

LAPTOP REQUEST CATALOG ITEM

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Team size:4

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Problem Statement

Employees need a fast, reliable way to request laptops. The existing process is manual, slow, and error-prone: forms aren't dynamic to guide users, required information is often missed, there's no simple reset option, and changes aren't tracked for controlled deployment.

Objective

To streamline and automate the laptop request process by creating a dynamic, user-friendly Service Catalog item in ServiceNow.

To eliminate manual, error-prone methods by implementing guided forms, conditional logic (UI policies), and reset functionality.

To ensure all configuration changes are properly tracked and transferable between environments through update sets.

To improve efficiency, accuracy, and governance in laptop provisioning requests.

Skills Demonstrated

1. ServiceNow Configuration

Creating and managing Service Catalog Items.

Designing and adding variables (form fields) for structured data collection.

2. UI Policies & Policy Actions

Implementing dynamic form behavior (show/hide fields, mandatory conditions).

3. UI Actions (Client-side Scripting)

Writing client-side scripts for enhanced usability (e.g., reset form button).

4. Update Set Management

Capturing, exporting, importing, and committing update sets for controlled deployment.

5. Testing & Validation

End-to-end testing of catalog items and workflows to ensure correct behavior and user experience.

6. Problem-Solving & Process Automation

Analyzing manual processes and transforming them into efficient, automated solutions.

Update set

Step-by-step process

Create a local update set (capture all changes)

1. All → System Update Sets → Local Update Sets → New.
2. Name: Laptop Request (or Laptop Request Project). Add description if needed.

The screenshot shows the 'Update Set - Create Laptop Request Project 2' page in the ServiceNow interface. The left sidebar has a 'Local Update Sets' section highlighted with a red box. The main form has the following fields:

- Name: Laptop Request Project
- Status: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

At the bottom of the form, there are three buttons: 'Submit', 'Save', and 'Submit and Make Current'. The 'Submit and Make Current' button is highlighted with a red box.

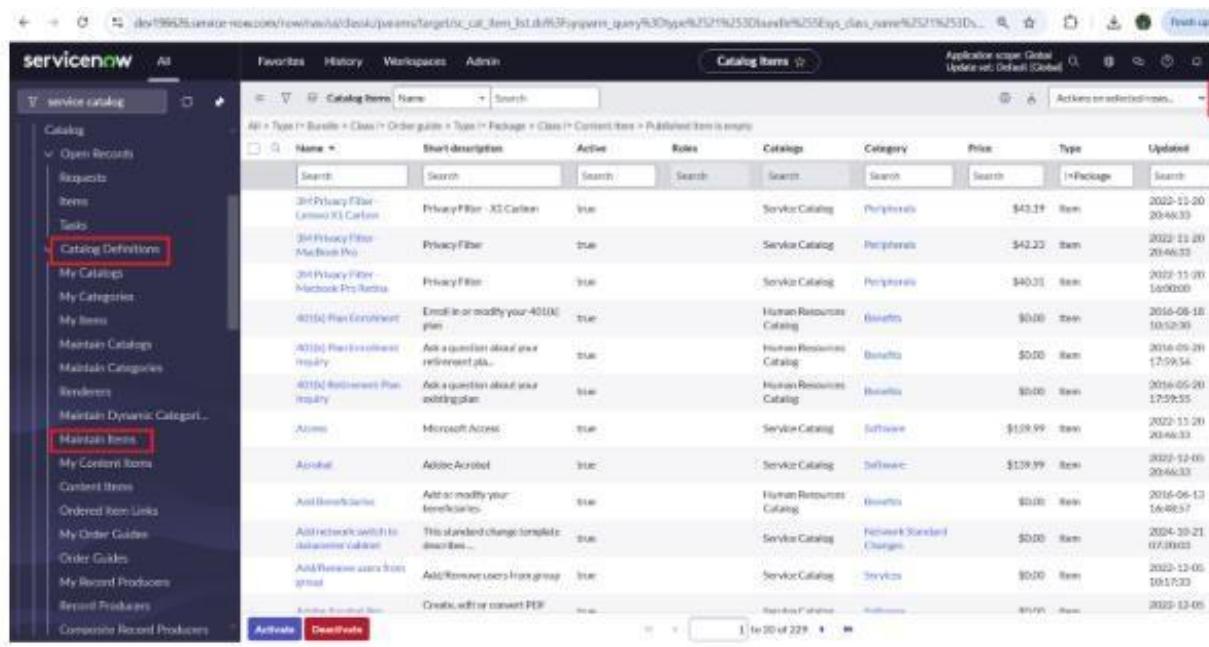
3. Click Submit, then click Make Current.

