MAM College of Engineering
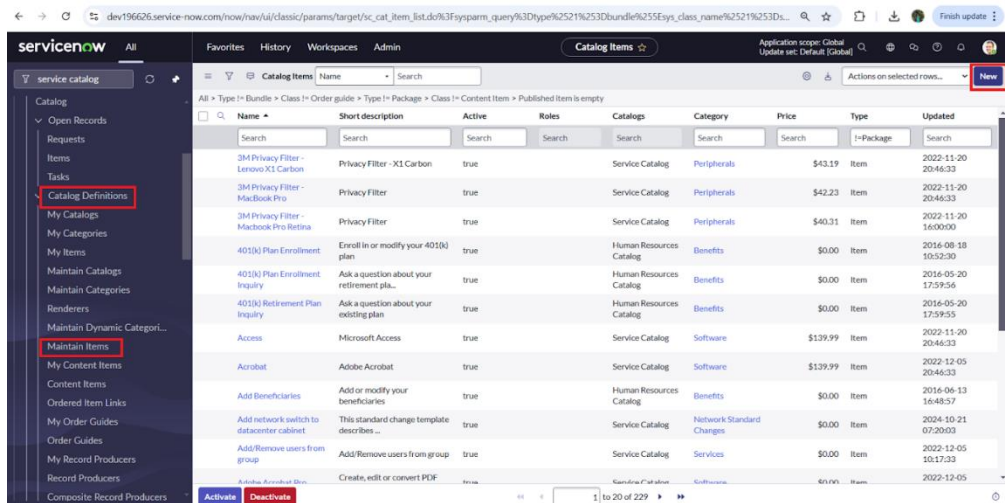
Tittle:Laptop Request Catalog Item

Team Members:

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- 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.

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

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

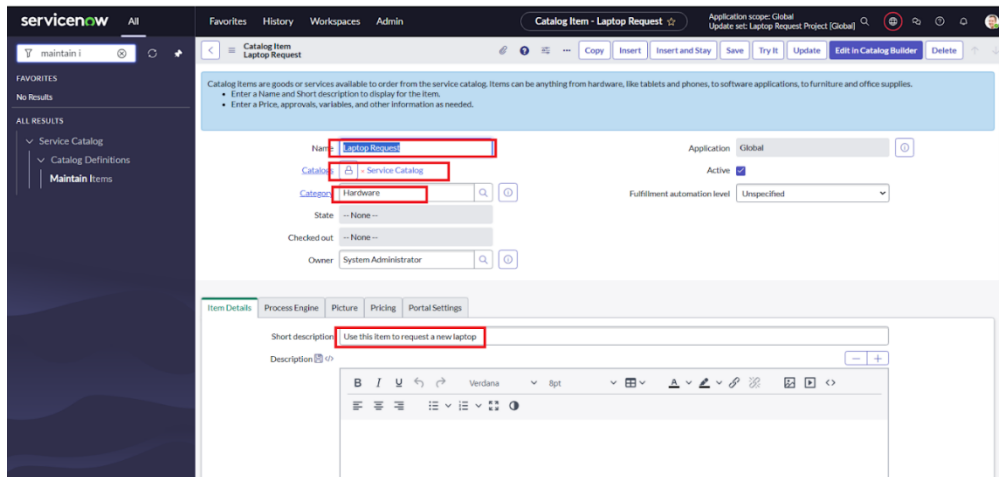Name:accessories_details

Order:400

Step2:

- After adding above variable which are added to newly created catalog item

- Then save the catalog item form

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
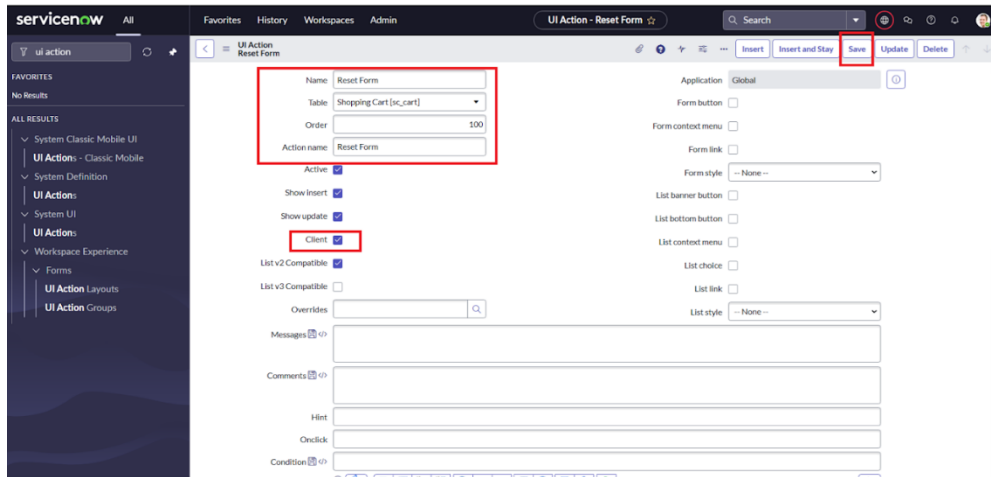
Exporting changes to another instances

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
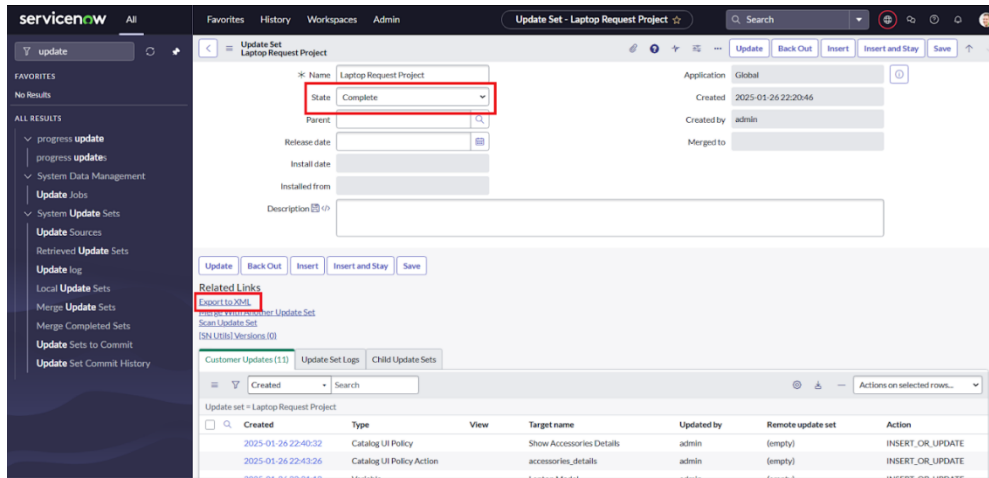
Login to another Instance

