

LAPTOP REQUESTING CATALOG ITEM



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Problem Statement:

Employees need a faster and more efficient way to request laptops for their work. The existing process is manual, often causing delays and lacks interactive form elements to guide users or guarantee accurate data input. To solve these issues, a Service Catalog item must be created that enables users to easily submit laptop requests, includes dynamic form fields, clear guidance, and functionalities like form reset. Additionally, all modifications should be tracked to ensure governance and deployment compliance.

Introduction:

In the current fast-moving work environment, providing employees with necessary equipment such as laptops promptly is critical for productivity and smooth onboarding. However, the organization's current laptop request procedure is manual, inconsistent, and prone to delays due to incomplete or incorrect submissions.

To enhance and simplify this workflow, a Service Catalog item will be built within the IT Service Management platform. This item will offer a self-service front end where employees can straightforwardly and accurately request laptops. Key features include:

- Dynamic forms that show or hide fields based on user selections
- Clear instructions and validation checks to prevent submission errors
- A reset option to quickly clear the form and start over if necessary
- Tracking of all changes to support governance and auditing

This implementation will lower processing time, increase data accuracy, and provide a better user experience.

OBJECTIVE:

- *Employee Submission:* An employee logs into the service portal and selects the "Laptop Request catalog item". They are presented with a form to choose a laptop model, provide justification, and select any required software or accessories.
- *Manager Approval:* The request is automatically sent to the employee's manager for approval. The manager can approve or reject the request with a single click.

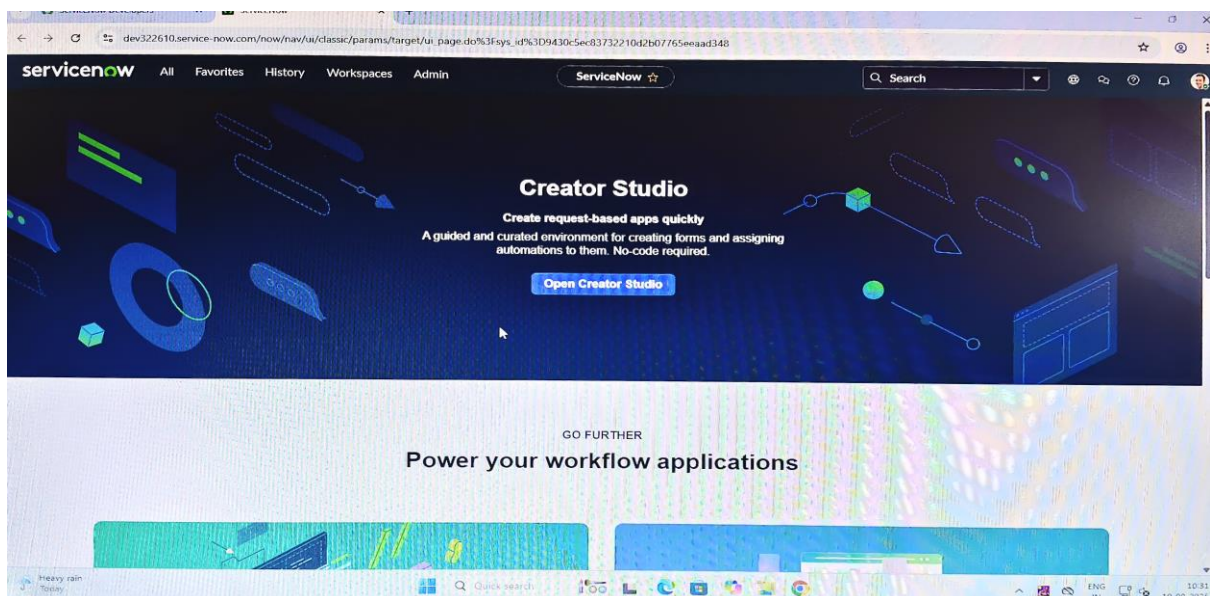
- *IT Fulfillment:* Once approved, the request is automatically assigned to the IT fulfillment team. The team receives all the necessary details in one place, which helps them process the order and prepare the laptop for the user.
- *Delivery and Closure:* The IT team updates the request status as they prepare and ship the laptop. Once the laptop is delivered and confirmed, the request is marked as complete, and the asset is automatically recorded in the asset management database.

