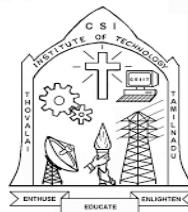


C.S.I INSTITUTE OF TECHNOLOGY
THOVALAI-629302

Affiliated to

ANNA UNIVERSITY: CHENNAI



DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

NM1051

SERVICENOW ADMINISTRATOR

NAME :

REGISTER NO :

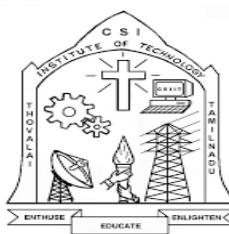
DEPARTMENT : COMPUTER SCIENCE AND ENGINEERING

SEMESTER / YEAR : VII / IV

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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

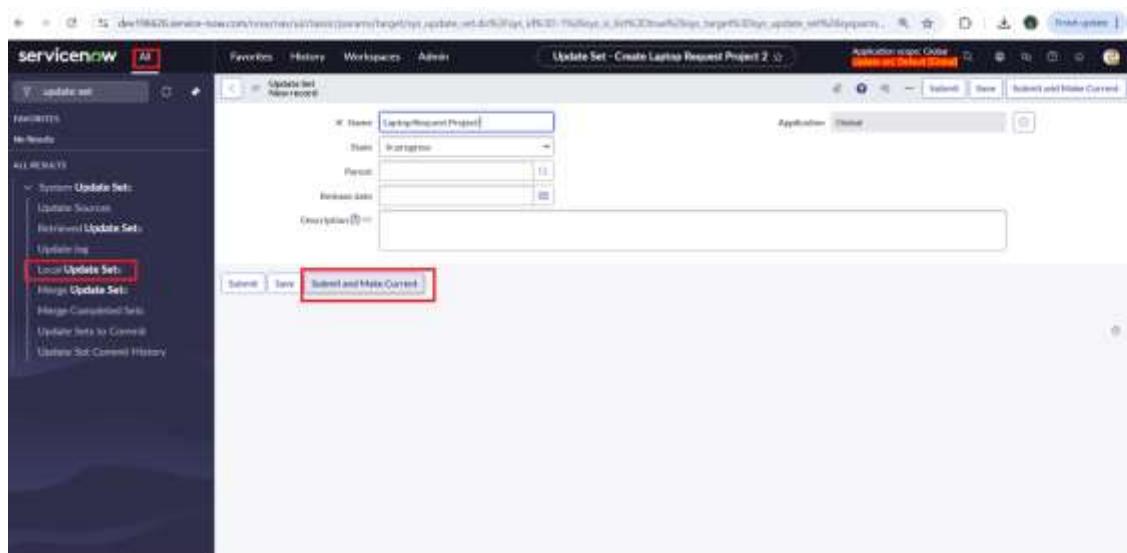
1. Open another instance in incognito window
2. Login with credentials

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:



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Favorites History Workspaces Admin Catalog Items

Actions on selected items... New

Search Catalog Items Name

Filter: All > Type: Item > Status: Published > Published items: empty

Name	Short description	Active	Roles	Catalog	Category	Price	Type	Updated
3rd Privacy Filter - Laptops & Desktops	Privacy Filter - 3rd Parties	true		Service Catalog	Privacy	\$43.39	Item	2022-11-20 16:46:00
3rd Privacy Filter - Internal Prod.	Privacy Filter	true		Service Catalog	Privacy	\$42.22	Item	2022-11-20 16:46:33
3rd Privacy Filter - Microsoft Office	Privacy Filter	true		Service Catalog	Privacy	\$40.21	Item	2022-11-20 16:46:33
401(k) Plan Enrollment Inquiry	Create or modify your 401(k) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2014-08-10 09:23:35
401(k) Plan Enrollment Plan Inquiry	Ask a question about your retirement plan...	true		Human Resources Catalog	Benefits	\$0.00	Item	2014-05-20 17:53:54
Access	Microsoft Access	true		Service Catalog	Software	\$129.99	Item	2022-11-20 16:46:33
Access	Create Access	true		Service Catalog	Software	\$129.99	Item	2022-12-05 09:44:00
Add Beneficiaries	Add or modify your beneficiaries	true		Human Resources Catalog	Benefits	\$0.00	Item	2019-06-13 16:48:57
Add Customer Contact Information	This standard change template describes...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2019-10-25 07:29:02
Add Customer Contact Person	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 02:17:33
Add Device Record	Create, edit or convert PEF	true		Service Catalog	Software	\$0.00	Item	2020-12-05 02:17:33

Actions: Activate Deactivate

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Favorites History Workspaces Admin Variable: New Record

Variables New record

Publication: Global Active:

Text: Weight Limit Test

Catalog Item: Laptop Request

Order: 100

Mandatory: Reset only: Hidden:

General Annotations Type Specifications Default Value Automappings Permissions Availability

Specify the Question that replaces the one available to the user when ordering the item

Question: Laptop Model

Name: laptop.model

Status:

Example Text:

Submit Save

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Favorites History Workspaces Admin Catalog Items

Catalog UI Policy - Show Accessories Details

Application: Global Active:

Applies to: A Catalog Item Application: Global

+ Catalog Item: Laptop Request Active:

