Laptop Request Catalog Item

Submitted by

Team Leader

Sewdha S (910022104033)

Team Members

Yasodha N (910022104036)

Magesh Sri A (910022104050)

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in

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ANNA UNIVERSITY REGIONAL CAMPUS MADURAI-625-019

ANNA UNIVERSITY: CHENNAI 600 025

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Supervised by

Dr. Srie Vidhya Janani, M.E., Ph.D.,

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.

SIGNATURE

HEAD OF THE DEPARTMENT   **FACULTY**

Department of Computer Science and Engineering,

Anna University Regional Campus Madurai-625-019

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Team Leader
Swedha S (910022104033)

Team Members
Yasodha N (910022104036)
Magesh Sri A (910022104050)

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:

The 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.
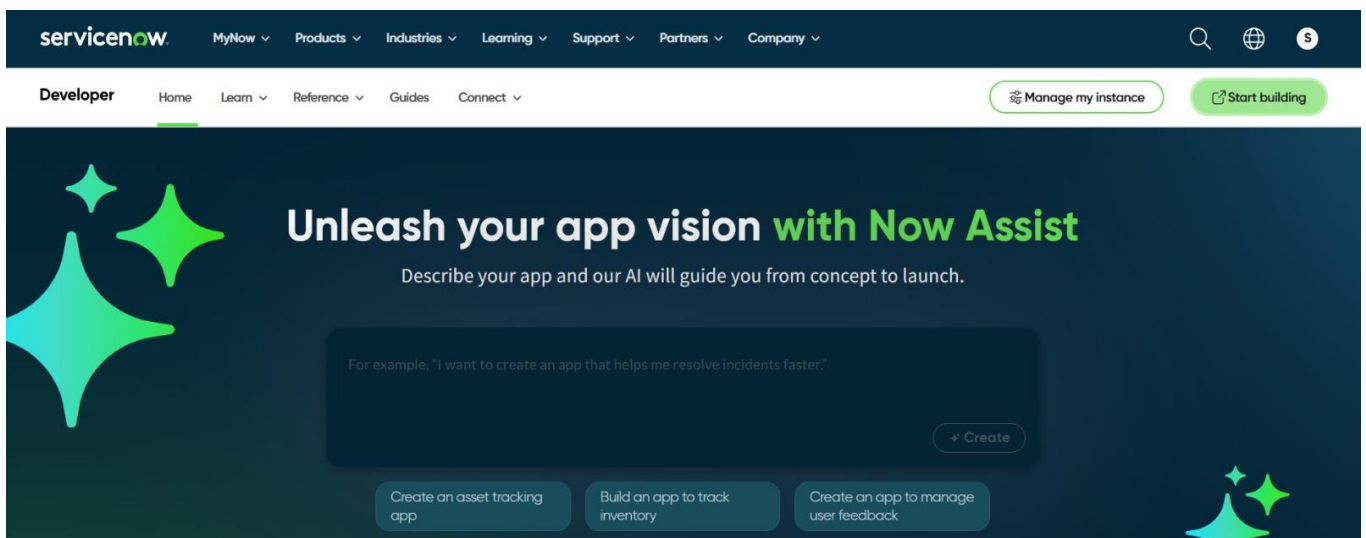
Milestone 2: Creation of New Update Set

Activity: Creation of New Update Set
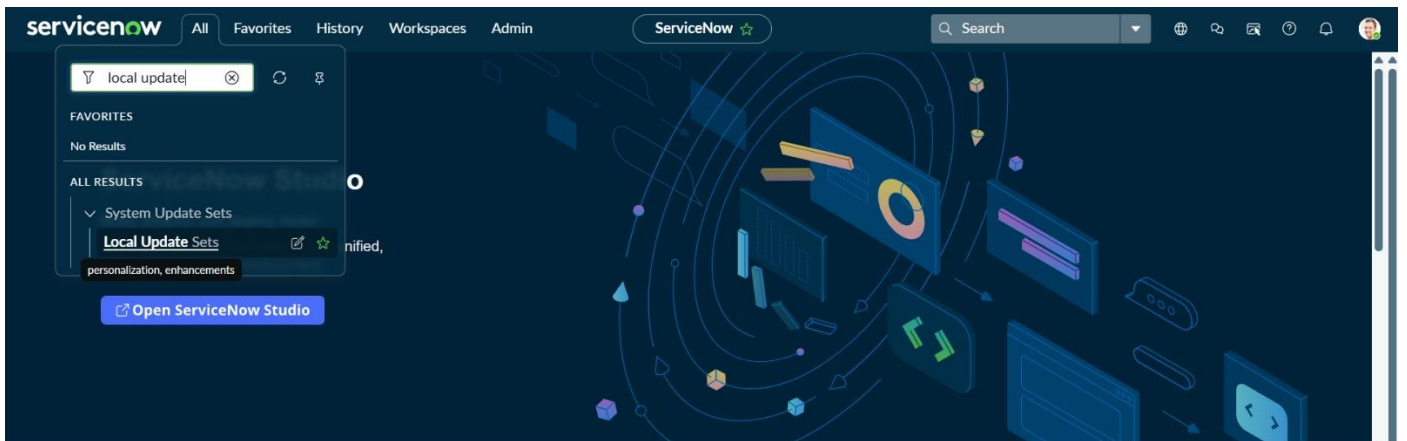
Go to All >> In the filter search for Local Update set > click on New

