

# Laptop Request Catalog Item (ServiceNow)

## Problem Statement

Employees in the organization need a **quick and efficient way to request laptops for work**. The current manual process is **prone to delays**, with no **dynamic form behavior** to guide users or ensure accurate data collection.

To solve this, a **ServiceNow Catalog Item** has been developed that includes:

- Dynamic fields
  - Form reset functionality
  - Clear instructions for users
  - Full change tracking for governance and deployment
- 

## Features

- **Service Catalog Item** with user-friendly form to request laptops
  - **Dynamic field behavior** using Catalog UI Policies
  - **Reset form** functionality via UI Action
  - **Exportable update set** for migration to other instances
  - **Tested** on a different instance to ensure deployment integrity
- 

## Setup Steps

### Step 1: Create Local Update Set

Create a new local update set in ServiceNow to track all your changes.

**servicenow** All

Update Set - Laptop Request

Update Set: Laptop Request

Name: Laptop Request

State: In progress

Application: Global

Created: 2025-09-01 01:37:29

Parent:

Release date:

Created by: admin

Install date:

Merged to:

Installed from:

Description:

Update

Related Links

Merge With Another Update Set

Scan Update Set

Customer Updates (3) | Update Set Logs | Child Update Sets

Update set = Laptop Request

| Created             | Type                  | View | Target name                    | Updated by | Remote update set | Action           |
|---------------------|-----------------------|------|--------------------------------|------------|-------------------|------------------|
| 2025-09-01 02:00:18 | Catalog Items Catalog |      | Service Catalog Laptop Request | admin      | (empty)           | INSERT_OR_UPDATE |
| 2025-09-01 02:00:18 | Catalog Item Category |      | Hardware Laptop Request        | admin      | (empty)           | INSERT_OR_UPDATE |
| 2025-09-01 02:00:18 | Catalog Item          |      | Laptop Request                 | admin      | (empty)           | INSERT_OR_UPDATE |

1 to 3 of 3

## Step 2: Create Service Catalog Item

Create a catalog item named Laptop Request and add required variables such as:

- Laptop Model
- Justification
- Additional Accessories
- Accessories Details

**servicenow** All

Variable - New Record

Application: Global

Type: Single Line Text

Catalog Item: Laptop Request

Order: 100

Save

Configure

Export

Save record and remain here

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

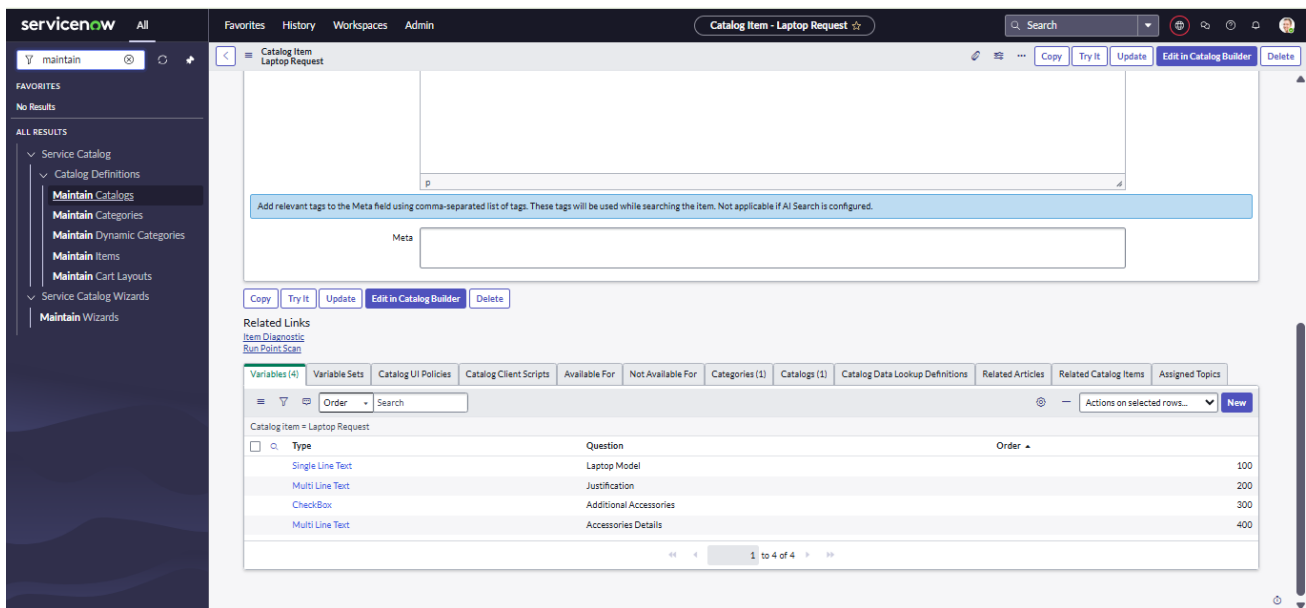
\* Name: laptop\_model

Conversational label:

Tooltip:

Example Text:

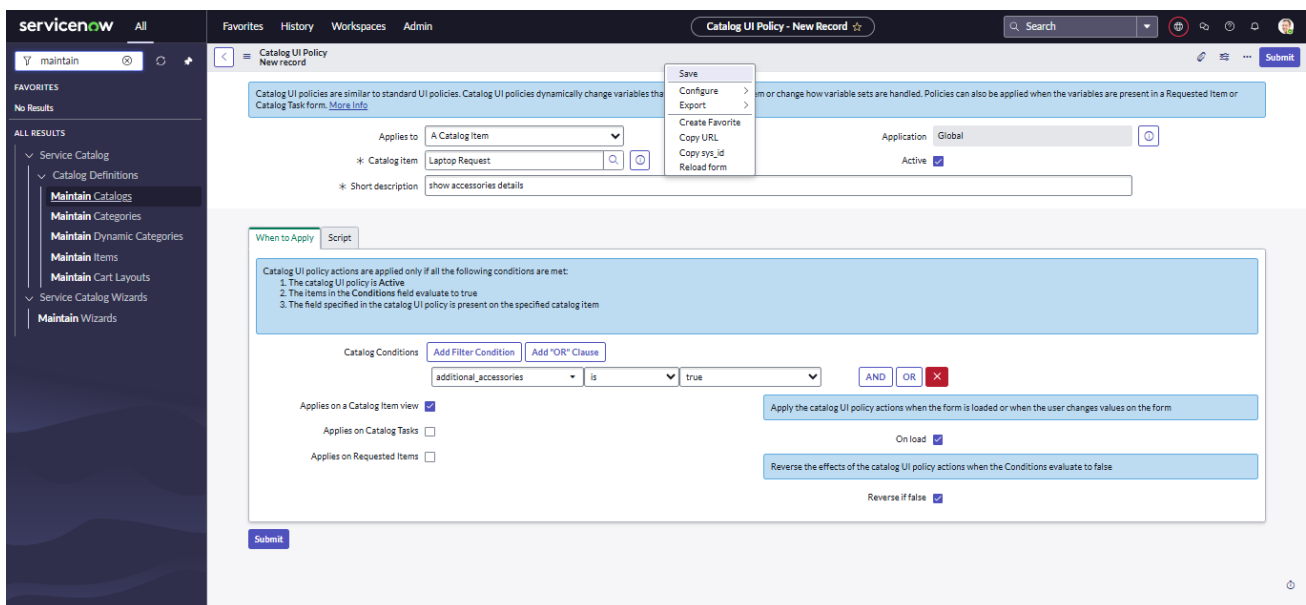
Submit



### Step 3: Add Catalog UI Policies

Create UI policies to:

- Show/hide fields based on selections
- Make fields mandatory dynamically



### Step 4: Create UI Action (Reset Form)

Add a Reset Form button using a client-side UI Action to clear the form inputs.