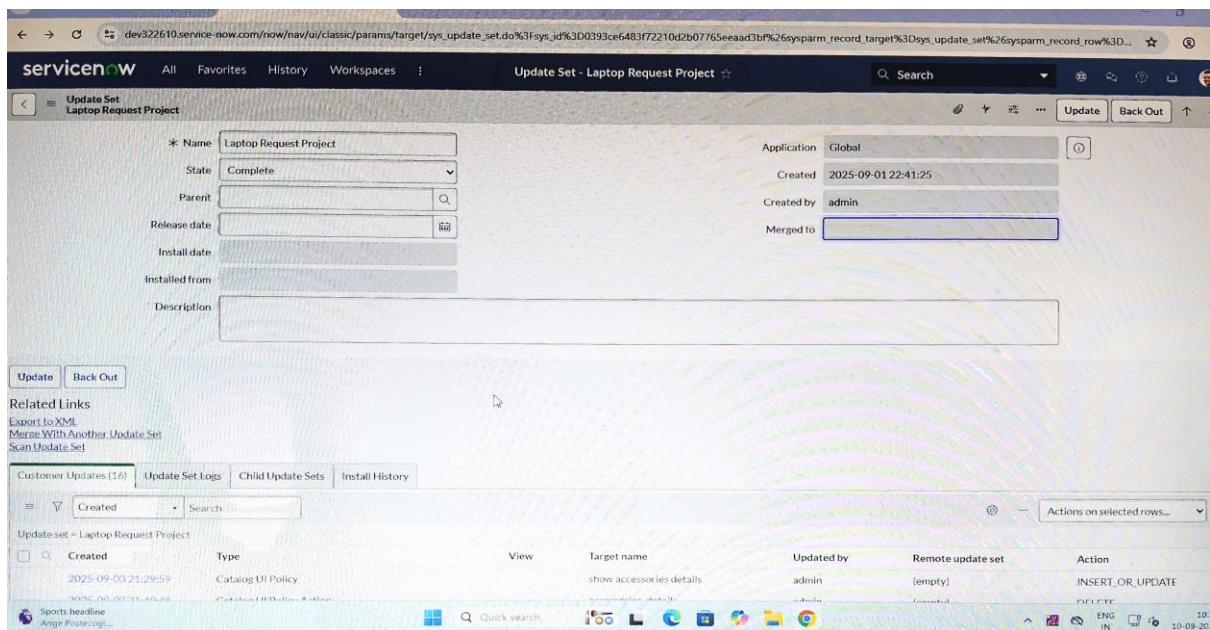
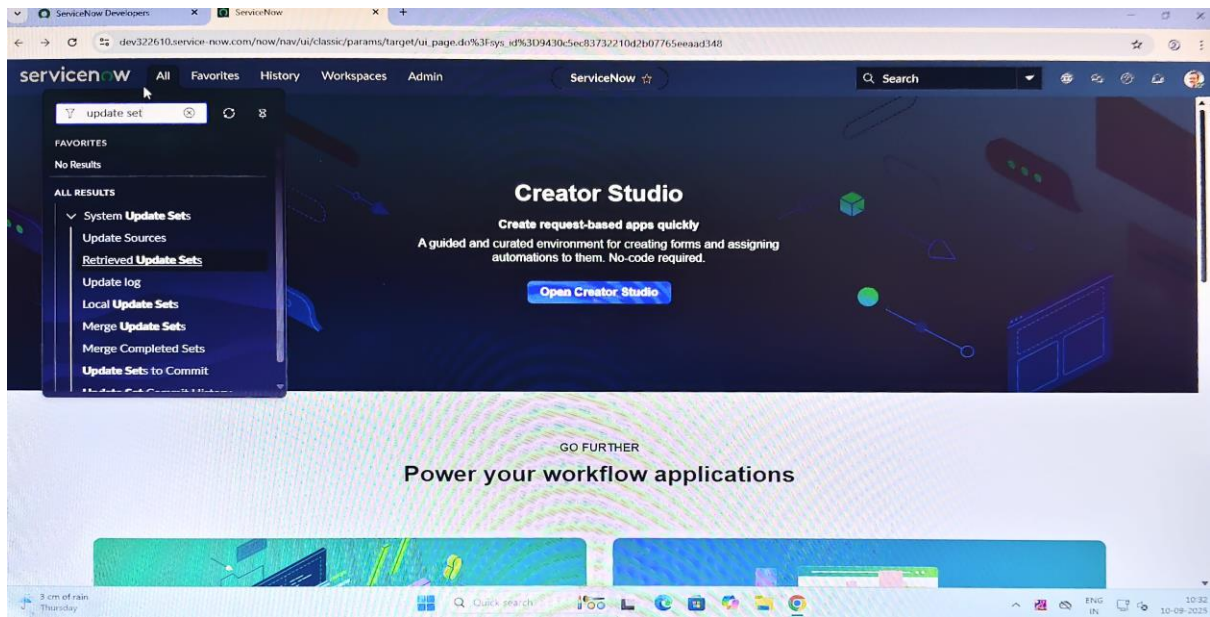
Project Steps: LAPTOP REQUESTING CATALOG ITEM

To ensure a successful and efficient implementation of the Laptop Requesting Catalog Item, the project split as milestones. To achieve the milestones the implementation should be done by the following key steps:

1. Create Local Update set:

1. Open "ServiceNow".
2. Click on All >> Search for "Update sets"
3. Select "Local update sets" under "system update sets"
4. Click new to create an update set named "Laptop Request".
5. Click on submit and make current
6. By clicking on the button it activates the update set.

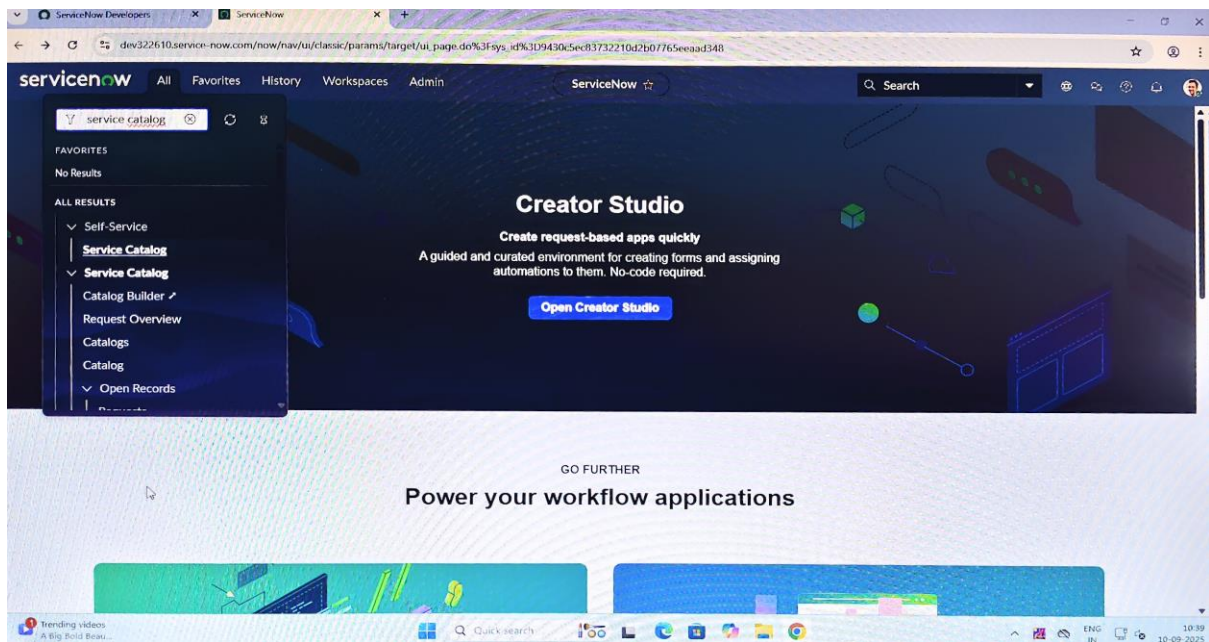




NOTE: Perform all the actions under this newly created update set only.

