Project Title: Laptop Request Catalog Item

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Team Members: 04

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Problem statement:

To create user group and role along with access control.

Objective:

The project is all about to create users, groups, tables and also roles along with access control. Also to create work flow.

Skills:

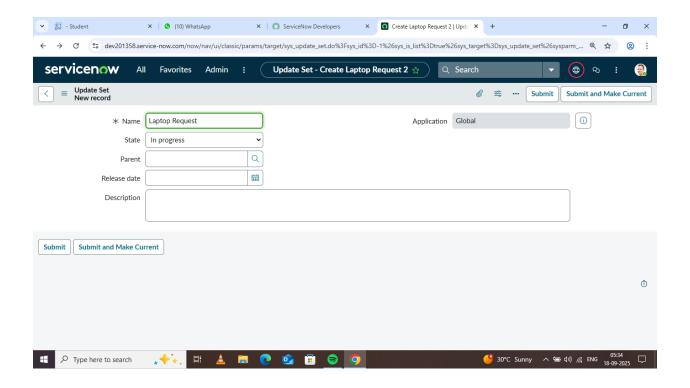Create user, group, tables and roles also their access control.

TASK INITIATION

Milestone 1 : Update Set

Activity 1: Create Local update set

1. Open service now
2. Click on All and search for update set
3. Under system update set select local update set.
4. After opening local update set Click on new
5. Fill the following details and click on submit to create a new update set
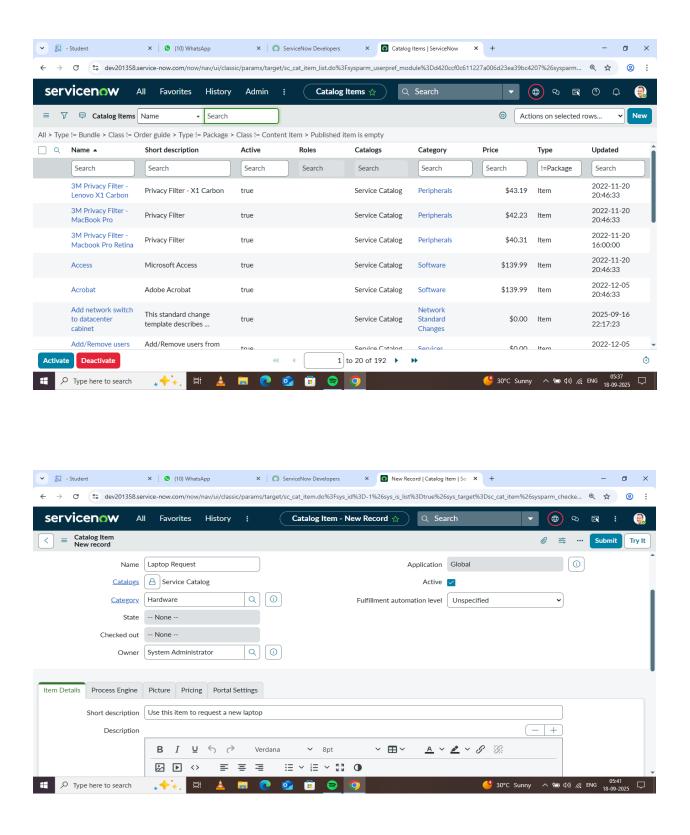6. Click on Submit and make current.

