

**Project Title: Laptop Request Catalog Item**

**Team Id: NM2025TMID18942**

**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.

The screenshot shows a web browser window with multiple tabs. The active tab is 'Create Laptop Request 2 | Update Set'. The URL bar shows a ServiceNow instance URL. The ServiceNow header is visible with the logo and navigation links: 'All', 'Favorites', 'Admin'. The main title of the page is 'Update Set - Create Laptop Request 2'. Below the header, there is a sidebar with 'Update Set' and 'New record' options. The main form area contains the following fields: 'Name' (with a green border and the value 'Laptop Request'), 'Application' (set to 'Global'), 'State' (a dropdown menu currently showing 'In progress'), 'Parent' (a text field with a search icon), 'Release date' (a date picker), and 'Description' (a large text area). At the bottom of the form, there are two buttons: 'Submit' and 'Submit and Make Current'. The Windows taskbar is visible at the bottom of the screen, showing the search bar, task view icon, and several application icons. The system tray on the right shows the weather (30°C Sunny), time (05:34), and date (18-09-2025).

## 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 catalog item.

dev201358.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item\_list.do%3Fsysparm\_userpref\_module%3Dd420ccf0c611227a006d23ea39bc4207%26sysparm...

servicenow All Favorites History Admin Catalog Items Search

Catalog Items Name Search Actions on selected rows... New

All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published Item is empty

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-09-16 22:17:23
Add/Remove users	Add/Remove users from	true		Service Catalog	Services	\$0.00	Item	2022-12-05

Activate Deactivate 1 to 20 of 192

dev201358.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3D1-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsc\_cat\_item%26sysparm\_checke...

servicenow All Favorites History Catalog Item - New Record Search

Catalog Item New record Submit Try It

Name Laptop Request Application Global

Catalogs Service Catalog Active ☒

Category Hardware Fulfillment automation level Unspecified

State -- None --

Checked out -- None --

Owner System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Short description Use this item to request a new laptop

Description

B I U Verdana 8pt

## Activity 2: Add variable

1. After finishing the above process 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 catalog item to add variable.

The screenshot shows the ServiceNow interface for a 'Catalog Item - Laptop Request'. The 'Variables' tab is selected, displaying a table of variables. The table has columns for 'Type', 'Question', and 'Order'. There are four variables listed: 'Single Line Text' for 'Laptop\_Model' (Order 100), 'Multi Line Text' for 'Justification' (Order 200), 'CheckBox' for 'Additional\_Accessories' (Order 300), and 'Multi Line Text' for 'Accesories\_Details' (Order 400). The page includes a search bar, navigation tabs, and a bottom taskbar with system information.

Type	Question	Order
Single Line Text	Laptop_Model	100
Multi Line Text	Justification	200
CheckBox	Additional_Accessories	300
Multi Line Text	Accesories_Details	400

The screenshot shows the ServiceNow 'Variable - New Record' form. The form is for creating a new variable record. It includes fields for Application (Global), Type (Single Line Text), Catalog item (Laptop Request), and Order (100). There are also checkboxes for Active, Mandatory, Read only, Hidden, and Disable automatic slot fill based on user context. Below these fields are tabs for Question, Annotation, Type Specifications, Default Value, Auto-populate, Permission, and Availability. The 'Question' tab is selected, showing a text area for the question and input fields for the question name (Laptop\_Model) and conversational label.

## 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 catalog 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.

ServiceNow Catalog UI Policy Action configuration interface.

**UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)**

**Configuration Fields:**

- 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

**Buttons:** Update, Delete

**Configuration Fields (Second Screenshot):**

- Applies to: A Catalog Item
- \* Catalog item: Laptop Request
- \* Short description: show additional accessories
- Application: Global
- Active: ☒

**When 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 items in the **Conditions** field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

**Catalog Conditions:**

- additional\_accessories is true

**Buttons:** Add Filter Condition, Add OR Clause, AND, OR, X

**Applies on a Catalog Item view:** ☒

**Apply the catalog UI policy actions when the form is loaded or when the user changes values on the 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.