1. Enter the Details as:

   Name: Laptop Request 3
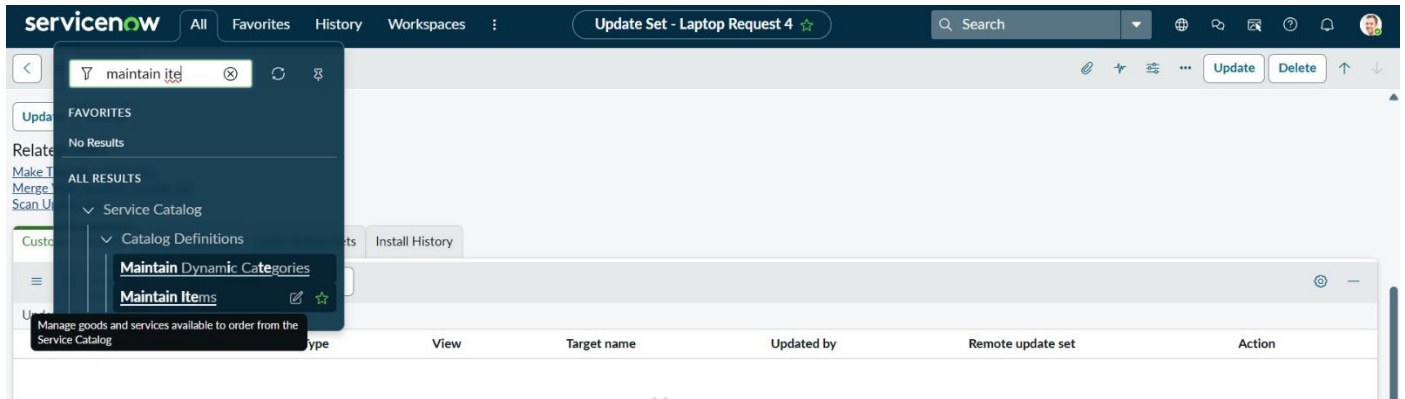
2. Then click on Submit and Make current

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:

   o **Type:** Single Line Text

   o **Question:** Laptop Model

   o **Name:** laptop_model

   o **Order:** 100
      This variable is used to enter the laptop model requested.

4. Create the second variable:

   o **Type:** Multi Line Text

   o **Question:** Justification

   o **Name:** justification

   o **Order:** 200
      This variable is used to write the reason for requesting a new laptop.

5. Create the third variable:

   o **Type:** Check Box

   o **Question:** Additional Accessories

   o **Name:** additional_accessories

- o **Order:** 300

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

6. Create the fourth variable:

   - o **Type:** Multi Line Text

   - o **Question:** Accessories Details

   - o **Name:** accessories_details

   - o **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.

Variable
New record

< ≡

🖉 ≋ ⋯ Submit

Application	Global	ⓘ	Active ✓
Type	Multi Line Text ▼		Mandatory ☐
Catalog item	Laptop Request 3 🔍 ⓘ		Read only ☐
Order			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	Justification
✳ Name	justification
Conversational label	
Tooltip	
Example Text	

Submit

Variable
New record

< ≡

🖉 ≋ ⋯ Submit

Application	Global ⓘ	Active ✓
Type	CheckBox ▼	Selection Required ☐
Catalog item	Laptop Request 3 🔍 ⓘ	Read only ☐
Order	300	Hidden ☐
		Disable automatic slot fill based on ☐ user context

