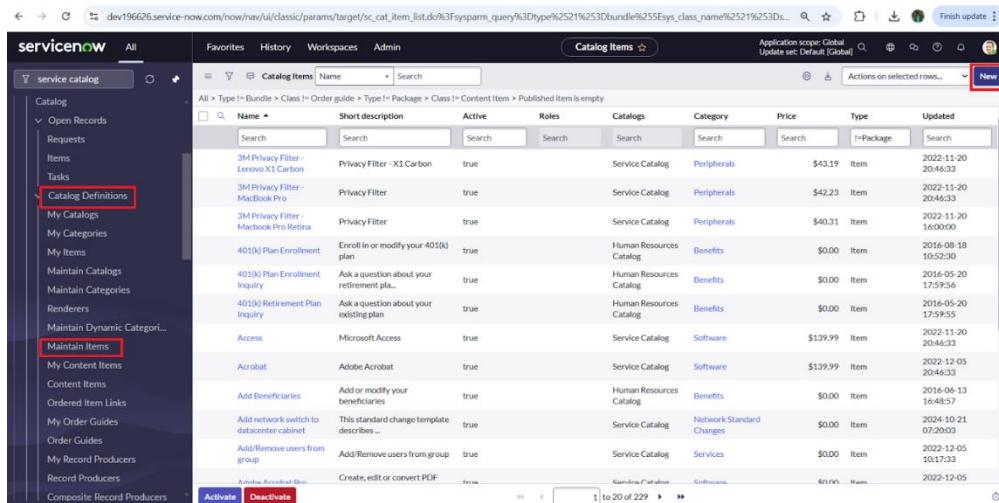


Laptop Request Catalog Item

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.



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. The variable is named 'laptop_model'. The 'Type' is set to 'Single Line Text'. The 'Catalog Item' is 'Laptop Request'. The 'Order' is 100. The 'Question' field contains 'Specify the Question that explains the options available to the end user when ordering the item'. The 'Name' field is also 'laptop_model'. The 'Submit' and 'Save' buttons are visible at the bottom.

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

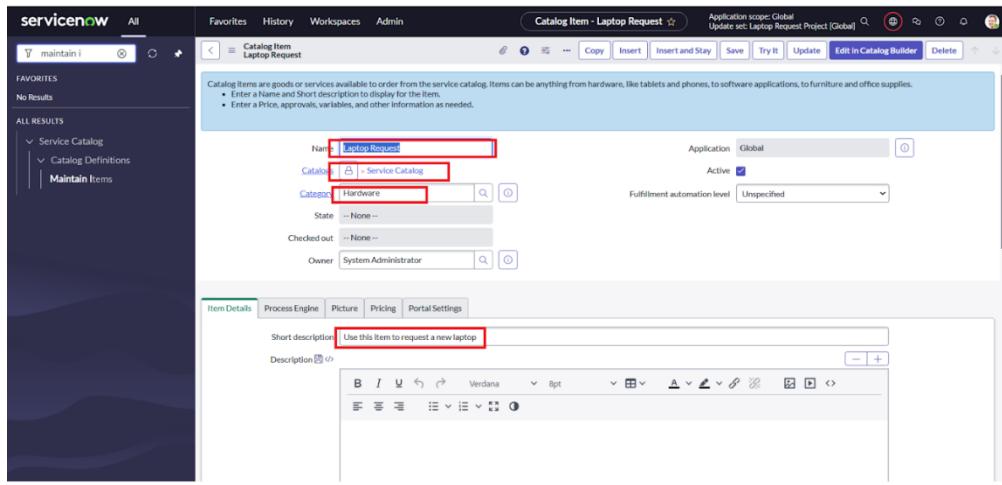
Name:accessories_details

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 interface for managing catalog items. The left sidebar has a 'Catalog' section expanded, showing 'Catalog Definitions' and various catalog-related items. The main area is titled 'Catalog Item - Laptop Request'. At the top, there are buttons for 'Copy', 'Insert', 'Insert and Stay', 'Save', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Below these are sections for 'Meta' (with a text input field), 'Related Links' (listing 'Item Diagnostic', 'Run Point Scan', and 'ISN Utility Versions'), and 'Variables' (a table with four rows). The 'Variables' table has columns for 'Type', 'Question', and 'Order'. The first row (Single Line Text) has 'Laptop Model' in the question column and '100' in the order column. The second row (Multi Line Text) has 'Justification' in the question column and '200' in the order column. The third row (Checkbox) has 'Additional Accessories' in the question column and '300' in the order column. The fourth row (Multi Line Text) has 'Accessories Details' in the question column and '400' in the order column. A red box highlights the third row (Additional Accessories). At the bottom of the table, there are navigation buttons for 'Actions on selected rows...' and 'New'.



