

Laptop Request Catalog Item

Team ID : NM2025TMID01215

Team Size : 3

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Problem Statement

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.

Objective

Design and implement a ServiceNow catalog item that enables employees to submit laptop requests dynamically with form validations, clear guidance, and governance controls, improving speed, accuracy, and accountability in the process.

Category

ServiceNow System Administrator.

Skills

UIPath RPA, Tanzu Application Service

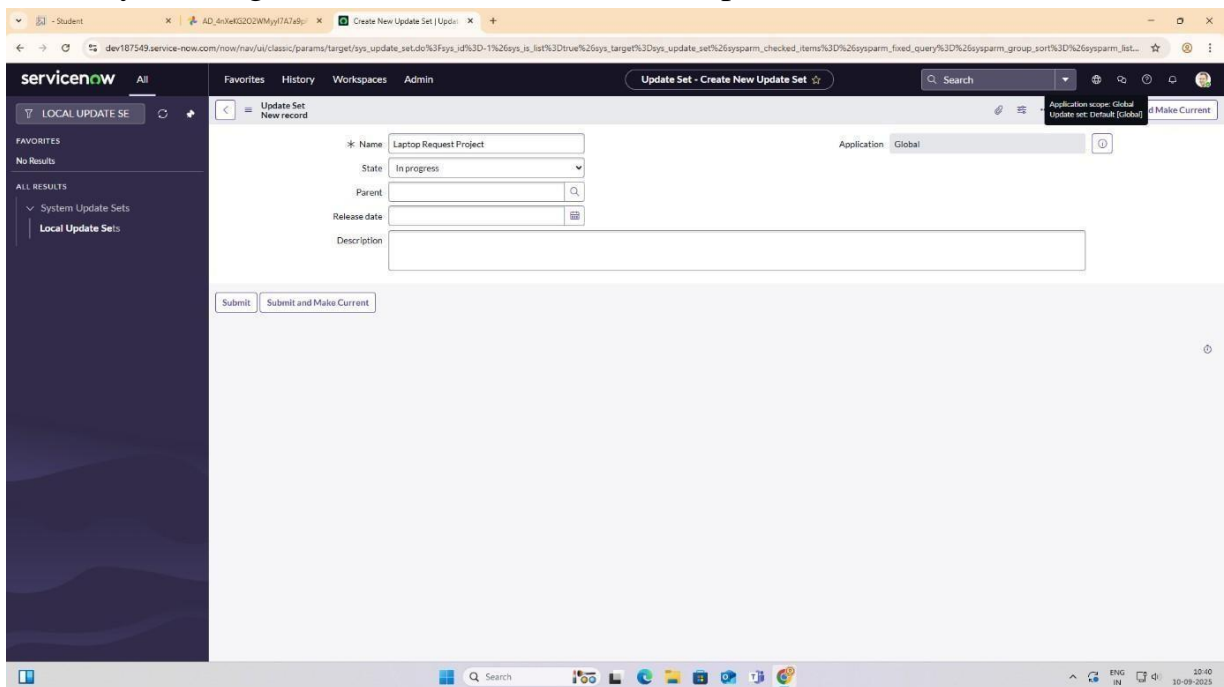
TASK INITIATION Milestone 1: Create Local Update Set

Activity 1: Create Update Set in ServiceNow

1. Open ServiceNow instance.
2. Click on All → search for Update Sets.
3. Select Local Update Sets under System Update Sets.
4. Click on New.
5. Fill in the following details:

Name: Laptop Request

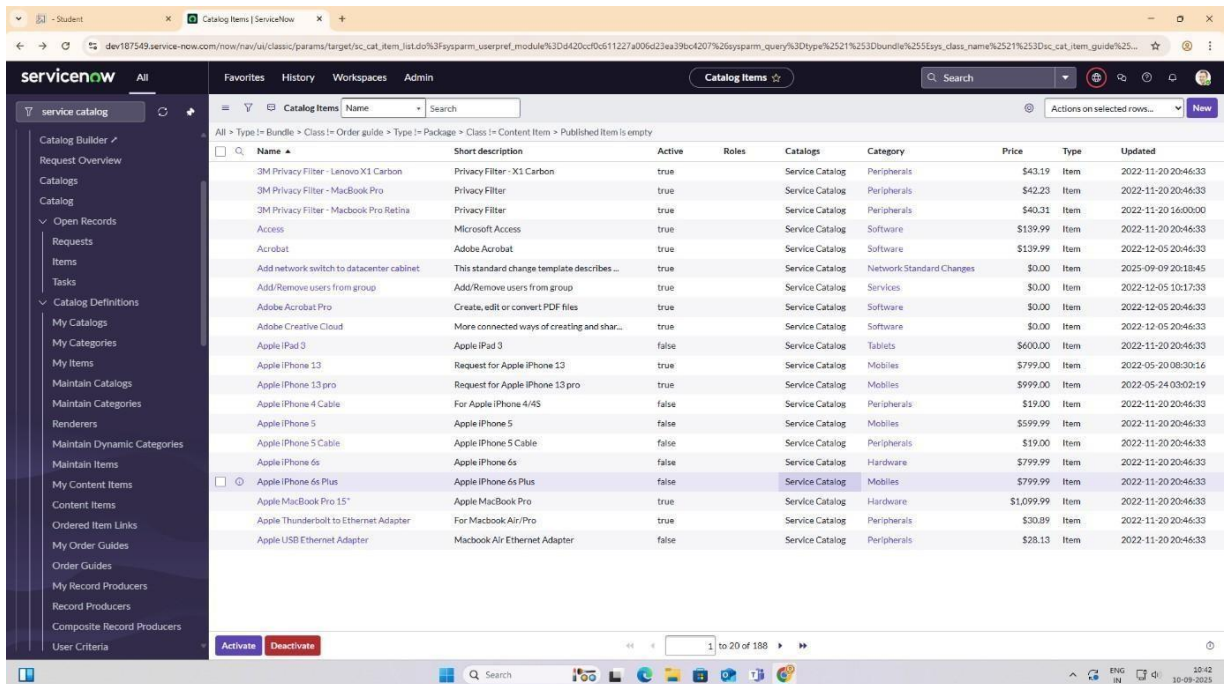
6. Click Submit and make it Current.
7. By clicking on the button it activates the update set



Milestone 2: Create Service Catalog Item

Activity 1: Create New Service Catalog Item in ServiceNow

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 page. The left sidebar contains navigation links for 'service catalog', 'Catalog Builder', 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items', 'My Content Items', 'Content Items', 'Ordered Item Links', 'My Order Guides', 'Order Guides', 'My Record Producers', 'Record Producers', 'Composite Record Producers', and 'User Criteria'. The main table lists various catalog items with columns for Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The 'Apple iPhone 6s Plus' item is highlighted.

| Name | Short description | Active | Roles | Catalogs | Category | Price | Type | Updated |
|--|---|--------|-------|-----------------|--------------------------|------------|------|---------------------|
| 3M Privacy Filter - Lenovo X1 Carbon | Privacy Filter - X1 Carbon | true | | Service Catalog | Peripherals | \$43.19 | Item | 2022-11-20 20:46:33 |
| 3M Privacy Filter - MacBook Pro | Privacy Filter | true | | Service Catalog | Peripherals | \$42.23 | Item | 2022-11-20 20:46:33 |
| 3M Privacy Filter - MacBook Pro Retina | Privacy Filter | true | | Service Catalog | Peripherals | \$40.31 | Item | 2022-11-20 16:00:00 |
| Access | Microsoft Access | true | | Service Catalog | Software | \$139.99 | Item | 2022-11-20 20:46:33 |
| Acrobat | Adobe Acrobat | true | | Service Catalog | Software | \$139.99 | Item | 2022-12-05 20:46:33 |
| Add network switch to datacenter cabinet | This standard change template describes... | true | | Service Catalog | Network Standard Changes | \$0.00 | Item | 2025-09-09 20:18:45 |
| Add/Remove users from group | Add/Remove users from group | true | | Service Catalog | Services | \$0.00 | Item | 2022-12-05 10:17:33 |
| Adobe Acrobat Pro | Create, edit or convert PDF files | true | | Service Catalog | Software | \$0.00 | Item | 2022-12-05 20:46:33 |
| Adobe Creative Cloud | More connected ways of creating and shar... | true | | Service Catalog | Software | \$0.00 | Item | 2022-12-05 20:46:33 |
| Apple iPad 3 | 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 |
| Apple MacBook Pro 15" | Apple MacBook Pro | true | | Service Catalog | Hardware | \$1,099.99 | Item | 2022-11-20 20:46:33 |
| Apple Thunderbolt to Ethernet Adapter | For MacBook Air/Pro | true | | Service Catalog | Peripherals | \$30.89 | Item | 2022-11-20 20:46:33 |
| Apple USB Ethernet Adapter | Macbook Air Ethernet Adapter | false | | Service Catalog | Peripherals | \$28.13 | Item | 2022-11-20 20:46:33 |

