

LAPTOP REQUEST CATALOG ITEM

ProblemStatement:

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

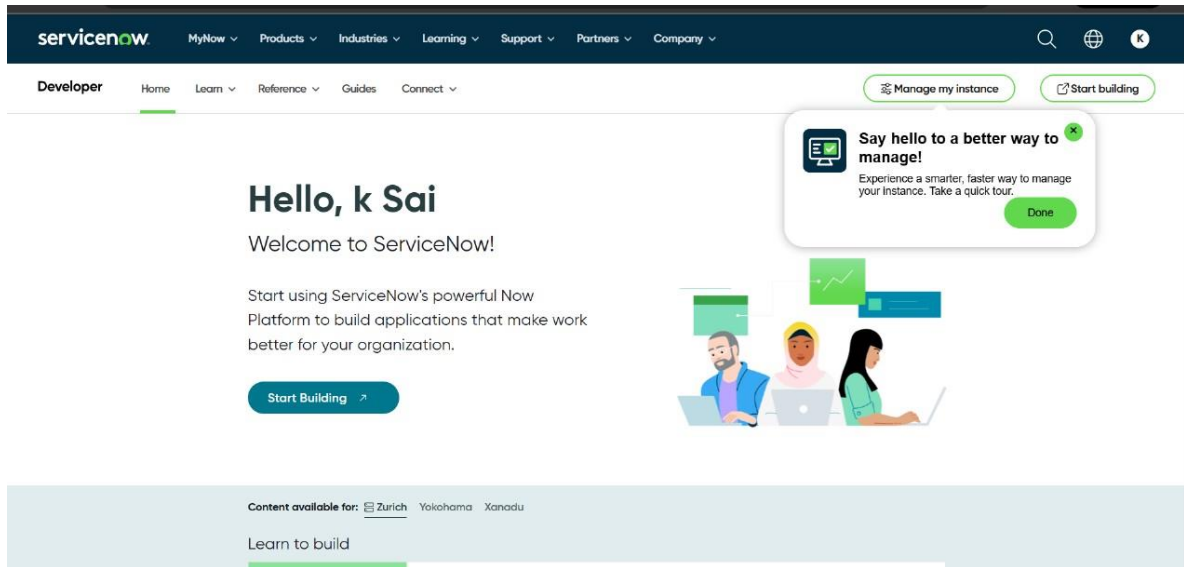
Setting Up the ServiceNow Instance

Sign Up for a Developer Account

- Visit the ServiceNow Developer Portal at <https://developer.servicenow.com>.
- Create a new developer account by providing the required information.

Request a Personal Developer Instance

- Log in to your developer account.
- Navigate to the "Manage > Instance" section.
- Click "Request Instance" and choose the latest available release.



1. CreateLocalUpdateSet

Steps:

1. OpenServiceNowinstance.
2. Navigateto:All→UpdateSets→LocalUpdateSets
3. ClickonNew.
4. Fillinthefollowingdetails:oName:Laptop Request
5. Click Submit.
6. ClickMakeCurrentonthecreatedupdateset.

Note:Performallactionsunderthis"LaptopRequest"updatesetonly.