Create Catalog UI policies

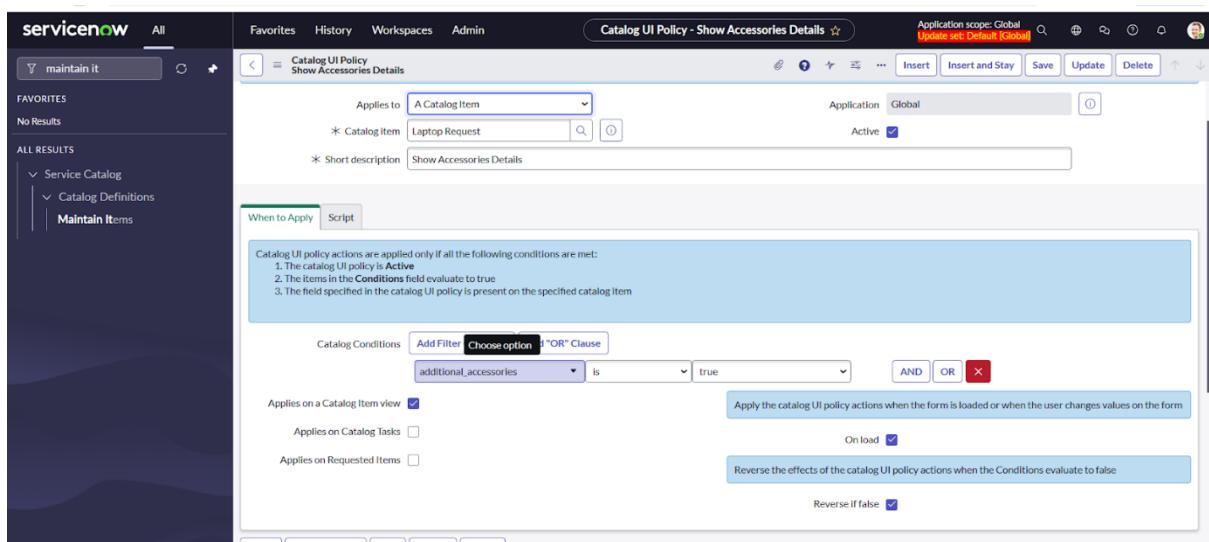
- 1.Click on all>> search for service catalog
 - 2.Select maintain item under catalog definition
 - 3.Search for ‘laptop request’ which is created before
 - 4.Select ‘laptop request’ and scroll down click on “Catalog Ui policies”
 - 5.In the catalog ui policies related list tab click on new

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

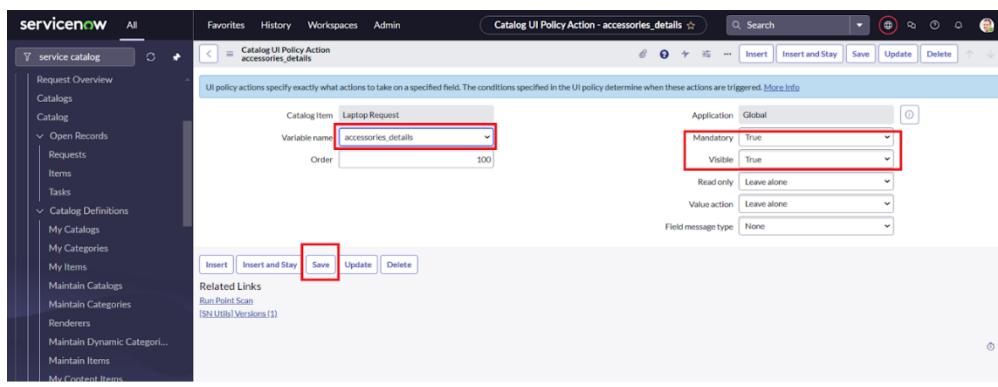
11. Select variable name as: accessories_details