## Step 5: UI Action Create

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

**UI Action - New Record**

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: ☐

Application: Global

Form button: ☐

Form content menu: ☐

Form link: ☐

Form style: -- None --

List banner button: ☐

List bottom button: ☐

List context menu: ☐

List choice: ☐

List link: ☐

List style: -- None --

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.");
}

```

## Step 5: Export Changes

Export the update set to an XML file for reuse in other ServiceNow instances.

**Update Set - Laptop Request**

Your current update set has been changed to Default [Global]

Name: Laptop Request

State: Complete

Parent:

Release date:

Install date:

Installed from:

Description:

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

| Created             | Type                     | View | Target name                    | Updated by | Remote update set | Action           |
|---------------------|--------------------------|------|--------------------------------|------------|-------------------|------------------|
| 2025-09-01 02:17:33 | Catalog UI Policy        |      | show accessories details       | admin      | (empty)           | INSERT_OR_UPDATE |
| 2025-09-01 02:20:06 | Catalog UI Policy Action |      | accessories_details            | admin      | (empty)           | INSERT_OR_UPDATE |
| 2025-09-01 02:10:33 | Variable                 |      | Laptop Model                   | admin      | (empty)           | INSERT_OR_UPDATE |
| 2025-09-01 02:12:01 | Variable                 |      | Justification                  | admin      | (empty)           | INSERT_OR_UPDATE |
| 2025-09-01 02:13:22 | Variable                 |      | Additional Accessories         | admin      | (empty)           | INSERT_OR_UPDATE |
| 2025-09-01 02:14:20 | Variable                 |      | Accessories Details            | admin      | (empty)           | INSERT_OR_UPDATE |
| 2025-09-01 02:00:18 | Catalog Items Catalog    |      | Service Catalog Laptop Request | admin      | (empty)           | INSERT_OR_UPDATE |

## Step 6: Import to Another Instance

Login to a different ServiceNow instance and retrieve the update set.

servicenow

All

update

No Results

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

Retrieved Update Sets

Name

Search

All > Class > Retrieved Update Set

| Name  | Application | State | Update source | Description | Loaded | Committed | Parent | Remote Batch Base |
|---|-------------|-------|---------------|-------------|--------|-----------|--------|-------------------|
| <div><div>No records to display</div></div> |             |       |               |             |        |           |        |                   |

Related Links

[Import Update Set from XML](#)

servicenow

All

update

No Results

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

\* XML file 

Choose file

 sys\_remote\_u...dfeaad322.xml

Step 2: Upload the file

Upload

servicenow

All

update

No Results

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

Retrieved Update Set - Laptop Request

Update Delete Preview Update Set

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

Application Global

Update source

Parent

State Loaded

Loaded 2025-09-01 22:56:15

