**Project Title**

**Team Id:**  **NM2025TMID14612**

**Team Members:**  **04**

**Team Leader :**Vishal.R

**Team Member 1:** Samuvel.Y

**Team Member 2:** Sanjay.v

**Team Member 3:** TamizhThendral.M

**Problem Statement:**  Employees often face delays when requesting laptops due to a manual process, and there is no standardized workflow for approvals and fulfillment. As a result, requests frequently lead to inconsistent laptop models being issued, and employees cannot easily track the status of their requests. To overcome this, a self-service Laptop Request Catalog Item is required. This catalog item should provide predefined laptop models, streamline the approval process, automate fulfilment , and improve transparency for employees. By implementing this solution, the organization can save time, reduce errors, and ensure that employees receive the right devices quickly.

**Objective:** The objective of the Laptop Request Catalog Item is to provide employees with a simple, standardized, and self-service platform to request laptops. It aims to streamline the approval workflow, ensure consistent allocation of predefined laptop models, and automate the fulfillment process. This will reduce delays, minimize IT workload, and improve transparency by allowing employees to track their requests. Ultimately, the solution will enhance productivity and ensure that employees receive the right device quickly and efficiently.

**Skills:**  T Service Management (ITSM), Catalog Item Configuration ,Workflow Scripting Knowledge, Automation Database Knowledge

**TASK INITIATION**

**Milestone 1 : Update Set**

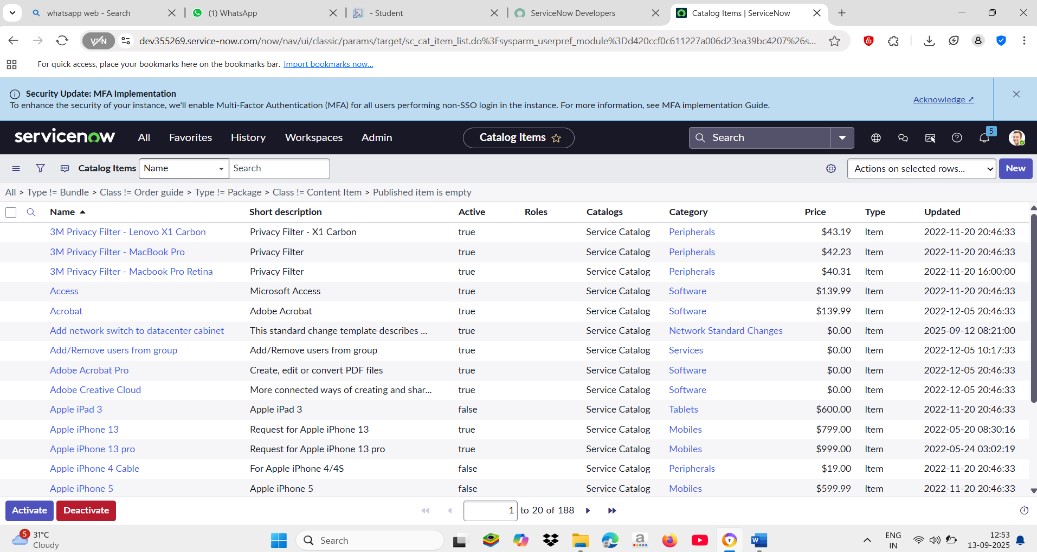
**Activity 1:** **Create Local Update set**

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 .

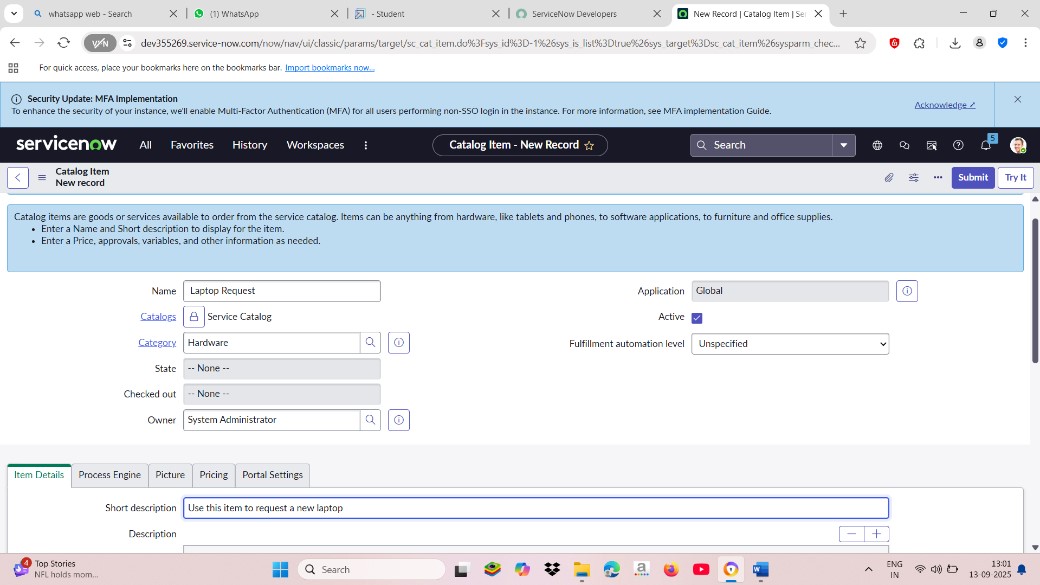
**Milestone 2 : Service Catalog Item**

**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.

1. 

