

# MAM College of Engineering

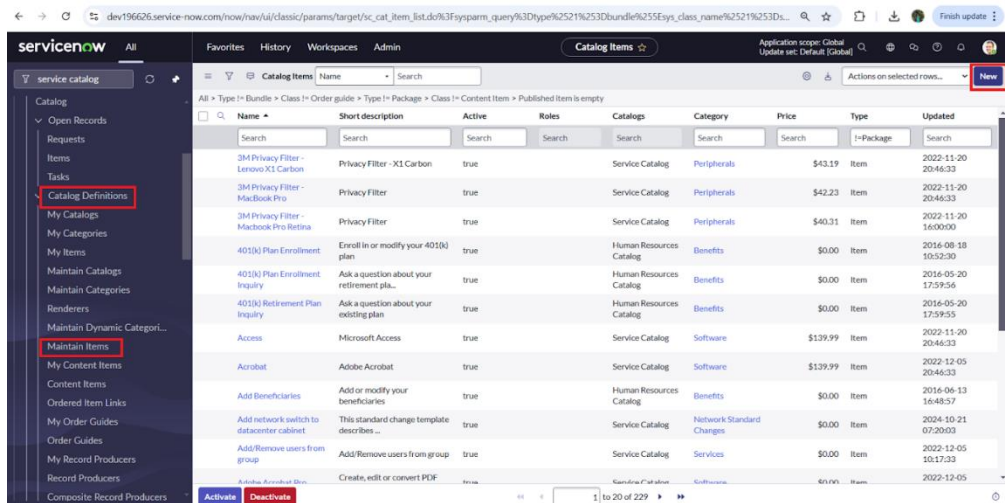
Title:Laptop Request Catalog Item

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## **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

ServiceNow Variable - New Record form. The form is for a 'Global' application, 'Single Line Text' type, and 'Laptop Request' category. The 'Order' field is set to 100. The 'Question' field is 'Laptop Model' and the 'Name' field is 'laptop\_model'. The 'Active' checkbox is checked. The 'Mandatory', 'Read only', and 'Hidden' checkboxes are unchecked. The 'Question' tab is selected, showing the 'Specify the Question that explains the options available to the end user when ordering the item' section. The 'Question' and 'Name' fields are highlighted with red boxes.

## 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

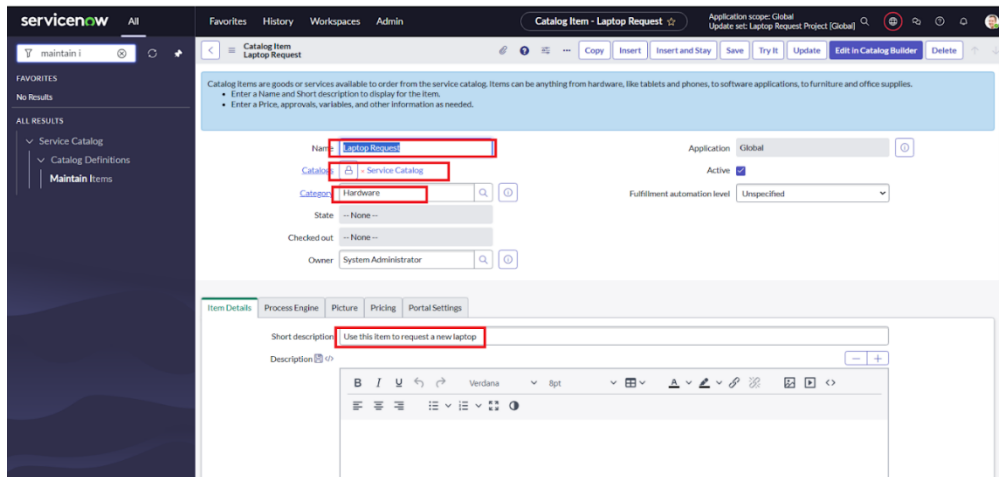
Order:400

## 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 form for 'Laptop Request'. The form includes a 'Meta' field with a search bar, a 'Related Links' section with links like 'Item Diagnostic', 'Run Point Scan', and 'SN(Utilities) Versions (8)', and a 'Related Catalog Items' table. The table has columns for 'Type', 'Question', and 'Order'. The 'Type' column is highlighted with a red box, showing options: 'Single Line Text', 'Multi Line Text', 'Checkbox', and 'Multi Line Text'. The 'Question' column shows 'Laptop Model', 'Justification', 'Additional Accessories', and 'Accessories Details'. The 'Order' column shows values 100, 200, 300, and 400. The 'Multi Line Text' option for 'Accessories Details' is highlighted with a red box.

