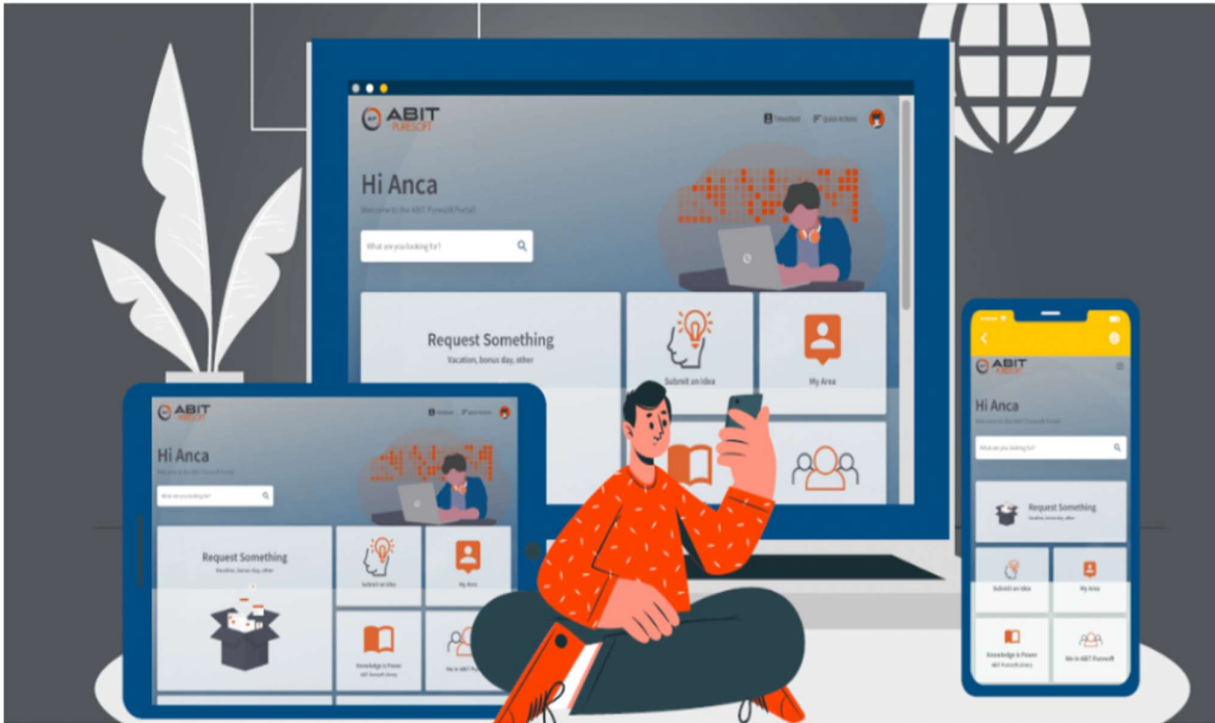


# PROJECT DOCUMENTATION



## Laptop Request Catalog Item

### ServiceNow

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Date : 10-09-2025

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## 1. INTRODUCTION

### Project Overview

Many organizations struggle to handle IT hardware requests—particularly laptops—due to outdated manual processes. These traditional methods often result in inefficiency, long turnaround times, poor communication, and a lack of visibility. This project focuses on developing an automated laptop request process using ServiceNow's Service Catalog. Key features include dynamic input fields, reset options, conditional visibility rules, and update set management for seamless migration across instances.

### Purpose

The goal is to replace manual workflows with a streamlined digital solution. Using ServiceNow's capabilities, the system ensures faster request handling, standardized information capture, improved user experience, and simplified migration between environments through update sets. It addresses common pain points for both employees and IT support teams while providing flexibility for future improvements.

## 2. IDEATION PHASE

### Problem Statement

Currently, laptop requests are raised through informal channels such as emails or verbal communication, creating process gaps. This often leads to incomplete submissions, errors, and poor tracking. Without a guided form, the IT department faces additional workload while employees experience delays and frustration. The proposed project introduces a centralized catalog item to streamline this process.

### Empathy Map Canvas

- **Who?** Regular employees needing laptops to perform job tasks
- **Think & Feel:** Frustrated by unclear and lengthy processes
- **See:** Unstructured communication and poor tracking visibility
- **Say & Do:** Frequently chase IT staff for updates; depend on emails or reminders
- **Hear:** Similar complaints from colleagues facing delays
- **Pain:** Miscommunication, inefficiency, missed deadlines
- **Gain:** Clear, transparent, and efficient request experience

### Brainstorming Options

- Continue with email/manual system
- Use spreadsheets or external tools
- Build a catalog item in ServiceNow

The ServiceNow-based option was chosen for its scalability, integration with ITSM, and user-friendly interface.