5. Fill the following details to create a new catalog item

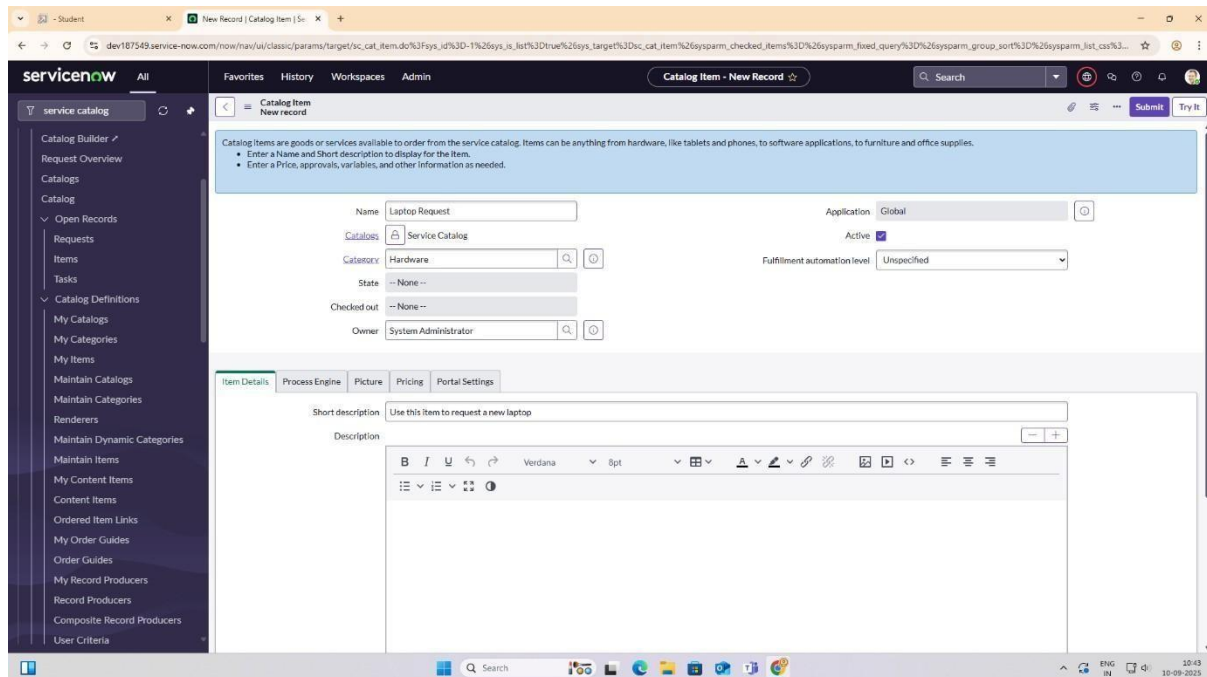
Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6. Click on 'SAVE'