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



## 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]

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The left sidebar shows the navigation menu with 'Service Catalog' and 'Catalog Definitions' expanded, and 'Maintain Items' selected. The main area is titled 'Catalog UI Policy - Show Accessories Details'. It includes a search bar, a list of policies, and a 'When to Apply' tab. The 'When to Apply' tab shows a list of conditions: 'Catalog Item' (Laptop Request), 'Short description' (Show Accessories Details), and 'Additional accessories' (true). The 'Additional accessories' condition is highlighted. Below the conditions, there are checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). There are also buttons for 'Add Filter', 'Choose option', and 'AND/OR Clause'. The 'Reverse if false' checkbox is checked.

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

The screenshot shows the 'Catalog UI Policy Action' form in ServiceNow. The form is titled 'Catalog UI Policy Action - accessories\_details'. The 'Catalog Item' is set to 'Laptop Request' and the 'Variable name' is 'accessories\_details'. The 'Order' is set to '100'. The 'Application' is set to 'Global'. The 'Mandatory' checkbox is checked, and the 'Visible' checkbox is also checked. The 'Read only' dropdown is set to 'Leave alone', and the 'Value action' dropdown is set to 'Leave alone'. The 'Field message type' is set to 'None'. The 'Save' button is highlighted with a red box. Below the form, there are 'Related Links' including 'Run Point Scan' and 'SNLUK1/Version(1)'.

The screenshot shows the 'Catalog UI Policy' form in ServiceNow. The form is titled 'Catalog UI Policy - Show Accessories Details'. The 'Apply to' dropdown is set to 'A Catalog Item', and the 'Application' is set to 'Global'. The 'Catalog Item' is set to 'Laptop Request'. The 'Short description' is 'Show Accessories Details'. The 'Where to Apply' tab is selected, showing the 'Script' tab. The 'Catalog Conditions' are set to 'Add Filter Conditions' and 'Add OR' 'Choose'. The 'Catalog Conditions' are set to 'additional\_accessories' is true. The 'Apply on a Catalog Item view' checkbox is checked. The 'Apply on Catalog Task' checkbox is unchecked. The 'Apply on Requested Item' checkbox is unchecked. The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' checkbox is checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is checked. The 'Save' button is highlighted with a red box. Below the form, there is a table of 'Related Links' including 'Run Point Scan' and 'SNLUK1/Version(1)'. At the bottom, there is a table of 'Catalog UI Policy Actions' with columns for 'Name', 'Read only', 'Mandatory', 'Visible', and 'Order'.