### 3. REQUIREMENT ANALYSIS

#### Customer Journey Map

A user logs into ServiceNow, navigates to the Service Catalog, and selects "Laptop Request." The form adapts dynamically to their inputs, showing or hiding fields as required. Once submitted, the request is routed for processing. This journey provides a simple, guided, and transparent experience.

#### Solution Requirements

- Single catalog item for laptop requests
- Capture laptop model, business justification, accessories
- Conditional display for accessory details
- Reset button for clearing form inputs
- Support for update set export/import
- Portability across ServiceNow instances

#### Data Flow Diagram

User → Service Catalog → Laptop Request Form → UI Policies → Submission



Update Set



Export/Import XML



Target Instance

#### Technology Stack

- **Platform:** ServiceNow (Orlando or later)
- **Languages:** JavaScript (GlideForm APIs), XML
- **Modules:** Service Catalog, UI Policies, UI Actions, Update Sets, Catalog Items
- **Testing:** Manual verification in target environment

### 4. PROJECT DESIGN

#### Problem-Solution Fit

The solution eliminates inefficiencies by enforcing complete submissions through dynamic UI behavior. Visibility rules and mandatory conditions ensure quality data while reducing IT rework.

#### Proposed Solution

A **Laptop Request Catalog Item** within the Hardware category containing:

- Dynamic form fields (model, justification, accessories)

- UI policies for conditional visibility and mandatory rules
- Reset functionality via UI Action
- Update set portability for migration

## Solution Architecture

- **Frontend:** Service Catalog form with dynamic UI controls
- **Logic Layer:** UI Policies & Actions (JavaScript)
- **Persistence Layer:** Data stored in ServiceNow tables, tracked via update sets
- **Deployment:** XML-based export/import process

## 5. PROJECT PLANNING & SCHEDULING

### Execution Steps

1. Create Update Set – capture all changes
2. Build Catalog Item – base laptop request entry
3. Add Variables – capture input from requesters
4. Configure UI Policies – implement conditional logic
5. Add Reset Button – improve usability
6. Test – validate functionality in dev environment
7. Export/Import – simulate deployment in new instance

## 6. IMPLEMENTATION WORKFLOW

### 1. Create Local Update Set

Purpose: Track all modifications during development.

Steps:

- Navigate: All → Update Sets → Local Update Sets
- Click *New*, enter details (e.g., Name: *Laptop Request*), then *Make Current*.

The screenshot shows the ServiceNow interface for creating a new update set. The browser address bar shows the URL: dev182851.service-now.com/now/nav/ui/classic/params/target/sys\_update\_set.do%3Fsys\_id%3D1550d897c33726505a4b3132b4013138%26sysparm\_record\_target%3Dsys\_u... The page title is 'Update Set - Laptop Request Project'. The form contains the following fields:

- \* Name: Laptop Request Project
- State: In progress (dropdown)
- Parent: (empty field with search icon)
- Release date: (empty field with calendar icon)
- Install date: 2025-09-10 03:17:03
- Installed from: (empty field)
- Description: (empty text area)
- Application: Global
- Created: 2025-09-10 03:17:03
- Created by: admin
- Merged to: (empty field)

At the bottom left, there are buttons for 'Update' and 'Back Out'. Below these buttons is a section titled 'Related Links' with the following links:

- [Export to XML](#)
- [Merge With Another Update Set](#)
- [Scan Update Set](#)
- [Show Update's History](#)
- [\[SN Utils\] Versions \(0\)](#)

## 2. Create Catalog Item

Purpose: Provide users with a structured request option.

Steps:

- Navigate: All → Service Catalog → Maintain Items
- Click *New*, fill in details:

Name: Laptop Request

Catalog: Service Catalog

Category: Hardware

Short Description: Submit a laptop request

- Click *Save*.

The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' page. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The page title is 'Catalog Item - Laptop Request'. A blue information box states: 'Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies. Enter a Name and Short description to display for the Item. Enter a Price, approvals, variables, and other information as needed.' The form fields are: Name (Laptop Request), Application (Global), Catalogs (Service Catalog), Category (Hardware), State (None), Checked out (None), and Owner (System Administrator). The 'Active' checkbox is checked, and the 'Fulfillment automation level' is set to 'Unspecified'. Below the form, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a rich text editor.

## 3. Add Variables

Purpose: Collect detailed request info.

