

# MAM College of Engineering

Title:Laptop Request Catalog Item

Team Members:

- Kishore.S
- Mohamed Aarish .M
- Vigneshwaran.G
- Harish T.S

## 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.

The screenshot shows the ServiceNow interface for managing catalog items. The left sidebar has a tree view with 'Catalog Definitions' expanded, showing 'My Catalogs', 'My Categories', and 'Maintain Items'. The 'Maintain Items' node is also highlighted with a red box. The main content area is titled 'Catalog Items' and displays a grid of items with columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The 'New' button in the top right of the grid header is also highlighted with a red box.

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
401(k) Plan Enrollment	Enroll in or modify your 401(k) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-08-18 10:52:30
401(k) Plan Enrollment Inquiry	Ask a question about your retirement pla...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:57:56
401(k) Retirement Plan Inquiry	Ask a question about your existing plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:55
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 Beneficiaries	Add or modify your beneficiaries	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-06-13 16:48:57
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-10-21 07:20:03
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 16:17:33
Create, edit or convert PDF	Create, edit or convert PDF	true		Service Catalog	Services	\$0.00	Item	2022-12-05

5. Fill the following details to create a new catalog item

Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6. Click on ‘SAVE’

## Add variables

### Step1:

- 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

The screenshot shows the ServiceNow 'Variable - New Record' page. On the left, a sidebar menu is visible under 'Catalog Definitions' with various catalog-related options like Catalogs, Catalog, Open Records, Requests, Items, Tasks, Catalog Definitions, My Catalogs, My Categories, My Items, Maintain Catalogs, Maintain Categories, Renderers, Maintain Dynamic Categories, Maintain Items, My Content Items, Content Items, Ordered Item Links, My Order Guides, Order Guides, and My Record Producers. The main form has tabs for Application (Global), Type (Single Line Text, highlighted with a red box), Catalog Item (Laptop Request), Order (100), Active (checked), Mandatory (unchecked), Read only (unchecked), and Hidden (unchecked). Below these are tabs for Question, Annotation, Type Specifications, Default Value, Auto-populate, Permission, and Availability. The 'Question' tab is active, showing a field labeled 'Specify the Question that explains the options available to the end user when ordering the item'. Inside this field, there is a table with two rows: one for 'Question' containing 'Laptop Model' and one for 'Name' containing 'laptop\_model'. Both rows have an asterisk (\*) next to them, indicating they are required fields. There are also fields for 'Tooltip' and 'Example Text', both of which are currently empty. At the bottom of the form are 'Submit' and 'Save' buttons.

## 2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

## 3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional\_accessories

Order:300

## 4. Variable 4: Accessories Details

Type: Multi line text

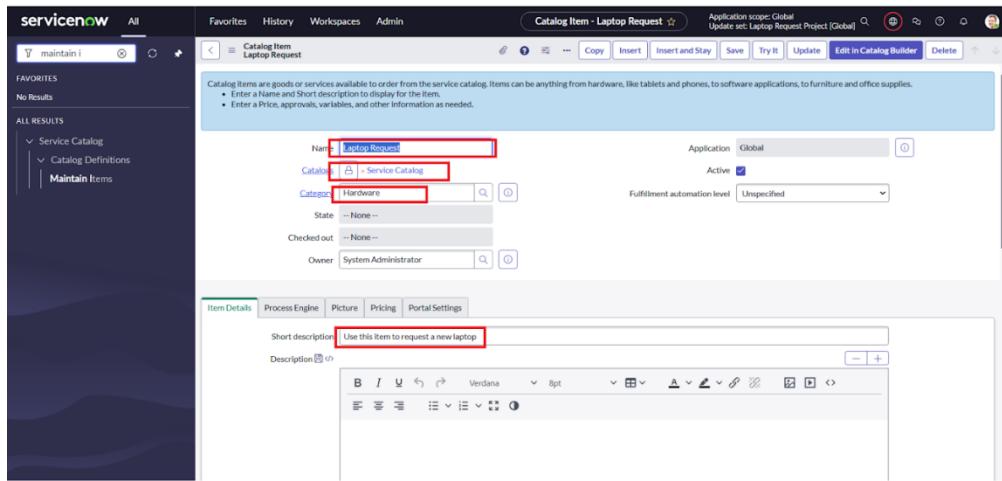
Name:accessories\_details

Order:400

## Step2:

- After adding above variable which are added to newly created catalog item
- Then save the catalog item form

The screenshot shows the ServiceNow Catalog Item - Laptop Request form. The left sidebar displays the service catalog navigation. The main area has tabs for Variables (selected), Variable Sets, Catalog UI Policies, Catalog Client Scripts, Available For, Not Available For, Categories, Catalogs, Catalog Data Lookup Definitions, and Related Articles. The Variables tab lists four items: Single Line Text (Laptop Model), Multi Line Text (Justification), Checkbox (Additional Accessories), and Multi Line Text (Accessories Details). The 'Accessories Details' entry is highlighted with a red box.

