

LAPTOP REQUEST CATALOG ITEM USING SERVICE NOW

Date	16 Feb 2026
Team ID	LTVIP2026TMIDS42057
Project Name	Laptop Request Catalog Item using Service Now
Mentor Name	I.Suneetha

Introduction:

Employees of the company need a quick and efficient way to request laptops for work. The process is currently manual and prone to delays, and there is no dynamic form behavior to guide users or ensure accurate data gathering. A Service Catalog item that makes it easy for customers to request a laptop must be created in order to address this. It should include clear instructions, dynamic fields, and additional features like the option to reset the form if needed. The solution must also ensure that all changes are tracked for governance and deployment purposes.

Key Features

- **Update Set :** Create or select an update set to track changes.
- **Service Catalog Item:** Create the laptop request item in the Service Catalog.
- **UI Policy:** Define UI policies to control form behavior
- **UI Action:** Add buttons or links (UI actions) for user interactions.
- **Export Update Set:** Export the update set after completing configurations.
- **Login to Another Instance:** Access a different ServiceNow instance
- **Testing:** Test the catalog item to ensure all functionality works as expected.
- **Conclusion:** Final thoughts or wrap-up.

Pre-requisites:

1. Active ServiceNow Personal Developer Instance (PDI) obtained from developer.servicenow.com.
2. Basic familiarity with:
 - **ServiceNow navigation and configuration**
 - **Tables, forms, and related lists**
 - **Business rules and Flow Designer**
 - GitHub or other repository (optional) for maintaining documentation and exported update sets

Requirements Functional:

Requirements:

- The system must allow the creation of an update set to track changes made for the catalog item.
- Users should be able to create a new catalog item specifically for laptop requests.
- The item should include relevant fields such as model, purpose, justification, and approval.
- Show/hide fields based on conditions.
- Make fields mandatory or read-only.
- Add actions like submit, reset, or cancel to the catalog item form for user interaction.
- Ability to export the completed update set for transfer to another instance.

Non-Functional Requirements:

- The catalog item form should load within 2 seconds.
- Request submission should be processed without noticeable delay.
- The catalog item form should be user-friendly and intuitive.
- Field labels and help text must be clear and meaningful.
- Only authorized users (e.g., IT Admins or Catalog Admins) should be able to create or modify the catalog item.
- Data in the form should be validated to prevent injection attacks.

Phases of the Project Ideation:

Phase:

During the ideation phase, it is determined that ServiceNow should be used to automate laptop requests. Stakeholders talk about the difficulties with manual procedures and suggest a catalog item that requires permissions and dynamic forms. After outlining the essential needs and evaluating its viability, the concept is given the go-ahead to proceed.

Requirement Analysis Phase:

- Identify required fields (e.g., laptop model, justification).
- Define user roles (requester, approver, fulfiller).
- Document functional and non-functional requirements.
- Set business rules and approval conditions.
- Plan request workflow (submit → approve → fulfill).
- Use ServiceNow components like Catalog Item, UI Policies, and Update Sets.
- Validate and finalize requirements with stakeholders.

Project Planning Phase:

The team executed these milestones:

1. ServiceNow Instance Setup

- Signed up at developer.servicenow.com and requested a Personal Developer Instance (PDI)
- Filled necessary details; received instance access credentials via email
- Logged in and prepared the instance for development.

2. Creation of Local Update Set

1. Access Navigation

- Open ServiceNow and go to All → Update Sets.

2. Choose Local Update Sets

- Select Local Update Sets under the *System Update Sets* module.

3. Create New Update Set

- Click New to open the update set form.
- Enter a meaningful name, e.g., "Laptop Request".

4. Save and Submit

- Click Submit to save the new update set.

5. Activate the Update Set

- After submission, click Make Current.
- This ensures all your changes are tracked under this update set.

The screenshot shows the ServiceNow interface for creating a new update set. The title bar says "servicenow" and "Update Set - Create Laptop Request Project 2". The top navigation bar includes "All", "Favorites", "History", "Workspaces", "Search", and other global icons. The main form has fields for "Name" (set to "Laptop Request Project 2"), "State" (set to "In progress"), "Parent" (empty), "Release date" (empty), and "Description" (empty). Below the form are two buttons: "Submit" and "Submit and Make Current".

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 Catalog Items list view. A search bar at the top contains the text 'service catalog'. Below the search bar is a table with columns: short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The table lists various items such as 'Nirvacy Filter - X1 Carbon', 'Nirvacy Filter', 'Microsoft Access', etc. At the bottom of the table, there are buttons for 'Activate' and 'Deactivate'.

short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Nirvacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
Nirvacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
Nirvacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-03-31 02:15:56
Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true	Service Catalog	Mobiles	\$799.00	Item	2022-05-20 08:30:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true	Service Catalog	Mobiles	\$999.00	Item	2022-05-24 03:02:19
Apple iPhone 4 Cable	For Apple iPhone 4/4S	false	Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	Apple iPhone 5	false	Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false	Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 6s	Apple iPhone 6s	false	Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33
Apple iPhone 6s Plus	Apple iPhone 6s Plus	false	Service Catalog	Mobiles	\$799.99	Item	2022-11-20 20:46:33

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

Click on 'SAVE'

The screenshot shows the Catalog Item - Laptop Request creation form. The Name field is filled with 'Laptop Request'. The Catalog dropdown is set to 'Service Catalog'. The Category is 'Hardware'. The Short description field contains 'Use this item to request a new laptop'. The Description rich text area is empty. Other fields like Application, Active, and Fulfillment automation level are also visible.