1. Fill the following details to create a new catalog item
2. Name: Laptop Request
3. Catalog: service Catalog
4. Category: Hardware
5. Short Description: Use this item to request a new laptop
6. Click on ‘SAVE’



**Activity 1: Add variables Step1:**

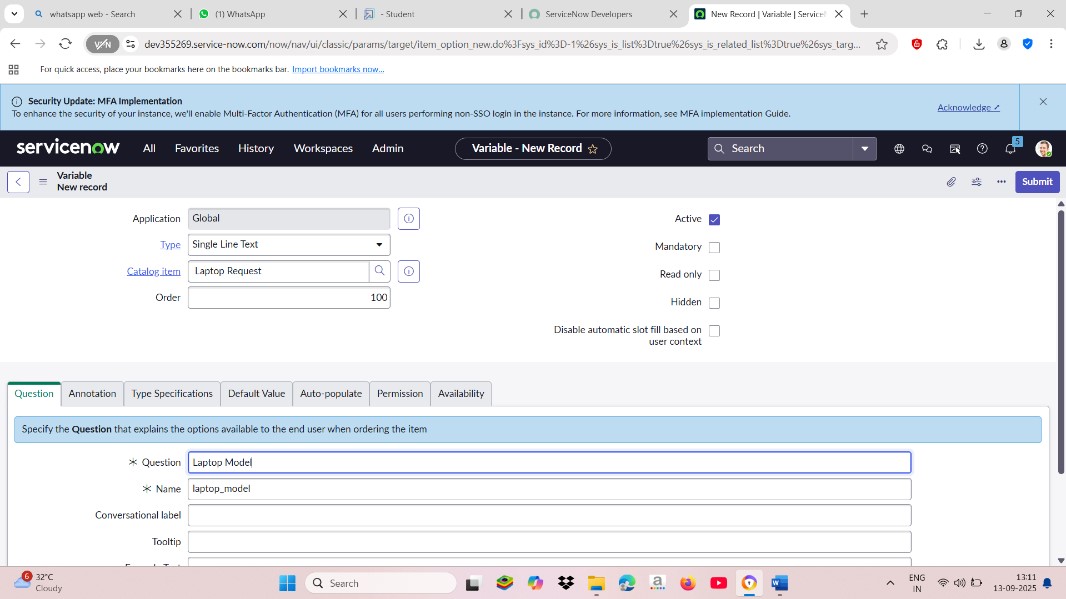
1. After saving the catalog item form scroll down and click on variable(related list)
2. Click on new and enter the details as below
   * Variable 1:Laptop Model

Type: Single line text

Name: laptop\_model

Order:100

1. Click on submit
2. 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:**

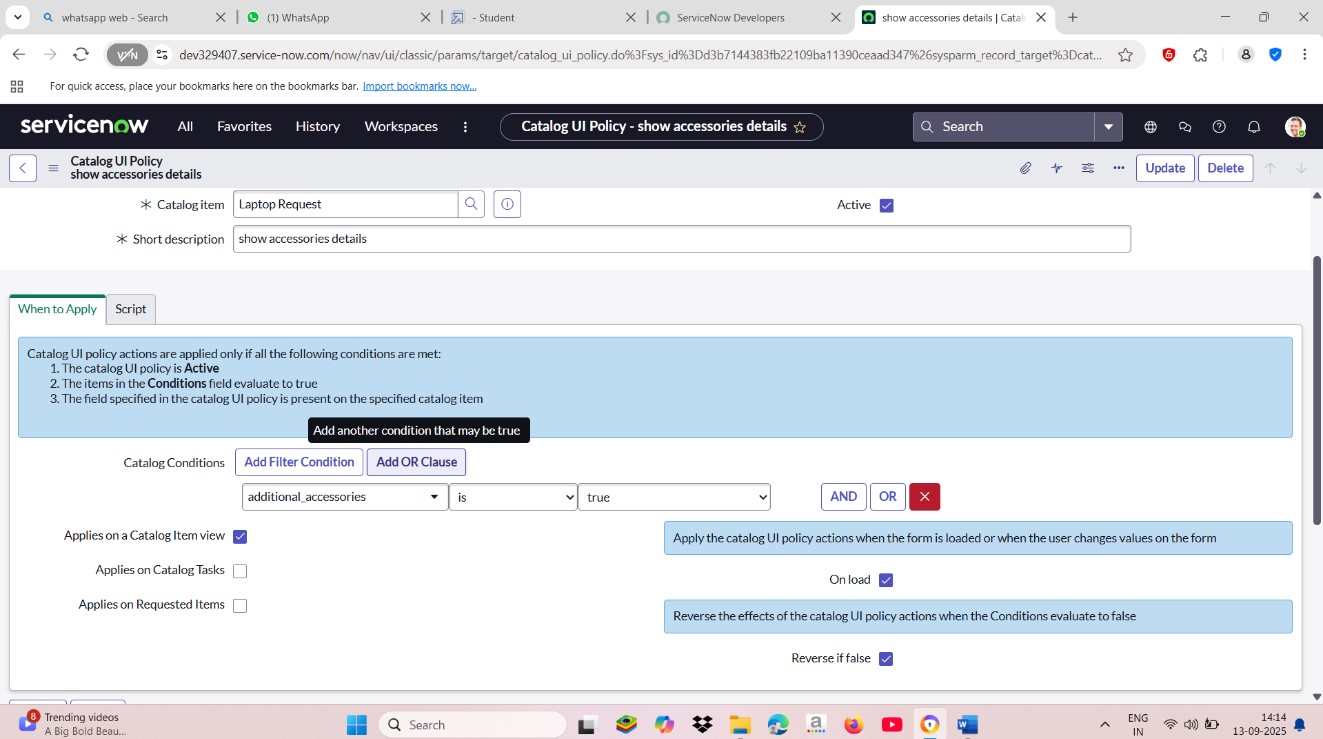
* 1. After adding above variable which are added to newly created catalog item
  2. Then save the catalog item form