Now the update set will be activated.
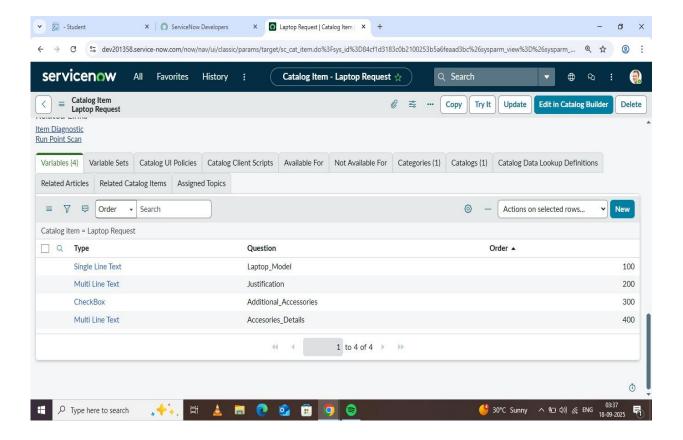

Milestone 2 : Service catalog item
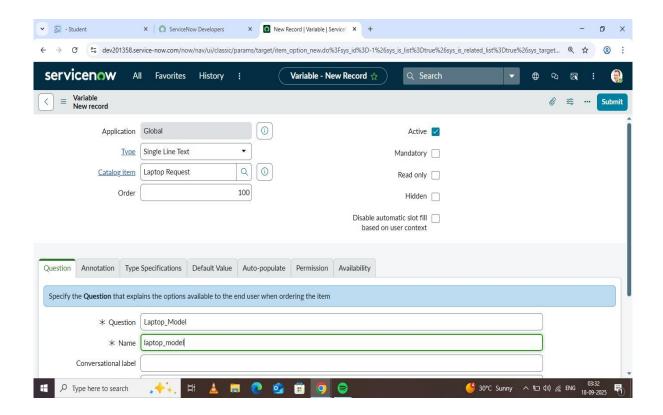### Activity 1: Create service catalog item

1. Open service now.

2.Click on All and search for service catalog

3. Under catalog definitions select maintain item

4. Click on New to create service catlog item.

Activity 2: Add variable

1.After finishing the above proces scroll down and select variable

2. Click on new and fill the details and click on save.

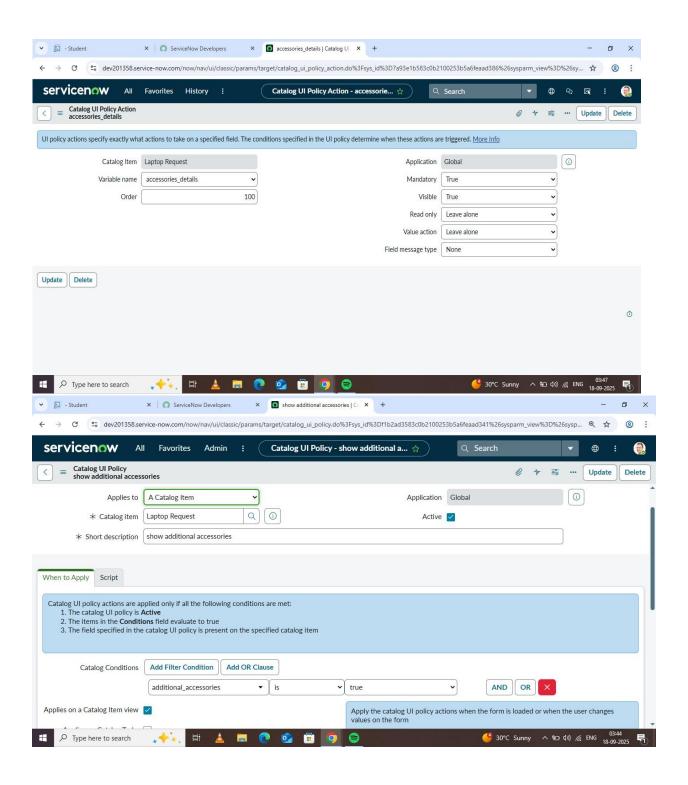3. Repeat the process to add another variable and save catlog item to add variable.
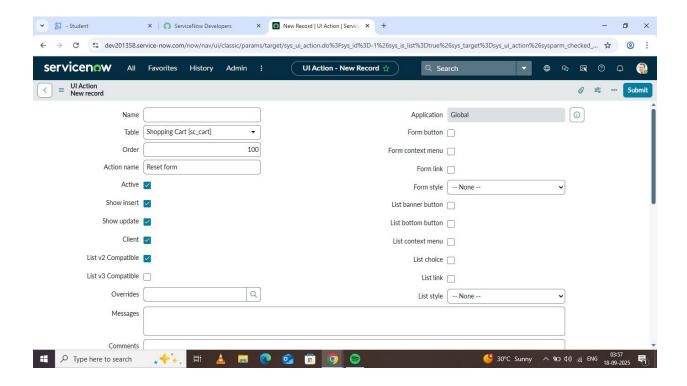
Milestone 3 : UI Policy

