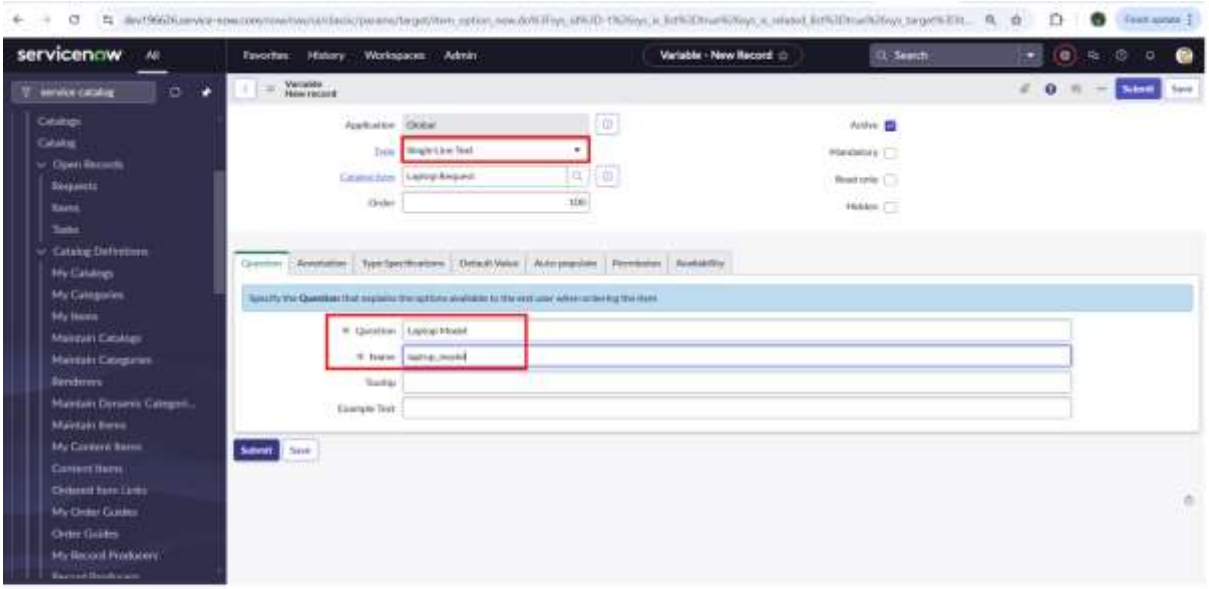
Step-9: Test Catalog Item

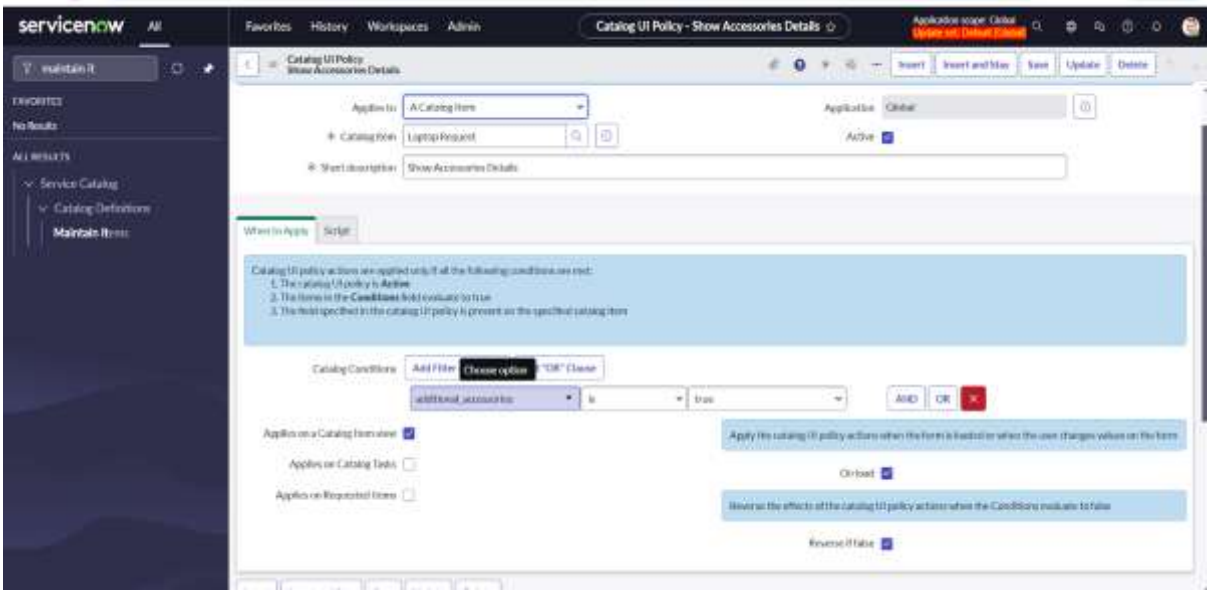
1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for ‘laptop request’ item
4. Select laptop request item and open it
5. It shows three variables only

