

Laptop Request Catalog Item

Submitted by

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BONAFIDE CERTIFICATE

This is to certify that the project report titled "**Laptop Request Catalog Item**" is the Bonafide work of **Swedha S (910022104033)**, **Yasodha N (910022104036)**, **Magesh Sri A (910022104050)** who carried out the project work under my supervision in the Naan Mudhalvan Lab.

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ABSTRACT

The Laptop Request Catalog System developed on the ServiceNow platform aims to automate and optimize the process of requesting, approving, and managing laptop assets within an organization. The system enables employees to submit laptop requests through a self-service catalog, while managers and IT administrators can efficiently track approvals, asset availability, and delivery status. By integrating IT Operations Management (ITOM) functionalities, the system ensures intelligent monitoring, discovery, and management of hardware assets throughout their lifecycle.

Leveraging ServiceNow's powerful automation, workflow, and integration capabilities, the system provides a seamless experience with real-time updates and accurate asset tracking through the Configuration Management Database (CMDB). A customized dashboard presents insightful reports and analytics on asset utilization, request trends, and inventory health, enabling data-driven decision-making. The platform also ensures scalability, security, and compliance with organizational IT policies.

By offering a centralized, digital solution for laptop provisioning, this project enhances operational efficiency, reduces manual intervention, and ensures timely hardware delivery. Ultimately, the Laptop Request Catalog System streamlines IT asset management, improves user satisfaction, and supports the organization's goal of achieving smarter and more automated IT operations

Problem Statement:

In many organizations, the process of requesting and allocating laptops for employees is time-consuming, inefficient, and prone to manual errors. Traditional methods often involve multiple approval layers, email communications, and offline tracking, leading to delays in asset provisioning and lack of visibility into inventory status. Additionally, IT teams struggle to maintain an updated record of available assets, resulting in poor resource utilization and higher operational costs.

There is a growing need for an automated, transparent, and integrated system that can streamline laptop requests, approvals, and asset management while providing real-time tracking and analytics.

Objectives:

- **To develop** an automated Laptop Request Catalog on the ServiceNow platform that allows employees to easily request laptops through a self-service portal.
- **To integrate** IT Operations Management (ITOM) features for real-time asset discovery, monitoring, and lifecycle management through the Configuration Management Database (CMDB).
- **To design** an approval workflow that ensures quick and transparent processing of laptop requests with minimal manual intervention.
- **To provide** a centralized dashboard for tracking laptop inventory, request status, and asset utilization metrics.
- **To enhance** operational efficiency and reduce processing time for laptop allocation through intelligent automation.

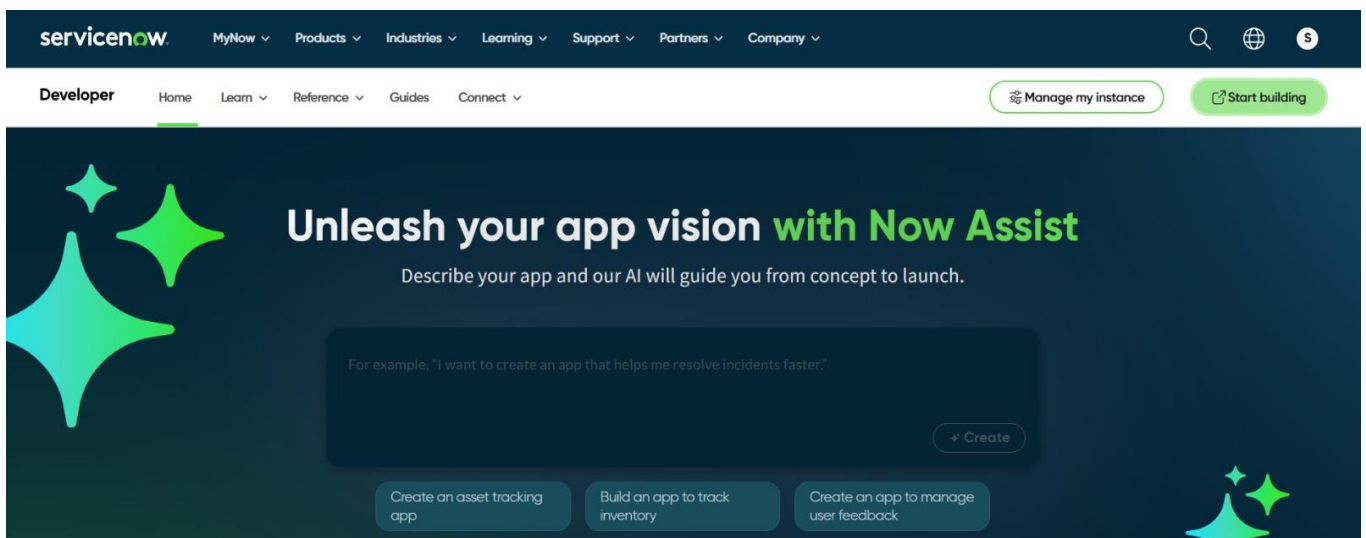
Skills:

TASK INITIATION

Milestone 1: Setting up ServiceNow Instance

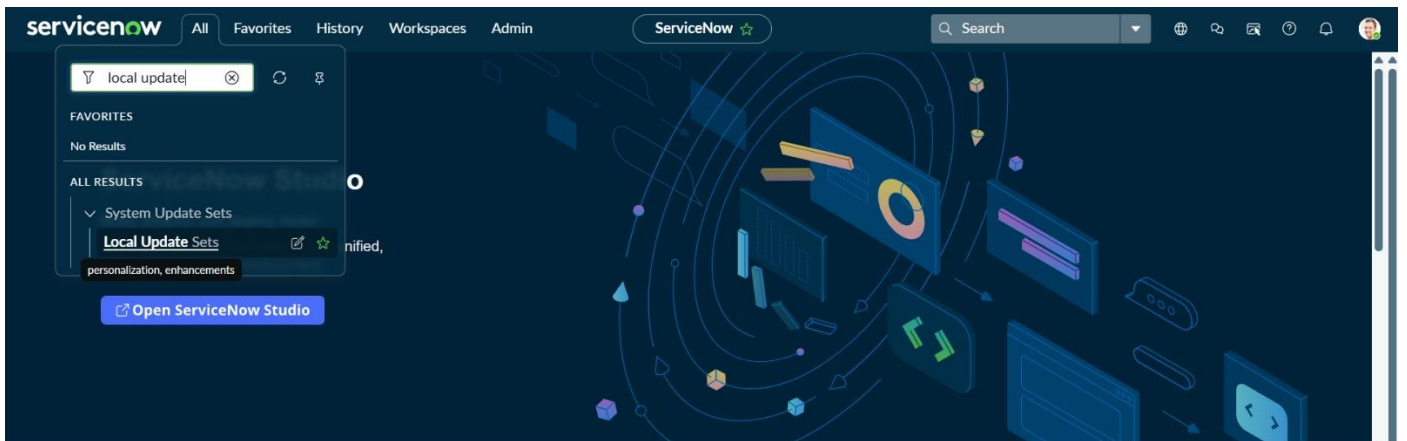
Activity: Setting up ServiceNow Instance

1. Sign up for a developer account on the ServiceNow Developer site “<https://developer.servicenow.com>”.
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.
7. Now you will navigate to the ServiceNow.



