

PROJECT DESIGN PHASE:

Team Id	NM2025TMID00717
Project Name	Laptop Request Catalog Item

Pattern	Description
Problem Statement	The problem in the Laptop Request Catalog Item process arises due to the manual and time-consuming approach of requesting and approving laptops for employees.
Idea/ Solution Description	The Idea/Solution for the Laptop Request Catalog Item is to design and implement an automated, user-friendly ServiceNow catalog item that streamlines the laptop request and approval process.
Novelty/ Uniqueness	The novelty of the Laptop Request Catalog Item lies in its automation and customization capabilities within the ServiceNow platform. Unlike traditional manual request systems, this solution dynamically displays fields such as accessories and specifications based on user input, ensuring a personalized and efficient experience.
Social Impact/Customer Satisfaction	The Laptop Request Catalog Item significantly improves customer satisfaction by providing a quick, transparent, and user-friendly way to request laptops. Employees can easily track their request status, receive timely updates, and experience faster fulfillment,.
Business Model	The Business Model for the Laptop Request Catalog Item focuses on improving operational efficiency and employee satisfaction through process automation.
Scalability of the solution	The Laptop Request Catalog Item is highly scalable, making it suitable for organizations of any size and adaptable to changing needs.

Laptop Request Catalog Item:

Update Sets:

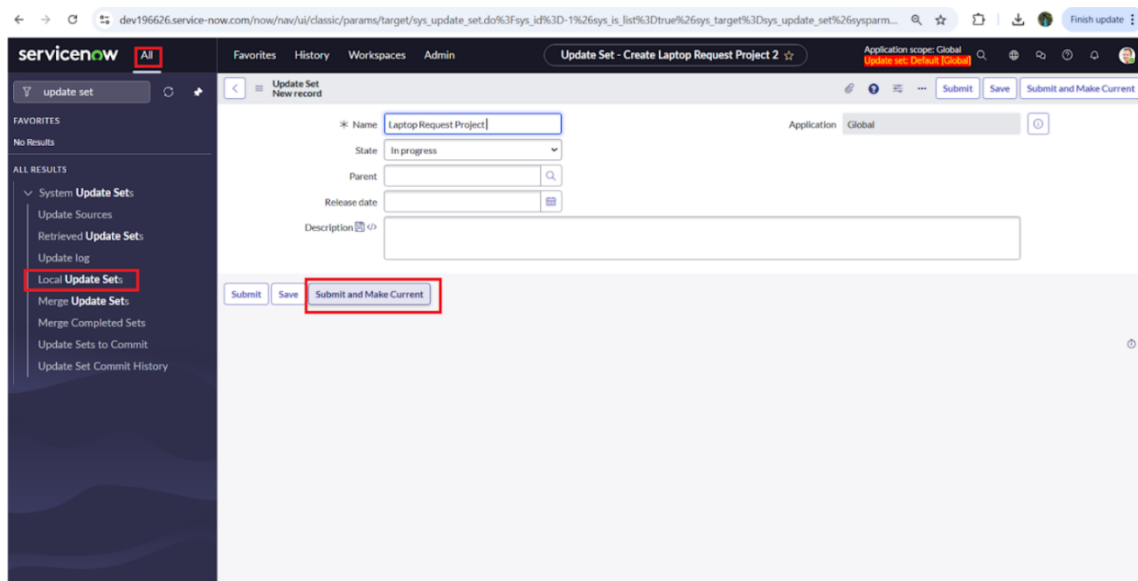
In the Laptop Request Catalog Item, an Update Set in ServiceNow is used to capture and move all customizations and configurations related to the catalog item from one instance to another.

Objective:

The objective of the Laptop Request Catalog Item Update Set is to automate and streamline the laptop procurement process within ServiceNow. It aims to enable employees to easily request laptops through a standardized catalog item, while ensuring automated approval workflows, accurate data capture, and real-time tracking. This update set simplifies IT operations, reduces manual effort, improves request visibility, and enhances overall user experience by delivering an efficient, consistent, and scalable laptop request solution.

Create Local Update set:

1. Open service now.
2. Click on All >> search for update sets
3. Select local update sets under system update sets
4. Click on new
5. Fill the following details to create a update set as: "Laptop Request"
6. Click on submit and make current
7. By clicking on the button it activates the update set .



Service Catalog Item:

Catalog Item:

The Catalog Item in the Laptop Request Catalog Item represents the user-facing form within the ServiceNow Service Catalog that allows employees to request a new laptop. It includes fields for selecting laptop models, configurations, accessories, and additional requirements.