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100



## 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

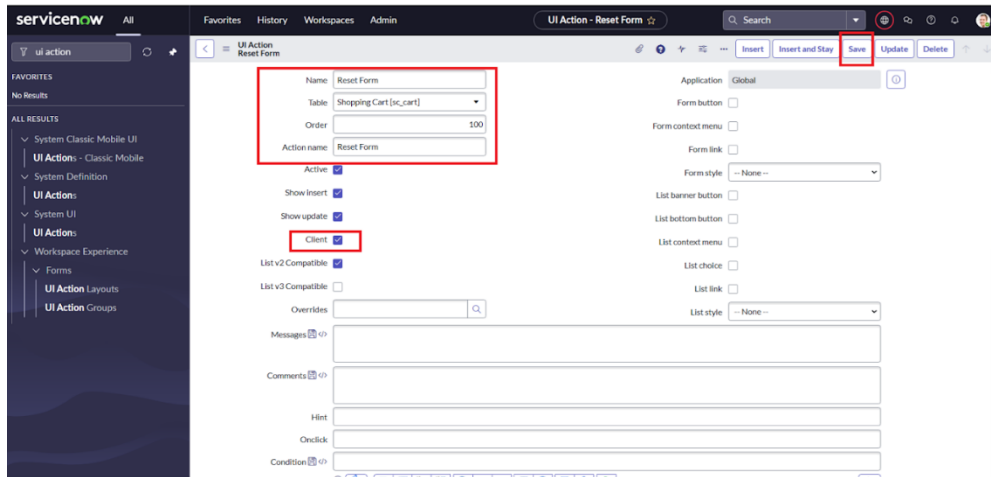
Action name: Reset form

Client : checked

Script:

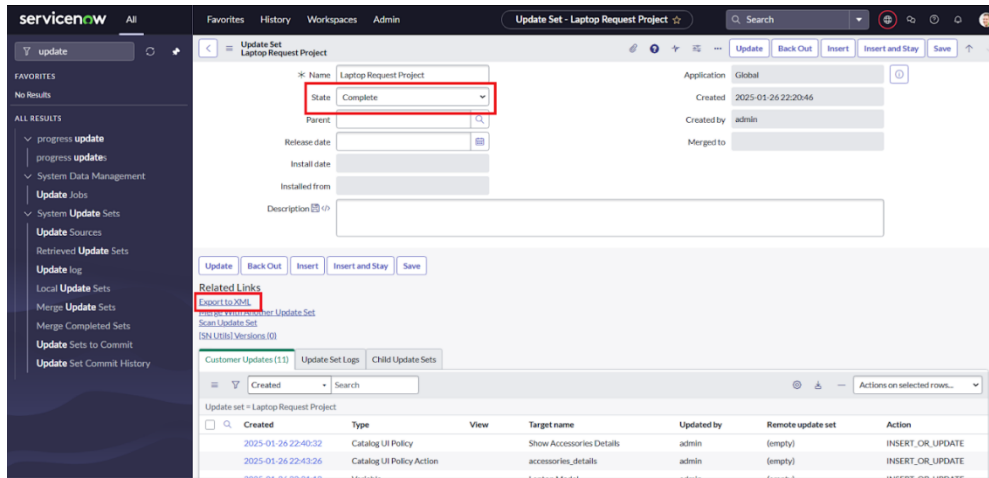
```
function resetForm() {  
    g_form.clearForm(); // Clears all fields in the  
form  
    alert("The form has been reset.");  
}
```