2. Create Service Catalog Item:

1. Open "ServiceNow".
2. Click on All >> service catalog >> Maintain Items.



3. Click on New and Fill the following details to create a catalog item

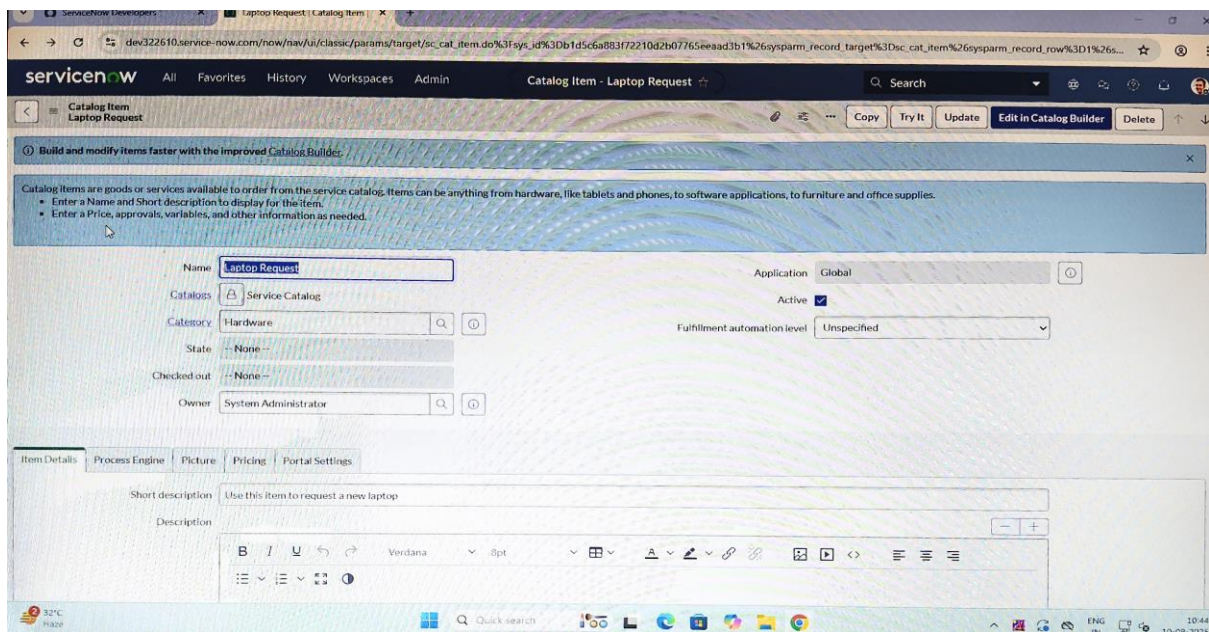
Name: Laptop Request

Catalog: service catalog

Category: Hardware

Short Description: Use this item to request a new laptop

4. Click on 'SAVE'



Add Variables

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

The screenshot shows the ServiceNow interface for configuring a variable named 'Laptop Model'. The 'Application' is set to 'Global', 'Type' is 'Single Line Text', and 'Catalog Item' is 'Laptop Request'. The 'Order' is set to 100. On the right, there are checkboxes for 'Active' (checked), 'Mandatory', 'Read only', 'Hidden', and 'Disable automatic slot fill based on user context'. Below these are tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab is selected, showing a text area for the question, and fields for 'Name' (laptop_model), 'Conversational label', 'Tooltip', and 'Example Text'. At the bottom, there are 'Copy', 'Update', and 'Delete' buttons, and a 'Related Links' section with a link to 'Run Point Scan'.

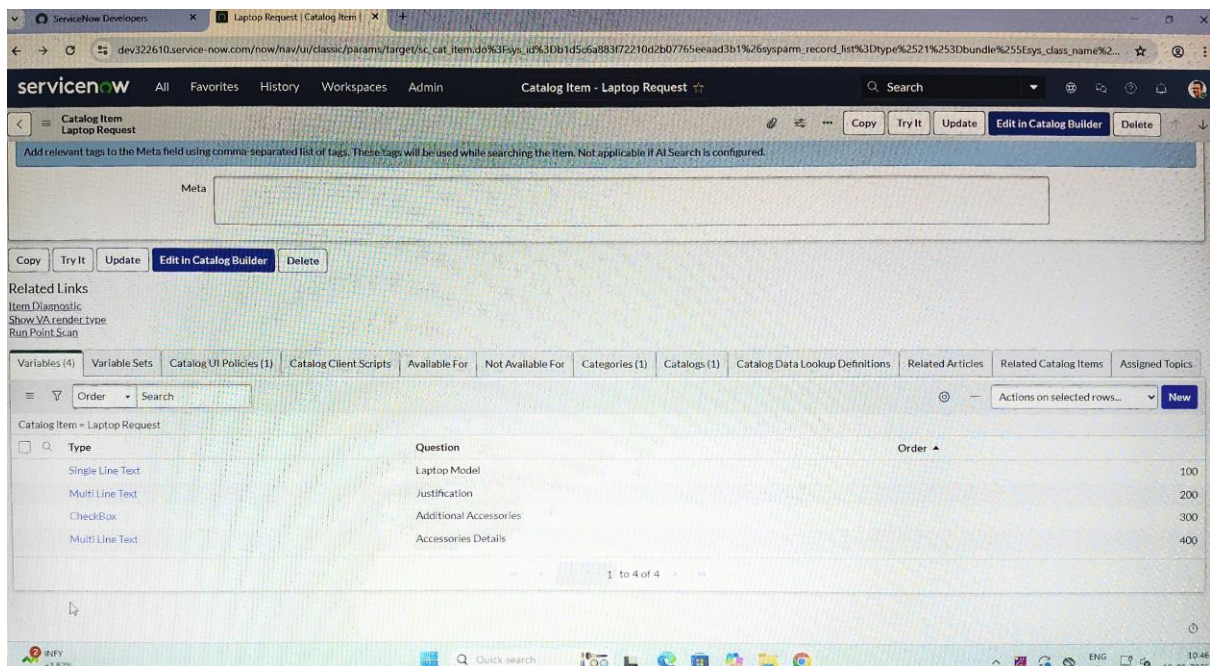
2. Variable 2: Justification
 - Type: Multi Line text
 - Name: justification
 - Order: 200
3. Variable 3: Additional Accessories
 - Type: Checkbox
 - Name: additional_accessories
 - Order: 300
4. Variable 4: Accessories Details
 - Type: Multi Line text

Name: accessories_details

Order: 400

Step 2:

- After adding above variables in newly created catalog item, save the catalog item form



3. Create Catalog Ui policies

1. Navigate to All >> Search for “Service Catalog “
2. Select “maintain item” under “catalog definition”
3. Search for ‘laptop request’ which is previously created
4. Select ‘laptop request’ and scroll down then click on “Catalog Ui policies”
5. click on new in the catalog ui policies related list tab
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]

ServiceNow Developers

show accessories details | Catalog UI Policy

dev322610.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D1064c45d83332210d2b07765eeaad35f%26sysparm_record_target%3Dcatalog_ui_policy%26sysparm_record_row...

servicenow All Favorites History Workspaces Catalog UI Policy - show accessories details Search

Catalog UI Policy show accessories details Update Delete

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:

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: Add Filter Condition Add OR Clause

additional_accessories is true AND OR

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 ☒

ServiceNow Developers

show accessories details | Catalog UI Policy

dev322610.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D1064c45d83332210d2b07765eeaad35f%26sysparm_record_target%3Dcatalog_ui_policy%26sysparm_record_row...

servicenow All Favorites History Workspaces Catalog UI Policy - show accessories details Search

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Update Delete

Related Links

Run Point Scan

Catalog UI Policy Actions Order Search

UI policy - show accessories details

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

8. Save the UI Policy (**do not click on submit**)
9. Scroll down and select 'catalog ui action' and click on new button
10. Select Variable name as: accessories_details
 - Order: 100
 - Mandatory: True
 - Visible: True
11. Save the Catalog UI Action, then save the entire UI policy form.