**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]



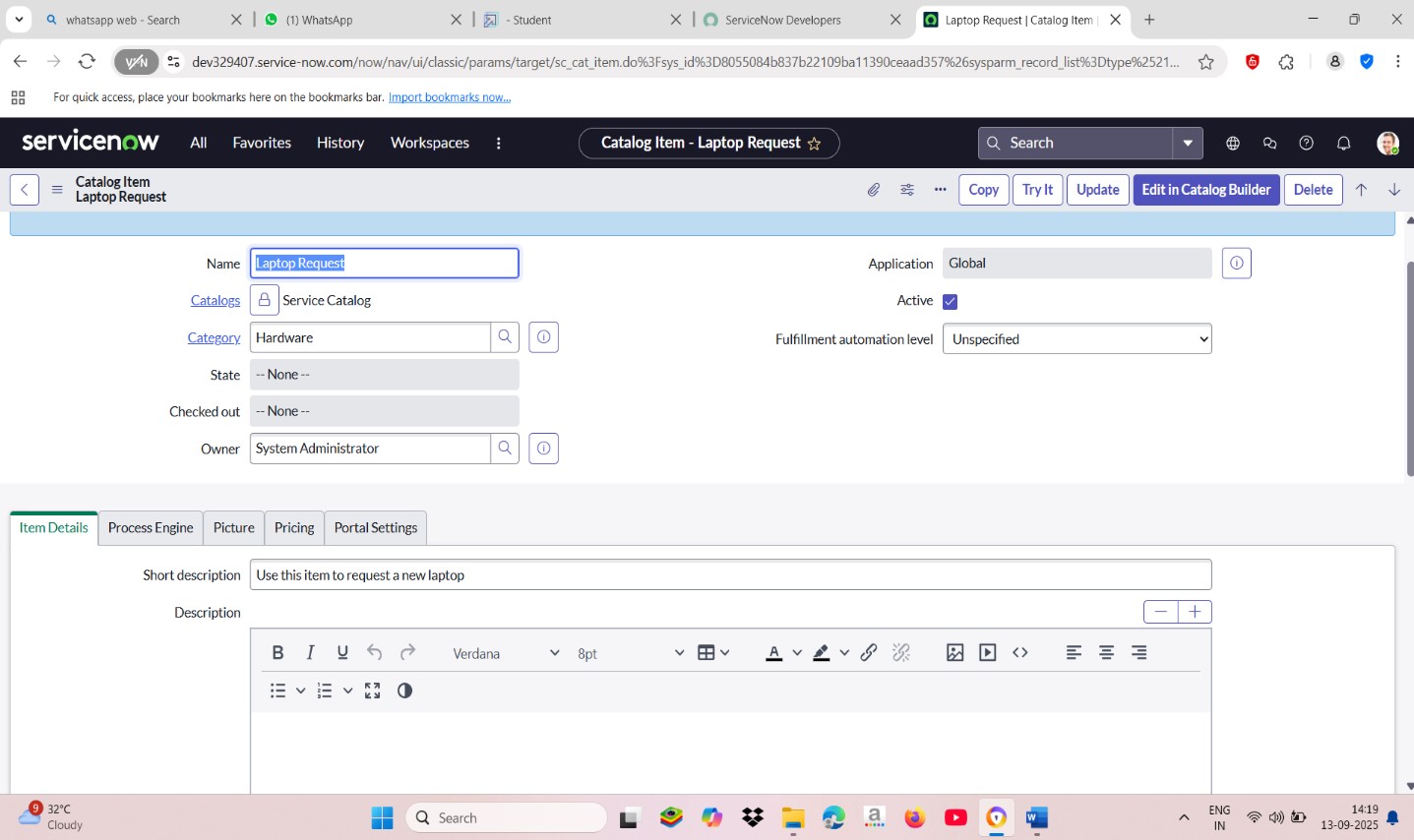
1. Click on **save**.(do not click on submit)
2. Scroll down and select ‘catalog ui action’
3. Then click on new button
4. Select variable name as: accessories\_details