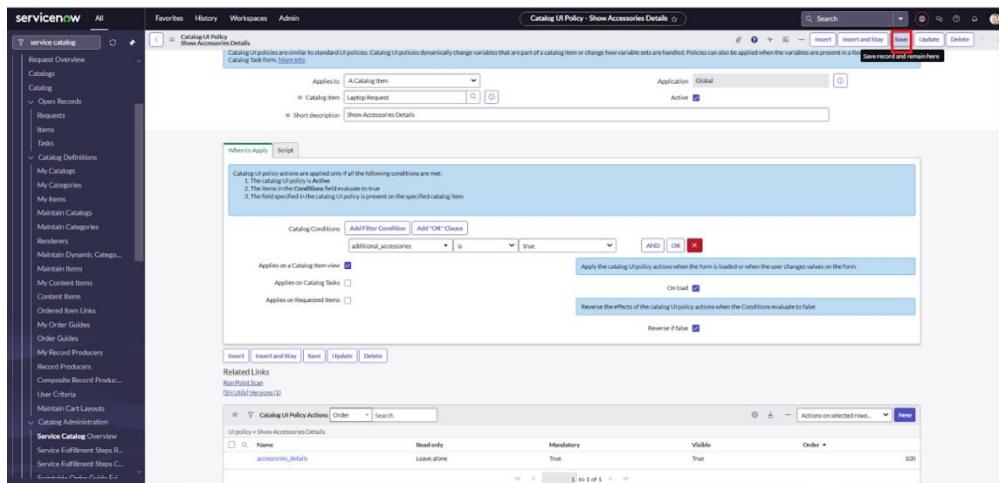
Order:100

Mandatory: True

Visible : True

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





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

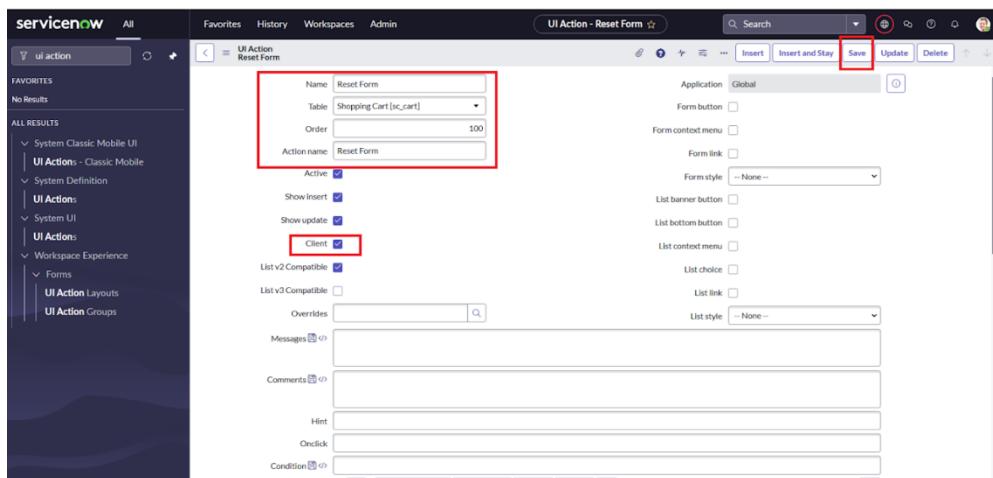
Script:

```
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

The screenshot shows the ServiceNow Update Set - Laptop Request Project page. The 'State' field is set to 'Complete'. The 'Related Links' section includes 'Export to XML', which is highlighted with a red box. The 'Customer Updates' table lists two entries:

Created	Type	Target name	Updated by	Remote update set	Action
2025-01-26 22:40:32	Catalog UI Policy	Show Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-01-26 22:43:26	Catalog UI Policy Action	accessories_details	admin	(empty)	INSERT_OR_UPDATE

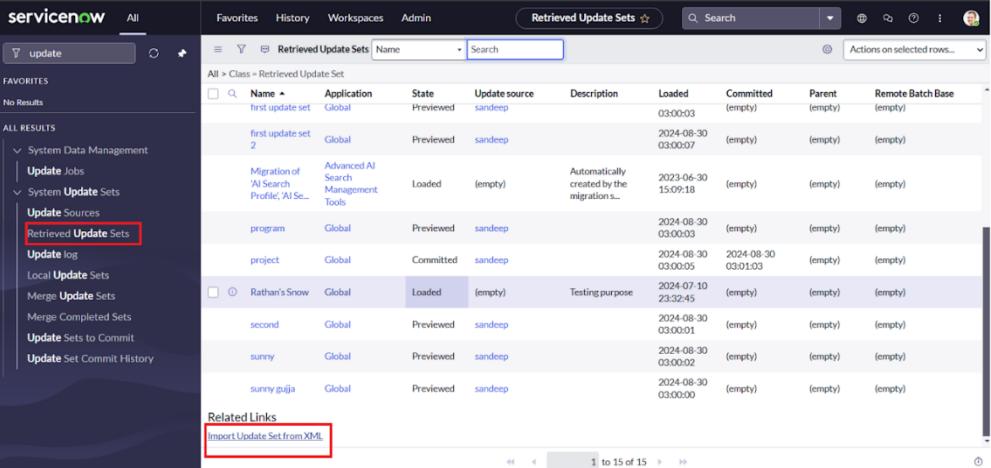
Login to another Instance

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

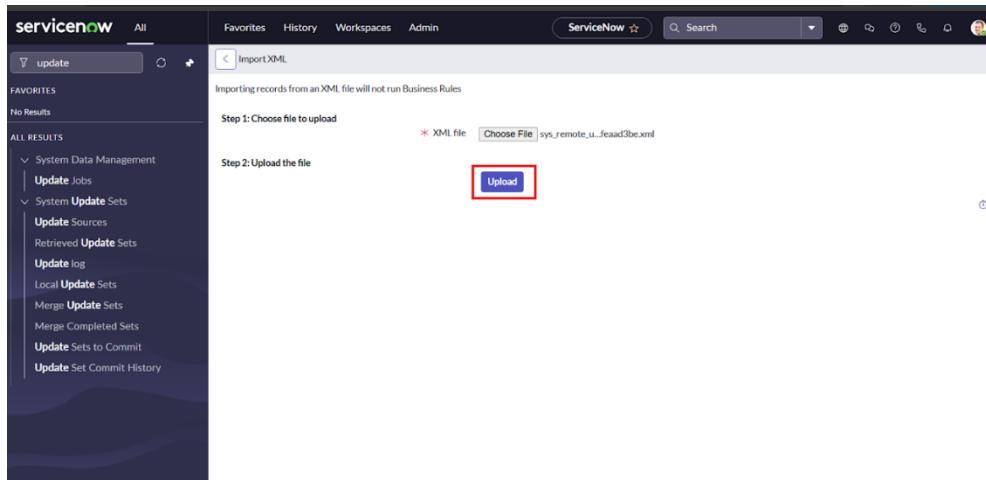


The screenshot shows the ServiceNow interface with the following details:

- Left Sidebar (Favorites):** Shows 'No Results' and 'ALL RESULTS' sections. Under 'System Data Management', 'Update Sources' is expanded, showing 'Retrieved Update Sets' which is also highlighted with a red box.
- Top Bar:** Shows 'servicenow All' and navigation links for Favorites, History, Workspaces, Admin, and 'Retrieved Update Sets'.
- Table Header:** 'Retrieved Update Sets' with columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base.
- Table Data:** A list of update sets including 'first update set', 'Migration of AI Search Profile', 'program', 'project', 'Rathan's Snow', 'second', 'sunny', and 'sunny gaja'. Each row includes a checkbox, application name, state, update source, description, and timestamp details.
- Related Links:** A section at the bottom left with a link 'Import Update Set from XML' highlighted with a red box.
- Pagination:** Shows '1 to 15 of 15'.

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 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 (Favorites):** Contains 'System Data Management', 'Update Jobs', '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:** Shows 'Retrieved Update Set - Laptop Request Project' with a star icon, search bar, and other navigation icons.
- Main Content Area:** Displays the 'Retrieved Update Set - Laptop Request Project' details. Key fields include:
 - Name: Laptop Request Project
 - Application: Global
 - Update source: (empty)
 - Parent: (empty)
 - State: Previewed
 - Loaded: 2025-01-27 22:14:51
 - Description: (empty)
 - Application name: Global

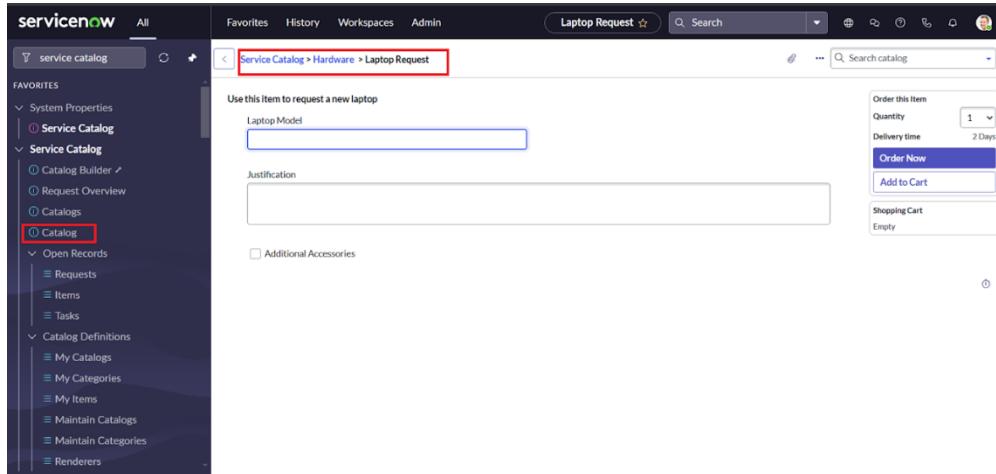
Metrics on the right:
 - Committed: 11
 - Inserted: 11
 - Updated: 0
 - Deleted: 0
 - Collisions: 0
 - Total: 11

Action buttons at the bottom: 'Update', 'Delete', 'Run Preview Again', and 'Commit Update Set' (which is highlighted with a red box).

- Related Links:** Shows 'Customer Updates [11]' and 'Child Update Sets'.

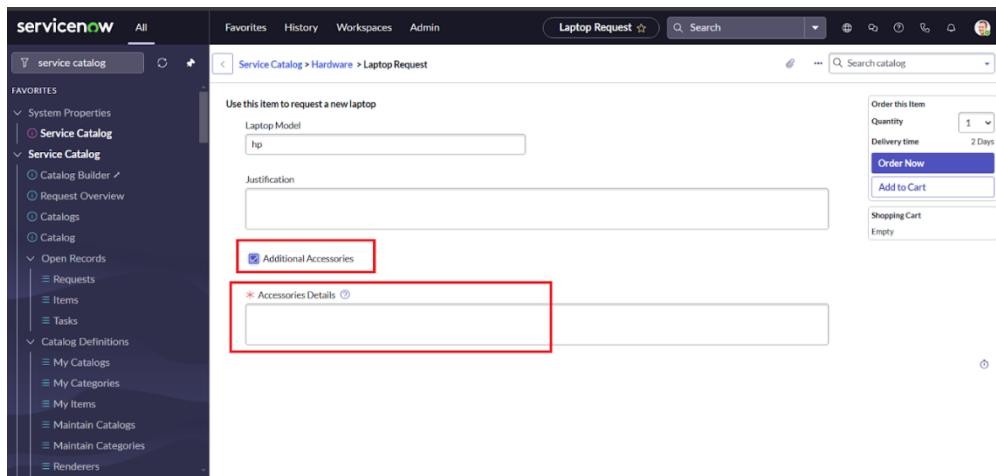
- ## Testing
- ### Test Catalog Item
1. Search for service catalog in application navigator in target instance
 2. Select catalog under service catalog
 3. Select hardware category and search for ‘laptop request’ item
 4. Select laptop request item and open it

5. It shows three variables only



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.



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.