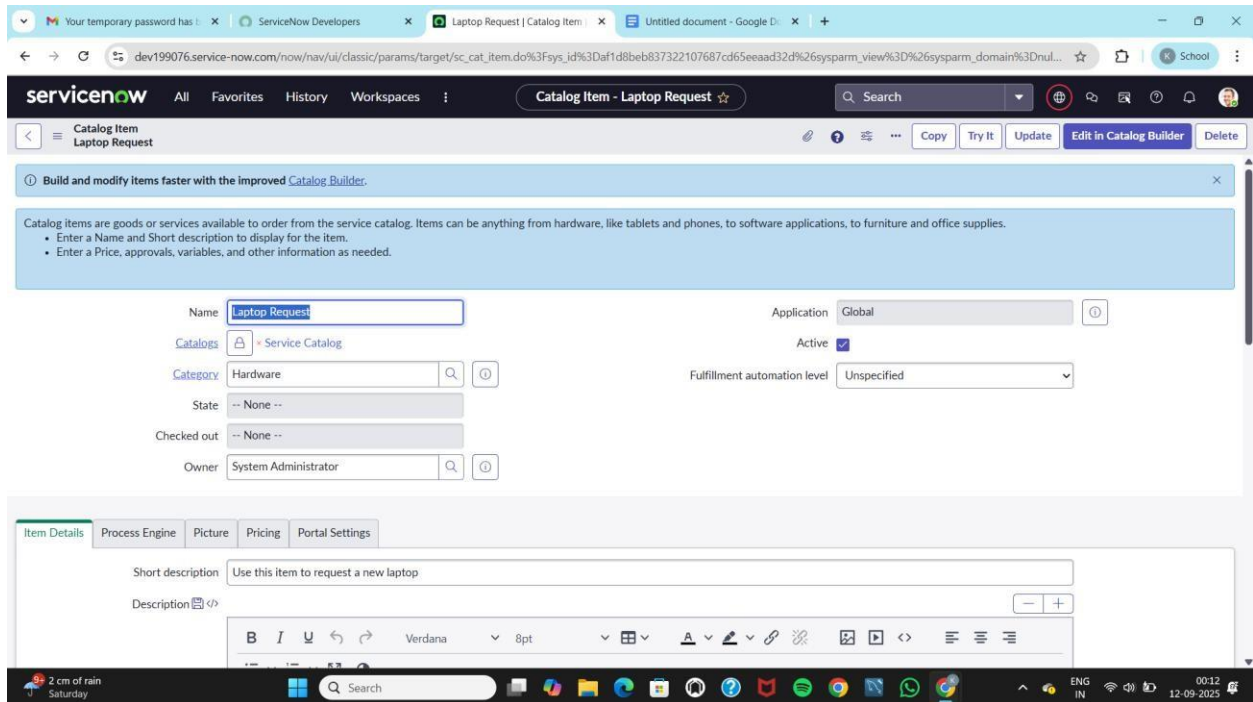
ServiceNow Update Sets interface showing a list of update sets. The table below represents the data visible in the screenshot:

Name	Application	State	Installed from	Created	Created by
CB_Standard items in Service Catalog_lph...	Global	Complete		2025-08-25 00:00:54	admin
Default	Security Center	In progress		2025-03-06 03:19:30	system
Default	Pipeline	In progress		2025-08-07 09:26:55	system
Default	Global	In progress		2025-03-06 01:14:36	system
Default	Now Assist Troubleshooting	In progress		2025-03-06 03:20:41	admin
DevChanges	Global	Complete		2025-08-13 10:42:09	admin
Laptop Request	Global	In progress		2025-09-11 11:39:05	admin

2. CreateServiceCatalogItem

Steps

1. Goto:All→ServiceCatalog→MaintainItems
2. ClickonNew.
3. Fillintheform:
 - Name: Laptop Request
 - Catalog:ServiceCatalog
 - Category: Hardware
 - ShortDescription:Usethisitemtorequestanewlaptop
4. ClickSave(notSubmit).



3. AddVariables

Step1:

1. AftersavingtheLaptopRequestcatalogitem,scrollowntotheVariables related list (at the bottom of the form).
2. ClickontheNewbuttontoaddavvariable.
3. Addthefirstvariablewiththefollowingdetails:
 - VariableName:LaptopModel
 - Type:SingleLineText
 - Name:laptop_model

→ Order:100

4. Click Submit.

The screenshot shows the ServiceNow interface for configuring a variable named 'Laptop Model'. The variable is set to 'Global' application, 'Single Line Text' type, and 'Laptop Request' catalog item. It is currently 'Active' and has an 'Order' of 100. The 'Question' tab is selected, showing a description: 'Specify the Question that explains the options available to the end user when ordering the item'. The 'Question' field is populated with 'Laptop Model', and the 'Name' field is 'laptop_model'. Other fields like 'Conversational label', 'Tooltip', and 'Example Text' are empty. The bottom of the screen shows the Windows taskbar with the date 12-09-2025 and time 00:16.