The screenshot shows the 'Catalog UI Policy Action - accessories_details' configuration page in ServiceNow. The page is titled 'Catalog UI Policy Action - accessories_details' and includes a search bar and navigation tabs. The main content area is divided into two sections: 'Catalog Item' and 'Application'.

Catalog Item:

- Catalog Item: Laptop Request
- Variable name: accessories_details
- Order: 100

Application:

- Application: Global
- Mandatory: True
- Visible: True
- Read only: Leave alone
- Value action: Leave alone
- Field message type: None

Buttons for 'Update' and 'Delete' are visible at the bottom left of the configuration area.

The screenshot shows the 'Catalog UI Policy - show accessories details' configuration page in ServiceNow. The page is titled 'Catalog UI Policy - show accessories details' and includes a search bar and navigation tabs. The main content area is divided into two sections: 'Catalog Conditions' and 'Catalog UI Policy Actions'.

Catalog Conditions:

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

Catalog UI Policy Actions:

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

Buttons for 'Update' and 'Delete' are visible at the bottom left of the configuration area.

Related Links:

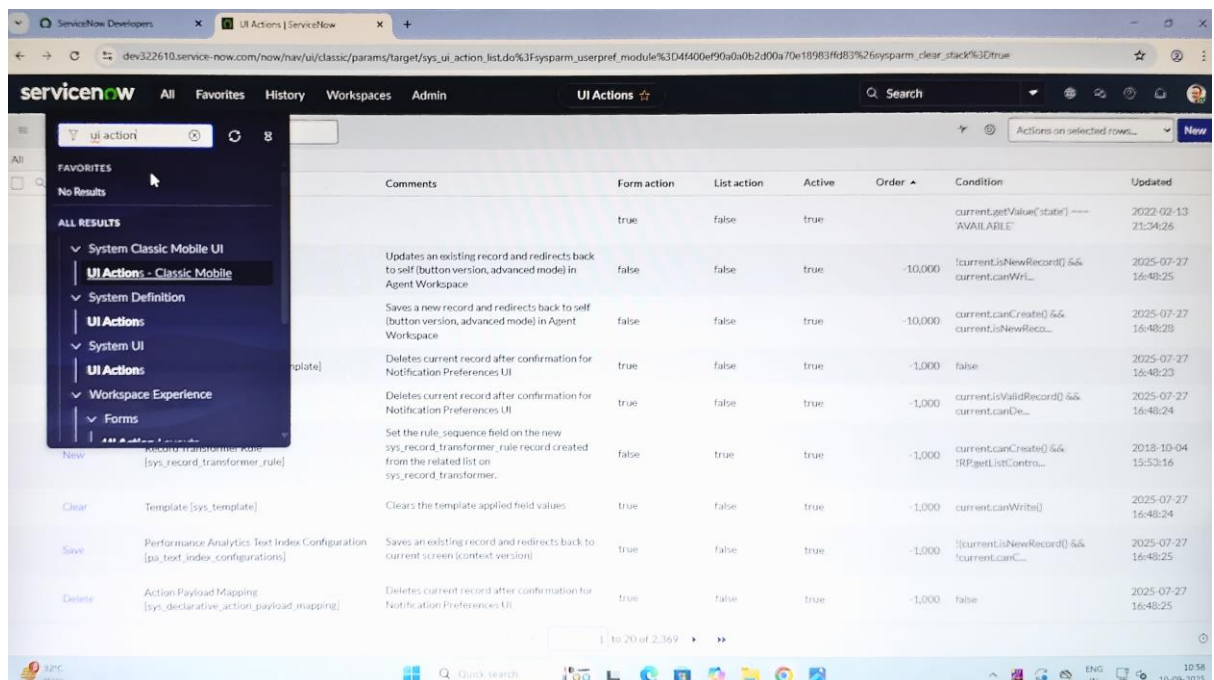
- Run Point Scan

Catalog UI Policy Actions Table:

UI policy - show accessories details	Name	Read only	Mandatory	Visible	Order
<input type="checkbox"/>	accessories_details	Leave alone	True	True	100