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
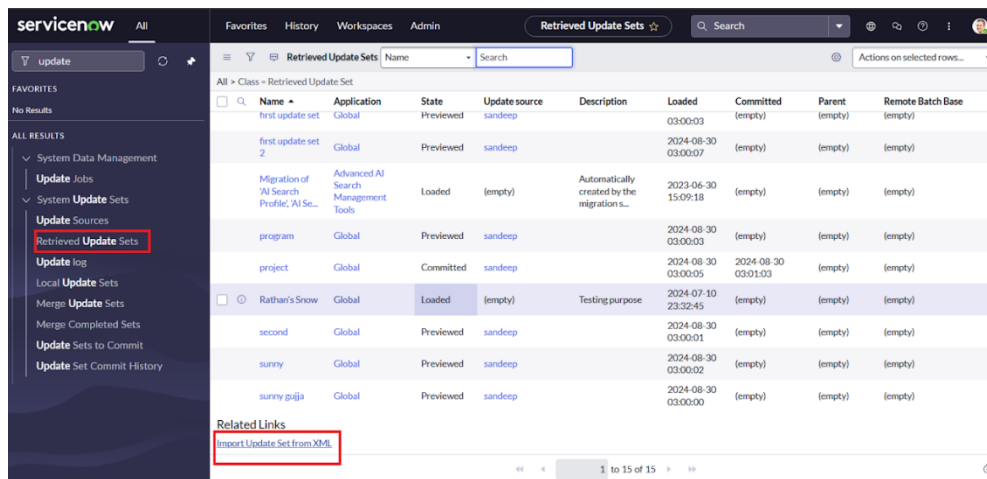
7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.
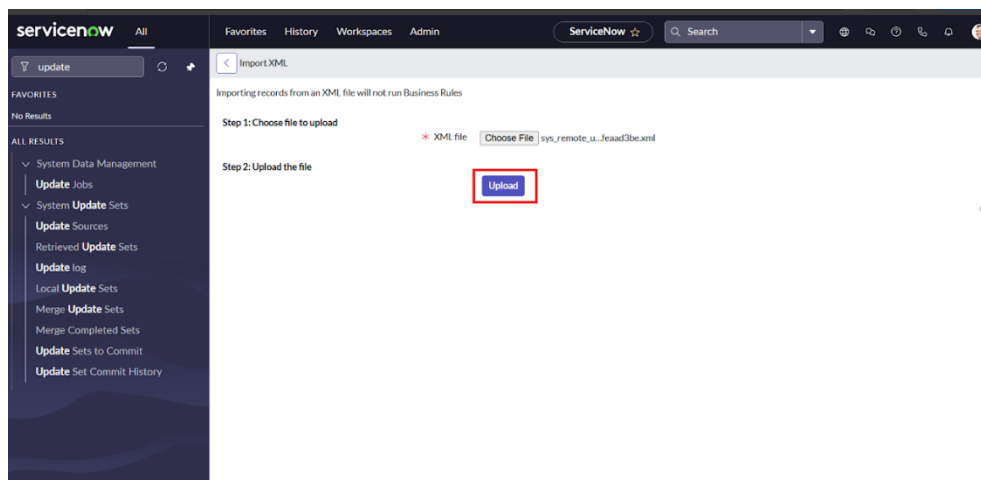
9. Open retrieved update set 'laptop request project'

10. Click on preview update set

11. And click on commit update set
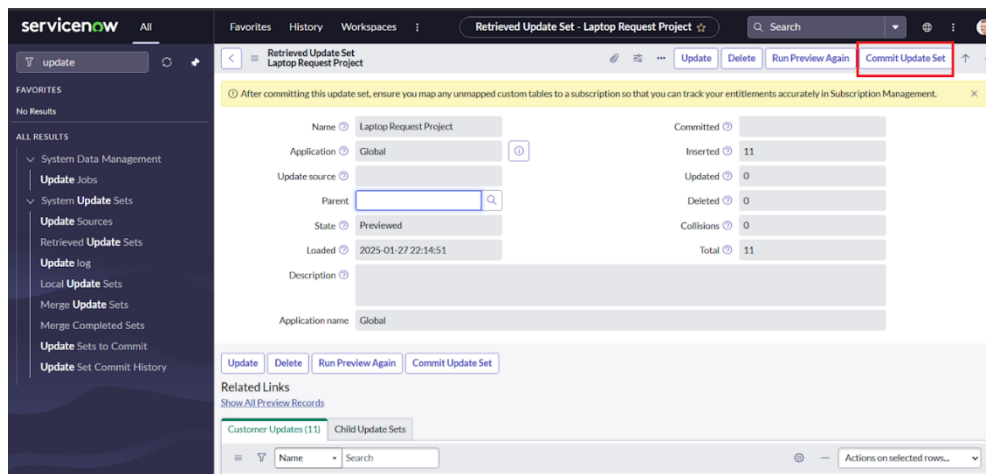
12. And also see the related tab updates

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

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.