Question 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	Additional Accessories
✳ Name	additional_accessories
Conversational label	
Tooltip	

Submit

Variable
New record

< ≡

🖉 ≋ ⋯ Submit

Application	Global	ⓘ	Active ✓
Type	Multi Line Text ▼		Mandatory ☐
Catalog item	Laptop Request 3 🔍 ⓘ		Read only ☐
Order	400		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
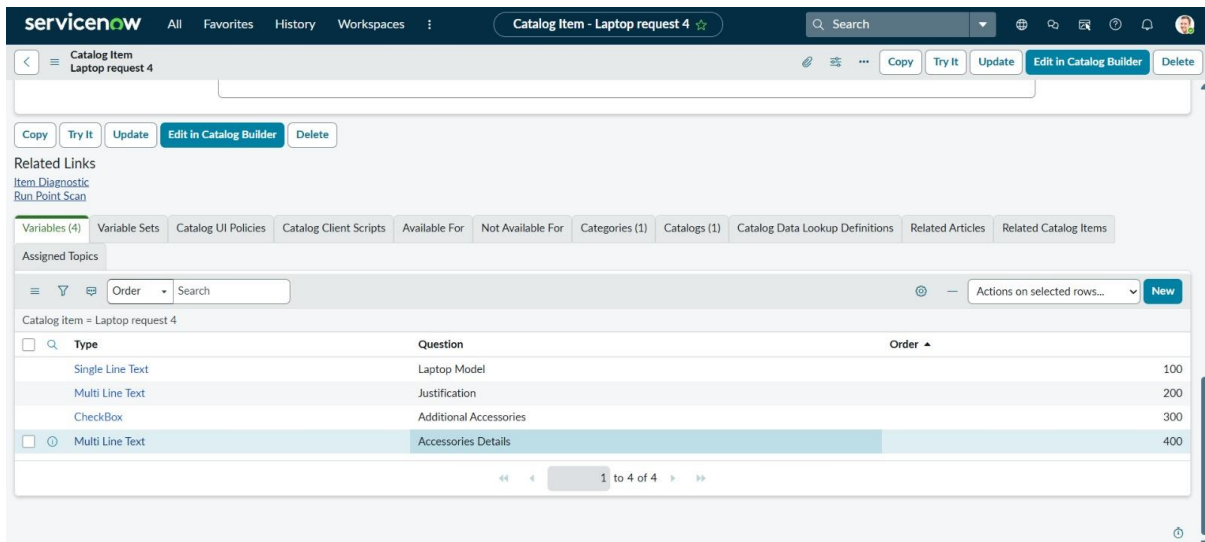
✳ Question	Accessories Details
✳ Name	accessories_details
Conversational label	
Tooltip	
Example Text	

Submit

Milestone 5: Creation of Catalog UI Policy

Activity: Adding Catalog UI Policy for Accessories Details

1. Go to **All >> Catalog UI Policies** from the navigation filter.

2. Click on **New** to create a new policy.

3. Enter the details as below:

   o **Applies to:** A Catalog Item

   o **Catalog Item:** Laptop Request 3

   o **Short Description:** Show Accessories Details

   o **Application:** Global

   o **Active:** Checked

4. In the **When to Apply** section, set the condition:

   o Field: *additional_accessories*

   o Condition: *is*

   o 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:

    o **Name:** Reset Form 3

    o **Table:** Shopping Cart [sc_cart]

    o **Order:** 100

    o **Action Name:** Reset Form

    o **Active:** Checked

    o **Show Insert:** Checked

    o **Show Update:** Checked

    o **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.

<   ▽ catalog Ui   ⊗   ↻   ⸹   🖉   ⇶   ⋯   Copy   Try It   Update   Edit in Catalog Builder   Delete

FAVORITES

No Results

Copy   Delete

ALL RESULTS

Relate   ∨ Service Catalog

Item Di   **Catalog Builder** ⟋
Run Po   ∨ Catalog Administration

Varia   **Catalog UI** Policies   ⟋ ☆   talog Client Scripts   Available For   Not Available For   Categories (1)   Catalogs (1)   Catalog Data Lookup Definitions   Related Articles   Related Catalog Items

Assig   Specify when and how fields appear when viewing
              Catalog Tasks, Catalog Items, and Requested Item
              Tasks   ⚙   —   Actions on selected rows...   ⌄   New