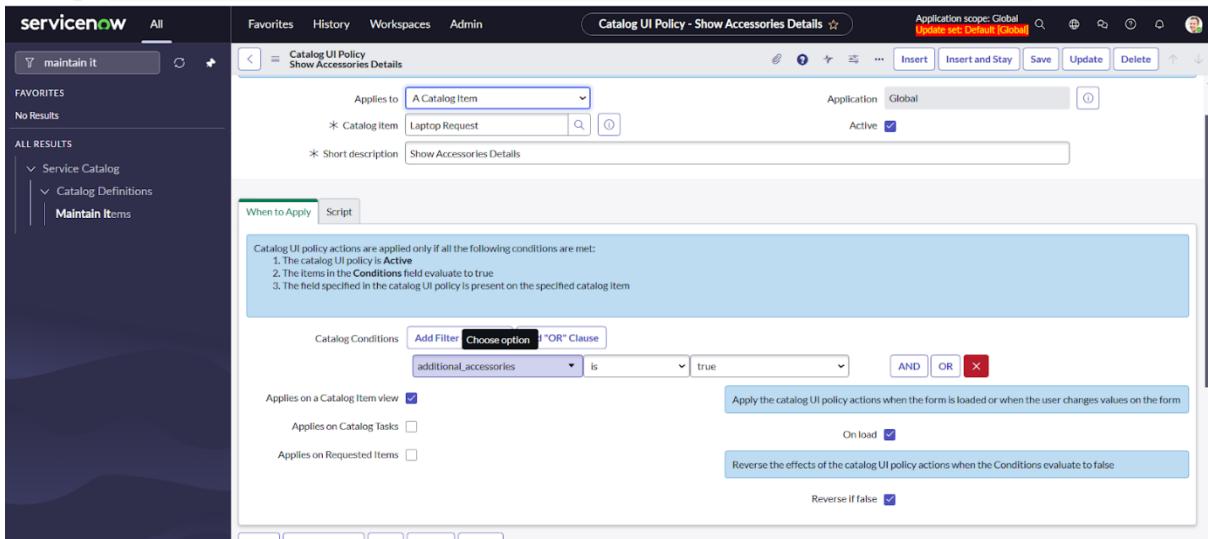


## Create Catalog Ui policies

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

Catalog Item: Laptop Request

Variable name: accessories\_details

Application: Global

- Mandatory: True
- Visible: True
- Read only: Leave alone
- Value action: Leave alone
- Field message type: None

Buttons: Insert, Insert and Stay, Save, Update, Delete

Applies to: A Catalog Item

Catalog Item: Laptop Request

Short description: Show Accessories Details

When to Apply: Script

Catalog Conditions: additional\_accessories is true

Buttons: Insert, Insert and Stay, Save, Update, Delete

## 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

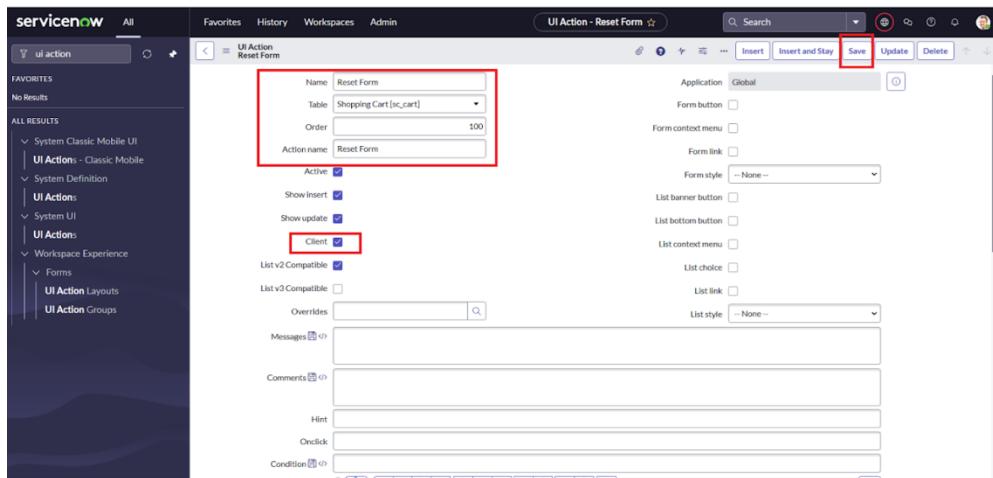
Action name: Reset form

Client : checked

Script:

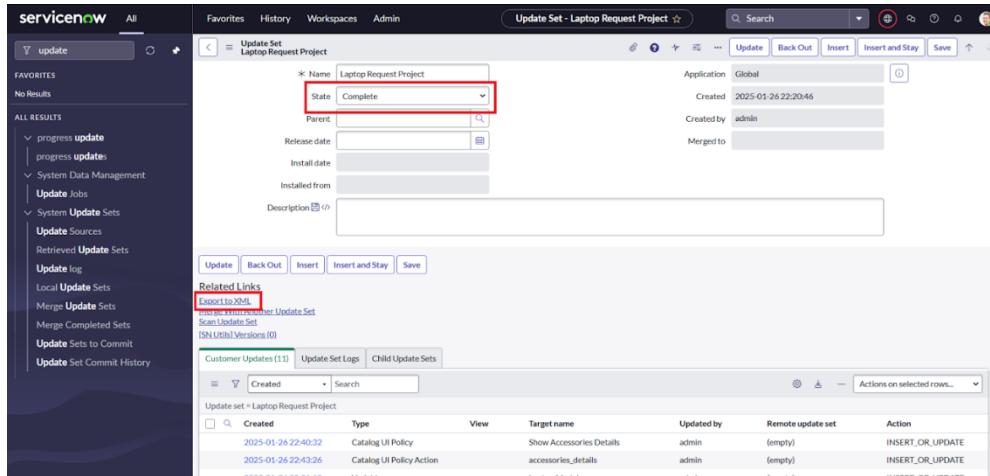
```
function resetForm() {  
    g_form.clearForm(); // Clears all fields in the  
form  
    alert("The form has been reset.");  
}
```

Click on save



## 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



## Login to another Instance

### 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

The screenshot shows the ServiceNow interface with the 'Retrieved Update Sets' list. The left sidebar has a red box around 'Retrieved Update Sets'. The right panel shows a table of retrieved update sets with columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. A red box highlights the 'Import Update Set from XML' link under 'Related Links' at the bottom.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
first update set 2	Global	Previewed	sandeep		2024-08-30 03:00:07	(empty)	(empty)	(empty)
Migration of AI Search Profile, AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migration s...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	sandeep		2024-08-30 03:00:05	2024-08-30 03:01:03	(empty)	(empty)
Rathan's Snow	Global	Loaded	(empty)	Testing purpose	2024-07-10 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	sandeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny gujja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

## 7. Upload the downloaded file in XML file

## 8. Click on Upload and it gets uploaded.

The screenshot shows the 'ImportXML' step 2: Upload the file. It displays a 'Choose file to upload' section with a 'Choose File' button and a selected file 'sys\_remote\_u\_feaad3be.xml'. Below it is a 'Upload' button, which is highlighted with a red box.

## 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

The screenshot shows the ServiceNow interface with the following details:

- Left Sidebar:** Shows the navigation tree under "ALL RESULTS" with categories like System Data Management, System Update Sets, Update Sources, Retrieved Update Sets, Update log, Local Update Sets, Merge Update Sets, Merge Completed Sets, Update Sets to Commit, and Update Set Commit History.
- Top Bar:** Favorites, History, Workspaces, Retrieved Update Set - Laptop Request Project, Search, and other navigation icons.
- Main Content Area:** Displays the "Retrieved Update Set - Laptop Request Project" record. The record details are:
  - Name: Laptop Request Project
  - Application: Global
  - Update source: Parent (with a search icon)
  - State: Previewed
  - Loaded: 2025-01-27 22:14:51
  - Description: Global
  - Committed: 0
  - Inserted: 11
  - Updated: 0
  - Deleted: 0
  - Collisions: 0
  - Total: 11
- Buttons:** Update, Delete, Run Preview Again, Commit Update Set (highlighted with a red box).
- Related Links:** Show All Preview Records, Customer Updates (11), Child Update Sets.

## Testing

### 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

The screenshot shows the ServiceNow Service Catalog interface. The left sidebar has a 'FAVORITES' section with 'Service Catalog' expanded, and 'Catalog' is highlighted with a red box. The main area shows a 'Laptop Request' form with three fields: 'Laptop Model' (containing 'Laptop Model'), 'Justification' (empty), and 'Additional Accessories' (checkbox). To the right, there's an 'Order this Item' section with 'Quantity' (1), 'Delivery time' (2 Days), and a 'Order Now' button. A 'Shopping Cart' section shows 'Empty'. The URL in the browser is 'Service Catalog > Hardware > Laptop Request'.

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

7. Now see the results, it fulfills our requirements.

This screenshot shows the same ServiceNow Service Catalog interface as above, but with a different state. The 'Additional Accessories' checkbox is now checked (indicated by a red box). Below it, a red box highlights the 'Accessories Details' field, which is now visible and contains the text 'Accessories Details'. The rest of the form and interface are identical to the first screenshot.

**Conclusion :**

8. 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.