Milestone 2: Creation of New Update Set

Activity: Creation of New Update Set



Go to All >> In the filter search for Local Update set > click on New

1. Enter the Details as:

Name: Laptop Request 3

2. Then click on Submit and Make current

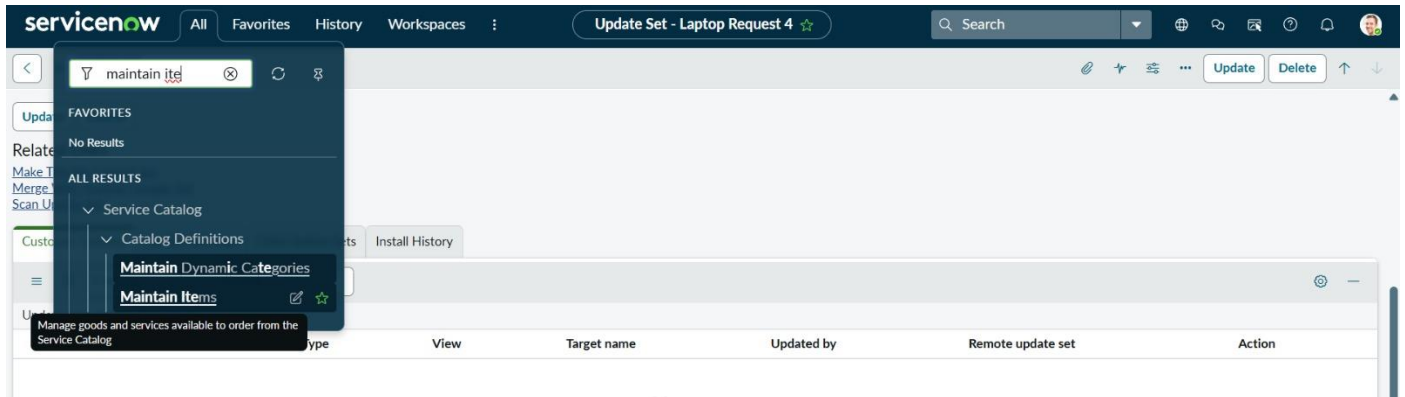
Milestone 3: Maintain Items

Activity: Creation of New Item record

1. Go to All >> Maintain Items > click on New

2. Enter the Details as:

Name: Laptop Request Catalog



1. **Name:** Laptop Request 3

2. **Catalog:** Service Catalog

3. **Category:** Hardware

4. **Application:** Global

5. **Active:** ☒ Checked

6. **Short Description:** *Use this item to request a new laptop*

Click **Submit** to save the catalog item.

Milestone 4: Creation of Variables

Activity: Adding Variables to the Catalog Item

1. Go to **All >> Maintain Items >> Open the “Laptop Request 3” catalog item.**
2. In the **Related Links** section, click on **New** under *Variables*.
3. Create the first variable with the details below:

- **Type:** Single Line Text
- **Question:** Laptop Model
- **Name:** laptop_model
- **Order:** 100

This variable is used to enter the laptop model requested.

4. Create the second variable:

- **Type:** Multi Line Text
- **Question:** Justification
- **Name:** justification
- **Order:** 200

This variable is used to write the reason for requesting a new laptop.

5. Create the third variable:

- **Type:** Check Box
- **Question:** Additional Accessories
- **Name:** additional_accessories

- **Order:** 300

This allows the user to select if they need extra accessories.

6. Create the fourth variable:

- **Type:** Multi Line Text
- **Question:** Accessories Details
- **Name:** accessories_details
- **Order:** 400

This variable is used to describe which accessories are needed.

7. After creating each variable, click on **Submit** to save.

8. Open the **Variables** tab under the *Laptop Request 4* catalog item to make sure all four variables are added and active.

servicenow All Favorites History Workspaces Admin Variable - New Record Search

Variable New record

Application Global

Type Single Line Text

Catalog Item Laptop Request 3

Order 100

Active ☒

Mandatory ☐

Read only ☐

Hidden ☐

Disable automatic slot fill based on user context ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the **Question** that explains the options available to the end user when ordering the item

* Question Laptop Model

* Name laptop_model

Conversational label

Tooltip

Example Text

Submit

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AllFavoritesHistoryWorkspacesAdmin

Variable - New Record

Search

VariableNew record

Submit

ApplicationGlobal

TypeMulti Line Text

Catalog itemLaptop Request 3

Order

Active☒

Mandatory☐

Read only☐

Hidden☐

Disable automatic slot fill based on user context☐

QuestionAnnotationType SpecificationsDefault ValueAuto-populatePermissionAvailability

Specify the Question that explains the options available to the end user when ordering the item

* QuestionJustification

* Namejustification

Conversational label

Tooltip

Example Text

Submit

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Variable - New Record

Search

VariableNew record

Submit

ApplicationGlobal

TypeCheckBox

Catalog itemLaptop Request 3

Order300

Active☒

Selection Required☐

Read only☐

Hidden☐

Disable automatic slot fill based on user context☐

QuestionType SpecificationsDefault ValueAuto-populatePermissionAvailability

Specify the Question that explains the options available to the end user when ordering the item