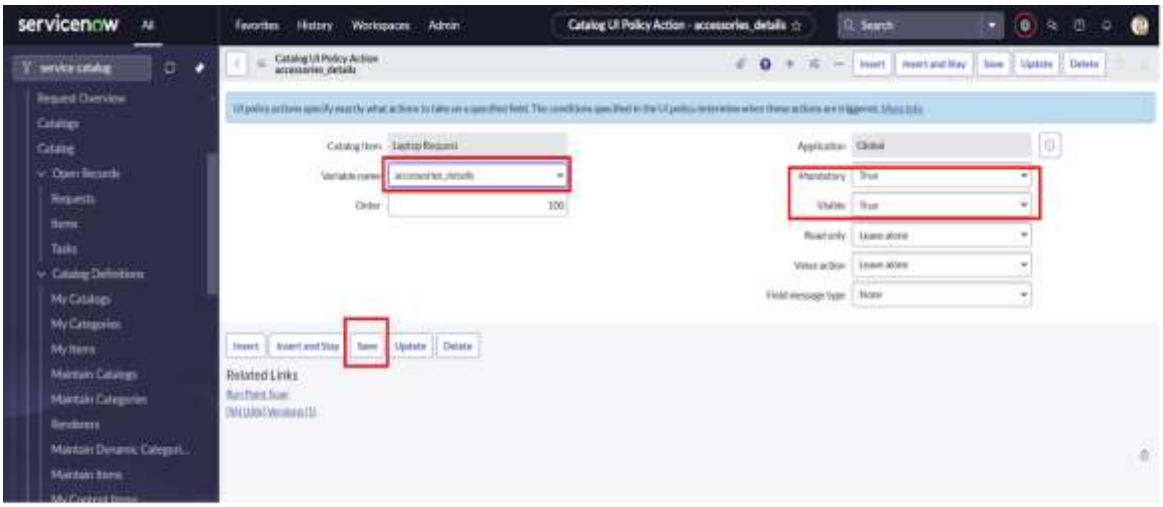
OUTPUT:

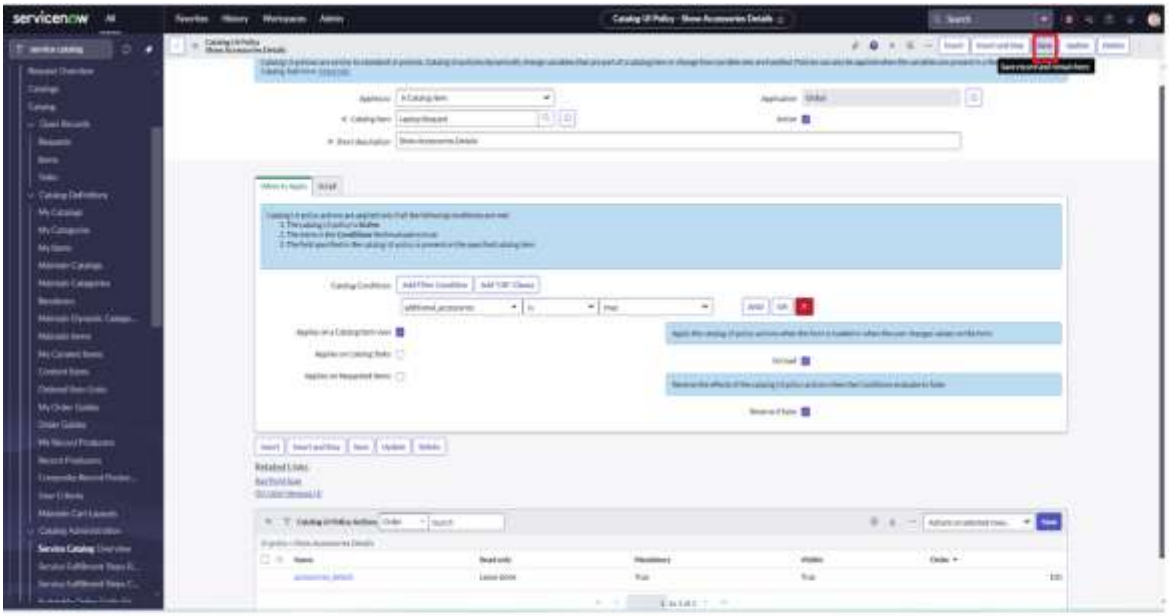


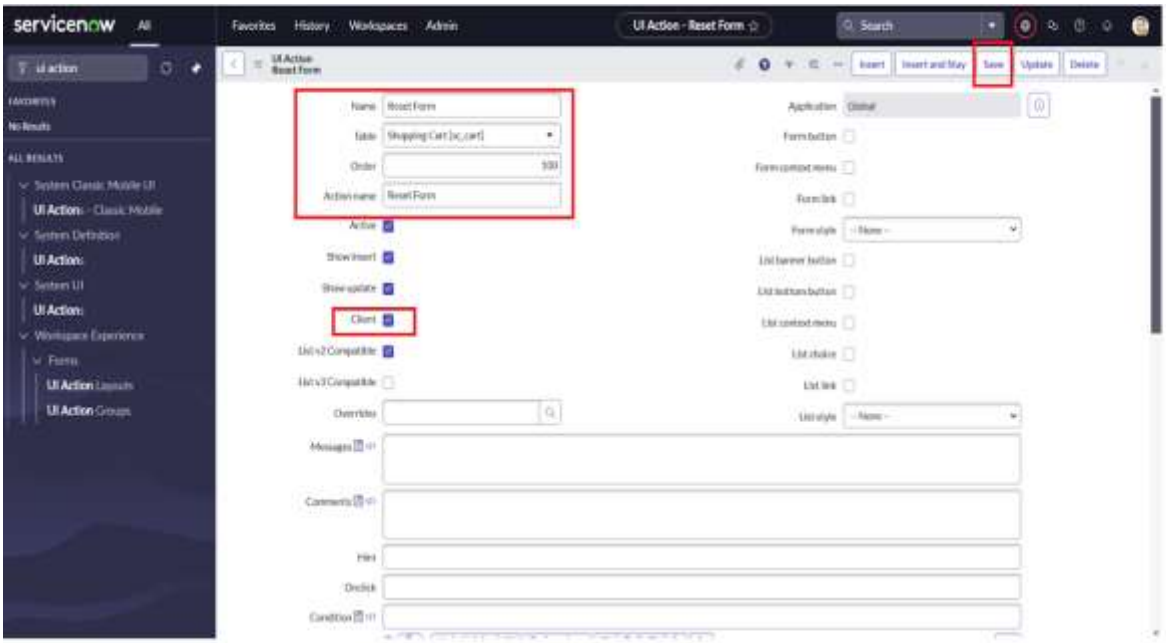

servicenow
Favorites
History
Workspaces
Admin
Catalog Items
New
Catalog Definitions
Maintain Items
Activate
Deactivate