Catal

	Q	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 ► ►►

< ≡   **UI Action**
          New record   🖉   ⇶   ⋯   **Submit**

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 ⑦

⑦ ⟳ | ▢ ▤ ⅀ ⅀ | 🔍 ▾ ▴ | ▣ ⑦ | 🖫 ⅏ ⚙ | >

```
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:

    o **Name:** Laptop Request 3

    o **State:** In Progress

    o 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.

≡ ▽ ⊟ Update Sets Name ▾ Search   ✧ ⚙   Actions on selected rows... ⌄ New

All

	Q	Name ▲	Application	State	Installed from	Created	Created by	Parent	Batch Base
		Default	Global	In progress		2025-09-08 20:57:55	system	(empty)	(empty)
		Laptop Request 3	Global	Complete		2025-10-29 06:39:53	admin	(empty)	(empty)

Related Links

Merge Update Sets

◄◄ ◄   1 to 2 of 2 ► ►►   ⊙

< ≡ **Update Set**
    Laptop Request 3   𝄃 ✧ ≋ ⋯   Update   Back Out   ↑ ↓

✳ Name	Laptop Request 3
State	Complete ⌄
Parent	🔍
Release date	📅
Install date	
Installed from	
Description	

Application	Global ⓘ
Created	2025-10-29 06:39:53
Created by	admin
Merged to	

Update   Back Out

Related Links

Export to XML
Merge With Another Update Set
Scan Update Set

Customer Updates (10)   Update Set Logs   Child Update Sets   Install History

≡ ▽ Created ▾ Search   ⚙ — Actions on selected rows... ⌄

Update set = Laptop Request 3

< ≡ **Update Set**
    Laptop Request 3   𝄃 ✧ ≋ ⋯   Update   Back Out   ↑ ↓