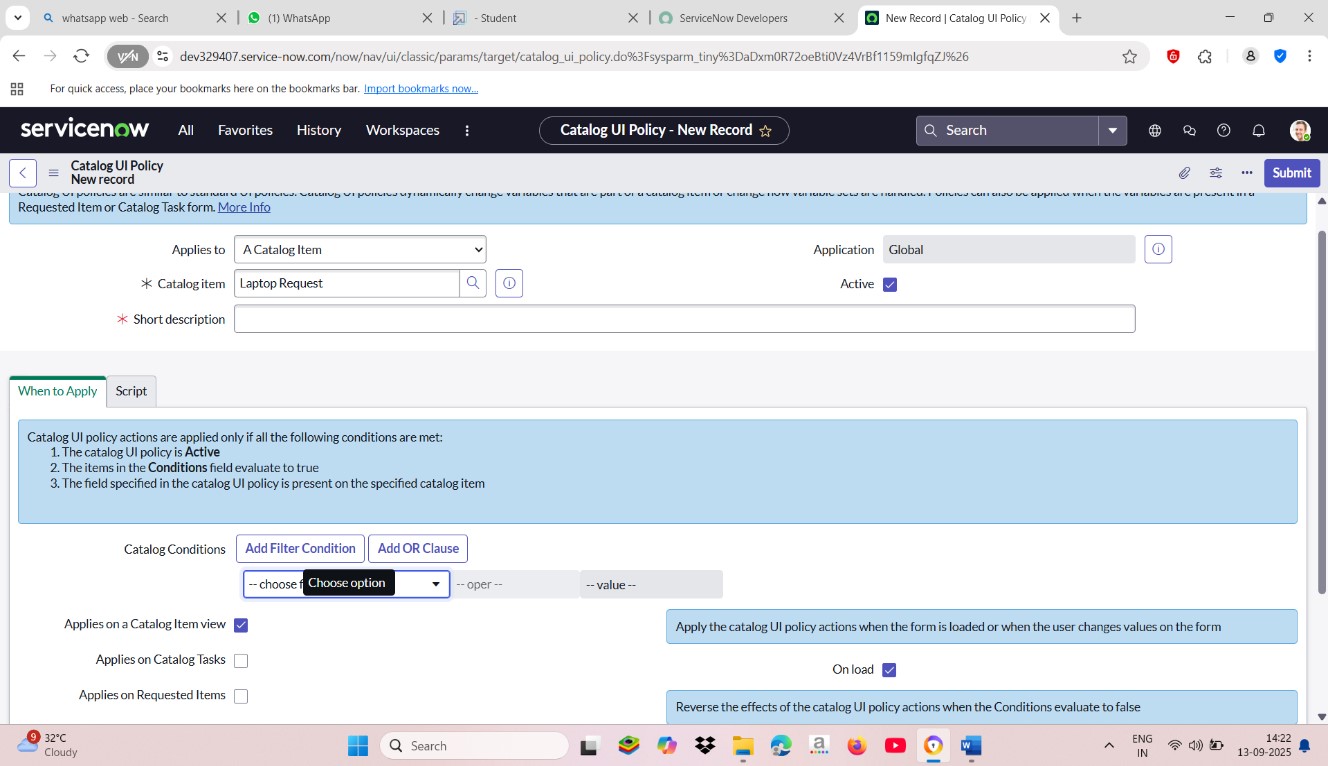
Order:100

Mandatory: True

Visible : True

1. Click on save and again click save button of the catalog ui policy form





# 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

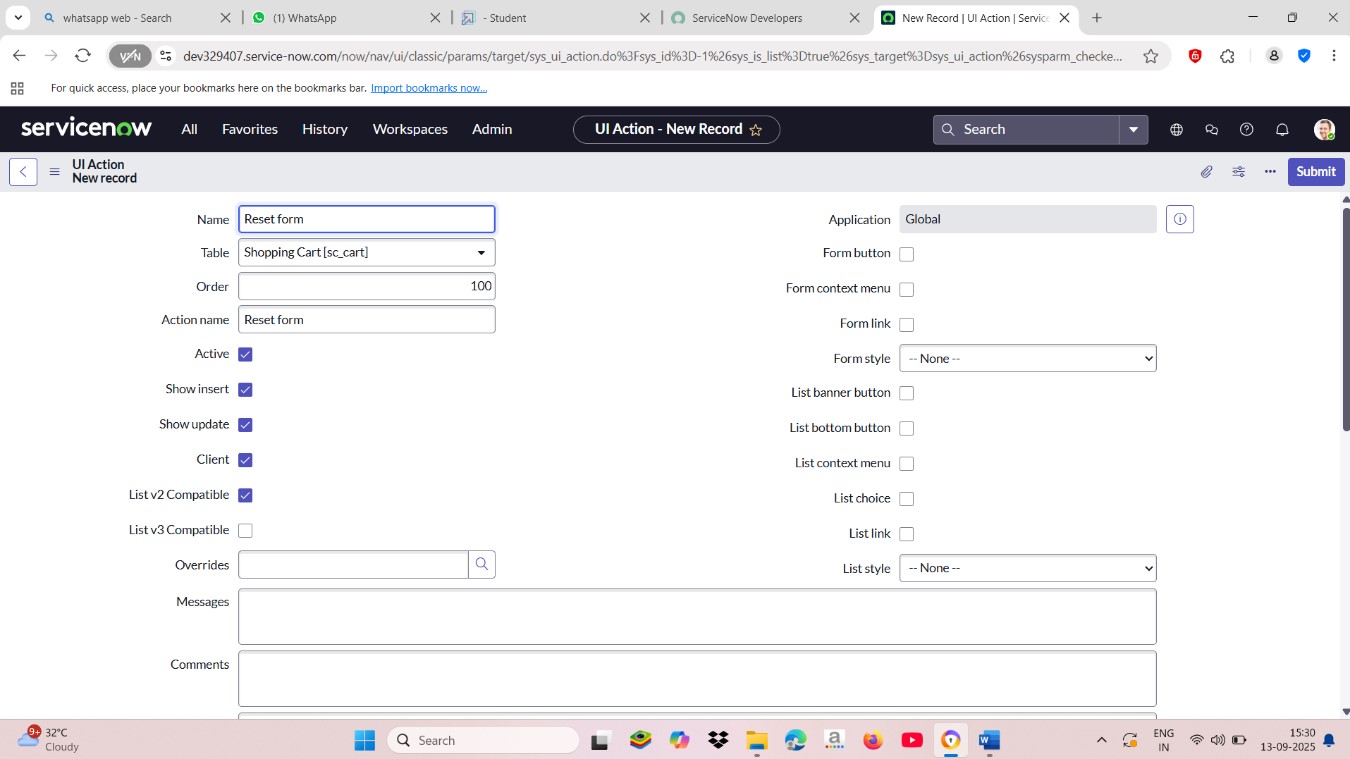
Action name: Reset form

Client : checked

Script: function resetForm() { g\_form.clearForm(); // Clears all fields in the form alert("The form has been reset.");