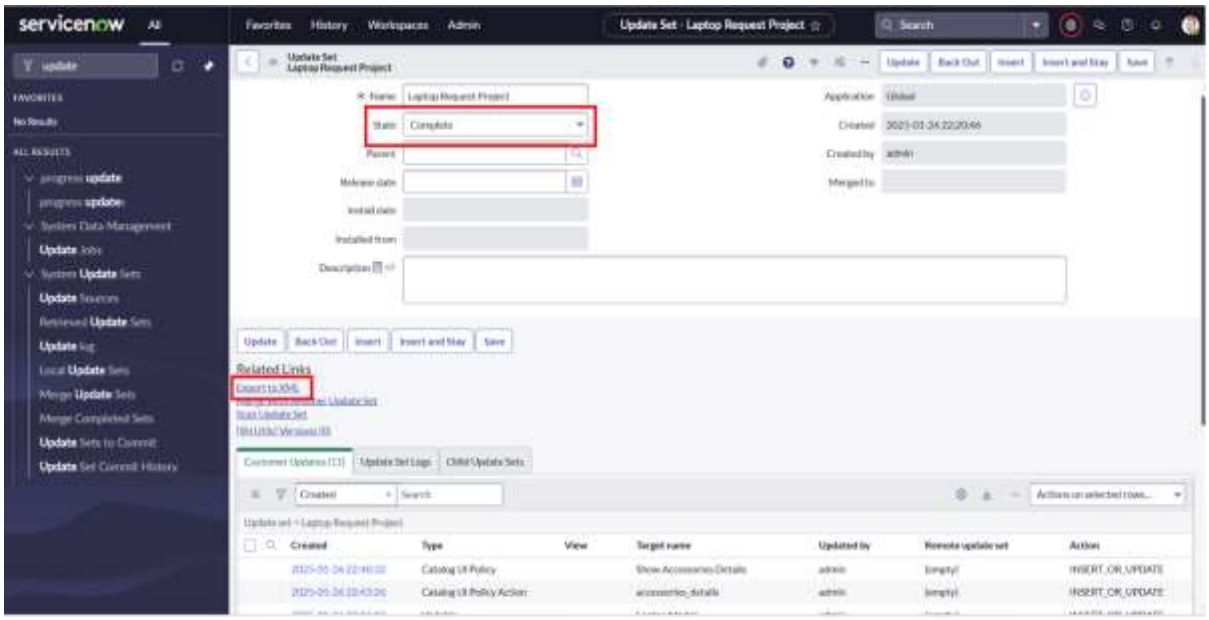

servicenow
Favorites
History
Workspaces
Admin
Variable - New Record
Submit
Save

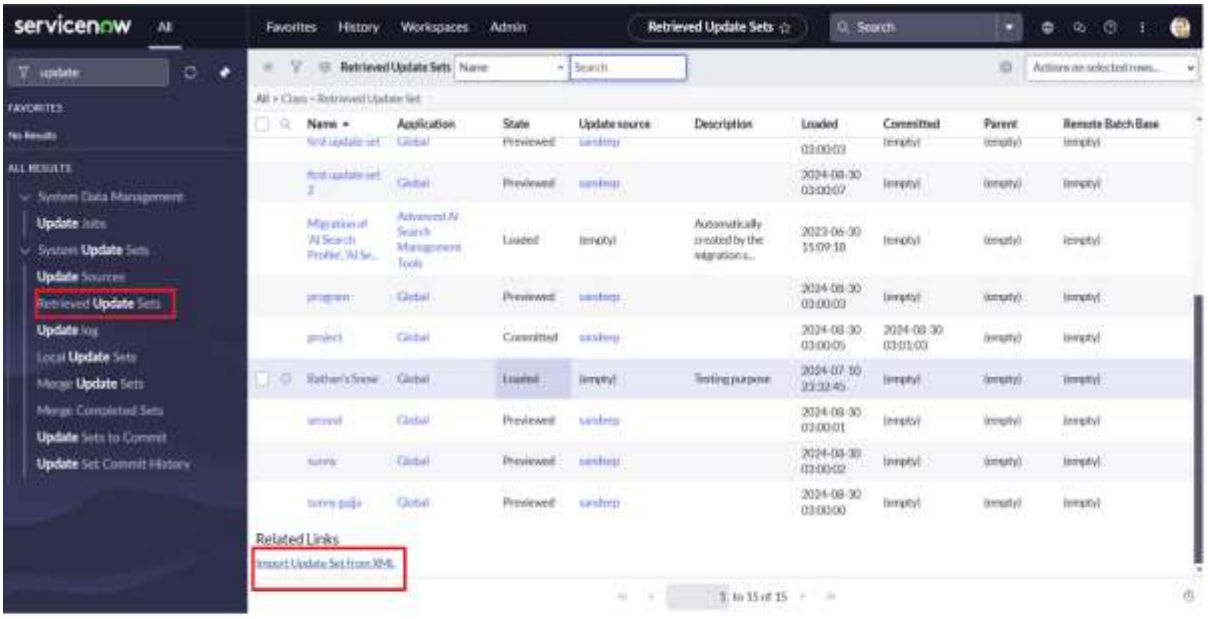

servicenow
Favorites
History
Workspaces
Admin
Catalog UI Policy - Show Accessories Details
Insert
Insert and Stay
Save
Update
Delete