Merge With Another Update Set
Scan Update Set

Customer Updates (10)   Update Set Logs   Child Update Sets   Install History

≡ ▽ Created ▾ Search   ⚙ — Actions on selected rows... ⌄

Update set = Laptop Request 3

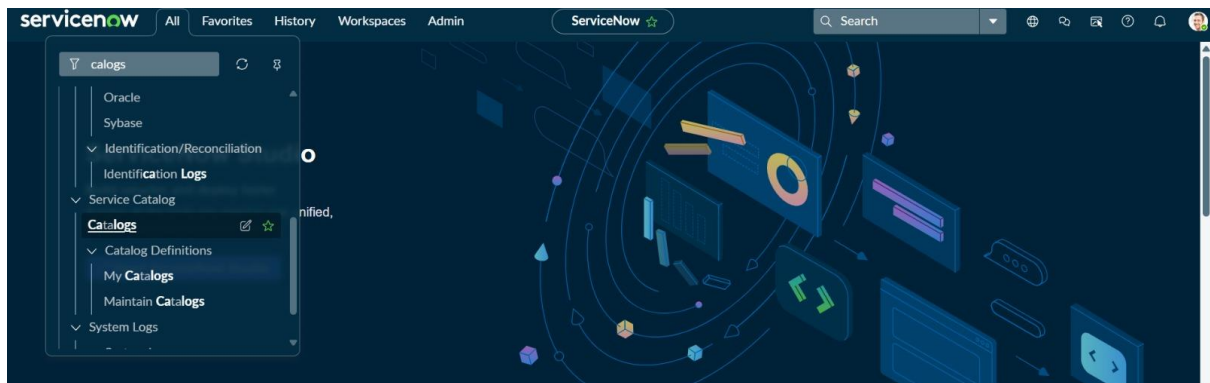|	Q	Created	Type	View	Target name	Updated by	Remote update set	Action
		2025-10-29 07:18:38	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
		2025-10-29 07:16:45	Catalog UI Policy		Show Accessories Details	admin	(empty)	INSERT_OR_UPDATE
		2025-10-29 07:00:31	Variable		Laptop model	admin	(empty)	INSERT_OR_UPDATE
		2025-10-29 07:09:23	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
		2025-10-29 07:03:52	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
		2025-10-29 07:12:17	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
		2025-10-29 06:44:35	Catalog Items Catalog		Service Catalog.Laptop Request 3	admin	(empty)	INSERT_OR_UPDATE
		2025-10-29 06:44:36	Catalog Item Category		Hardware.Laptop Request 3	admin	(empty)	INSERT_OR_UPDATE
		2025-10-29 06:44:36	Catalog Item		Laptop Request 3	system	(empty)	INSERT_OR_UPDATE
		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
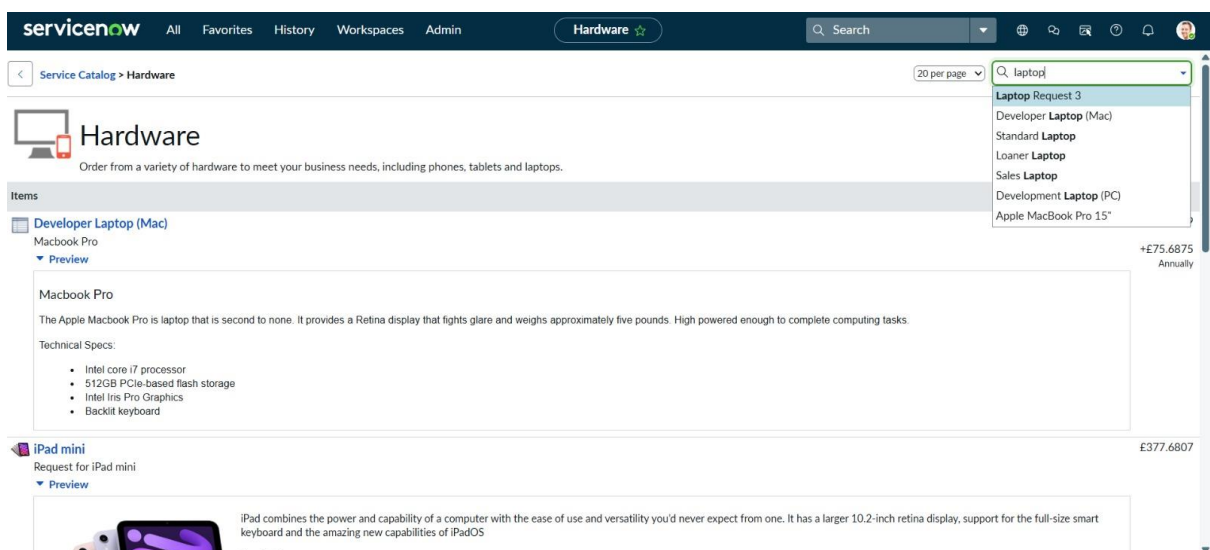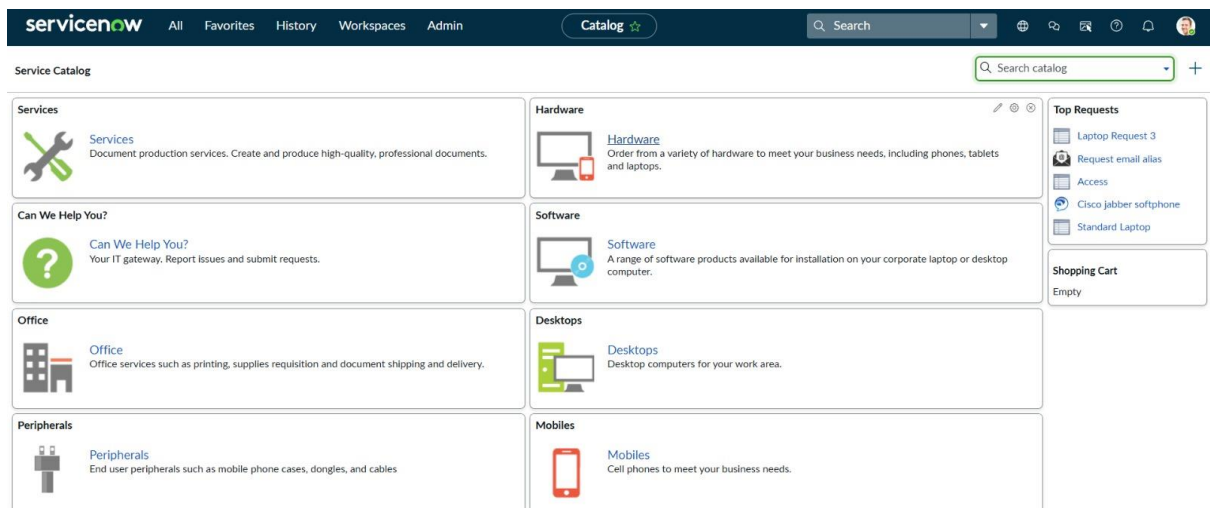
Activity: Testing the Laptop Request Catalog Item

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**.

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.