* QuestionAdditional Accessories

* Nameadditional_accessories

Conversational label

Tooltip

Submit

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Variable - New Record

Search

VariableNew record

Submit

ApplicationGlobal

TypeMulti Line Text

Catalog itemLaptop Request 3

Order400

Active☒

Mandatory☐

Read only☐

Hidden☐

Disable automatic slot fill based on user context☐

QuestionAnnotationType SpecificationsDefault ValueAuto-populatePermissionAvailability

Specify the Question that explains the options available to the end user when ordering the item

* QuestionAccessories Details

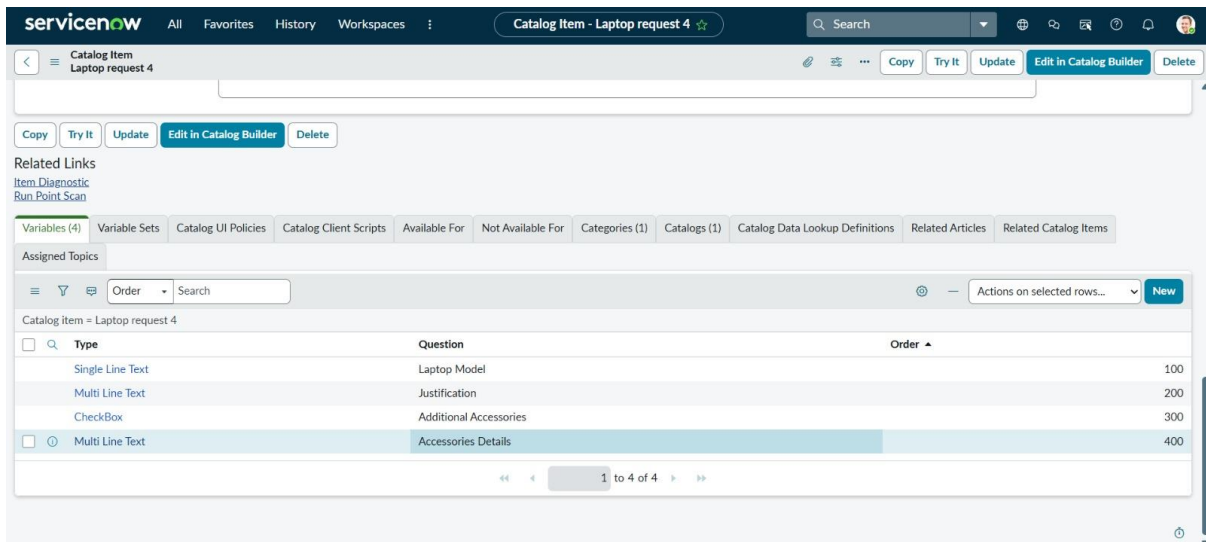
* Nameaccessories_details

Conversational label

Tooltip

Example Text

Submit



Milestone 5: Creation of Catalog UI Policy

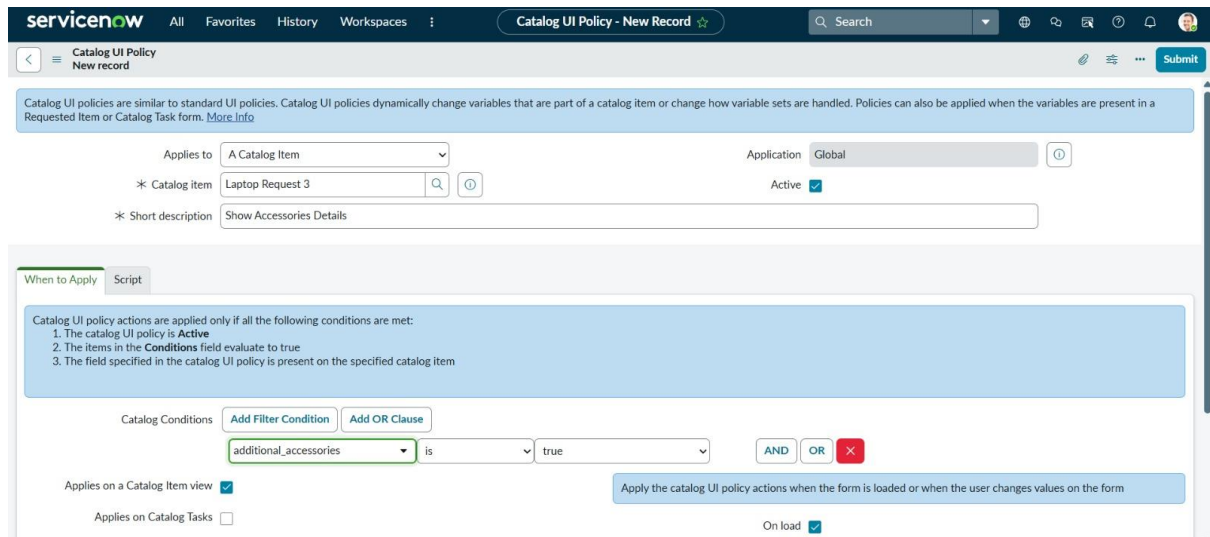
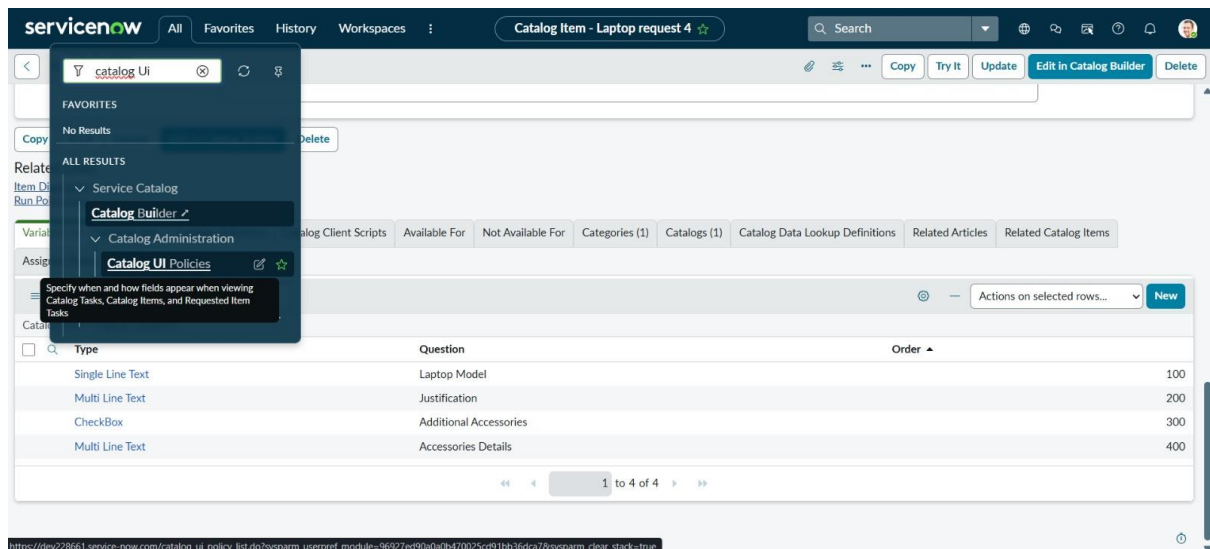
Activity: Adding Catalog UI Policy for Accessories Details

- Go to **All >> Catalog UI Policies** from the navigation filter.
- Click on **New** to create a new policy.
- Enter the details as below:
 - Applies to:** A Catalog Item
 - Catalog Item:** Laptop Request 3
 - Short Description:** Show Accessories Details
 - Application:** Global
 - Active:** Checked
- In the **When to Apply** section, set the condition:
 - Field: *additional_accessories*
 - Condition: *is*
 - Value: *true*

5. Check **Applies on a Catalog Item view** and **On Load**.

6. Click **Submit** to save the policy.

7. Save all the changes.



Milestone 6: Creation of UI Action

Activity: Adding a Reset Form Button

1. Go to **All >> UI Actions** using the navigation filter.
2. Click on **New** to create a new UI Action.
3. Fill in the following details:
 - **Name:** Reset Form 3
 - **Table:** Shopping Cart [sc_cart]
 - **Order:** 100
 - **Action Name:** Reset Form
 - **Active:** Checked
 - **Show Insert:** Checked
 - **Show Update:** Checked
 - **Client:** Checked
4. Scroll down to the **Script** section.
5. Turn on **ECMAScript 2021 (ES12) mode**.
6. In the script editor, type the following code:

```
function resetForm() {  
    g_form.clearForm();  
    alert("The form has been reset");  
}
```