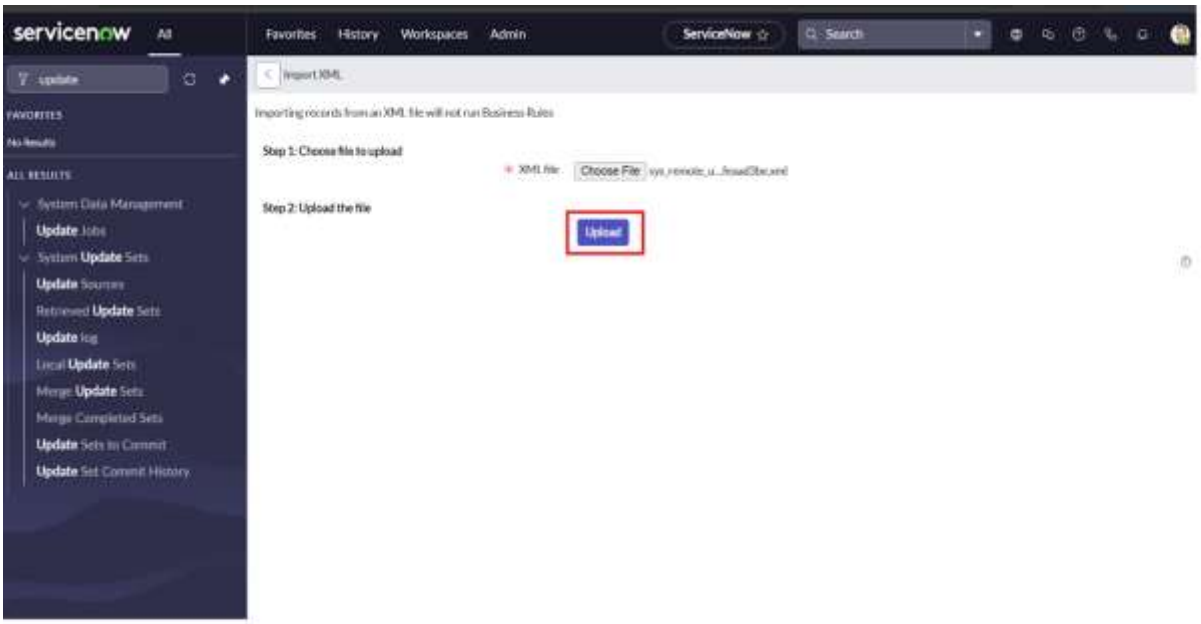

servicenow
Favorites
History
Workspaces
Admin
Catalog UI Policy Action - accessories_details
Search
service catalog
Request Overview
Catalogs
Catalog
Open Records
Requests
Items
Tasks
Catalog Definitions
My Catalogs
My Categories
My Items
Maintain Catalogs
Maintain Categories
Renderers
Maintain Dynamic Categori...
Maintain Items
Catalog UI Policy Action
accessories_details
Insert
Insert and Stay
Save
Update
Delete
Catalog Item
Laptop Request
Variable name
accessories_details
Order
100
Application
Global
Mandatory
True
Visible
True
Read only
Leave alone
Value action
Leave alone
Field message type
None
Related Links