4. Create ui action

1. Open "ServiceNow "
2. Click on All >> Search for "ui action "
3. Select "ui action" under "system definition"



4. Click on new and 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.");  
}
```

5. Click on save

ServiceNow Developers x New Record [UI Action] Service x

dev322610.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Days_ui_action%26sysparm_checked_items%3D%26sysparm_fixed_query%...

servicenow All Favorites History Workspaces Admin UI Action - New Record Search Submit

UI Action New record

Name: Reset form

Table: ShoppingCart [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:

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--

INFY +1.95%

Quick search

ENG IN 11:03 10-09-2025

ServiceNow Developers x New Record [UI Action] Service x

dev322610.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Days_ui_action%26sysparm_checked_items%3D%26sysparm_fixed_query%...

servicenow All Favorites History Workspaces Admin UI Action - New Record Search Submit

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Overrides:

Messages:

Comments:

Hint:

Onclick:

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--

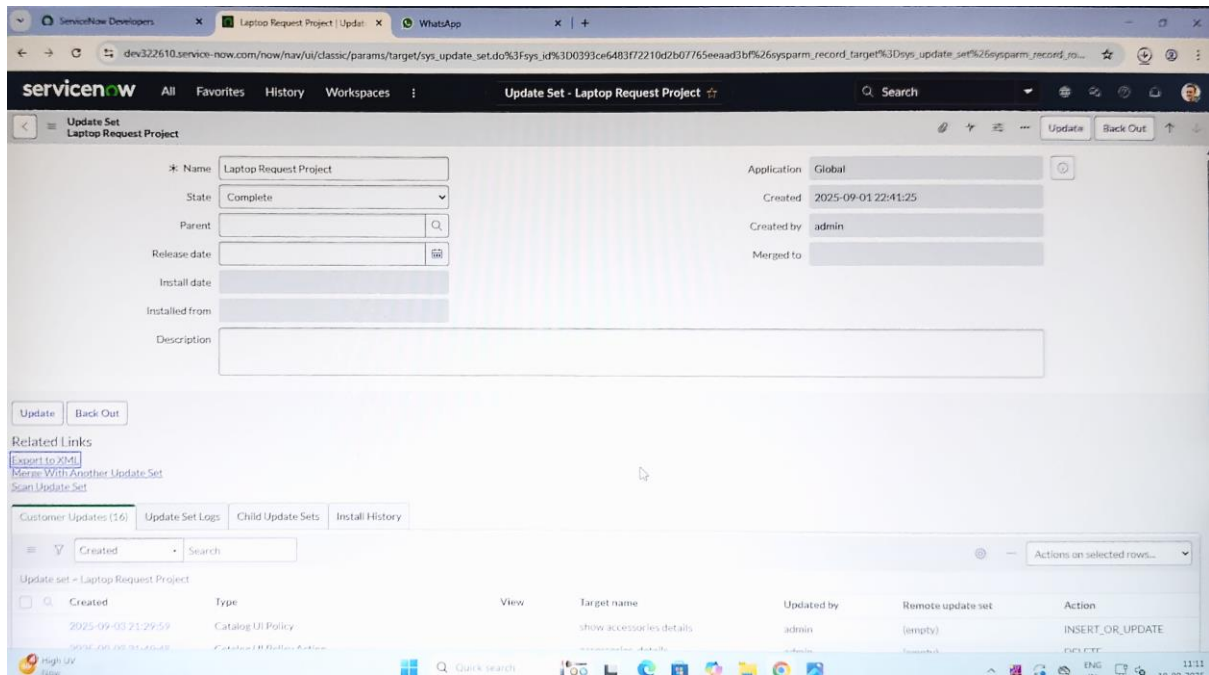
INFY +1.95%