}

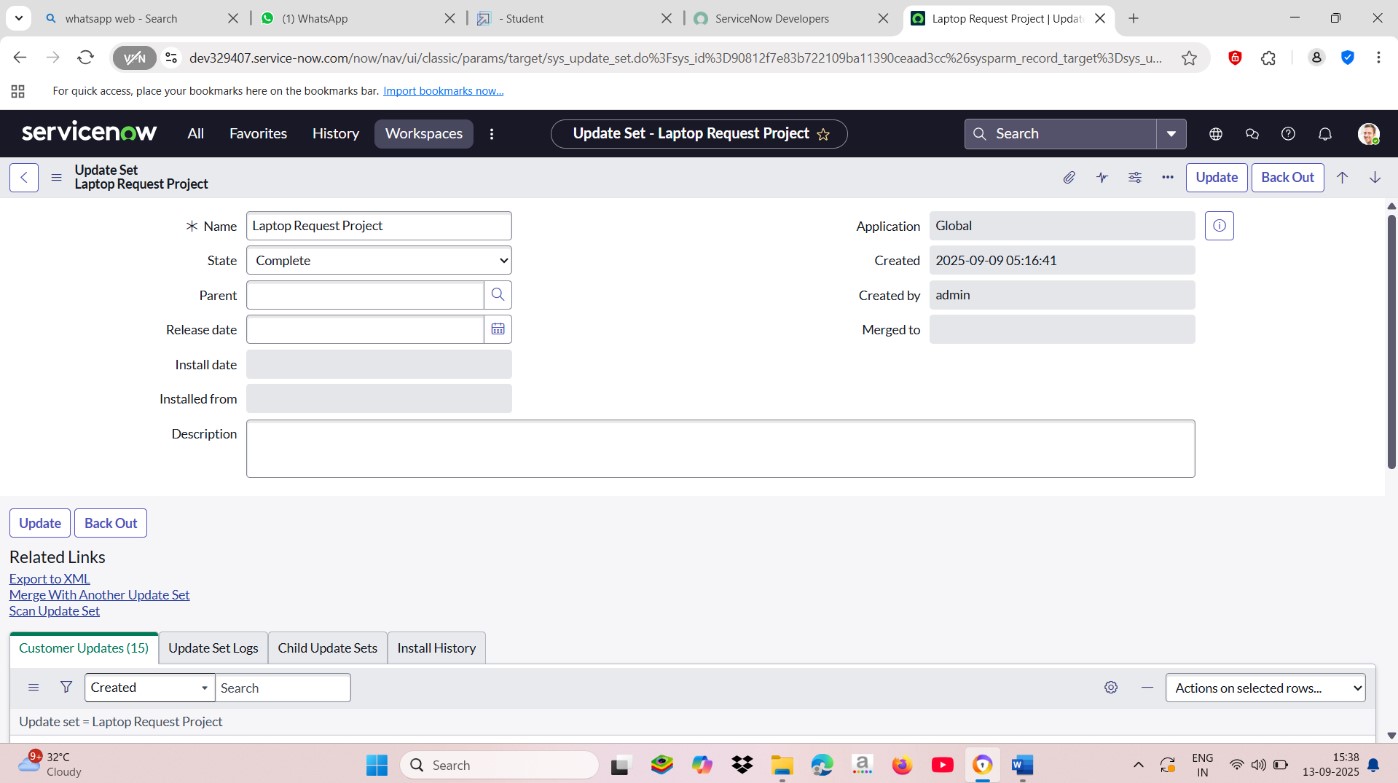
Click on save



**Milestone 5 : Export Update set**

# Activity 1: Exporting changes to another instances

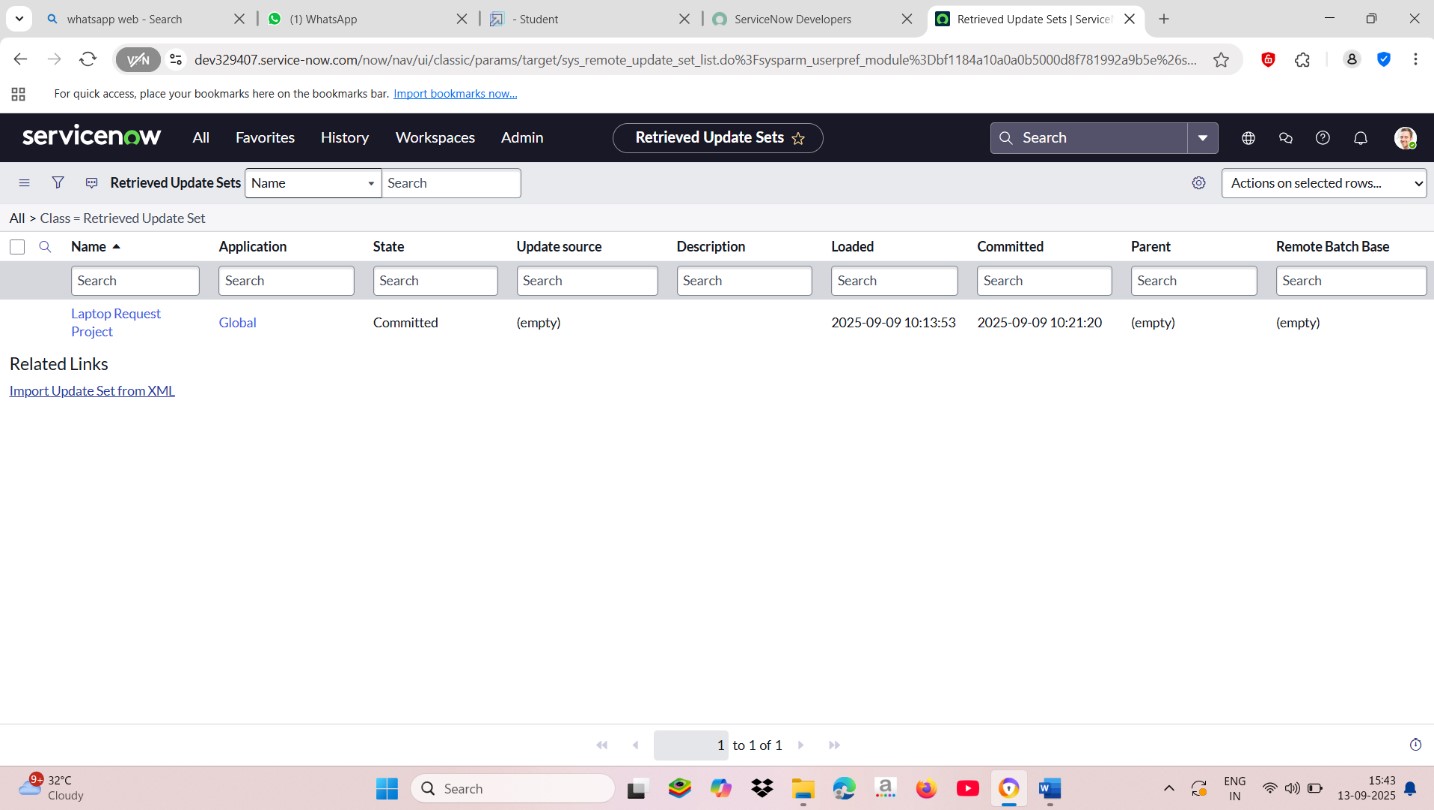