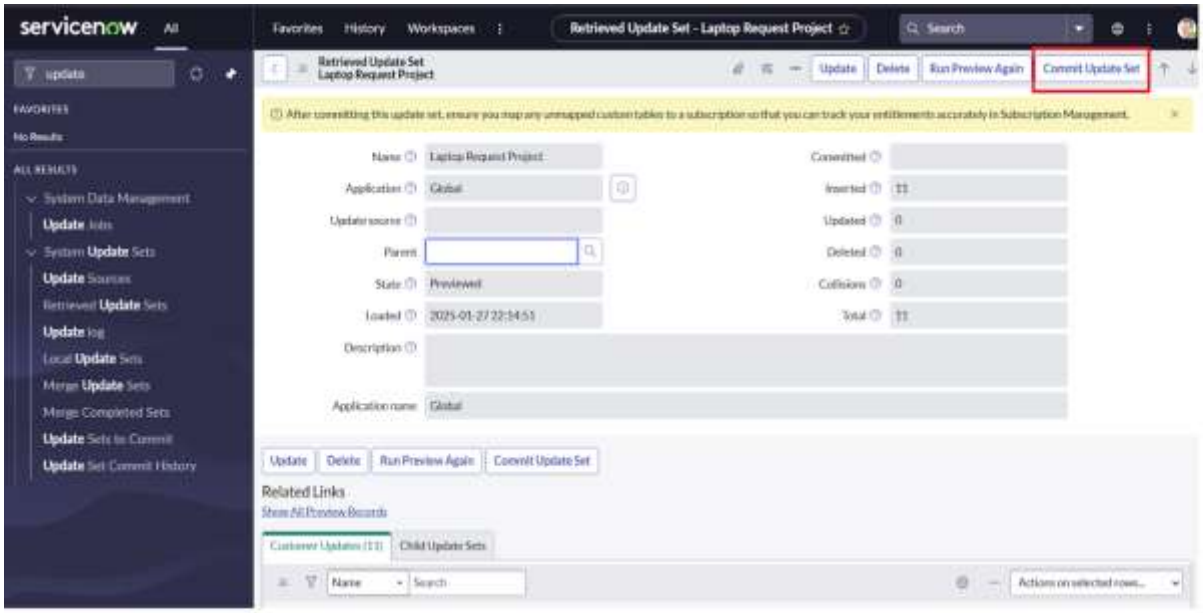

servicenow
Catalog UI Policy - Show Accessories Details
Search
Save
Related Links