ServiceNow Variable - Laptop Model

Application: Global
Type: Single Line Text
Catalog item: Laptop Request
Order: 100

Active: ☒
Mandatory: ☐
Read only: ☐
Hidden: ☐

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: Laptop Model
* Name: laptop_model
Conversational label:
Tooltip:
Example Text:

Copy Update Delete

Related Links
Run Point Scan
(SN) Little Versions (1)

Step2:

Repeat the same process to add the remaining variables one by one:

Variable2

- **VariableName:** Justification
- **Type:** MultiLineText
- **Name:** justification
- **Order:** 200
- Click **Submit**.

Variable3

- **VariableName:**AdditionalAccessories
- **Type:**Checkbox
- **Name:** additional_accessories
- **Order:**300
- Click**Submit**.
-

Variable4

- **VariableName:**AccessoriesDetails
- **Type:**MultiLineText
- **Name:** accessories_details
- **Order:**400
- Click**Submit**.

The screenshot shows the ServiceNow interface for a 'Catalog Item - Laptop Request'. The page displays a list of assigned variables for this catalog item. The variables are listed in a table with columns for 'Type', 'Question', and 'Order'.

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

The interface also includes navigation tabs for 'Variables (4)', 'Variable Sets', 'Catalog UI Policies', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', 'Catalog Data Lookup Definitions', 'Related Articles', and 'Related Catalog Items'. The 'Variables (4)' tab is currently selected, showing the list of variables. The bottom of the screen shows a Windows taskbar with the date and time as 12:09:2025.

Step 3:

Once all variables are added, click **Save** on the Laptop Request catalog item form to save the item along with its variables.

4. CreateCatalogUIPolicy

Steps:

1. Navigateto:
All→ServiceCatalog→MaintainItems
2. OpentheLaptopRequestcatalogitem.
3. Scroll downto**CatalogUIPolicies**(RelatedList).
4. Clickon**New**.
5. Filltheform:
 - **ShortDescription**:ShowAccessories Details
 - **WhentoApply**:
Field:additional_accessories
Operator: is
Value:true
6. Click**Save**(donotsubmityet).

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The browser address bar shows the URL: `dev199076.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D4ad47ef837322107687cd65eead399%26sysparm_view%3D%26sysparm_domain%3D...`. The page title is "Catalog UI Policy - Show Accessories Details".

Applies to: A Catalog Item (dropdown)
* Catalog item: Laptop Request (text field with search icon)
* Short description: Show Accessories Details (text field)

Application: Global (dropdown)
Active: ☒

When to Apply (tab selected) | Script (tab)
Catalog UI policy actions are applied only if all the following conditions are met:
1. The catalog UI policy is **Active**
2. The items in the **Conditions** field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: additional_accessories is true
Buttons: Add Filter Condition, Add OR Clause, AND, OR, X