> Perform every subsequent action while this update set is current so all changes are recorded.

Service Catalog Item

Create the Service Catalog item

1. All → Service Catalog → Catalog Definitions → Maintain Items → New.



The screenshot shows the ServiceNow web interface with the following details:

- Page Title:** servicenow - All
- Header:** Favorites, History, Workspaces, Admin, Catalog Items
- Breadcrumb:** All > Type > Catalog > Class > Order guide > Type > Package > Class > Content Item > Published items is empty
- Table Headers:** Name, Short description, Active, Roles, Catalog, Category, Price, Type, Updated
- Table Data:** A list of service catalog items including:
 - 3rd Privacy Filter LENOVO X1 Carbon
 - 3rd Privacy Filter MacBook Pro
 - 3rd Privacy Filter MacBook Pro Retina
 - 40100 Plan Enrollment Inquiry
 - 40100 Plan Enrollment Inquiry
 - 40100 Retirement Plan Inquiry
 - Access
 - Acrobat
 - Add Beneficiaries
 - Add network switch to database catalog
 - Add/Remove users from group
 - Create, edit or convert PDF
- Bottom Buttons:** Associate, Deactivate

2. Fill in:

Name: Laptop Request Catalog:

Service Catalog Category:

Hardware

Short description: Use this item to request a new laptop

The screenshot shows the ServiceNow interface for creating a new catalog item. The left sidebar has a tree view under 'service cat' with categories like Catalog Definitions, My Catalogs, My Categories, My Items, etc. The main area is titled 'Catalog Item - New Record'. It has fields for Name (Laptop Request), Application (Global), Active (checked), Catalog (Service Catalog), Category (Hardware), State (None), Checked out (None), Owner (System Administrator), Short description (Use this item to request a new laptop), and a rich text editor for Description. At the bottom, there are tabs for Item Details, Process Engine, Picture, Pricing, and Portal Settings.

3. Click Save.

Add variables (form fields)

On the saved catalog item, use the Variables related list → New for each variable:

Variable 1

Label: Laptop Model

Type: Single line text

Name: laptop_model

Order: 100 → Submit

The screenshot shows the ServiceNow 'Variable - New Record' interface. The top navigation bar includes links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main form is titled 'Variable - New Record' with a star icon. The 'Variable' section contains fields for 'Application' (set to 'Global'), 'Type' (set to 'Single Line Text'), 'Catalog Item' (set to 'Laptop Request'), and 'Order' (set to '100'). On the right side, there are checkboxes for 'Active' (checked), 'Mandatory' (unchecked), 'Read only' (unchecked), and 'Hidden' (unchecked). Below this, a tabbed section is open under 'Question', showing fields for 'Question' ('Laptop Model'), 'Name' ('laptop_model'), 'Conversational label' (empty), 'Tooltip' (empty), and 'Example Text' (empty). A 'Submit' button is located at the bottom left of the form area.