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. ‘Laptop Request Project’
4. Set the state to ‘Complete’
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file



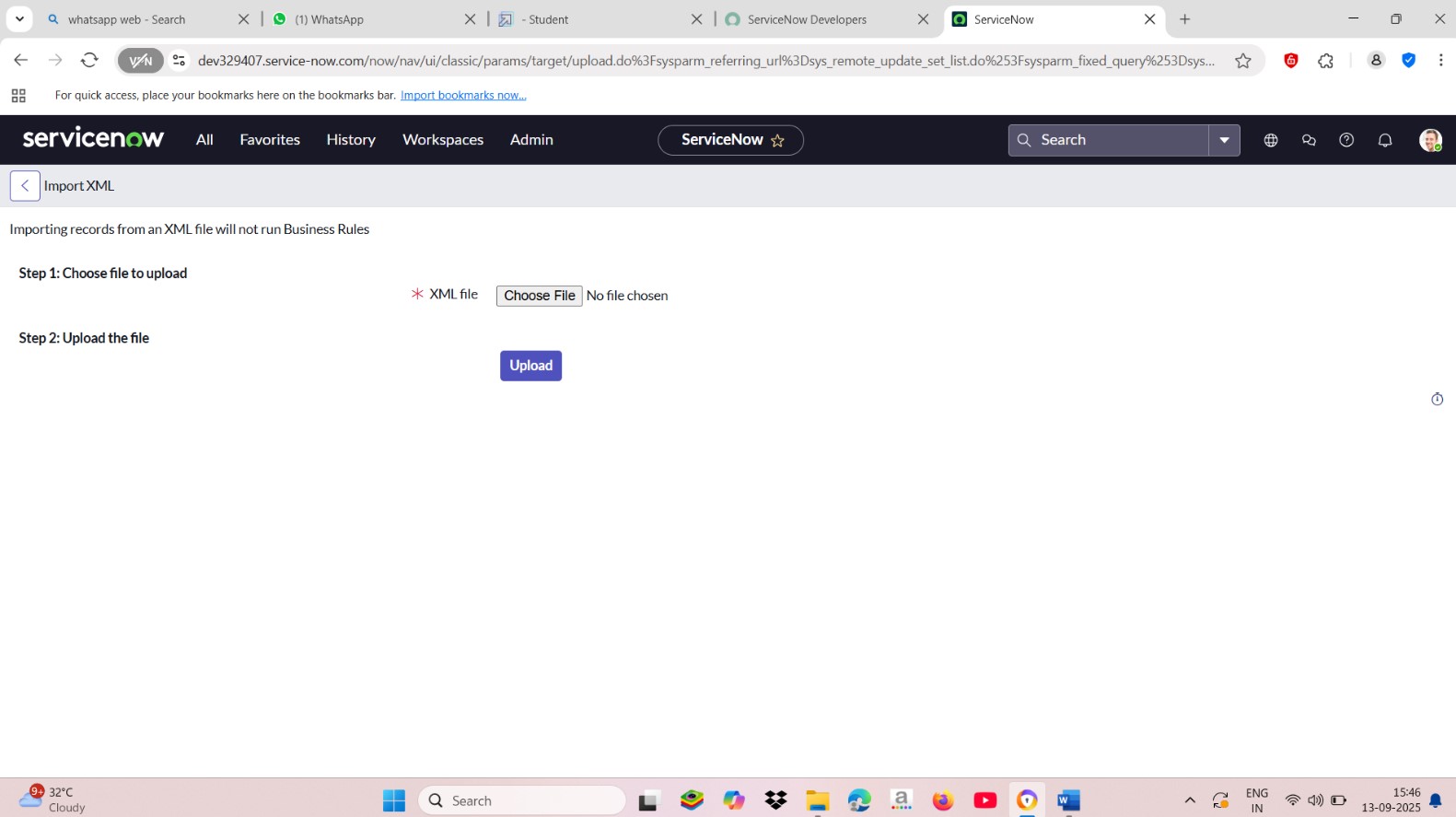
**Milestone 6 : Login to another Instance**