Activity 2: Add Variables to the Catalog Item

Step1:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below

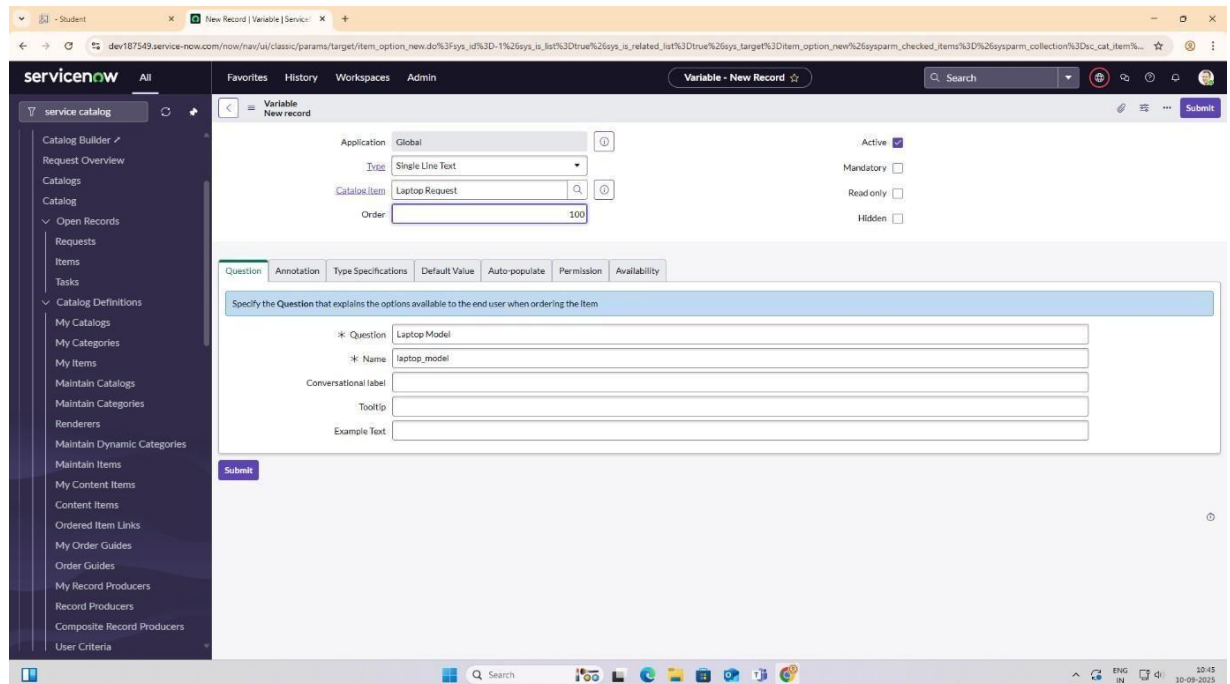
1. Variable 1:Laptop Model

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

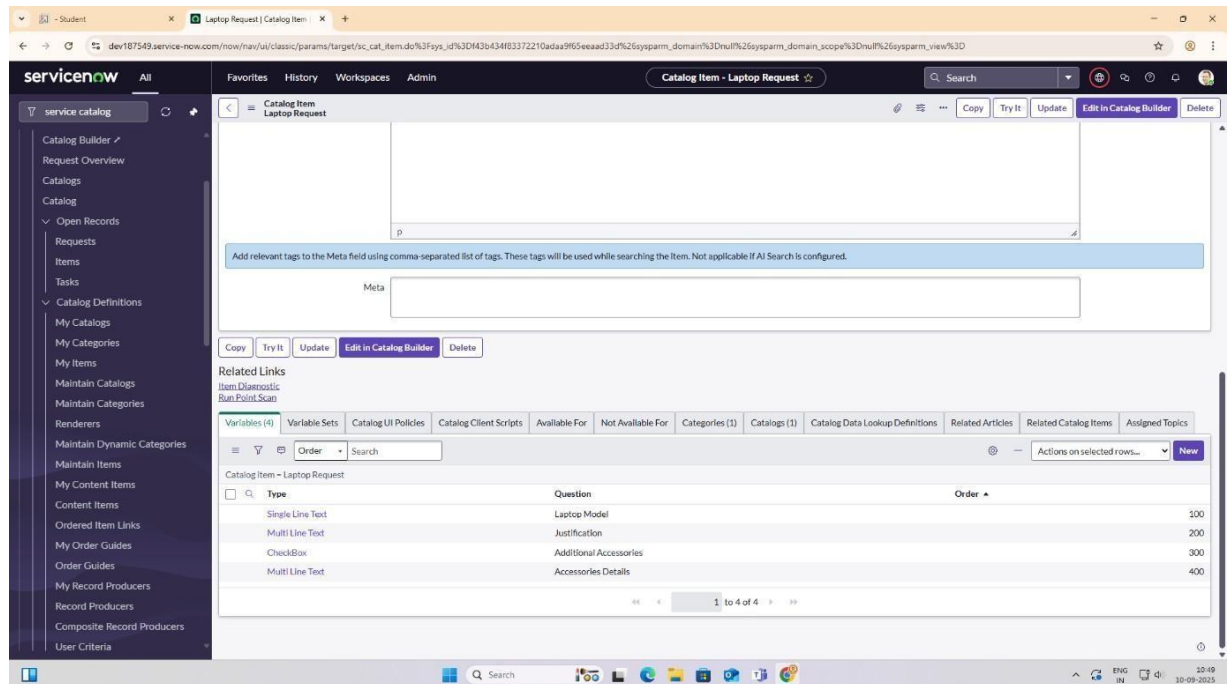
4. Variable 4: Accessories Details

Type: Multi line text

Name:accessories_details

Order:400 **Step2:**

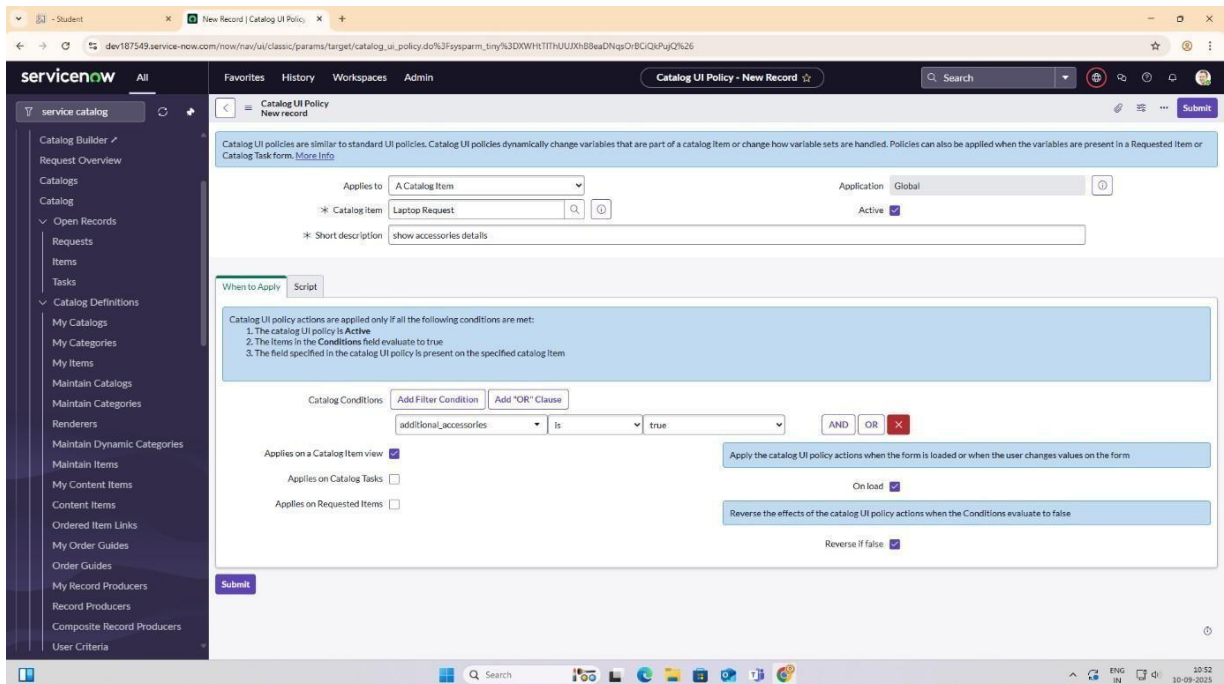
- After adding above variable which are added to newly created catalog item
- Then save the catalog item form



Milestone 3: Create Catalog UI Policies

Activity 1: Configure Catalog UI Policy for Dynamic Behavior

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

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

dev187549.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy_action.do%3Fsys_id%3D-%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Dcatalog_ui_policy_action%26sysparm_checked_items%3D%26sysparm_collection%3D...

servicenow All Catalog UI Policy Action - New Record

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

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

dev187549.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3D%54ec70783b72210ada29f5eead3b6%26sysparm_view%3D%26sysparm_domain%3Dnull%26sysparm_domain_scope%3Dnull

servicenow All UI Action - Reset Form

UI Action - Reset Form

Name: Reset Form

Table: Shopping Cart [sc_cart]

Order: 100

Action name: Reset Form

Active: ☒

Show insert: ☒

Show update: ☒

Client: ☒

List v2 Compatible: ☒

List v3 Compatible: ☐

Overrides:

Messages:

Comments:

Hint:

OnClick:

Condition:

Script:

```

1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
4 }

```

Application: Global

Form button: ☐

Form context menu: ☐

Form link: ☐

Form style: -- None --

List banner button: ☐

List bottom button: ☐

List context menu: ☐

List choice: ☐

List link: ☐

List style: -- None --

Update **Delete**

Milestone 4: Create UI Action

Activity 1: Create Reset Form 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)