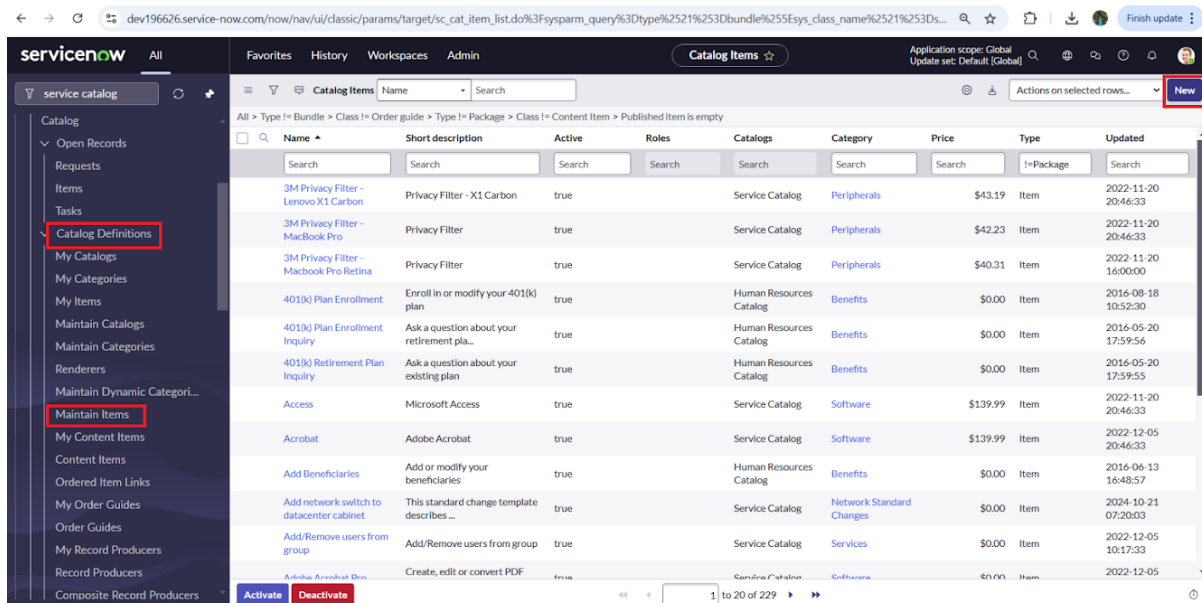
Objective:

The main objective of the Laptop Request Catalog Item is to automate and simplify the laptop procurement process within the organization. It enables employees to easily request laptops through the ServiceNow portal, select preferred models and accessories, and track the status of their requests. The catalog item ensures standardized workflows for approvals and fulfillment, reduces manual effort, minimizes delays, and enhances transparency between requesters, approvers, and the IT department.

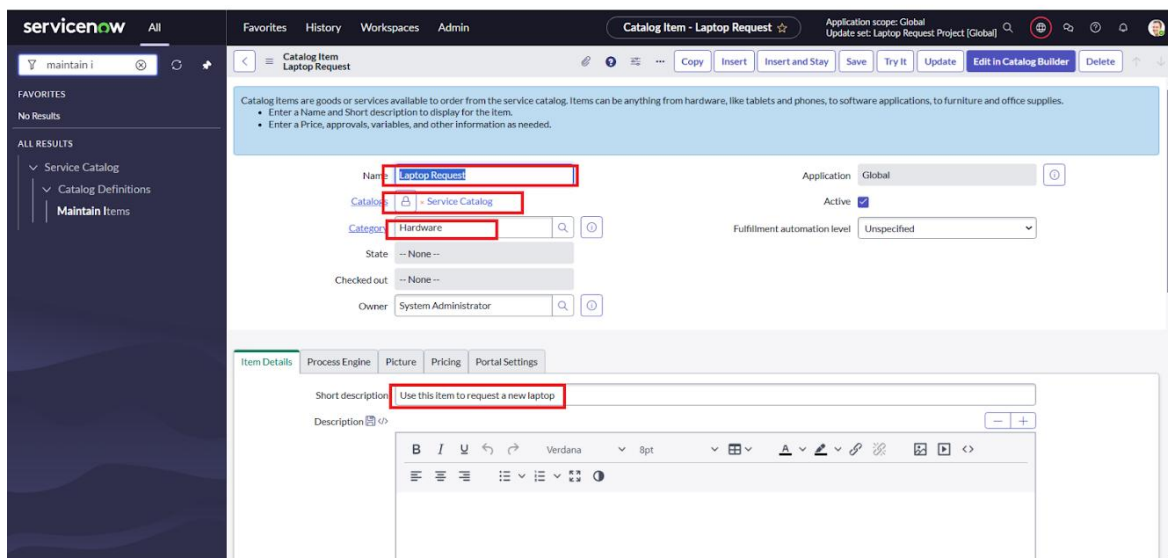
Create Service Catalog Item:

1. Open service now.

2. Click on All >> service catalog
3. Select maintain items under catalog definitions
4. Click on New.
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'



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
401(k) Plan Enrollment	Enroll in or modify your 401(k) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-08-18 10:52:30
401(k) Plan Enrollment Inquiry	Ask a question about your retirement pla...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:56
401(k) Retirement Plan Inquiry	Ask a question about your existing plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:55
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 Beneficiaries	Add or modify your beneficiaries	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-06-13 16:48:57
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-10-21 07:20:03
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 Doc	Create, edit or convert PDF	true		Service Catalog	Software	\$0.00	Item	2022-12-05



ServiceNow Catalog Item - Laptop Request

Application scope: Global
Update set: Laptop Request Project [Global]

Enter a Name and Short description to display for the item.
Enter a Price, approvals, variables, and other information as needed.

Name: **Laptop Request**
Catalog: **Service Catalog**
Category: **Hardware**
State: -- None --
Checked out: -- None --
Owner: **System Administrator**

Application: Global
Active: ☒
Fulfillment automation level: Unspecified

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description: **Use this item to request a new laptop**

Description: [Rich text editor area]

Add variables:

1. After saving the catalog item form scroll down and click on variable(related list)
2. Click on new and enter the details as below
 1. Variable 1:Laptop Model
 - a. Type: Single line text
 - b. Name: laptop_model
 - c. Order:100
3. Click on submit
4. Again click on new and add Remaining variables in the above process

The screenshot shows the ServiceNow 'Variable - New Record' form. The form is for creating a new variable. The 'Application' is set to 'Global'. The 'Type' is set to 'Single Line Text'. The 'Catalog Item' is set to 'Laptop Request'. The 'Order' is set to '100'. The 'Active' checkbox is checked. The 'Mandatory', 'Read only', and 'Hidden' checkboxes are unchecked. Below the form fields, there is a section for 'Question' with a red box highlighting the 'Question' and 'Name' fields. The 'Question' field contains 'Laptop Model' and the 'Name' field contains 'laptop_model'. The 'Tooltip' and 'Example Text' fields are empty. The 'Submit' and 'Save' buttons are at the bottom left.

2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

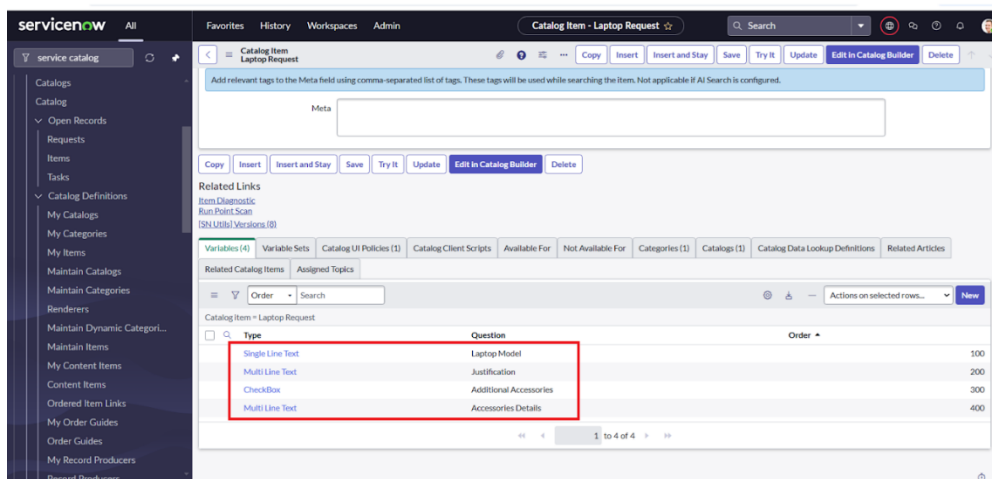
4. Variable 4: Accessories Details

Type: Multi line text

Name:accessories_details

Order:400

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



UI Policies:

UI Policies in ServiceNow are used to dynamically change the behavior of fields on a form based on specific conditions — such as making fields visible, hidden, mandatory, or read-only — without writing client-side scripts. Purpose:

- Show/Hide Fields Display specific fields only when needed. E.g:show “Accessories” if checkbox is checked.
- Make Fields Mandatory Make justification mandatory when a high-end laptop model is selected.