Variable 2

Label: Justification Type:

Multi-line text Name:

justification

Order: 200 → Submit

Variable 3

Label: Additional Accessories

Type: Checkbox

Name: additional_accessories

Order: 300 → Submit

Variable 4

Label: Accessories Details Type:

Multi-line text

Name: accessories_details

Order: 400 → Submit

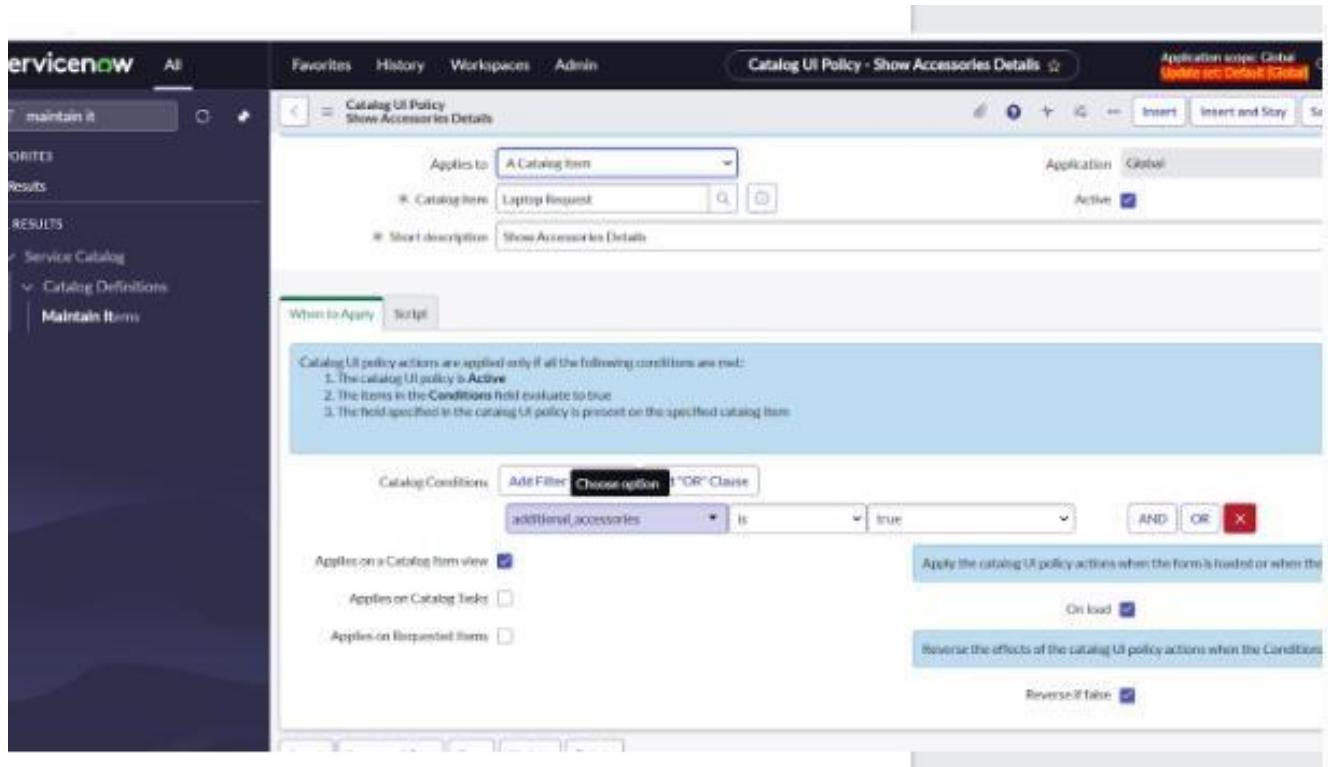
The screenshot shows the ServiceNow catalog item form for 'Laptop Request'. The top section displays variables: 'Type' (Single-Line Text) is 'Question' with 'Laptop Model' as its value; 'Multi Line Text' is 'Justification'; and 'CheckBox' is 'Additional Accessories'. Below this is a 'Variable Sets' section with a table header 'Catalog Item = Laptop Request' and a single row labeled 'Variable set' with a small icon. The bottom section shows 'Catalog UI Policies' with a table header 'Catalog item = Laptop Request' and a single row labeled 'Short description' with a small icon.