+ Short Description: Show Accessories Details

Where to Apply: Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is Active
2. The item in the Catalog Item field evaluate to true
3. The item specified in the catalog UI policy is present as the specified catalog item

Catalog Conditions: Add filter Choose option: "OR" Clause

Additional accessories: Is true AND OR X

Applies on Catalog Item value: Applies on Catalog Item value when the item (target value) is true

Applies on Catalog Item value when the item (target value) is false

Applies on Catalog Item value when the item (target value) is true

Applies on Catalog Item value when the item (target value) is false

On load: Invert the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false:

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Favorites History Workspaces Admin Catalog UI Policy Action - accessories_details

Catalog Item: Laptop-Battery

Variable name: accessories_detail

Order: 100

Application: Global

Instantiation: True

Visible: True

Read only: Update alone

Value action: Update alone

Field message type: None

Buttons: Insert, Insert and Edit, Save (highlighted), Update, Delete

Related Links: Standard Issue: CHN-00001/Version 1.0

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Favorites History Workspaces Admin Catalog UI Policy - New-Accessories-Detail

Applies to Catalog Item: Laptop-Battery

Applies to Catalog Item: Laptop-Battery

Applies to Request Item: Laptop-Battery

Condition: Applying a policy action requires only if the following conditions are met:
1. This service item is defined in the catalog item.
2. The service item is defined in the catalog item.
3. The field specified in the catalog UI action is present on the selected catalog item.

Action Conditions: Add Other Condition, Add Y/N Field

Applies on Catalog Item View:

Applies on Requesting Item:

Applies on Requested Item:

Buttons: Insert, Insert and Edit, Save (highlighted), Update, Delete

Related Links: Standard Issue: CHN-00001/Version 1.0

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Favorites History Workspaces Admin UI Action - Reset Form

Name: Reset Form

Table: Shipping Cart [xc_cart]

Order: 999

Action name: Reset Form

Action:

Show insert:

Show update:

Client:

UI 2 Compatible:

HTML5 Compatible:

Override:

Messages:

Comments:

Hints:

Drilldown:

Condition:

Buttons: Insert, Insert and Edit, Save (highlighted), Update, Delete

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Favorites History Workspaces Admin Update Set - Laptop Request Project

Name: Laptop Request Project
Status: Complete (highlighted with red box)

Application: Global
Created: 2023-03-24 22:00:46
Created by: admin
Merged to:

Parent: (dropdown)
Reference date:
Last update:
Installed from:
Description: (text area)

Update Back Out Insert Insert and Save

Related Links: Export to XML (highlighted with red box), Recent Update Sets, Local Update Sets, Merge Update Sets, Merge Completed Sets, Update Sets to Commit, Update Set Commit History

Customer Updates (1) | Update Set Logs | Child Update Sets

Created	Type	View	Target name	Updated by	Remote update set	Action
2023-03-24 22:00:32	Catalog UI Policy	Show Accessories Details	admin	empty		INSERT_OR_UPDATE
2023-03-24 22:03:26	Catalog UI Policy Action	accessories_Details	admin	empty		INSERT_OR_UPDATE

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Favorites History Workspaces Admin Retrieved Update Sets

All > Class - Retrieved Update Set

Name	Application	Status	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
test_update_set_1	Global	Previewed	sample		2024-08-30 03:00:07	empty	empty	empty
Migration of N Search Profile, AISe...	Advanced AI Search Management Tools	Loaded	empty	Automatically created by the integration...	2023-08-30 15:07:18	empty	empty	empty
program	Global	Previewed	sample		2024-08-30 03:00:03	empty	empty	empty
project	Global	Committed	sample		2024-08-30 03:00:05	empty	empty	empty
Rather's Snow	Global	Loaded	empty	Testing purpose	2024-07-30 23:02:45	empty	empty	empty
united	Global	Previewed	sample		2024-08-30 03:00:01	empty	empty	empty
tunes	Global	Previewed	sample		2024-08-30 03:00:02	empty	empty	empty
turns page	Global	Previewed	sample		2024-08-30 03:00:00	empty	empty	empty

Related Links: Import Update Set from XML (highlighted with red box)

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Favorites History Workspaces Admin Import XML

Importing records from an XML file will not run Business Rules.

Step 1: Choose file to upload
XML file: Choose File: sys_retrieve_u_importSet.xml

Step 2: Upload the file

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Favorites History Workspaces Admin Retrieved Update Set - Laptop Request Project Search

Retrieved Update Set - Laptop Request Project

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name: Laptop Request Project	Consumed: 0
Application: Global	Inserted: 0
Updater source: Parent	Updated: 0
Status: Previewed	Deleted: 0
Loaded: 2025-01-27 22:24:51	Collisions: 0
Description:	Total: 0
Application name: Global	
Update Delete Run Preview Again Commit Update Set	

Related Links: Show All Preview Results

Customer Updates (0) Child Update Sets

Name: Search Actions on selected rows...

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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 this item
Quantity: 1
Delivery time: 2 Days
Order Now
Add to Cart
Shopping Cart
Items

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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 this item
Quantity: 1
Delivery time: 2 Days
Order Now
Add to Cart
Shopping Cart
Items

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.