Objectives:

The objective of UI Policies in the Laptop Request Catalog Item is to enhance user experience and ensure data accuracy by dynamically controlling form behavior. UI Policies are used to show, hide, make mandatory, or read-only specific fields based on user selections. For example, when the “Accessories Required” checkbox is selected, the “Accessories Details” field becomes visible and mandatory.

Create Catalog Ui policies:

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]

The screenshot shows the 'Catalog UI Policy - Show Accessories Details' configuration page in ServiceNow. The left sidebar shows the navigation tree with 'Maintain Items' selected. The main area is divided into 'When to Apply' and 'Script' tabs. The 'When to Apply' tab is active, showing a list of conditions that must be met for the policy to apply. The conditions are: 1. The catalog UI policy is Active, 2. The Items in the Conditions field evaluate to true, and 3. The field specified in the catalog UI policy is present on the specified catalog item. Below the conditions, there is a section for 'Catalog Conditions' with a filter set to 'additional_accessories' and a value of 'true'. The 'Applies on a Catalog Item view' checkbox is checked. The 'On load' checkbox is also checked. The 'Reverse if false' checkbox is checked. The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' checkbox is checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is checked.

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

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

The screenshot shows the 'Catalog UI Policy Action - accessories_details' form in ServiceNow. The 'Variable name' is set to 'accessories_details' and the 'Order' is 500. The 'Mandatory' and 'Visible' checkboxes are both checked. The 'Save' button is highlighted with a red box.

Field	Value
Catalog Item	Laptop Request
Variable name	accessories_details
Order	500
Application	Global
Mandatory	True
Visible	True
Read only	Leave alone
Value action	Leave alone
Field message type	None

The screenshot shows the 'Catalog UI Policy - Show Accessories Details' form. The 'When to Apply' tab is selected, showing conditions for when the policy is applied. The 'Save' button is highlighted with a red box.

When to Apply

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

- 1. The catalog UI policy is Active
- 2. The item on the condition field is evaluated 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

Apply on a Catalog Item view ☒ | Apply on Catalog Task ☐ | Apply on Requested Item ☐

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 ☒

UI Policy	Name	Read only	Mandatory	Visible	Order
UI Policy - Show Accessories Details	accessories_details	Leave alone	True	True	500

UI Action :

UI Actions in ServiceNow are buttons, links, or context menu items that appear on forms, lists, or related lists. They allow users to perform specific actions like submitting, saving, approving, rejecting, or triggering scripts.

Objective:

The objective of UI Actions is to enhance user interaction and streamline form operations by adding buttons or links that trigger specific actions, such as submitting, resetting, or approving requests. These actions improve efficiency and provide users with a seamless experience while performing catalog-related tasks.

Create 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 area is divided into two columns. The left column contains fields for 'Name' (Reset Form), 'Table' (Shopping Cart [sc_cart]), 'Order' (100), 'Action name' (Reset Form), 'Active' (checked), 'Show insert' (checked), 'Show update' (checked), 'Client' (checked), 'List v2 Compatible' (checked), 'List v3 Compatible' (unchecked), 'Overrides' (empty), 'Messages' (empty), 'Comments' (empty), 'Hint' (empty), and 'OnClick' (empty). The right column contains fields for 'Application' (Global), 'Form button' (unchecked), 'Form context menu' (unchecked), 'Form link' (unchecked), 'Form style' (None), 'List banner button' (unchecked), 'List bottom button' (unchecked), 'List context menu' (unchecked), 'List choice' (unchecked), 'List link' (unchecked), and 'List style' (None). The 'Save' button in the top right corner is highlighted with a red box.