After adding variables, Save the catalog item form.

UI Policy

Create Catalog UI Policy (show + mandatory behavior)

1. On the catalog item form, scroll to Catalog UI Policies → New.
2. Short description: Show accessories details.
3. When to apply (Catalog Condition): set Field additional_accessories is true.
4. Click Save (do not click Submit if your process prefers Save).



5. In the same policy, open Catalog UI Policy Actions → New and set:

Variable name: accessories_details Order:

100

Mandatory: True

Visible: True → Save

6. Click Save again on the Catalog UI Policy record.

Catalog Item: Laptop Request

Variable name: additional_accessories

Order: 100

Application: Global

Mandatory: True

Visible: True

Read only: Leave alone

Value action: Leave alone

Field message type: None

Submit

Result:

when the user checks Additional Accessories, Accessories Details becomes visible and mandatory.

UI Action

Create UI Action (Reset form button)

1. All → System Definition → UI Actions → New.

2. Fill:

Table: sc_cart (or sc_cart_item if you want it on the item) Order:

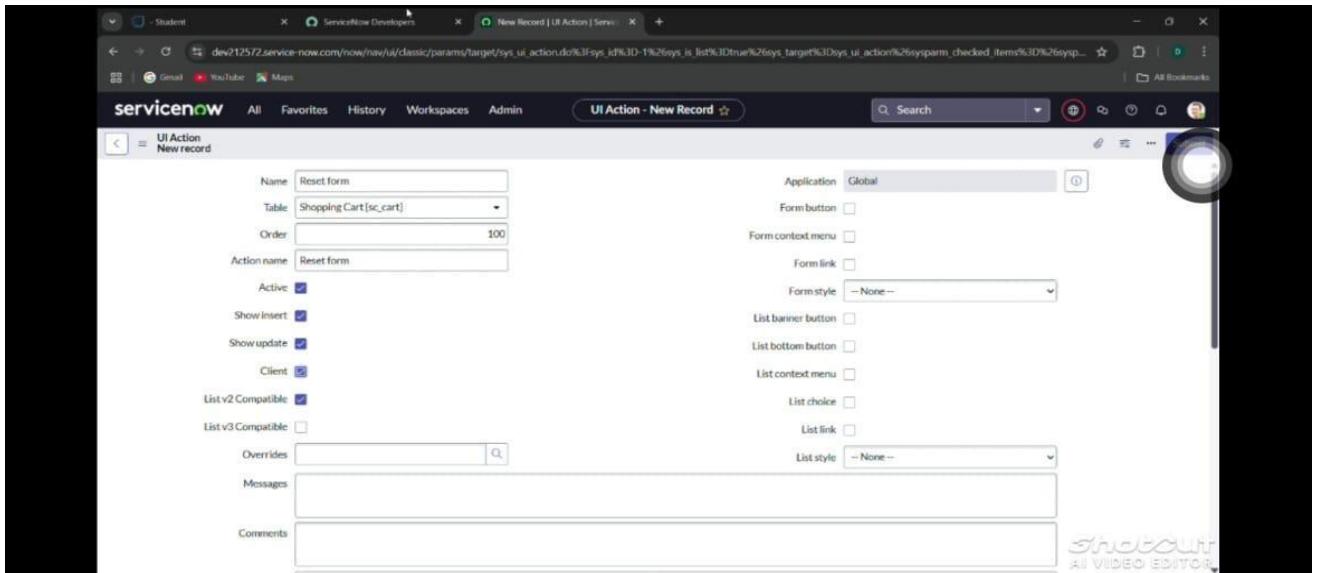
100

Action name / Label: Reset form Check

Client (so it runs client-side).