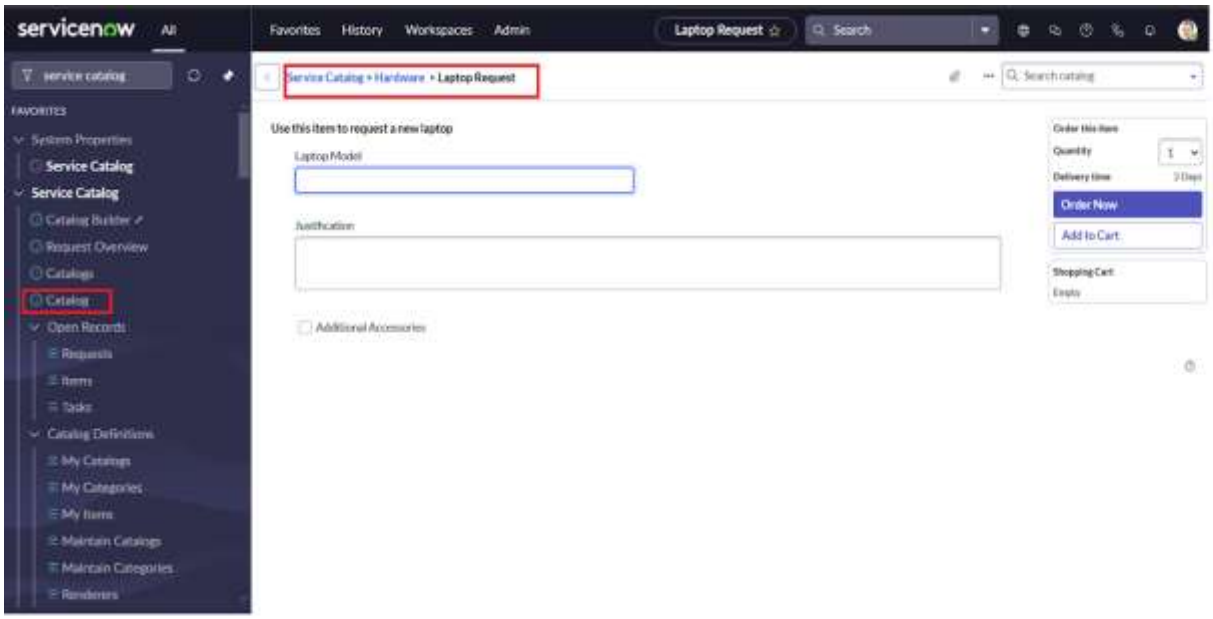

servicenow
Favorites
History
Workspaces
Admin
UI Action - Reset Form
Search
ui action
Favorites
No Results
ALL RESULTS
System Classic Mobile UI
UI Actions - Classic Mobile
System Definition
UI Actions
System UI
UI Actions
Workspace Experience
Forms
UI Action Layouts
UI Action Groups
UI Action
Reset Form
Insert
Insert and Stay
Save
Update
Delete
Name
Reset Form
Table
Shopping Cart [sc_cart]
Order
100
Action name
Reset Form
Active
Show insert
Show update
Client
List v2 Compatible
List v3 Compatible
Overrides
Application
Global
Form button
Form context menu
Form link
Form style
- None -
List banner button
List bottom button
List context menu
List choice
List link
List style
- None -
Messages
Comments
Hint
Onclick
Condition

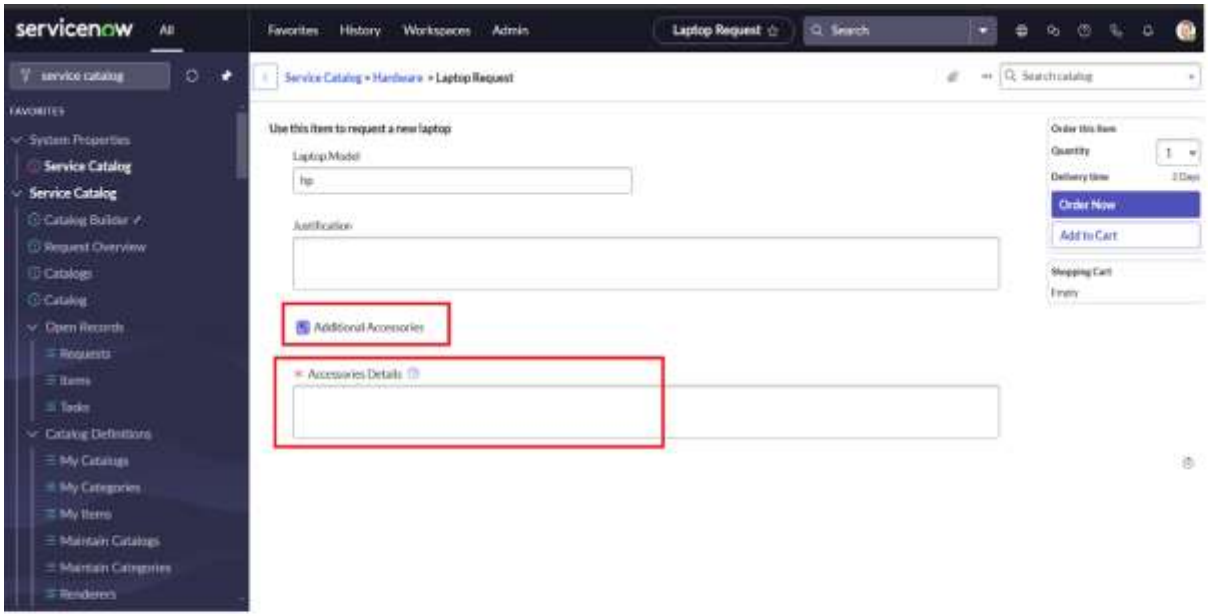

servicenow
Favorites
History
Workspaces
Admin
Update Set - Laptop Request Project
Related Links
Export to XML


servicenow
Favorites
History
Workspaces
Admin
Retrieved Update Sets
Retrieved Update Sets
Related Links
Import Update Set from XML


servicenow
Favorites
History
Workspaces
Admin
ServiceNow
Import XML
Importing records from an XML file will not run Business Rules
Step 1: Choose file to upload
Choose File
Step 2: Upload the file
Upload


servicenow
Favorites
History
Workspaces
Retrieved Update Set – Laptop Request Project
Search
Update
Delete
Run Preview Again
Commit Update Set
Related Links


servicenow
Favorites
History
Workspaces
Admin
Laptop Request
Search
Service Catalog > Hardware > Laptop Request
Use this item to request a new laptop
Laptop Model
Justification
Additional Accessories
Order Now
Add to Cart


servicenow
Favorites
History
Workspaces
Admin
Laptop Request
Search
Service Catalog > Hardware > Laptop Request
Use this item to request a new laptop
Laptop Model
hp
Justification
Additional Accessories
Accessories Details
Order Now
Add to Cart

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.