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

Catalog Item - Laptop Request

Mets

Related Links: Item Overview, Run Print Scan

Variables (4) Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (0) Catalog Data Lookup Definitions Related Articles Related Catalog Items Assigned Topics

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

Again click on new and add Remaining variables in the above process

Variable - New Record

Application: Global

Type: Single Line Text

Catalog Item: Laptop Request

Order: 101

Active:

Mandatory:

Read only:

Hidden:

Question: Specify the Question that explains the options available to the end user when ordering the item

* Question: Laptop Model

* Name: laptop_model

Conversational label:

Tooltip:

Example Text:

Submit

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

Catalog Item: Laptop Request

Variable name: accessories_details

Order: 100

Application: Global

Mandatory: True

Visible: True

Read only: Leave alone

Value action: Leave alone

Field message type: None

Submit

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 'Catalog UI Policy - New Record' page in ServiceNow. At the top, there are tabs for All, Favorites, History, Workspaces, and Catalog UI Policy - New Record. Below the tabs is a search bar and a 'Submit' button. The main area has fields for 'Applies to' (set to 'A Catalog Item' with 'Catalog Item' selected), 'Application' (set to 'Global'), and 'Active' (checkbox checked). A note says 'Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task forms. [More Info](#)'. Below this is a 'Short description' field containing 'show accessories details'. The 'When to Apply' section is expanded, showing a 'Catalog Conditions' clause: 'Choose option: FOR Clause' with 'additional_accessories is true' selected. Other options include 'Applies on Catalog Item view' (checkbox checked), 'Applies on Catalog Tasks' (checkbox unchecked), 'Applies on Requested Items' (checkbox unchecked), 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' (checkbox unchecked), 'On load' (checkbox checked), and 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' (checkbox unchecked).

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:10

0 Mandatory:

True Visible :

True

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

Catalog Conditions

- additional_accessories is true

Applies on Catalog Item view

Applies on Catalog Tasks

Applies on Requested Items

UI policy - show accessories details

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

Exporting changes to another instances

- Click on All >> search for update sets
- Select local update set
- Select created update set i.e. 'Laptop Request Project'
- Set the state to 'Complete'
- In the related list Update tab, updates are visible which we perform under this update set.
- Click on export to XML ,it download one file

Created	Type	View	Target name	Updated by	Remote update set	Action

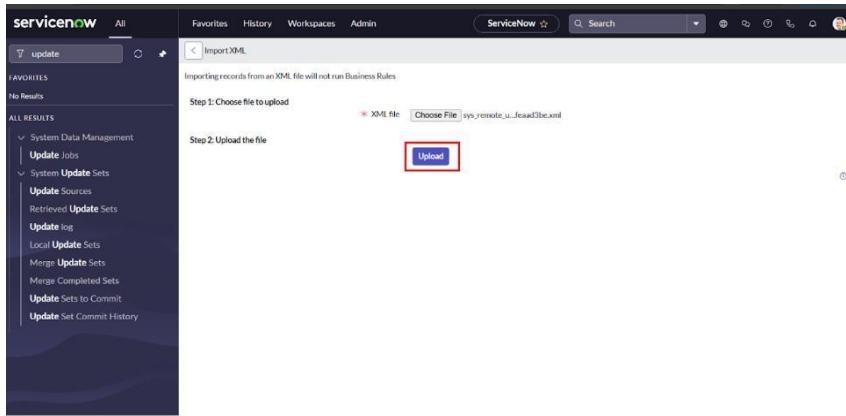
Retrieving the update set

- Open another instance in incognito window
- Login with credentials
- Click on all>> search for update sets
- Select "Retrieved update set" under system update set
- It open retrieved update set list and scroll down
- Click on Import update set from XML

Name	Type	Target name	Table	View	Action
catalog_ui_policy_04faef06c3522210a96fb1fd4013102	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8d7bf1fc3522210a96fb1fd4013146	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_1f3997823522210a96fb1fd4013146	Variable	Accessories_Details			INSERT_OR_UPDATE
item_option_new_40097cc0c3722210a96fb1fd4013146	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_ae7c74233522210a96fb1fd4013146	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_ae8d182d3522210a96fb1fd40131223	Variable	Justification			INSERT_OR_UPDATE
sc_cat_item_51a69500c3122319699fb1fd40131199	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_b167ff03c0522210a96fb1fd4013110e	Catalog Item Catalog	Service Catalog Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_798739433522210a96fb1fd4013103	Catalog Item Category	Hardware Laptop Request			INSERT_OR_UPDATE
sys_si_action_a61df9fc3522210a96fb1fd4013111	UI Action	Reset Form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

- 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

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

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 for a 'Laptop Request' item. The main area contains fields for 'Laptop Model' (set to 'Laptop') and 'Justification'. A checkbox labeled 'Additional Accessories' is present. To the right, there's a sidebar with an 'Order Now' button and a 'Shopping Cart' section showing 'Empty'.

1. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
2. Now see the results, it fulfills our requirements.

This screenshot shows the same ServiceNow service catalog interface as the previous one, but with a key difference: the 'Additional Accessories' checkbox is checked. As a result, a new field labeled 'Accessories Details' has appeared below the justification field, indicating that the field is now mandatory.

Conclusion :

By utilizing ServiceNow's Service Catalog features, the Laptop Request Catalog Item project effectively expedites the organization's laptop request process. Through the installation of a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, decreasing errors and enhancing productivity. This project shows how automated, effective, and user-centric solutions may be utilized to replace manual, error-prone operations with ServiceNow. By offering a contemporary and efficient request process, it not only raises employee happiness but also improves service delivery.