3. Script (client-side):

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



4. Click Save.

Export Update Set

Complete and export the update set

1. All → System Update Sets → Local Update Sets → open Laptop Request.
2. Change State to Complete.
3. Verify the Updates related list contains the catalog item, variables, UI policy, UI policy action, and UI action.
4. Click Export to XML and download the XML file.

Update Set - Laptop Request

Name: Laptop Request

State: Complete

Parent:

Release date:

Install date:

Installed from:

Description:

Application: Global

Created: 2025-09-03 06:47:14

Created by: admin

Merged to:

Back Out

links

[Another Update Set](#)

shotcut
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Login To Another Instance

Import & commit update set in target instance

1. Log into target instance. All → System Update Sets → Retrieved Update Sets.
2. Click Import Update Set from XML, upload the XML file → Upload.

Retrieved Update Sets

All > Class - Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Search	Search	Search	Search	Search	Search	Search	Search	Search

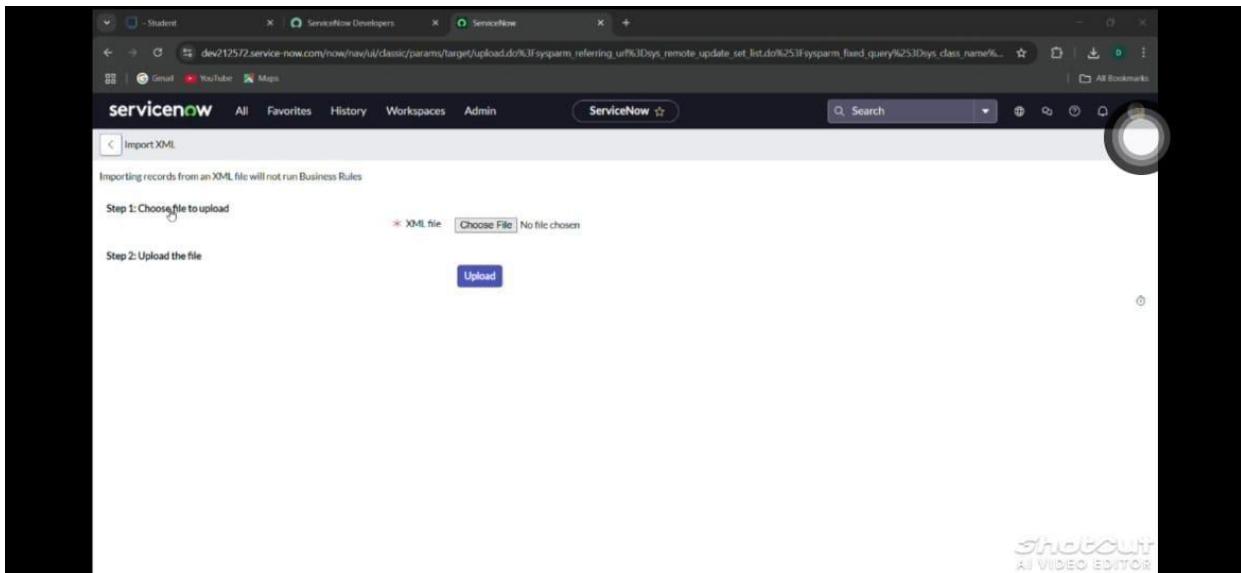
No records to display

Related Links

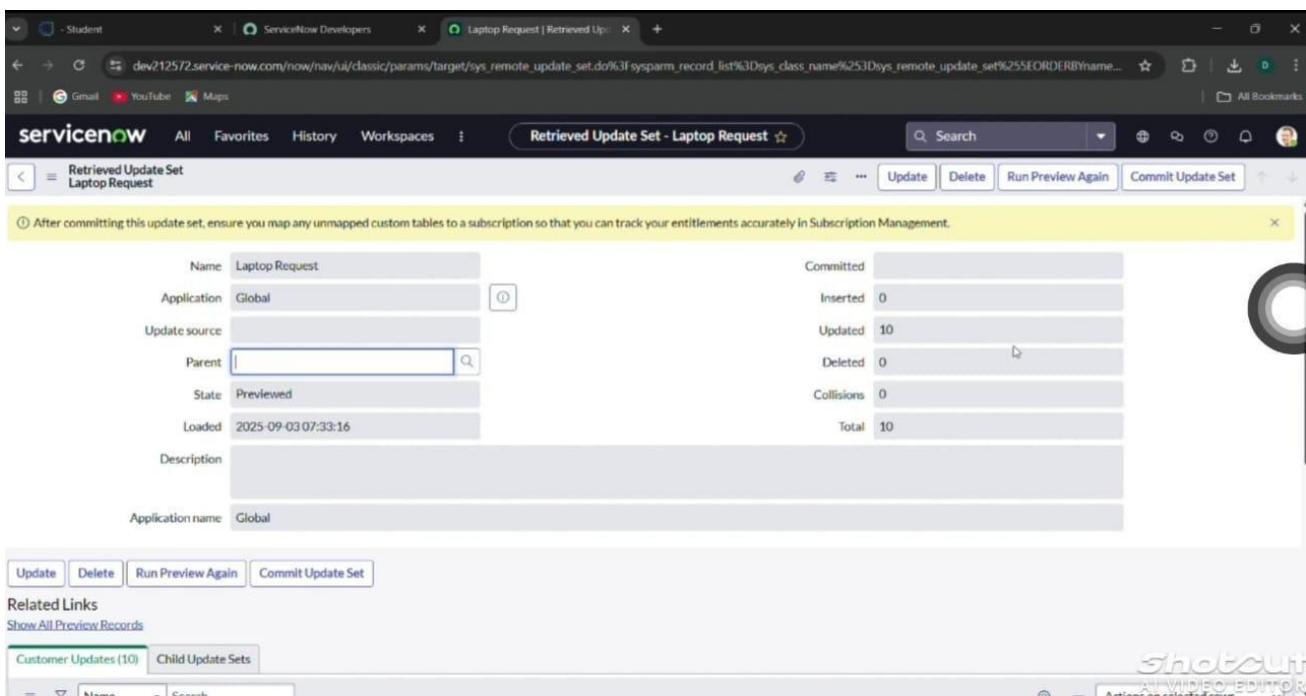
[Import Update Set from XML](#)

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3. Open the retrieved update set → Preview Update Set (resolve any preview issues).



4. Click Commit Update Set. Confirm the Updates related list shows imported objects.