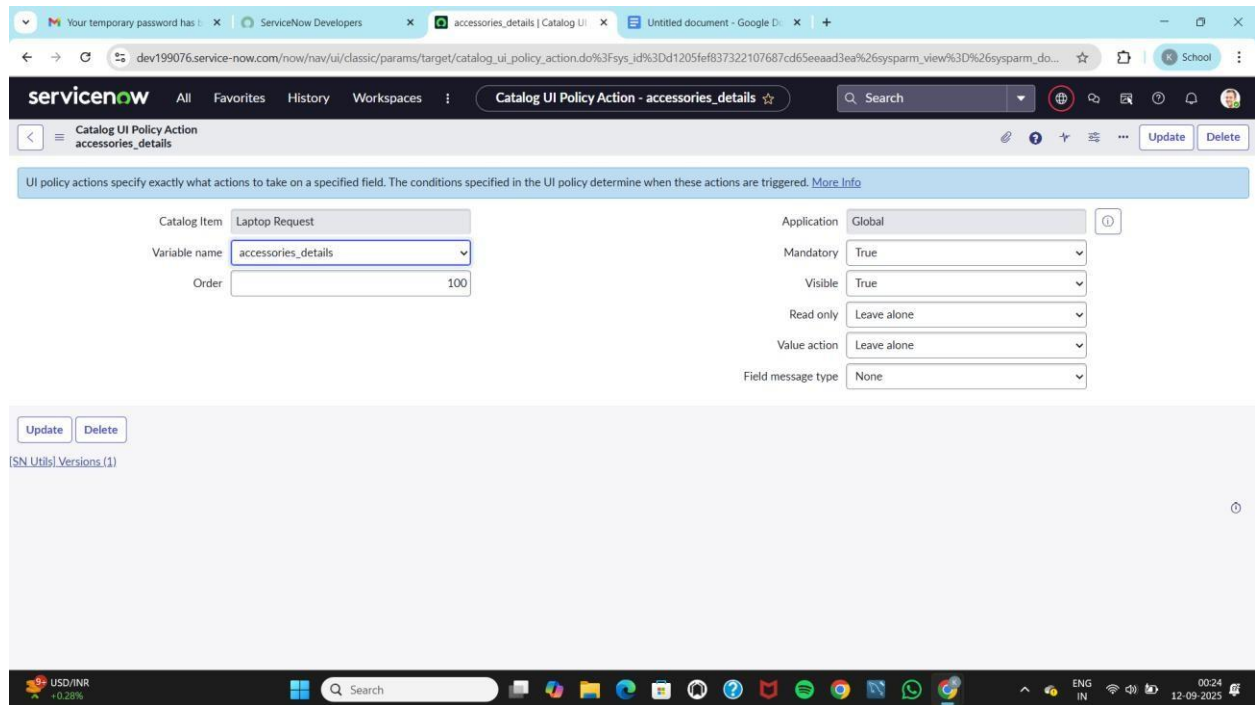
Applies on a Catalog Item view: ☒
Applies on Catalog Tasks: ☐
Applies on Requested Items: ☐

On load: ☒
Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form
Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

5. CreateCatalogUIPolicyAction

Steps:

1. In the same UI Policy form, scroll to **CatalogUIPolicy Actions**.
2. Click **New**.
3. Fill in the form:
 - VariableName**: accessories_details
 - Order**: 100 or **Mandatory**: True
 - Visible**: True
4. Click **Save**.
5. Then click **Save** again on the UI Policy form.



6. CreateUIAction(ResetButton)

Steps:

1. Navigateto:

All→SystemDefinition→UIActions

2. Clickon**New**.

3. Fillinthe following:

- **Table:**sc_cart(ShoppingCart)
- **Order:**100
- **Actionname:**Resetform
- **Client:**Checked
- **Script:**

```
functionresetForm(){
    g_form.clearForm();//Clearsallfieldsintheform alert("The
    form has been reset.");
}
```

4. Click **Save**.

The screenshot shows the ServiceNow UI Action configuration interface. The browser tabs include 'Your temporary password has...', 'ServiceNow Developers', 'Reset form | UI Action | ServiceNow', and 'Untitled document - Google D...'. The URL is 'dev199076.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3Df750d32383b322107687cd55eead360%26sysparm_view%3D%26sysparm_domain%3Dh...'. The page title is 'UI Action - Reset form'. The configuration fields are as follows:

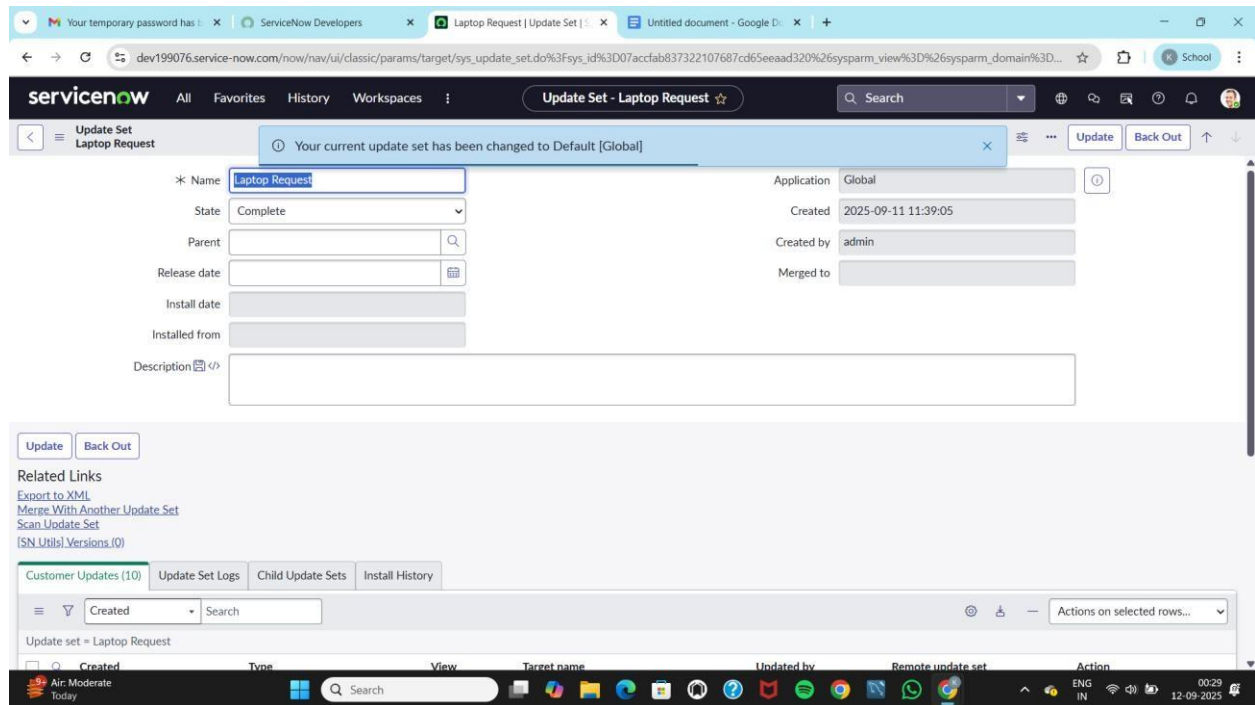
Field	Value
Name	Reset form
Table	Shopping Cart [sc_cart]
Order	100
Action name	Reset form
Active	<input checked="" type="checkbox"/>
Show insert	<input checked="" type="checkbox"/>
Show update	<input checked="" type="checkbox"/>
Client	<input checked="" type="checkbox"/>
List v2 Compatible	<input checked="" type="checkbox"/>
List v3 Compatible	<input type="checkbox"/>
Overrides	
Messages	
Comments	
Hint	
Application	Global
Form button	<input type="checkbox"/>
Form context menu	<input type="checkbox"/>
Form link	<input type="checkbox"/>
Form style	-- None --
List banner button	<input type="checkbox"/>
List bottom button	<input type="checkbox"/>
List context menu	<input type="checkbox"/>
List choice	<input type="checkbox"/>
List link	<input type="checkbox"/>
List style	-- None --

The bottom of the screen shows a Windows taskbar with a search bar, various application icons, and system tray information including '2 cm of rain Today', 'ENG IN', and '00:26 12-09-2025'.

7. ExportUpdateSettoXML

Steps:

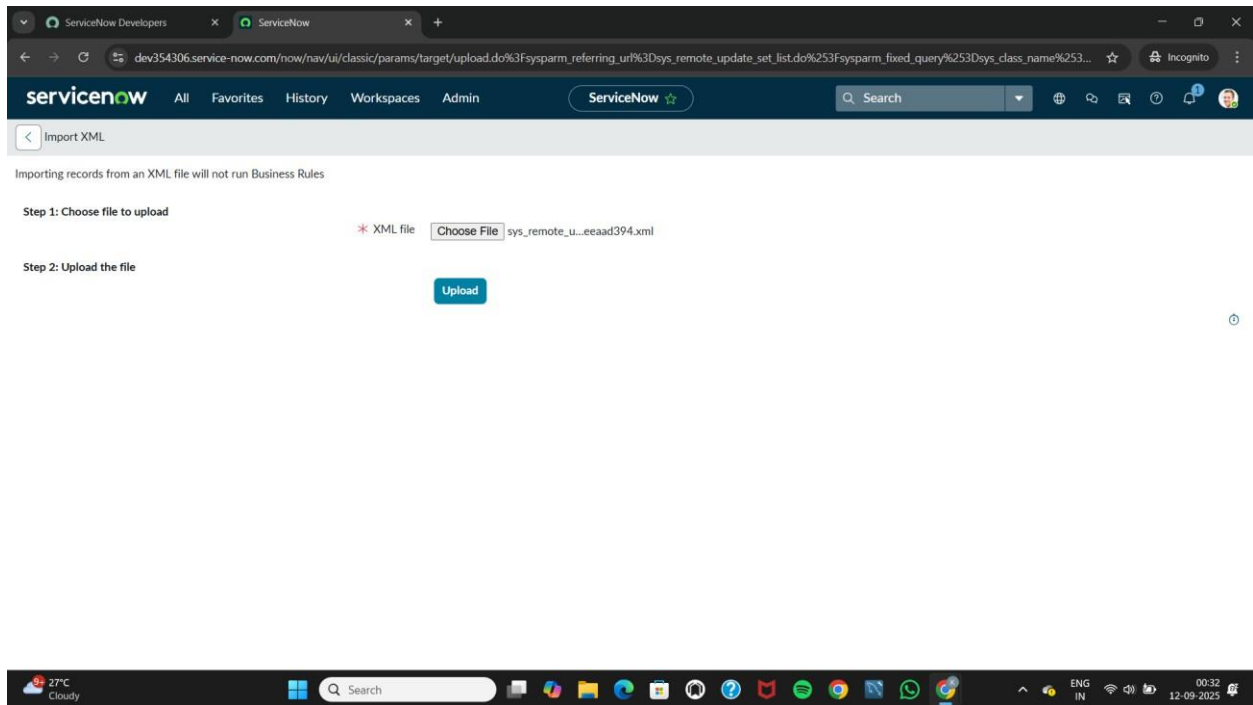
1. Navigateto:
All→UpdateSets→LocalUpdateSets
2. Opentheupdateset:Laptop Request.
3. SetStateto:**Complete**.
4. Inthe **Updates**relatedlisttab,reviewallupdates.
5. Click**ExporttoXML**todownloadtheupdateset.