7. Click on **Submit** to save the UI Action.

servicenow All Favorites History Workspaces Catalog Item - Laptop request 4

Search

Copy Try It Update Edit in Catalog Builder Delete

catalog UI

FAVORITES

No Results

ALL RESULTS

- Service Catalog
 - Catalog Builder
 - Catalog Administration
 - Catalog UI Policies

Specify when and how fields appear when viewing Catalog Tasks, Catalog Items, and Requested Item Tasks

Actions on selected rows... New

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

1 to 4 of 4

https://dev238561.servicenow.com/catalog_ui_policy_list.do?sysparm_userpref_module=96927ed90a0a0b470025cd91bb36dca78sysparm_clear_stack=true

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Search

Submit

UI Action New record

Name Reser Form 3 Application Global

Table Shopping Cart [sc_cart]

Form button

Order 100

Form context menu

Action name Reset Form

Form link

Active ☒

Form style -- None --

Show insert ☒

List banner button

Show update ☒

List bottom button

Client ☒

List context menu

List v2 Compatible ☒

List choice

List v3 Compatible ☐

List link

Overrides

List style -- None --

Messages

Comments

UI Action New record

Submit

Hint

Condition

Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record, gs.hasRole("admin") condition restricts the UI Action to the users with admin role.

Script ☒ Turn on ECMAScript 2021 (ES12) mode

```
1 function resetForm(){
2   g_form.clearForm();
3   alert("The form has been reset.");
4 }
```

Protection policy -- None --

Workspace Requires role

Workspace Form Button ☐

Format for Configurable Workspace

Milestone 6: Create and Manage Update Set

Activity: Capturing Changes in an Update Set

1. Go to the **Application Navigator** and search for **Update Sets**.
2. Open the **Local Update Sets** list.
3. Click **New** to create a new update set.
4. Enter the following details:
 - **Name:** Laptop Request 3
 - **State:** In Progress
 - Click **Submit**.
5. Now make all required changes in the catalog item (variables, UI policy, UI action).

These changes will automatically be captured in the **Laptop Request 3** update set.
6. After completing all the changes, open the **Laptop Request 3** update set.
7. Change the **State** to **Complete**.
8. Add a short **Description** (e.g., “Contains Laptop Request catalog item with variables and UI actions”).
9. Click **Update** to save.

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Update Sets

Search

Actions on selected rows...

New

All

	Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
<input type="checkbox"/>	Default	Global	In progress		2025-09-08 20:57:55	system	(empty)	(empty)
<input type="checkbox"/>	Laptop Request 3	Global	Complete		2025-10-29 06:39:53	admin	(empty)	(empty)

Related Links

[Merge Update Sets](#)

1 to 2 of 2

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Update Set - Laptop Request 3

Search

UpdateBack Out

* NameLaptop Request 3

StateComplete

Parent

Release date

Install date

Installed from

Description

ApplicationGlobal

Created2025-10-29 06:39:53

Created byadmin

Merged to

UpdateBack Out

Related Links

[Export to XML](#)

[Merge With Another Update Set](#)

[Scan Update Set](#)

Customer Updates (10)Update Set LogsChild Update SetsInstall History

CreatedSearch

Update set = Laptop Request 3

Update SetLaptop Request 3

Merge With Another Update SetScan Update Set

Customer Updates (10)Update Set LogsChild Update SetsInstall History

CreatedSearch

Update set = Laptop Request 3

	Created	Type	View	Target name	Updated by	Remote update set	Action
<input type="checkbox"/>	2025-10-29 07:18:38	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-10-29 07:16:45	Catalog UI Policy		Show Accessories Details	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-10-29 07:00:31	Variable		Laptop model	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-10-29 07:09:23	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-10-29 07:03:52	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-10-29 07:12:17	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-10-29 06:44:35	Catalog Items Catalog		Service Catalog.Laptop Request 3	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-10-29 06:44:36	Catalog Item Category		Hardware.Laptop Request 3	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-10-29 06:44:36	Catalog Item		Laptop Request 3	system	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-10-29 07:26:52	UI Action		Reset Form 3	admin	(empty)	INSERT_OR_UPDATE