Description

Application name Global

Committed

Inserted

Deleted

Update Delete Preview Update Set

Related Links

[Export to XML](#)

Customer Updates (10) Child Update Sets

Remote update set = Laptop Request

| Name  | Type                     | Target name              | Table | View | Action           |
|---|--------------------------|--------------------------|-------|------|------------------|
| catalog_ui_policy_990c2d5883772210d266f7b6feaad3a7        | Catalog UI Policy        | show accessories details |       |      | INSERT_OR_UPDATE |
| catalog_ui_policy_action_8deced9883772210d266f7b6feaad3cc | Catalog UI Policy Action | accessories_details      |       |      | INSERT_OR_UPDATE |
| item_option_new_a95aa9d483772210d266f7b6feaad3be          | Variable                 | Laptop Model             |       |      | INSERT_OR_UPDATE |
| item_option_new_d1ea2d9483772210d266f7b6feaad342          | Variable                 | Justification            |       |      | INSERT_OR_UPDATE |
| item_option_new_db3b251883772210d266f7b6feaad3cd          | Variable                 | Additional Accessories   |       |      | INSERT_OR_UPDATE |
| item_option_new_f48ba15883772210d266f7b6feaad3e1          | Variable                 | Accessories Details      |       |      | INSERT_OR_UPDATE |

**Update Set Preview**

Succeeded 100%

Success! - Succeeded in 2 Seconds

Close

Retrieved Update Set - Laptop Request

After committing this update set, ensure you map any...

| Name           | Application | Update source | Parent | State     | Loaded              | Collisions | Total | Description | Application name |
|----------------|-------------|---------------|--------|-----------|---------------------|------------|-------|-------------|------------------|
| Laptop Request | Global      |               |        | Previewed | 2025-09-01 22:56:15 | 0          | 10    |             | Global           |

Update Delete Preview Update Set

Related Links

[Export to XML](#)

Customer Updates (10) Child Update Sets

Remote update set = Laptop Request

| Name  | Type                     | Target name              | Table | View | Action           |
|---|--------------------------|--------------------------|-------|------|------------------|
| catalog_ui_policy_990c2d5883772210d266f7b6fead3a7       | Catalog UI Policy        | show accessories details |       |      | INSERT_OR_UPDATE |
| catalog_ui_policy_action_8decd9883772210d266f7b6fead3cc | Catalog UI Policy Action | accessories_details      |       |      | INSERT_OR_UPDATE |
| item_option_new_a95aa9d483772210d266f7b6fead3be         | Variable                 | Laptop Model             |       |      | INSERT_OR_UPDATE |
| item_option_new_d1ea2d9483772210d266f7b6fead342         | Variable                 | Justification            |       |      | INSERT_OR_UPDATE |
| item_option_new_db3e251883772210d266f7b6fead3cd         | Variable                 | Additional Accessories   |       |      | INSERT_OR_UPDATE |

**Update Set Commit**

Succeeded 100%

Update set committed - Succeeded in 1 Second

Close

Retrieved Update Set - Laptop Request

After committing this update set, ensure you map any...

| Name           | Application | Update source | Parent | State     | Loaded              | Collisions | Total | Description | Application name |