# 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



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



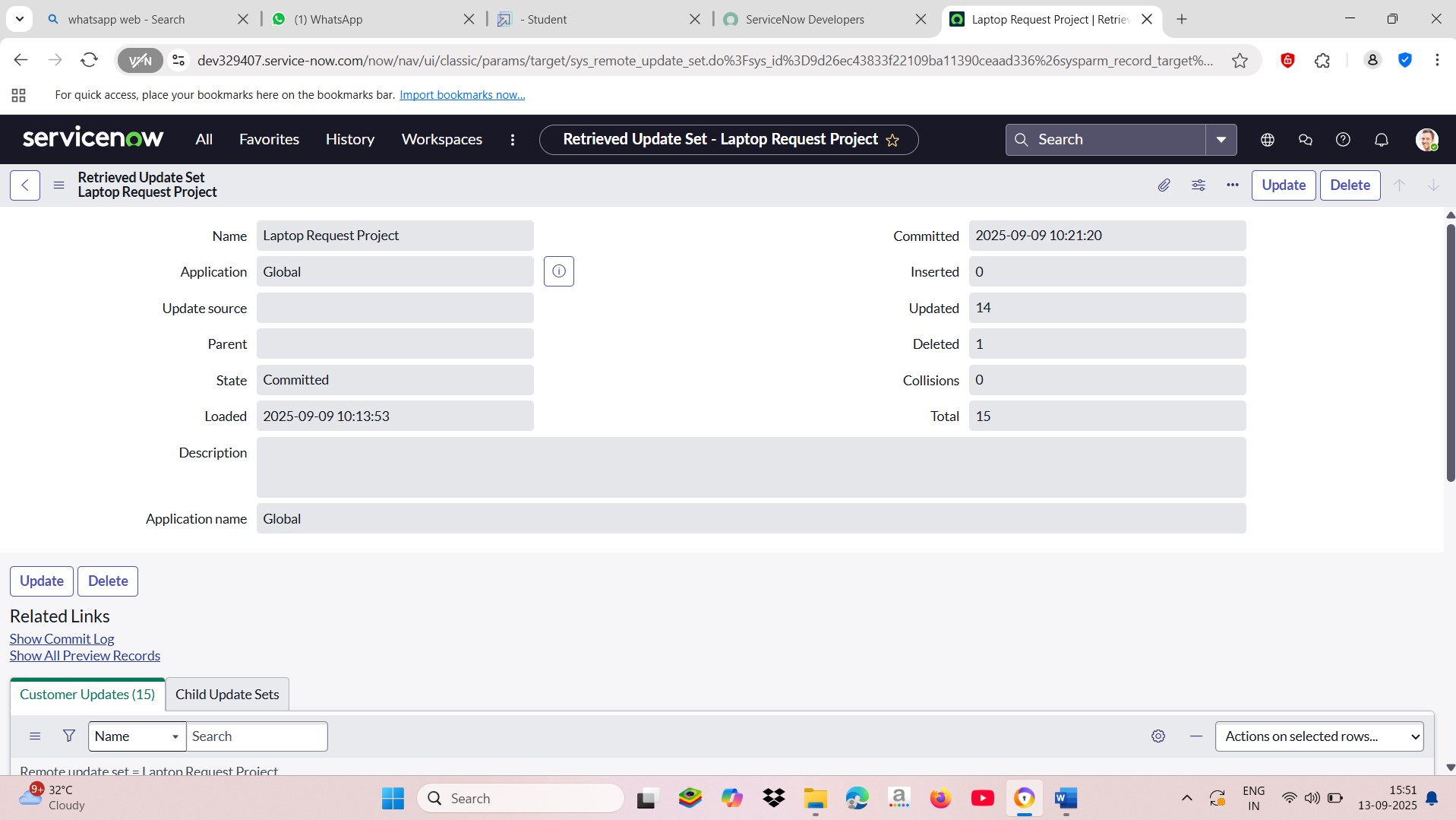
9.Open retrieved update set ‘laptop request project’

10.Click on preview update set

11.And click on commit update set

12.And also see the related tab updates

13.After commiting update set in this instance we get all updates which are done in the previous instance