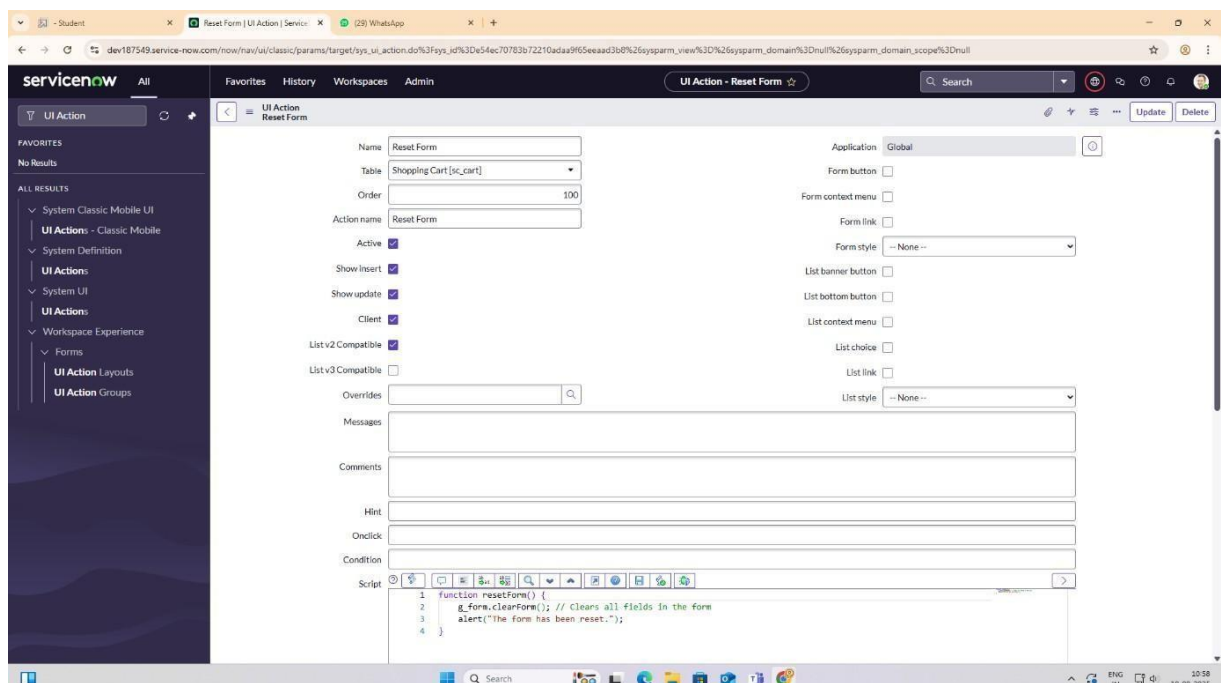
Order:100

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



The screenshot shows the ServiceNow 'UI Action - Reset Form' configuration page. The left sidebar contains a navigation menu with 'UI Action' selected. The main form has the following fields and values:

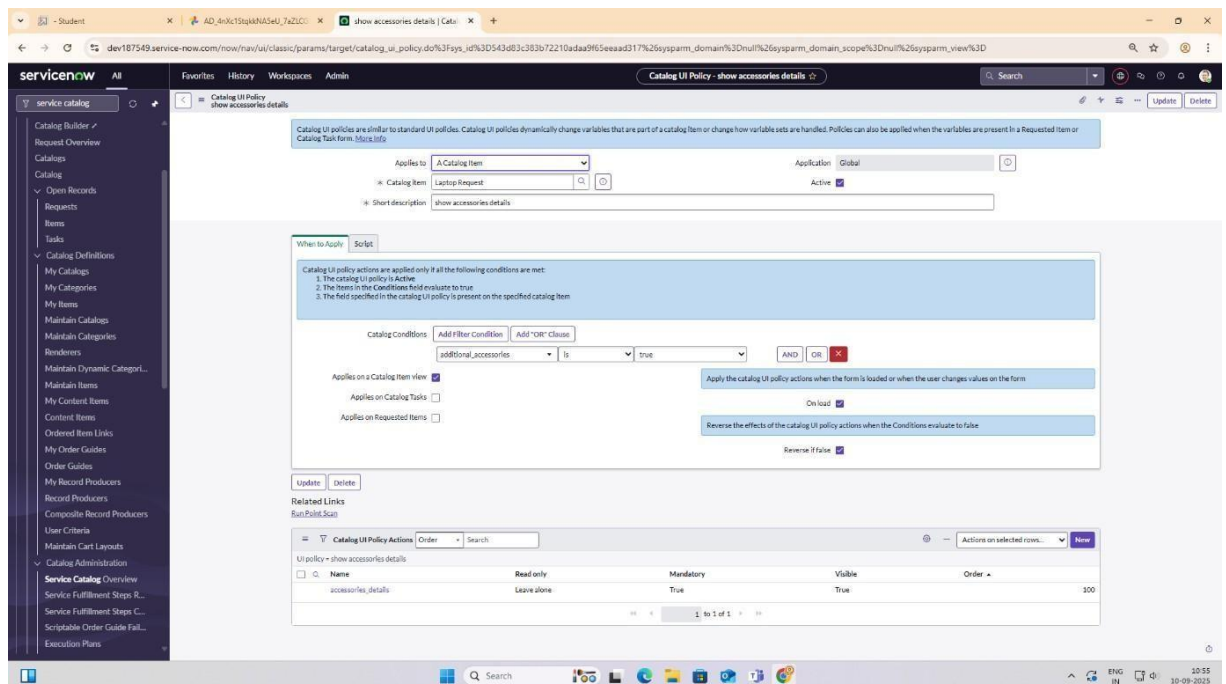
- Name: Reset Form
- Table: Shopping Cart [sc_cart]
- Order: 100
- Action name: Reset Form
- Active: ☒
- Show insert: ☒
- Show update: ☒
- Client: ☒
- List v2 Compatible: ☒
- List v3 Compatible: ☐
- Overrides: (empty)
- Messages: (empty)
- Comments: (empty)
- Hint: (empty)
- OnClick: (empty)
- Condition: (empty)
- Script:


```
1 function resetForm() {
2     g_form.clearForm(); // Clears all fields in the form
3     alert("The form has been reset.");
4 }
```
- Application: Global
- Form button: ☐
- Form context menu: ☐
- Form link: ☐
- Form style: -- None --
- List banner button: ☐
- List bottom button: ☐
- List context menu: ☐
- List choice: ☐
- List link: ☐
- List style: -- None --