Steps: Add variables (model, justification, accessories) via the Variables related list.

**servicenow** All Favorites History Workspaces : Catalog Item - Laptop Request ☆ Application scope: Global Update set: Default [Global]

< ≡ Catalog Item Laptop Request Copy Try It Update Edit in Catalog Builder Delete

Copy Try It Update Edit in Catalog Builder Delete

### Related Links

- Item Diagnostic
- Run Point Scan
- [SN Utils] Versions (8)

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

Assigned Topics

≡ 🔍 Order Search Actions on selected rows... New

Catalog item = Laptop Request

| 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

**Catalog UI Policy - show accessories details**

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 form. [More Info](#)

Applies to: A Catalog Item Application: Global

\* Catalog Item: Laptop Request Active ☒

\* Short description: show accessories details

---

**When to Apply** Script

Catalog UI policy actions are applied only if all the following conditions are met:

- The catalog UI policy is Active
- The items in the Conditions field evaluate to true
- The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions Add Filter Condition Add OR Clause

additional\_accessories is true AND OR X

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form On load ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false Reverse if false ☒

Update Delete

**Related Links**

[Run Point Scan](#)

[\[SN Utils\] Versions \(1\)](#)

---

**Catalog UI Policy Actions** Order Search

UI policy = show accessories details

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

1 to 1 of 1

## 5. UI Policy Action

Make *Accessories Details* visible and mandatory when triggered.

## 6. Create UI Action (Reset Button)

Purpose: Clear all fields.

Script:

```
function resetForm() {  
    g_form.clearForm();  
    alert("Form has been cleared.");  
}
```

## 7. Export & Import Update Set

Purpose: Transfer configuration between environments.

- Export from dev instance to XML
- Import XML in target instance via Retrieved Update Sets
- Preview → Commit



servicenow

AllFavoritesHistoryWorkspacesAdmin

Update Set - Laptop Request Project

Application scope: Global  
Update set: Default (Global)

<≡Update Set  
Laptop Request Project

UpdateBack Out

\* NameLaptop Request Project

StateComplete

Parent

Release date

Install date2025-09-10 03:17:03

Installed from

Description

ApplicationGlobal

Created2025-09-10 03:17:03

Created byadmin

Merged to

Update Back Out

Related Links

- Export to XML
- Merge With Another Update Set
- Scan Update Set
- Show Update's History
- [SN Utils] Versions (0)

Customer Updates (10) Update Set Logs (12) Child Update Sets Install History

| Created             | Type              | View | Target name              | Updated by | Remote update set | Action           |
|---------------------|-------------------|------|--------------------------|------------|-------------------|------------------|
| 2025-09-10 03:17:03 | Catalog UI Policy |      | show accessories details | admin      | (empty)           | INSERT_OR_UPDATE |

ServiceNow Developers

Laptop Request Project | Retrieved Update Set

dev182851.servicenow.com/now/nav/ui/classic/params/target/sys\_remote\_update\_set.do%3Fsys\_id%3D430cc413c33726505a4b3132b4013169%26sysparm\_record\_target%3Dsys\_remo...

servicenow

AllFavoritesHistoryWorkspacesAdmin

Retrieved Update Set - Laptop Request Project

Search

UpdateDelete

NameLaptop Request Project

ApplicationGlobal

Update source

Parent

StateCommitted

Loaded2025-09-10 02:58:20

Description

Application nameGlobal

Committed2025-09-10 03:17:03

Inserted0

Updated10

Deleted0

Collisions0

Total10

Update Delete

Related Links

- Show Commit Log
- Show All Preview Records

Customer Updates (10) Child Update Sets

| Name  | Type                     | Target name              | Table | View | Action           |
|---|--------------------------|--------------------------|-------|------|------------------|
| catalog_ui_policy_2cd9809fc3f326505a4b3132b40131cd        | Catalog UI Policy        | show accessories details |       |      | INSERT_OR_UPDATE |
| catalog_ui_policy_action_f61a089fc3f326505a4b3132b40131e3 | Catalog UI Policy Action | accessories_details      |       |      | INSERT_OR_UPDATE |

dev182851.service-now.com/now/nav/ui/classic/params/target/sys\_remote\_update\_set.do%3Fsys\_id%3D430cc413c33726505a4b3132b4013169%26sysparm\_record\_target%3Dsys\_remo...

servicenow All Favorites History Workspaces Admin Retrieved Update Set - Laptop Request Project Search Update Delete

Retrieved Update Set  
Laptop Request Project

Update Delete

Related Links  
Show Commit Log  
Show All Preview Records

Customer Updates (10) Child Update Sets

Name Search Actions on selected rows...