The screenshot shows a web browser window with multiple tabs. The active tab is 'Create Laptop Request 2 | Upd...'. The URL bar shows a ServiceNow instance URL. The ServiceNow header is visible with the 'servicenow' logo and navigation links. The main form is titled 'Update Set - Create Laptop Request 2'. It contains the following fields:

- \* Name:
- State:
- Application:
- Parent:
- Release date:
- Description:

At the bottom of the form, there are two buttons: 'Submit' and 'Submit and Make Current'.

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



dev201358.servicenow.com/now/nav/ui/classic/params/target/sys\_remote\_update\_set\_list.do%3Fsysparm\_userpref\_module%3Ddbf1184a10a0a0b5000d8f781992a9b5e...

servicenow All Favorites History Retrieved Update Sets Search

Retrieved Update Sets Name Search Actions on selected rows...

All > Class = Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
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](#)

1 to 3 of 3

Type here to search

30°C Sunny 06:08 18-09-2025

dev201358.servicenow.com/now/nav/ui/classic/params/target/upload.do%3Fsysparm\_referring\_url%3Dsys\_remote\_update\_set\_list.do%253Fsysparm\_fixed\_query%253...

servicenow All Favorites History Workspaces ServiceNow Search

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

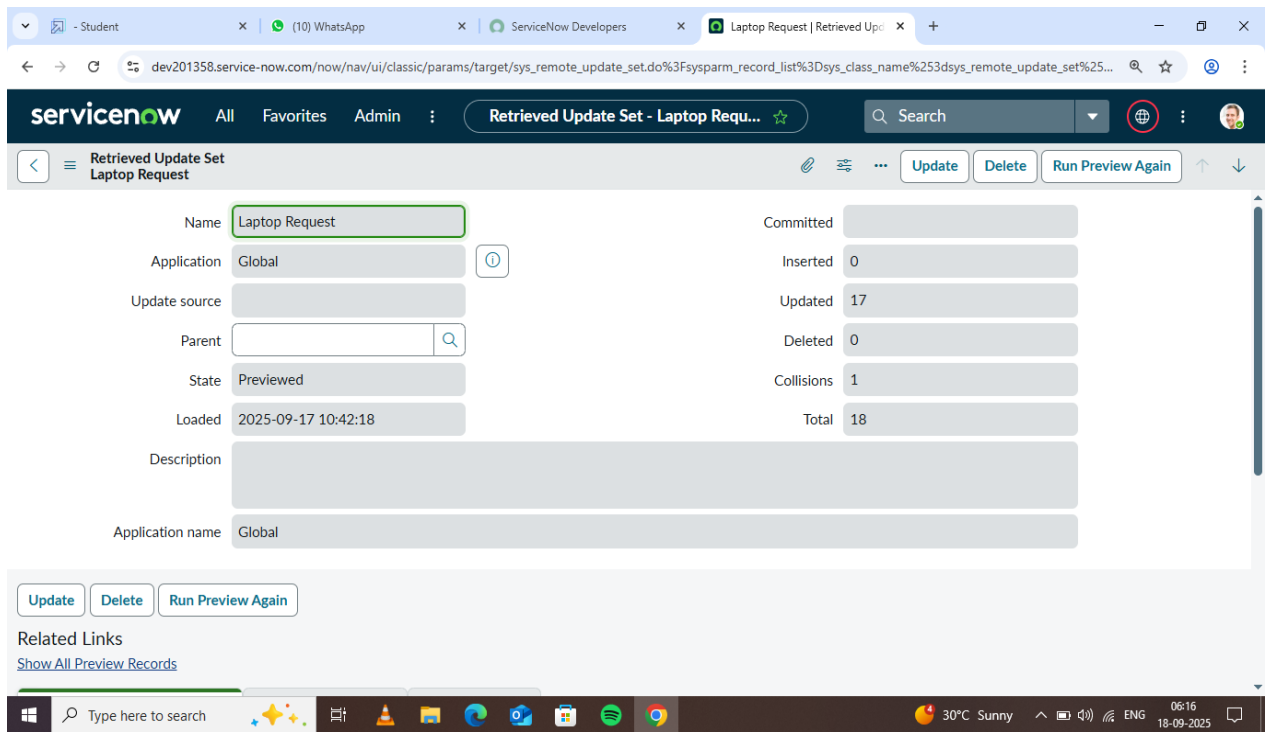
\* XML file Choose File sys\_remote\_u...6feaad37f.xml