Milestone 5: Exporting Changes to Another Instance

Activity 1: Export Update Set as XML

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

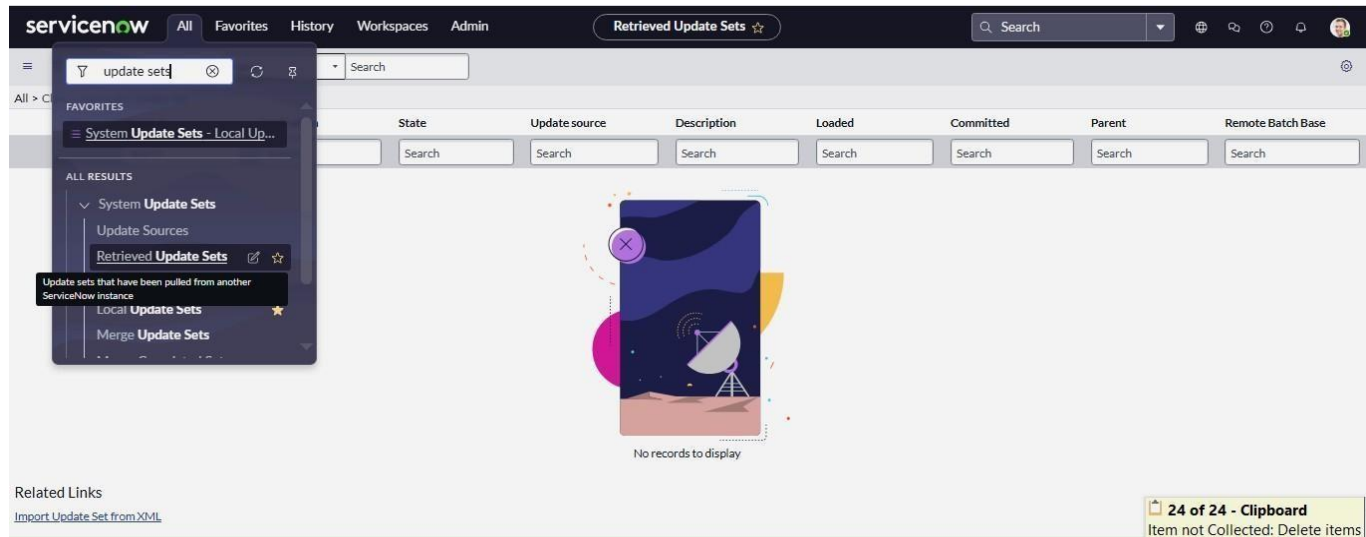


Milestone 6: Retrieving the Update Set

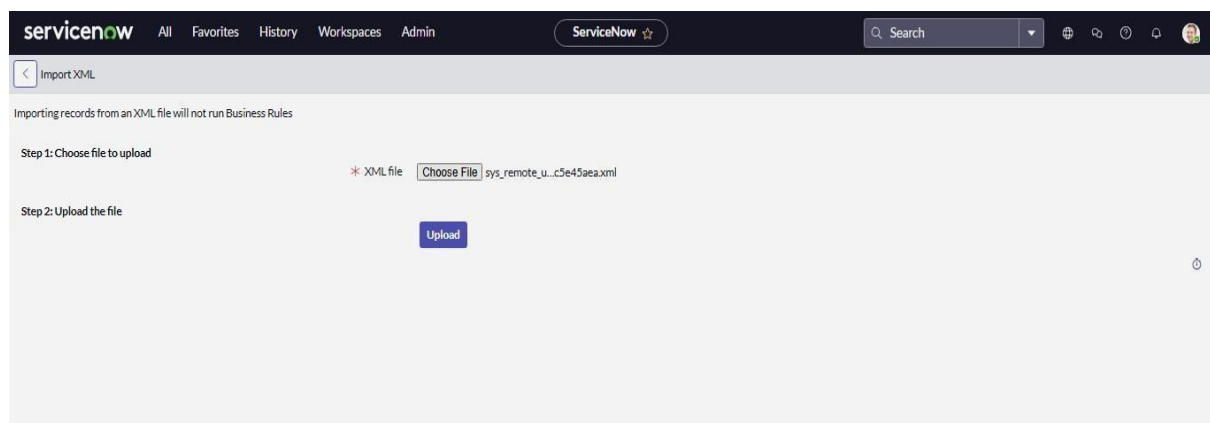
Activity 1: Import Update Set from XML into Another Instance

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

servicenow All Favorites History Workspaces Admin Retrieved Update Set - Laptop Request ☆

ServiceNow Service Management Update Set test

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

| | | | |
|------------------|---------------------|-----------|--|
| Name | Laptop Request | Committed | |
| Application | Global | Inserted | |
| Update source | | Deleted | |
| Parent | | | |
| State | Loaded | | |
| Loaded | 2025-09-07 08:22:24 | | |
| Description | | | |
| Application name | Global | | |