|----------------|-------------|---------------|--------|-----------|---------------------|------------|-------|-------------|------------------|
| Laptop Request | Global      |               |        | Committed | 2025-09-01 22:56:15 | 0          | 10    |             | Global           |

Update Delete Run Preview Again Commit Update Set

Related Links

[Show All Preview Records](#)

Customer Updates (10) Child Update Sets

Remote update set = Laptop Request

| Name  | Type                     | Target name              | Table | View | Action           |
|---|--------------------------|--------------------------|-------|------|------------------|
| catalog_ui_policy_990c2d5883772210d266f7b6fead3a7       | Catalog UI Policy        | show accessories details |       |      | INSERT_OR_UPDATE |
| catalog_ui_policy_action_8decd9883772210d266f7b6fead3cc | Catalog UI Policy Action | accessories_details      |       |      | INSERT_OR_UPDATE |
| item_option_new_a95aa9d483772210d266f7b6fead3be         | Variable                 | Laptop Model             |       |      | INSERT_OR_UPDATE |
| item_option_new_d1ea2d9483772210d266f7b6fead342         | Variable                 | Justification            |       |      | INSERT_OR_UPDATE |
| item_option_new_db3e251883772210d266f7b6fead3cd         | Variable                 | Additional Accessories   |       |      | INSERT_OR_UPDATE |
| item_option_new_f48ba15883772210d266f7b6fead3e1         | Variable                 | Accessories Details      |       |      | INSERT_OR_UPDATE |

## Step 7: Test the Catalog Item

Submit a test request and verify:

- Workflow triggers
- Form behavior
- Request visibility in ServiceNow portal

servicenowAll

Y catalog

FAVORITES

No Results

ALL RESULTS

Self-Service

Service Catalog

System Mobile

Now Mobile App

Catalogs

Change

Standard Change

Standard Change Catalog

Configuration

Database Catalogs

All

DB2

MSSQL

MySQL

Oracle

Sybase

Service Catalog

Catalog Builder

Request Overview

Catalogs

Catalog

Open Records

Requests

FavoritesHistoryWorkspacesAdmin

Laptop Request

Search

Service Catalog > Hardware > Laptop Request

Search catalog

Use this item to request a new laptop

Laptop Model

Justification

☐ Additional Accessories

Order this item

Quantity1

Delivery time2 Days

Order Now

Add to Cart

Shopping Cart

Empty

servicenowAll

Y catalog

FAVORITES

No Results

ALL RESULTS

Self-Service

Service Catalog

System Mobile

Now Mobile App

Catalogs

Change

Standard Change

Standard Change Catalog

Configuration

Database Catalogs

All

DB2

MSSQL

MySQL

Oracle

Sybase

Service Catalog

Catalog Builder

Request Overview

Catalogs

Catalog

Open Records

Requests

FavoritesHistoryWorkspacesAdmin

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

Quantity1

Delivery time2 Days

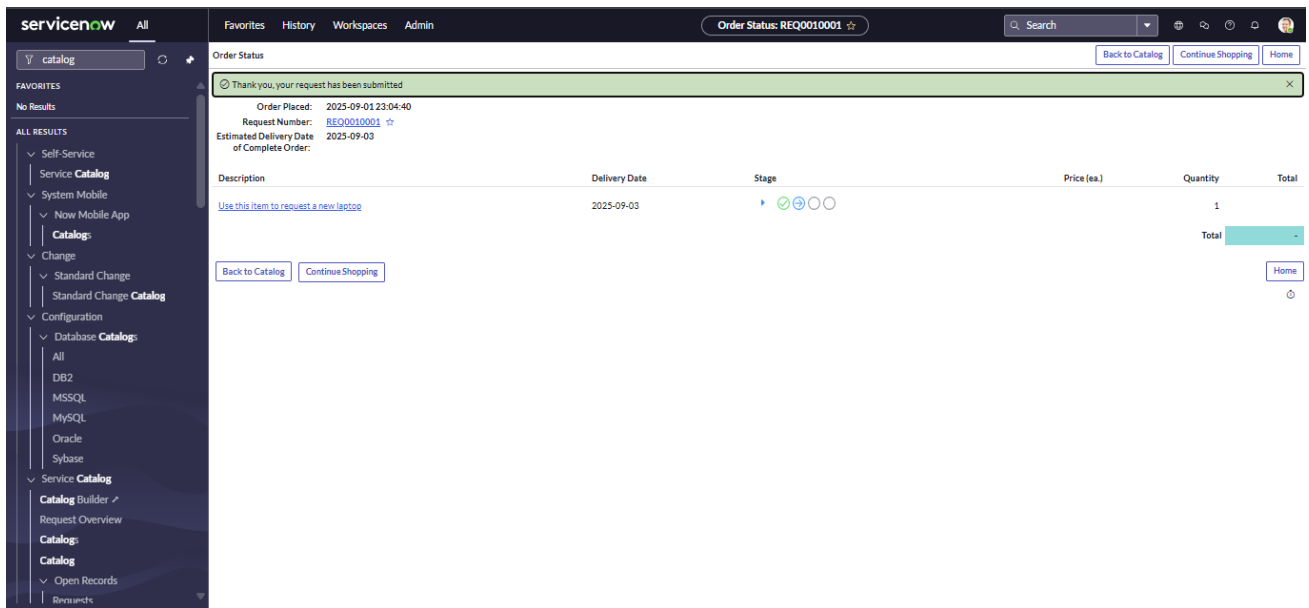
Order Now

Add to Cart

Shopping Cart

Empty





## Conclusion

The **Laptop Request Catalog Item** project streamlines the laptop request process in the organization. By leveraging **ServiceNow's powerful Service Catalog capabilities**, this solution:

- Enhances efficiency and reduces errors
- Replaces outdated manual processes
- Improves employee satisfaction with a modern interface