Quick search

ENG IN 11:03 10-09-2025

5. Exporting changes to another instance

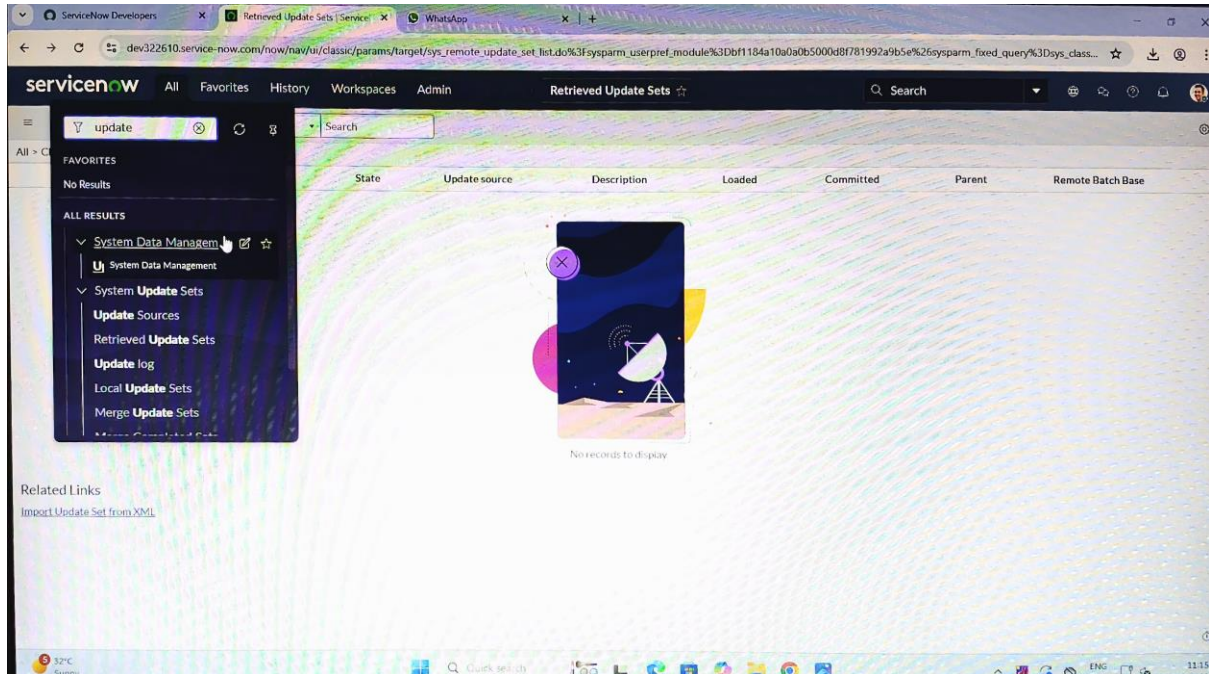
1. Click on All >> Search for “update sets “
2. Select “local update set”
3. Select created update set (‘Laptop Request Project’)
4. Set the state to ‘Complete’
5. In the related list Update tab, updates are visible which we perform under this update set
6. Click on export to XML, it download one file



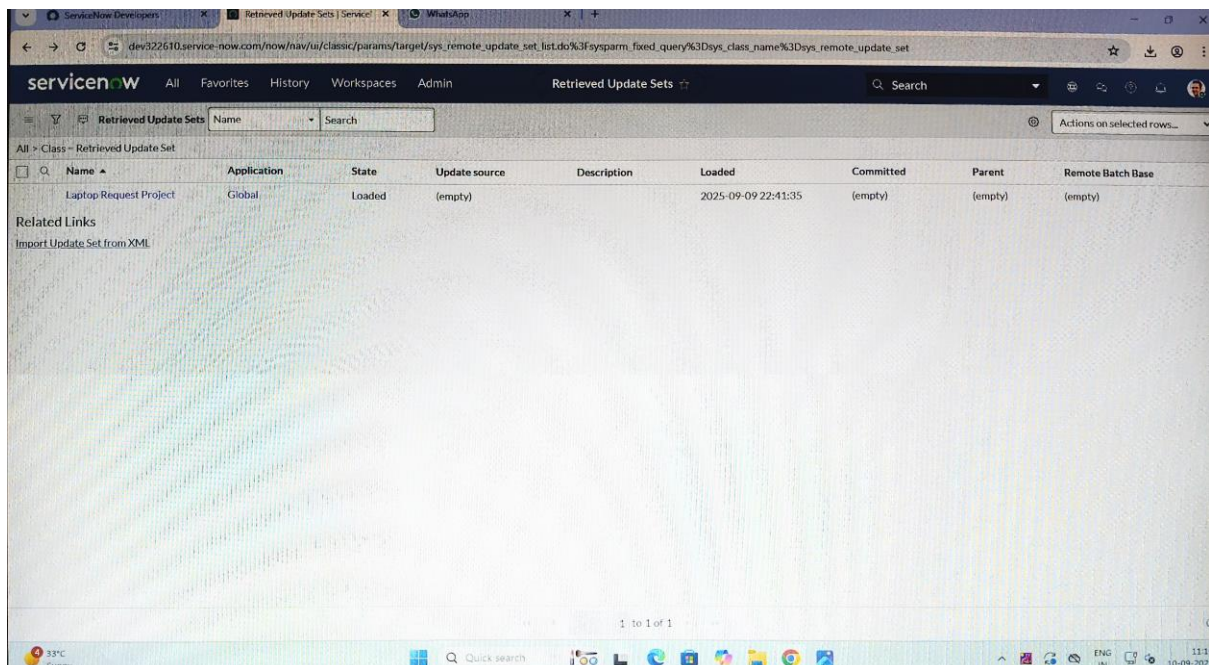
Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-03 21:29:59	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-09-03 21:49:48	Catalog UI Policy Action		accessories_details	admin	(empty)	DELETE
2025-09-03 22:00:32	Catalog UI Policy Action		accessories_details	admin	(empty)	DELETE
2025-09-03 21:55:26	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-09-03 21:53:50	Catalog UI Policy Action		accessories_details	admin	(empty)	DELETE
2025-09-03 21:58:58	Catalog UI Policy Action		accessories_details	admin	(empty)	DELETE
2025-09-03 21:00:47	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 23:02:16	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 23:00:16	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 22:58:11	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 22:50:08	Catalog Item		Laptop Request	system	(empty)	INSERT_OR_UPDATE