1 to 10 of 10

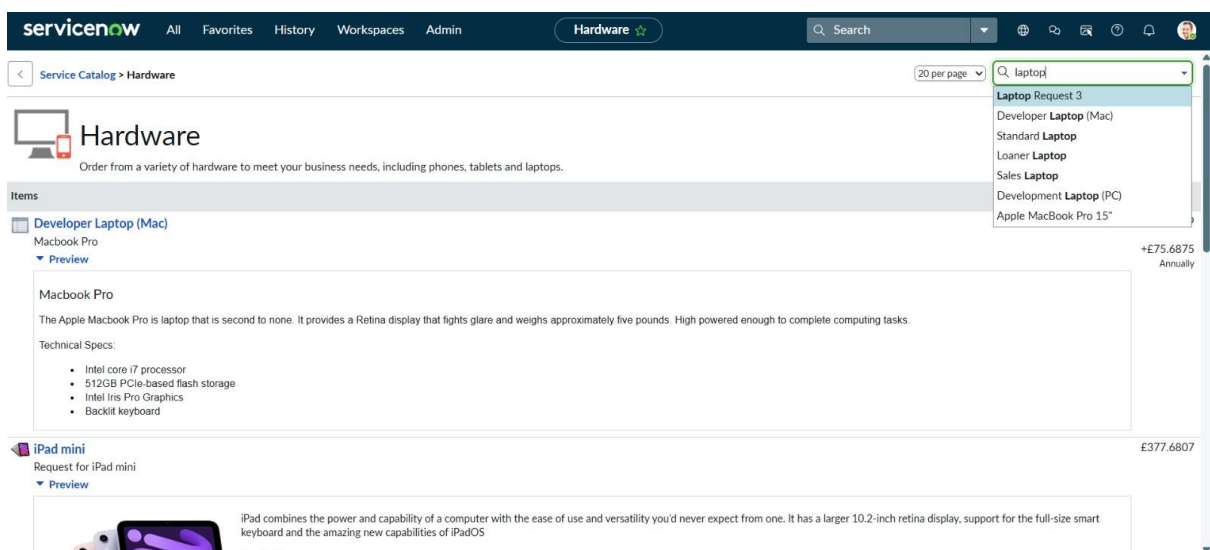
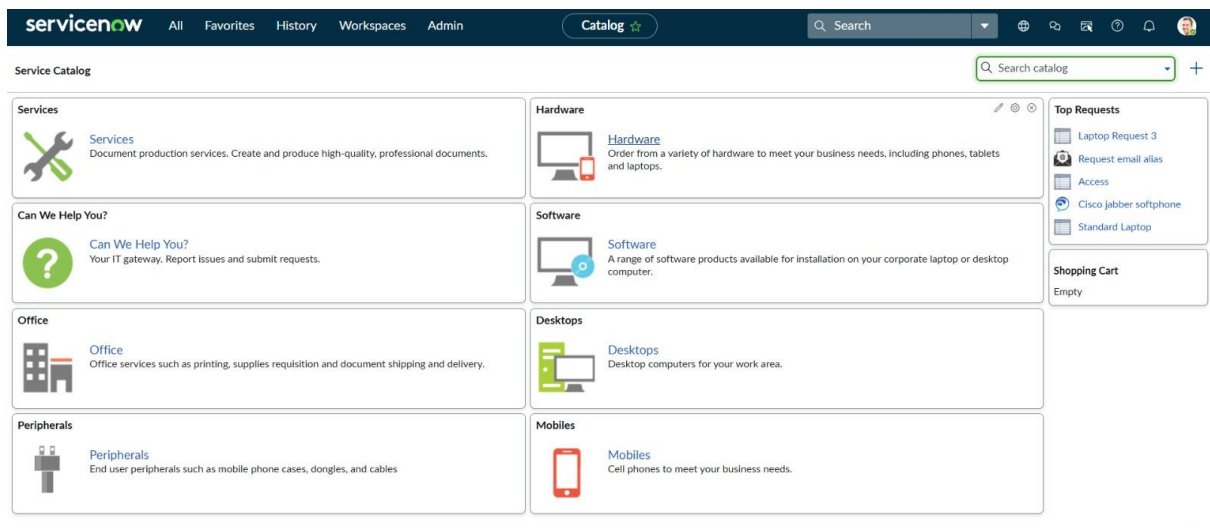
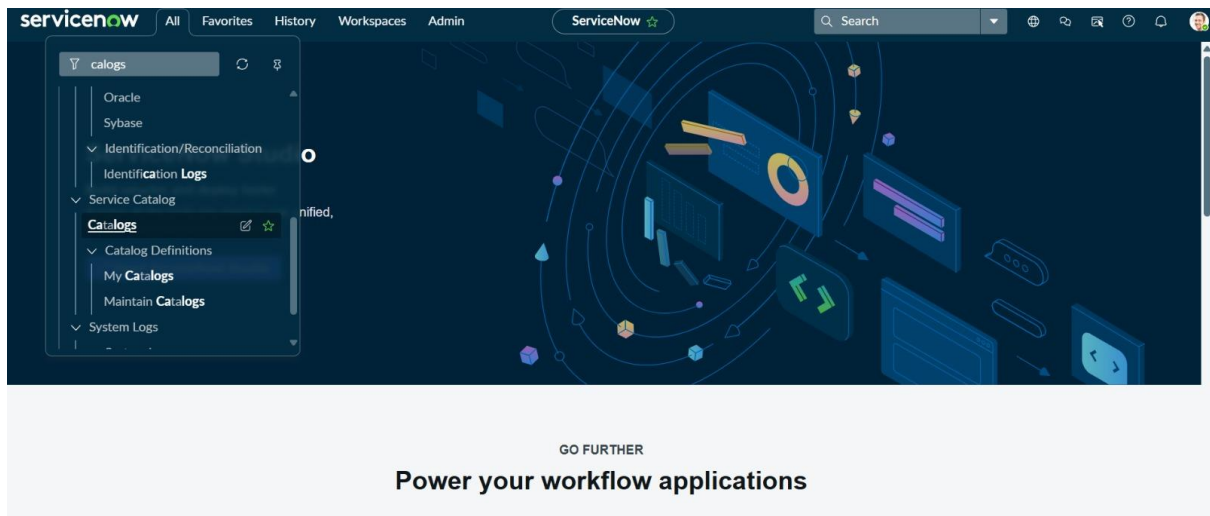
Milestone 6: Testing and Final Output