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

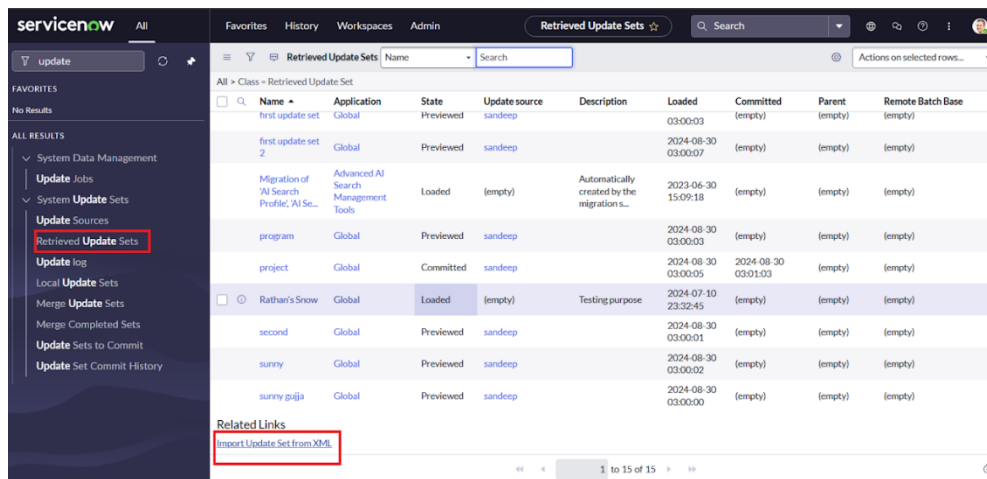


## Login to another Instance

## Retrieving the update set

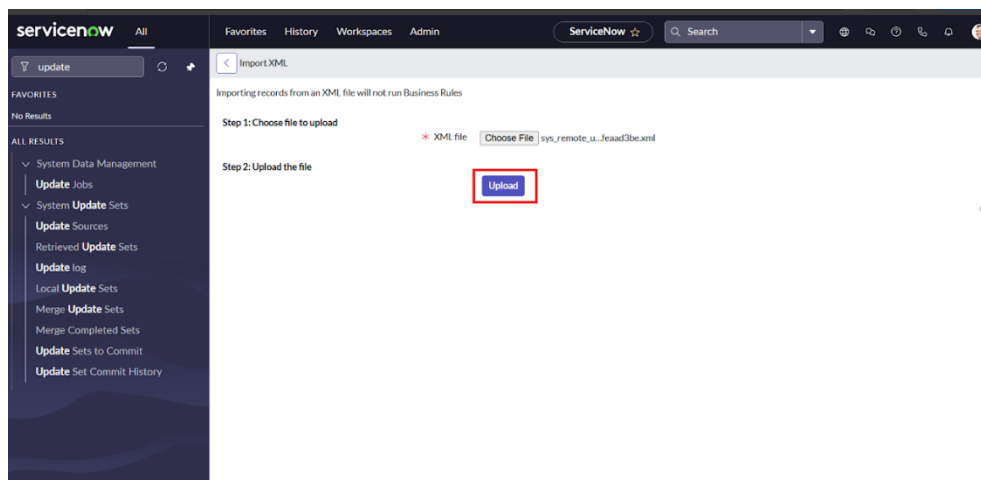
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down

## 6. Click on Import update set from XML



## 7. Upload the downloaded file in XML file

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



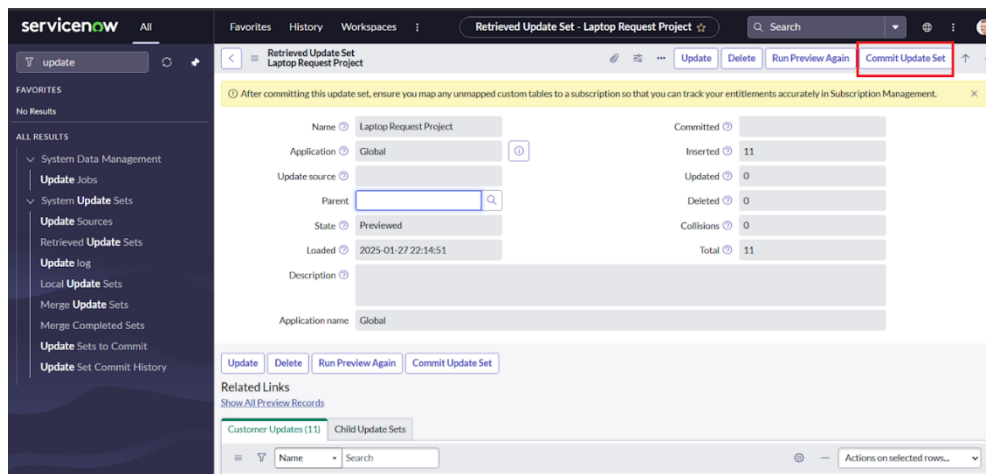
## 9. Open retrieved update set 'laptop request project'

## 10. Click on preview update set

11. And click on commit update set

12. And also see the related tab updates

13. After committing 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

servicenow All Favorites History Workspaces Admin Laptop Request

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model  
hp

Justification

☐ Additional Accessories

Order this Item  
Quantity: 1  
Delivery time: 2 Days  
Order Now  
Add to Cart  
Shopping Cart: Empty

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.

servicenow All Favorites History Workspaces Admin Laptop Request

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model  
hp

Justification

☒ Additional Accessories

\* Accessories Details

Order this Item  
Quantity: 1  
Delivery time: 2 Days  
Order Now  
Add to Cart  
Shopping Cart: Empty

**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.