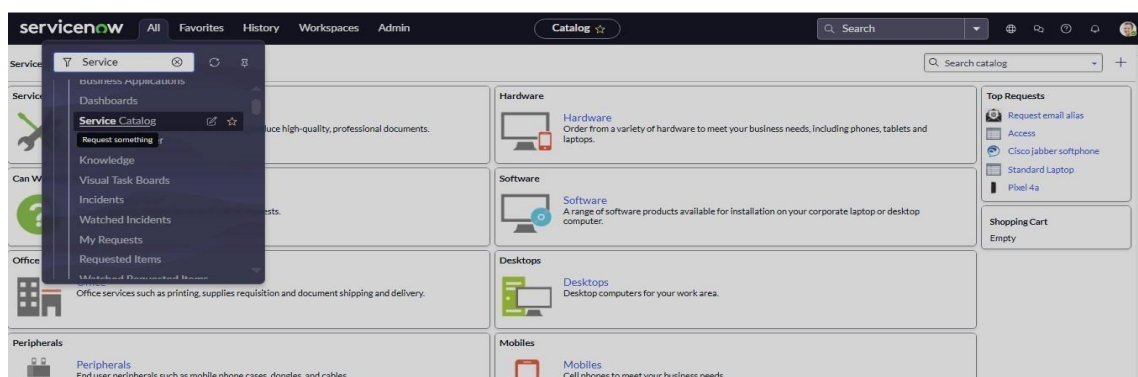
Update Delete Preview Update Set

Related Links

Milestone 7: Test Catalog Item

Activity 1: Verify Functionality of the Laptop Request 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

Hardware

☆

Search

iPad pro

Request for iPad pro

Preview

₹70,508.3175

+₹2,647.3711

Monthly

Laptop Model

Use this item to request a new laptop

Laptop request

Use this item to request a new laptop

Sales Laptop

Acer Aspire NX

Preview

₹97,070.2744

+₹8,824.5704

Annually

Standard Laptop

Lenovo - Carbon x1

Preview

₹97,070.2744

+₹8,824.5704

Annually

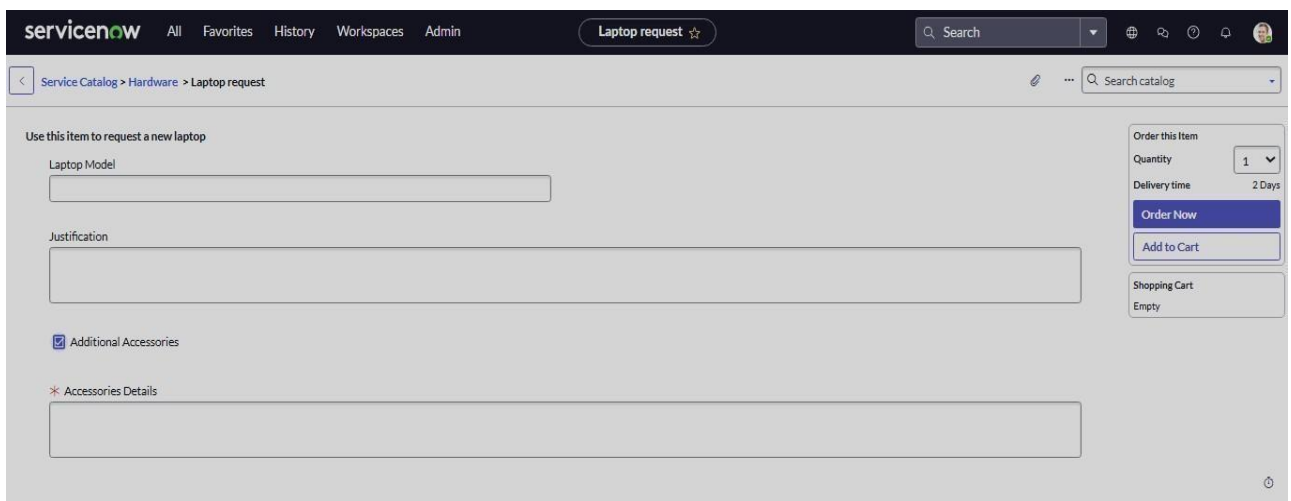
Apple Watch

Apple Watch - Their most personal device ever

Preview

₹30,885.114

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 ☆ Search

Service Catalog > Hardware > Laptop request Search catalog

Use this item to request a new laptop

Laptop Model

Justification

☒ Additional Accessories

* Accessories Details

Order this Item

Quantity 1

Delivery time 2 Days

[Order Now](#)

[Add to Cart](#)

Shopping Cart Empty

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.