Step 2: Upload the file

Upload

Type here to search

30°C Sunny 04:04 18-09-2025



## 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 show only three variables.

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

Now see the results, it fulfills our requirements.

dev201358.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog\_cat\_item\_view.do%3Fv%3D1%26sysparm\_id%3D4bacf021830c32100253b5...

servicenow All Favorites History Admin Laptop Request Search

Service Catalog > Hardware > Laptop Request Search catalog

Use this item to request a new laptop

Laptop\_Model

Justification

Order this Item

Quantity 1

Delivery time 2 Days

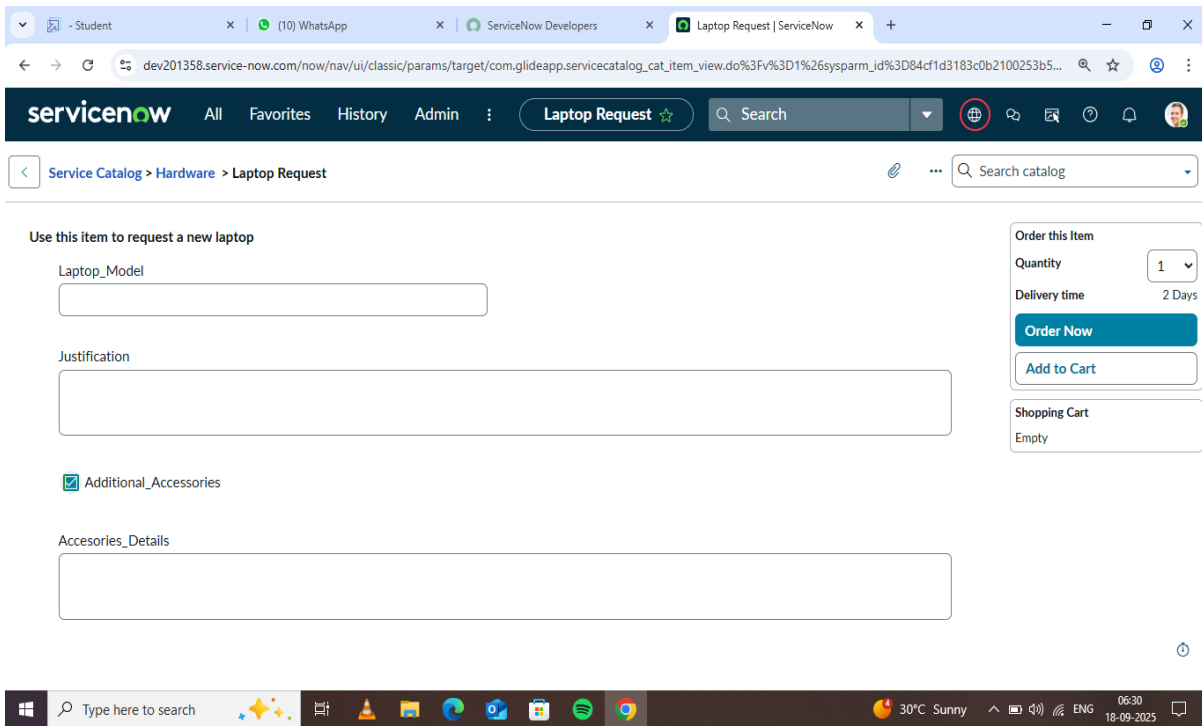
Order Now

Add to Cart

Shopping Cart

Empty

Type here to search 30°C Sunny 06:27 18-09-2025



dev201358.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog\_cat\_item\_view.do%3Fv%3D1%26sysparm\_id%3D84cf1d3183c0b2100253b5...

servicenow All Favorites History Admin Laptop Request Search

Service Catalog > Hardware > Laptop Request Search catalog

Use this item to request a new laptop

Laptop\_Model

Justification

☒ Additional\_Accessories

Accessories\_Details

Order this Item

Quantity 1

Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart

Empty

## 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.