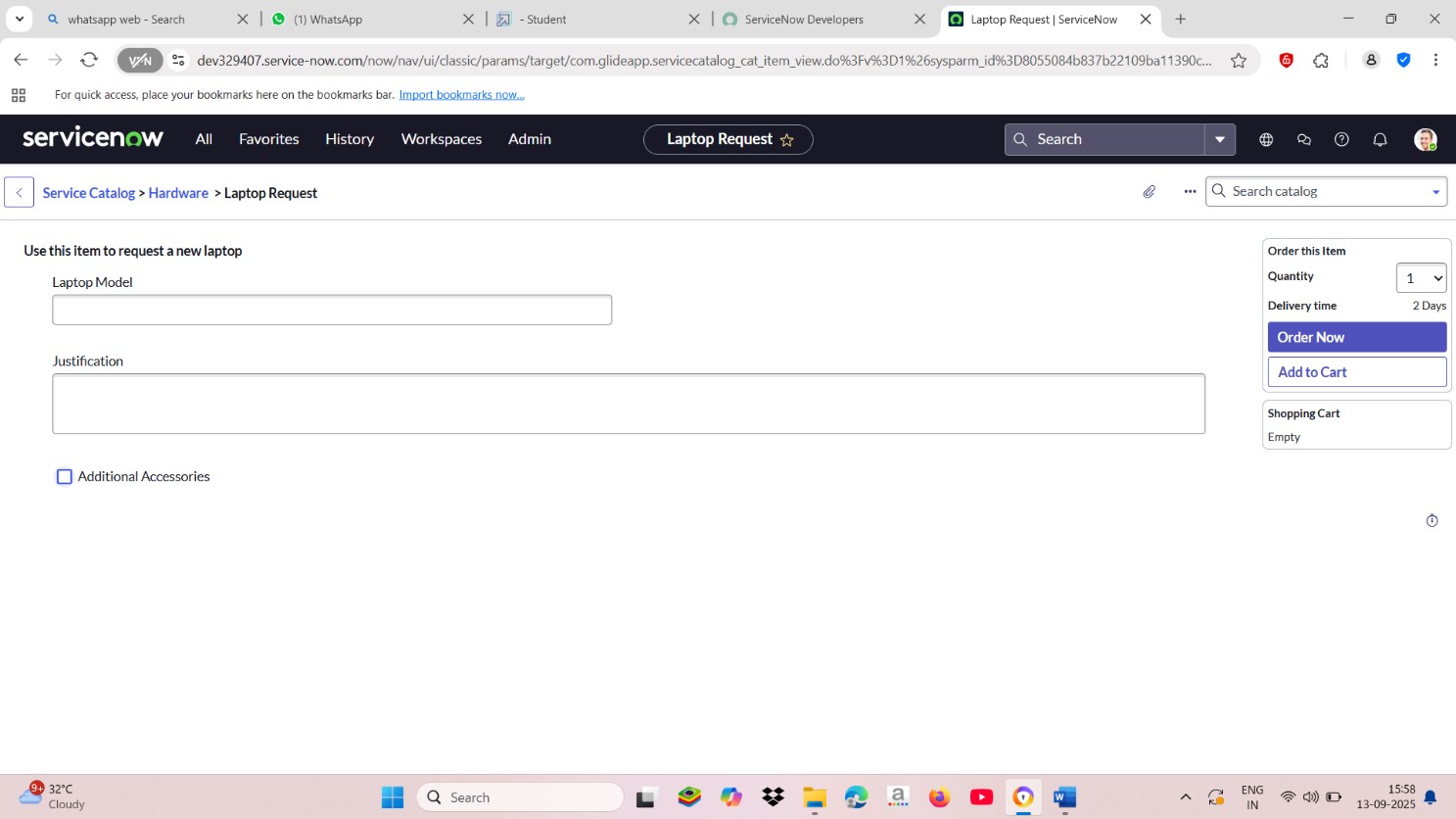


**Milestone 7 : Testing**

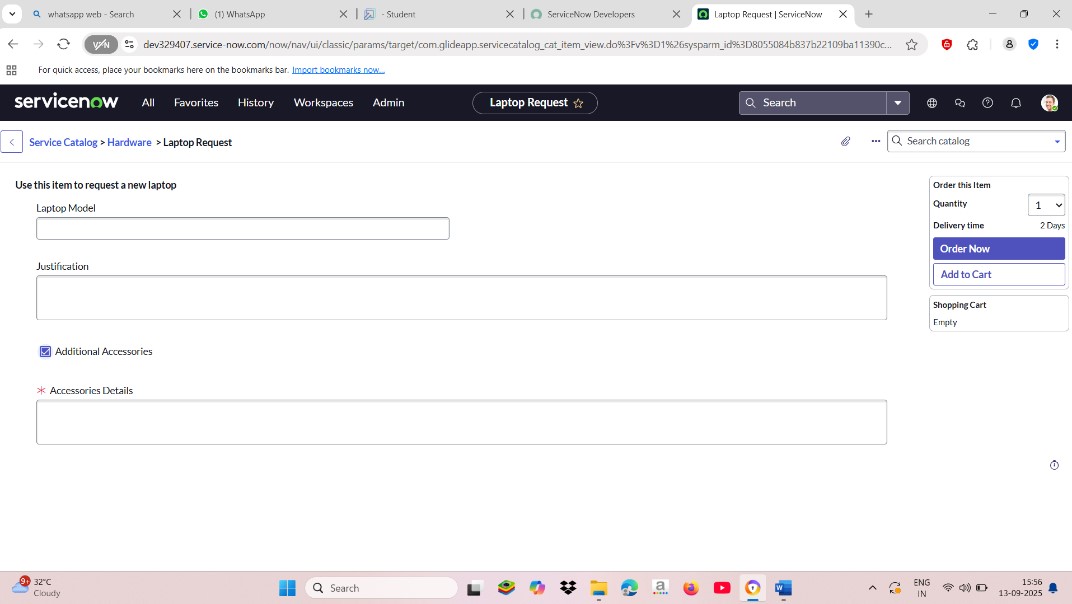
# Activity 1: Test Catalog Item

1. Search for service catalog in application navigator in target instance 2. Select catalog under service catalog

1. Select hardware category and search for ‘laptop request’ item
2. Select laptop request item and open it
3. It shows three variables only



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.



**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.