Activity 1: Create catalog Ui policies

1. In instance tab Click on all>> search for service catalog

2. From that under catalog definition select catlog item

3. Find laptop request which we created before.

4. After entering laptop request and scroll and then click on Catalog Ui policies.

5. In the 'catalog ui policies related list tab' click on new

6. Enter description and save

7. After adding variable click on save to add it in the UI Policy form.
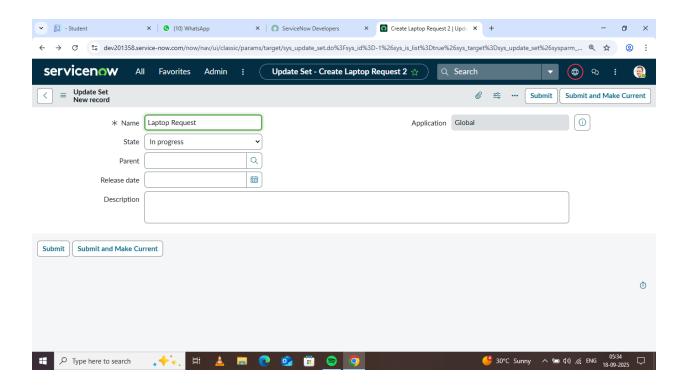
Milestone 4 : Ui action
Activity 1: Create Ui action

1.Open service now.

2.Click on All >> search for ui action

3.From that under system definition select UI action

4.Click on new and fill the following details to create the UI action

5. Click on save button to create UI action

Milestone 5 : Export update set
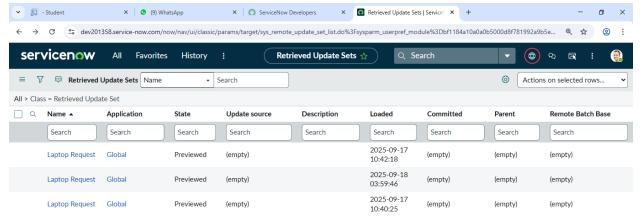
Activity 1: Exporting another changes to another instances

1.Click on All >> search for update sets

2.Select local update set

3.Select created update set called 'Laptop Request Project'

4.Set the state to 'Complete'

5.In the related list Update tab, updates will be shown which we have done under this update set.

6.Click on export to XML after that one file will be downloaded.
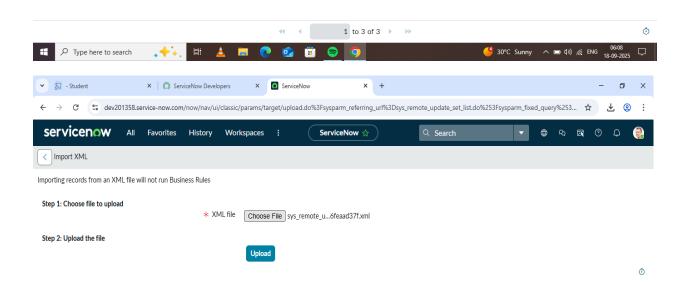
Milestone 6 : Login to another instance