2025-09-01 22:50:08	Catalog Items Catalog		Service Catalog.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 22:50:08	Catalog Item Category		Hardware.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 23:30:00	CMDb Workspace Multisource Class Metadata			admin	(empty)	INSERT_OR_UPDATE
2025-09-03 20:51:59	System Property		glide.db.instant_alter.enabled	admin	(empty)	INSERT_OR_UPDATE
2025-09-03 22:18:48	UI Action		Reset Form	admin	(empty)	INSERT_OR_UPDATE

6. Retrieving the update set

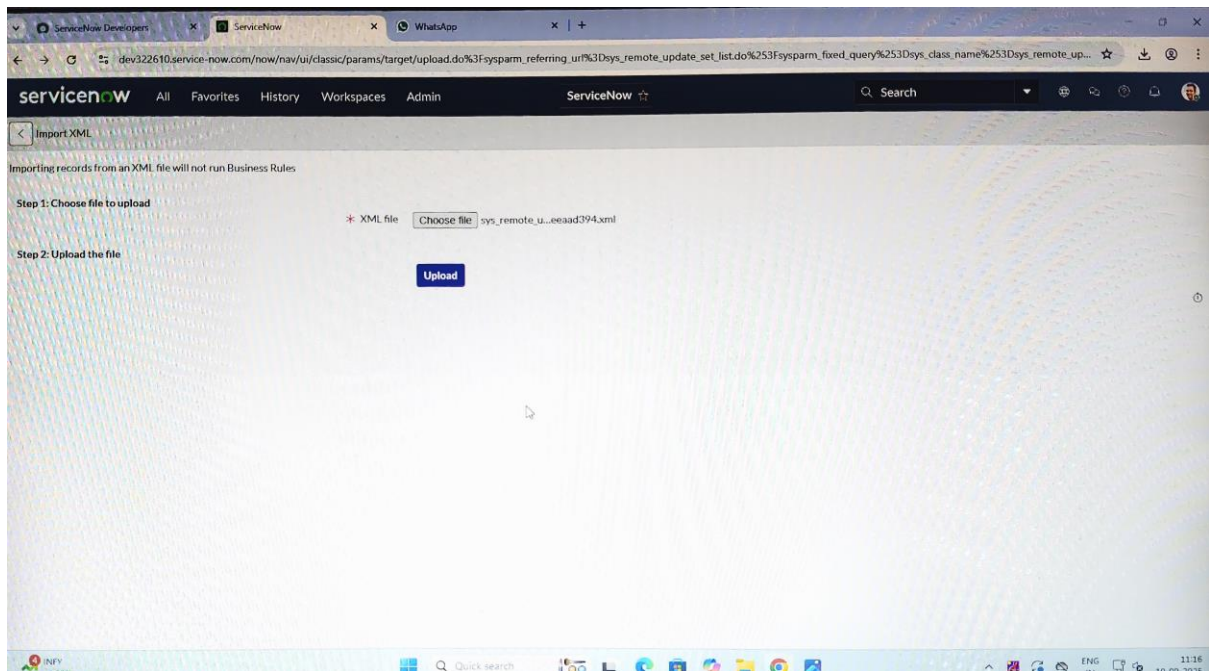
1. Open another ServiceNow instance in incognito window
2. Log in with credentials
3. Click on All >> Search for “update sets “
4. Select “Retrieved update set “ under “system update set “



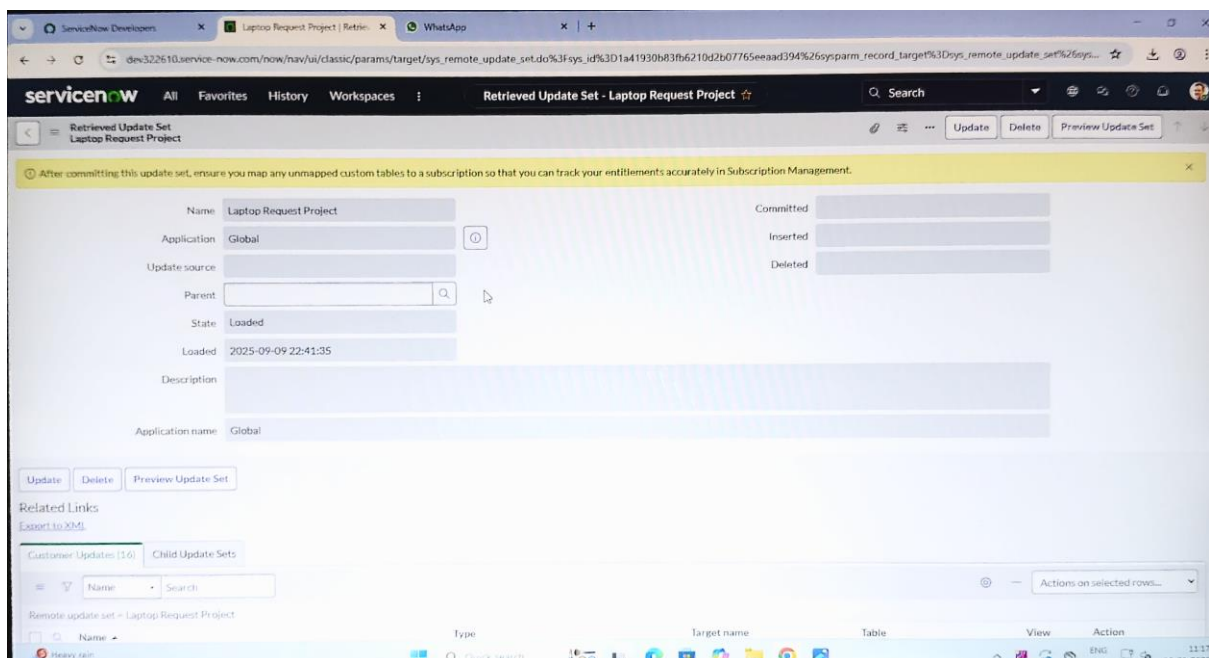
5. It open retrieved update set list and scroll down
6. Click on “Import update set” from XML.



7. upload the downloaded XML file and Click on “Upload “.

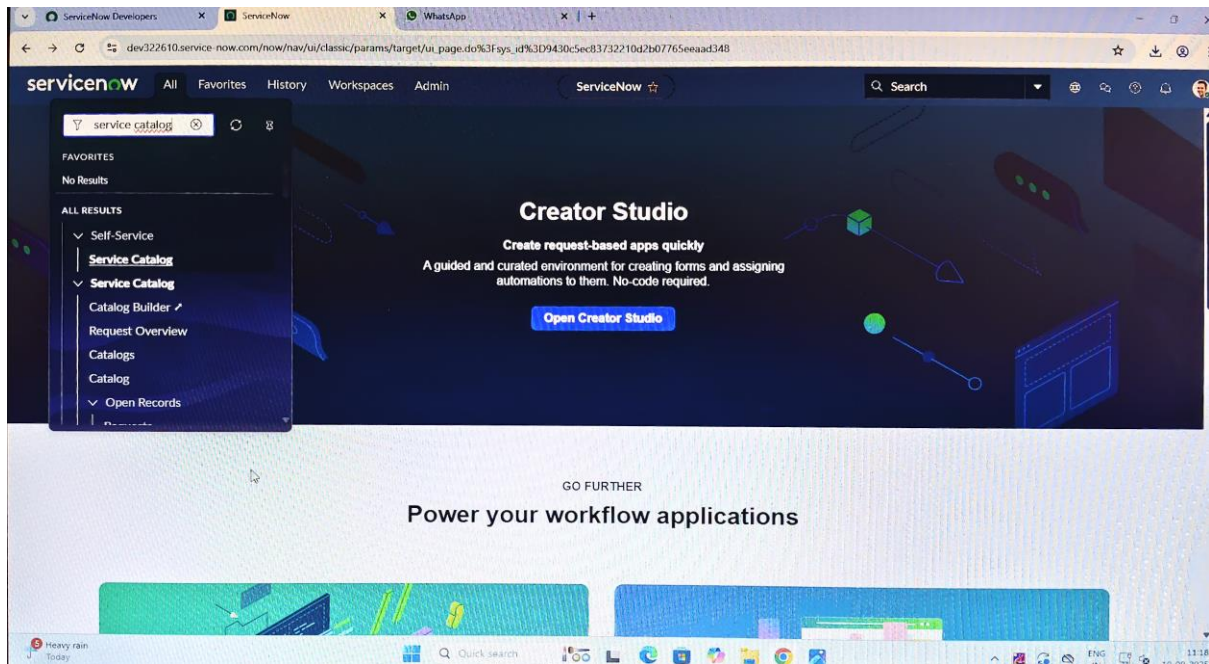


8. Open retrieved update set 'laptop request project '
9. Click on "preview update set" and click on "commit update set"
10. Now we can able to see the related tab updates