Testing

Test the catalog item (validation)

1. In target instance: Service Catalog → Catalogs → Service Catalog (or Hardware) → open Laptop Request.

Retrieved Update Set - Laptop Request

Name: Laptop Request
Application: Global
Update source: Parent: [Search]
State: Previewed
Loaded: 2025-09-03 07:33:16
Committed: 0
Inserted: 0
Updated: 10
Deleted: 0
Collisions: 0
Total: 10
Description: Application name: Global

Related Links: Show All Preview Records

Customer Updates (10) | Child Update Sets

2. Verify fields: Laptop Model, Justification, Additional Accessories, Accessories Details (hidden initially).

3. Test behavior:

Leave Additional Accessories unchecked → accessories_details stays hidden. Check

Additional Accessories → accessories_details appears and is mandatory.

4. Add the item to cart and verify Reset form works (clears fields) in the cart or item area where created.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request	Global	Previewed	(empty)	(empty)	2025-09-03 07:33:16	(empty)	(empty)	(empty)

Conclusion

Creating the Laptop Request ServiceNow catalog item replaces a slow, manual laptop request process with a tracked, dynamic, user-friendly form. Dynamic fields and UI policy logic ensure required details are captured only when relevant, the reset button improves usability, and using an update set guarantees changes are governed and portable between instances — resulting in faster requests, fewer errors, and better governance.