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

10.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

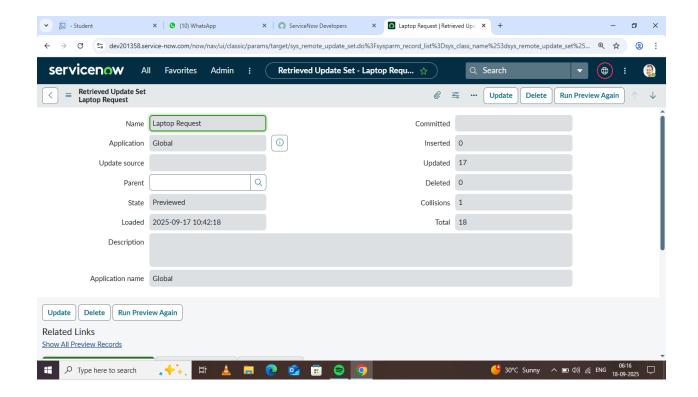13After commiting update set in this instance we get all updates which are done in the previous instance

☐ 🔍	Name ▲	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
	Search	Search	Search	Search	Search	Search	Search	Search	Search
	Laptop Request	Global	Previewed	(empty)		2025-09-17 10:42:18	(empty)	(empty)	(empty)
	Laptop Request	Global	Previewed	(empty)		2025-09-18 03:59:46	(empty)	(empty)	(empty)
	Laptop Request	Global	Previewed	(empty)		2025-09-17 10:40:25	(empty)	(empty)	(empty)

Related Links

Import Update Set from XML

‹ **Import XML**

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

✱ XML file | Choose File | sys_remote_u...6feaad37f.xml
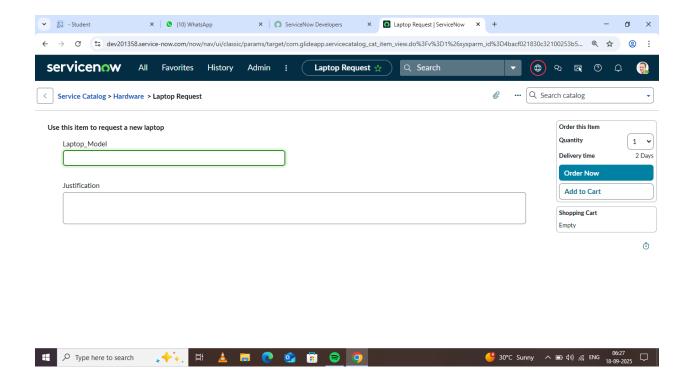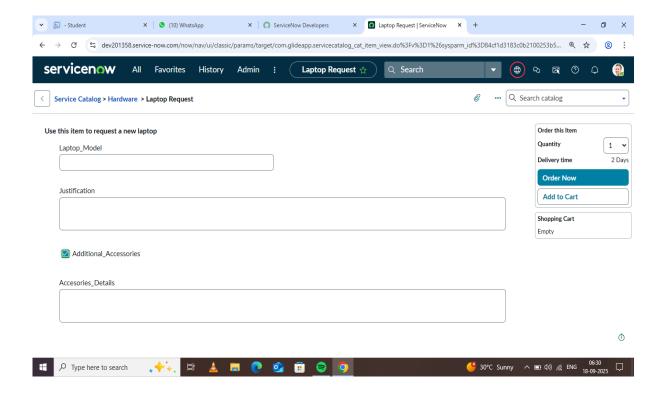
Step 2: Upload the file

Upload

Milestone 7 : Testing

Activity 1: Test catalog item

1. Test Catalog Item
2. Search for service catalog in application navigator in target instance
3. Select catalog under service catalog
4. Select hardware category and search for 'laptop request' item
5. Select laptop request item and open it
6. It shows three variables only by click it and fill the following descriptions

7. Test Catalog Item

8. Search for service catalog in application navigator in target instance

9. Select catalog under service catalog

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

11. From laptop request item. Select laptop request item and open it .It will shows only three variables.

13. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory

Now see the results,it fulfills our requirements.

Conclusion :

To provide a standardized way for students to request laptops. Ensures that IT can track, approve, and fulfill laptop requests efficiently. Helps maintain inventory management of laptops. Reduces delays and confusion because the request is documented and approved in a proper systematic way.