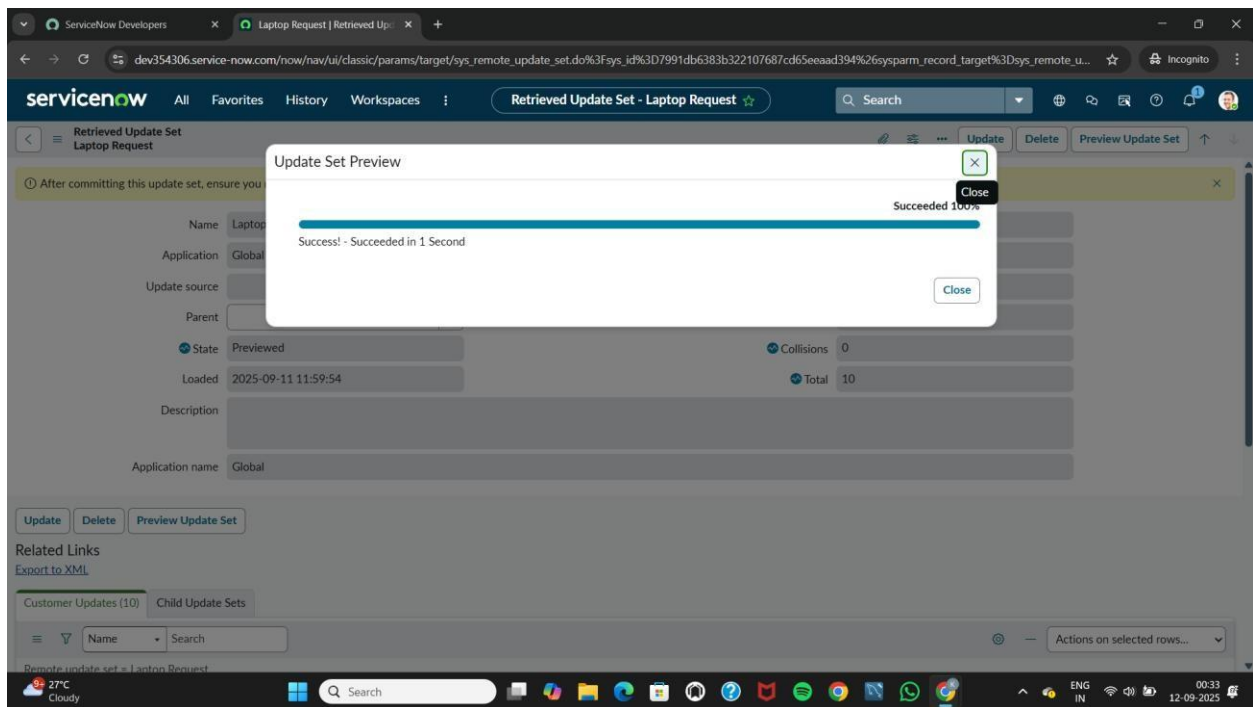
8. RetrieveUpdateSetinAnotherInstance

Steps:

1. OpenanotherServiceNowinstancein**IncognitoMode**.
2. Loginwithvalid credentials.
3. Navigateto:
All→UpdateSets→RetrievedUpdate Sets
4. Click**ImportUpdateSetfromXML**.
5. Uploadthepreviouslydownloaded.xmlfile.
6. Click**Upload**.



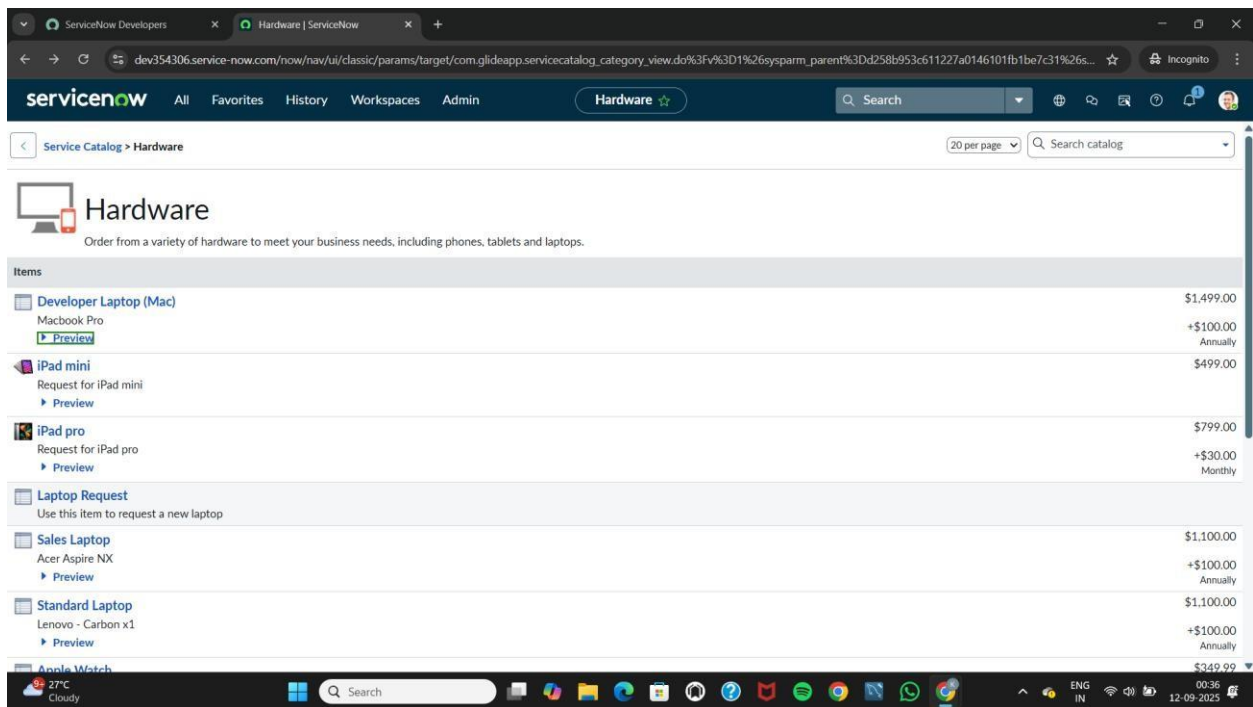
7. Open the uploaded set Laptop Request Project.
8. Click **Preview Update Set**.
9. Click **Commit Update Set**.
10. Review all related **Update Set**.