Activity: Testing the Laptop Request Catalog Item

After creating and updating all the configurations, the final step is to test the “Laptop Request” catalog item to ensure everything works properly.

Steps:

1. Go to **Service Catalog** → **Hardware** and open **Laptop Request 3**.
2. Fill in the form fields:
 - **Laptop Model:** Enter the laptop name (e.g., HP 15).
 - **Justification:** Mention the reason for requesting the laptop.
 - **Additional Accessories:** Check this box if accessories are required.
 - **Accessories Details:** Enter details (e.g., laptop charger, extension box).
3. Click **Order Now** to submit the request.
4. Once submitted, the **Order Status** page appears with a confirmation message:
“ Thank you, your request has been submitted.”
5. The page also displays:
 - **Request Number** (e.g., REQ0010001)
 - **Order Placed Date**
 - **Estimated Delivery Date**
6. The submitted request can be tracked from the **Service Catalog Order History**.



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Laptop Request 3

Search

Service Catalog > Hardware > Laptop Request 3

Search catalog

Use this item to request a new laptop

Laptop model

HP 15

Justification

Additional Accessories

Accessories Details

laptop charger and extension box

Order this Item

Quantity

1

Delivery

Order Now

2 Days

Order Now

Add to Cart

Shopping Cart

Empty

Order Status

Back to CatalogContinue ShoppingHome

Thank you, your request has been submitted

Order Placed:

2025-10-29 08:00:36

Request Number:

REQ0010001

Estimated Delivery Date of Complete Order:

2025-10-31

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-10-31	<div></div>		1	
				Total	-

Back to CatalogContinue Shopping

Home

Conclusion

The Laptop Request Catalog Project was successfully designed and implemented in the ServiceNow platform. It enables users to easily request laptops and additional accessories through a simple and automated process. All milestones, including catalog creation, variable setup, UI actions, and testing, were completed effectively. The system helps streamline laptop request management, reduces manual work, and improves user experience by providing a faster and more organized service process.