11. After completing update set in this instance we get all updates which are done in the previous instance

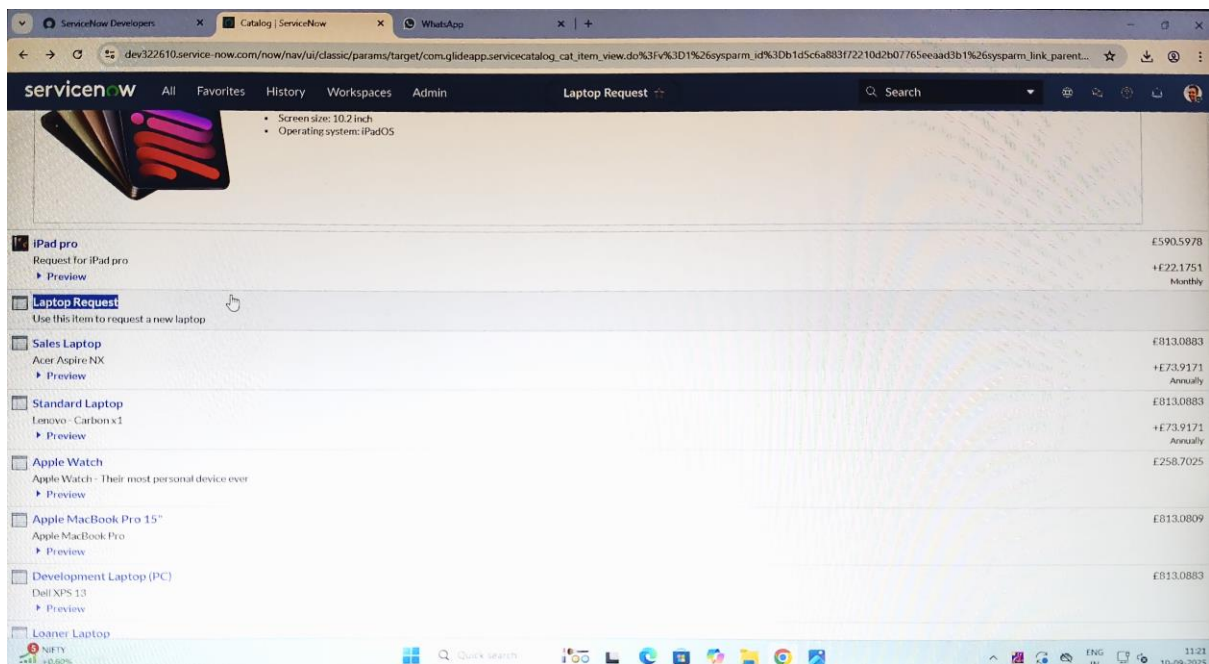


7. Test Catalog Item

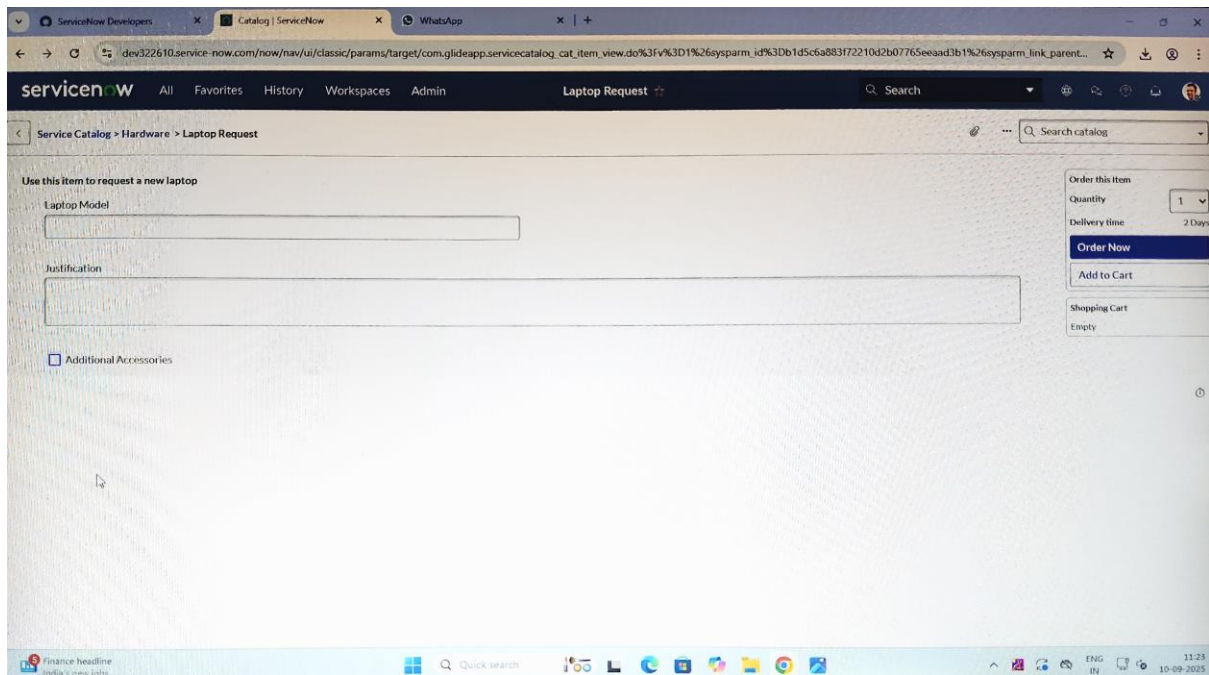
1. Search for “service catalog” in application navigator in target instance
2. Select “catalog” under “service catalog”



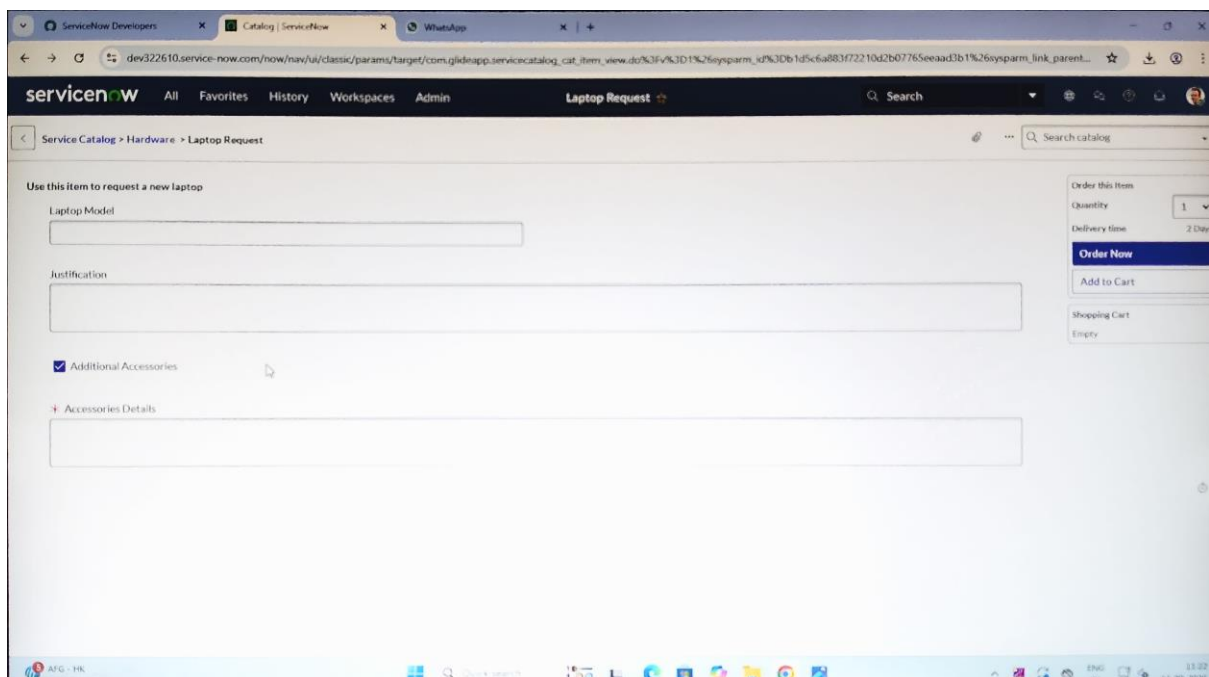
3. Select hardware Category and Search for “laptop request item”



4. Open the item and verify only three variables appear at first.



5. Check the “Additional Accessories” checkbox and confirm that the "Accessories Details" field becomes visible and mandatory.
6. Validate that the dynamic form works as expected, matching the specified requirements.



Conclusion

The Laptop Requesting Catalog Item project effectively simplifies the laptop procurement process within the organization by utilizing ServiceNow's Service Catalog functionalities. By implementing a dynamic and user-friendly catalog item, it reduces errors, accelerates request processing, and improves end-user experience. This project is an example of replacing manual and error-prone procedures with an automated, efficient, and user-centric approach—enhancing both service delivery and employee satisfaction.