9. TesttheCatalogItem

Steps:

1. Inthe**TargetInstance**,navigateto:
All→**ServiceCatalog**→**Catalog**
2. Open**Hardware**category.
3. Searchandopentheitem:Laptop Request.

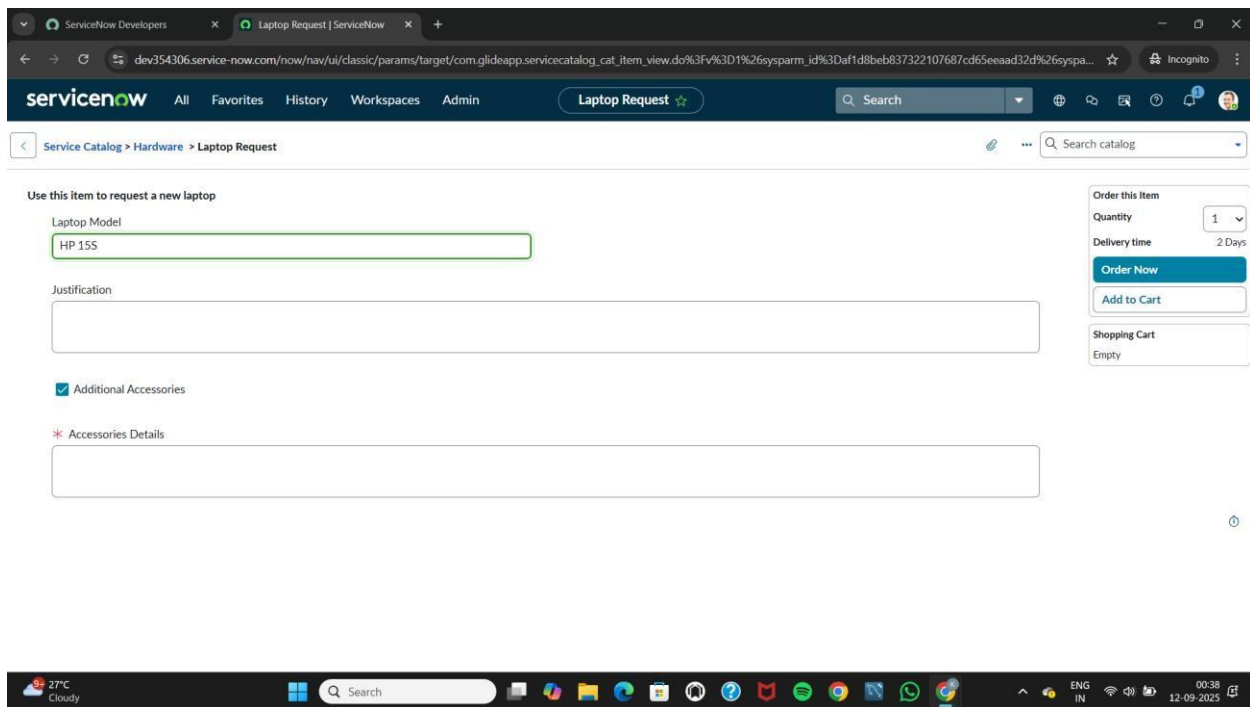


4. Observethedisplayedvariables:

- LaptopModeloJustification
- AdditionalAccessories

5. ScenarioTest:

- **Check**thecheckbox:AdditionalAccessories
- ThefieldAccessoriesDetailsbecomes**visibleandmandatory**.



Conclusion:

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.