Remote update set = Laptop Request Project

| Name  | Type                     | Target name                    | Table                   | View | Action           |
|---|--------------------------|--------------------------------|-------------------------|------|------------------|
| catalog_ui_policy_2cd9809fc3f326505a4b3132b40131cd        | Catalog UI Policy        | show accessories details       |                         |      | INSERT_OR_UPDATE |
| catalog_ui_policy_action_f61a089fc3f326505a4b3132b40131e3 | Catalog UI Policy Action | accessories_details            |                         |      | INSERT_OR_UPDATE |
| item_option_new_39b041fc3f326505a4b3132b4013138           | Variable                 | Justification                  |                         |      | INSERT_OR_UPDATE |
| item_option_new_99e8c45bc3f326505a4b3132b4013169          | Variable                 | Additional Accessories         |                         |      | INSERT_OR_UPDATE |
| item_option_new_ab29441fc3f326505a4b3132b4013112          | Variable                 | Accessories Details            |                         |      | INSERT_OR_UPDATE |
| item_option_new_db68041fc3f326505a4b3132b401312f          | Variable                 | Laptop Model                   |                         |      | INSERT_OR_UPDATE |
| sc_cat_item_catalog_97878c5bc3f326505a4b3132b40131dd      | Catalog Items Catalog    | Service Catalog.Laptop Request |                         |      | INSERT_OR_UPDATE |
| sc_cat_item_category_978740dbc3f326505a4b3132b40131c8     | Catalog Item Category    | Hardware.Laptop Request        |                         |      | INSERT_OR_UPDATE |
| sc_cat_item_ff474c9bc3f326505a4b3132b4013114              | Catalog Item             | Laptop Request                 |                         |      | INSERT_OR_UPDATE |
| sys_ui_action_958a80dfc3f326505a4b3132b4013176            | UI Action                | Reset Form                     | Shopping Cart [sc_cart] |      | INSERT_OR_UPDATE |

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## 8. Testing

Validate:

- Default fields appear correctly
- Accessory field appears when required
- Reset button works as expected
- Mandatory validation enforced

Initially only 3 fields

ServiceNow Developers Laptop Request | ServiceNow

dev182851.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog\_cat\_item\_view.do%3Fv%3D1%26sysparm...

servicenow All Favorites History Workspaces Admin Laptop Request

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model

Justification

☐ Additional Accessories

## After selecting Additional Accessories

The screenshot shows a web browser window with two tabs: 'ServiceNow Developers' and 'Laptop Request | ServiceNow'. The address bar shows the URL: `dev182851.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id=...`. The ServiceNow logo and navigation menu (All, Favorites, History, Workspaces, Admin) are visible. A 'Laptop Request' button with a star icon is in the top right. Below the navigation bar, the breadcrumb trail is 'Service Catalog > Hardware > Laptop Request'. The main content area has the heading 'Use this item to request a new laptop'. It contains three input fields: 'Laptop Model', 'Justification', and 'Additional Accessories' (which is checked). Below the 'Additional Accessories' field is the 'Accessories Details' field, which is marked with a red asterisk. Two red arrows point to the 'Additional Accessories' checkbox and the 'Accessories Details' field.

## 7. FUNCTIONAL & PERFORMANCE TESTING

- Confirm default field visibility
- Accessory details appear only when checkbox selected
- Mandatory validation prevents incomplete submissions
- Reset button clears all inputs successfully
- Multiple user scenarios tested for reliability

## 8. ADVANTAGES & DISADVANTAGES

### Advantages

- Faster submission and approvals
- Eliminates manual errors
- Easily customizable for new needs
- Migration via update sets is simple
- Improved user experience

### Disadvantages

- Requires ServiceNow expertise for updates
- Admin access needed for deployment

## 9. CONCLUSION

This project delivers a structured and user-friendly laptop request mechanism in ServiceNow. By using dynamic forms, visibility rules, and reset functionality, it eliminates inefficiencies in the manual process and provides IT with accurate data while improving end-user satisfaction.

## 10. FUTURE SCOPE

- Add approval workflows for managerial validation
- Enable notifications for submission/approval updates
- Build analytics dashboards for hardware requests
- Extend catalog to mobile devices and other IT hardware

## 11. APPENDIX

### Source Code – Reset Button Script

```
function resetForm() {  
    g_form.clearForm();  
    alert("Form has been cleared.");  
}
```

The Laptop Request Catalogue Item project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalogue capabilities. Through the implementation of a dynamic catalogue 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.