Export Update Sets:

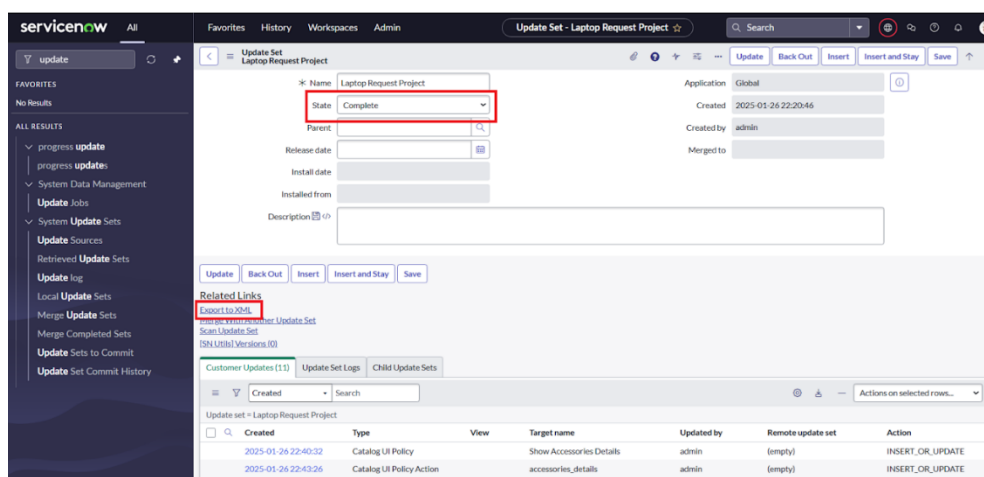
Export Update Set for Laptop Request Catalog Item refers to the process of packaging and transferring all customizations related to the Laptop Request Catalog Item from one ServiceNow instance to another. It includes configurations such as catalog items, variables, workflows, UI policies, business rules, and scripts.

Objective:

The objective of Exporting the Update Set for the Laptop Request Catalog Item is to safely transfer all related configurations—such as catalog item settings, variables, UI policies, client scripts, and workflows—from one ServiceNow instance to another.

Exporting changes to another instances:

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



Login to another Instance:

Retrieving the Update Sets:

Retrieving the Update Set in the Laptop Request Catalog Item refers to the process of importing the developed update set (which contains all configurations, scripts, workflows, and catalog item details) from one ServiceNow instance to another — typically from a development instance to a test or production instance.

Objective:

The objective of retrieving the update set in the Laptop Request Catalog Item process is to transfer and apply all related customizations—such as catalog items, variables, workflows, UI policies, and scripts—from one ServiceNow instance to another.

Retrieving the update set:

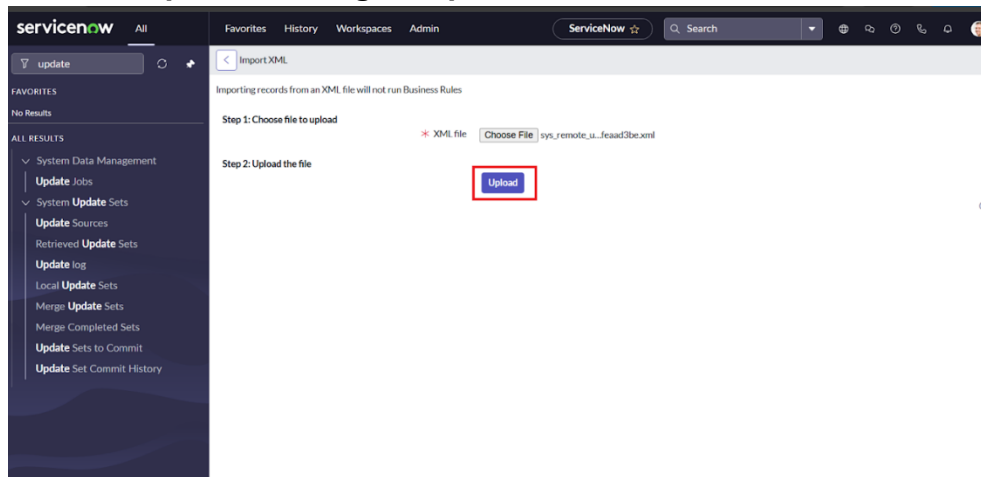
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		03:00:03	(empty)	(empty)	(empty)
first update set 2	Global	Previewed	sandeep		2024-08-30 03:00:07	(empty)	(empty)	(empty)
Migration of 'AI Search Profile', 'AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migration s...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	sandeep		2024-08-30 03:00:05	2024-08-30 03:01:03	(empty)	(empty)
Rathan's Snow	Global	Loaded	(empty)	Testing purpose	2024-07-10 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	sandeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny.gajja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

Related Links
[Import Update Set from XML](#)

7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.



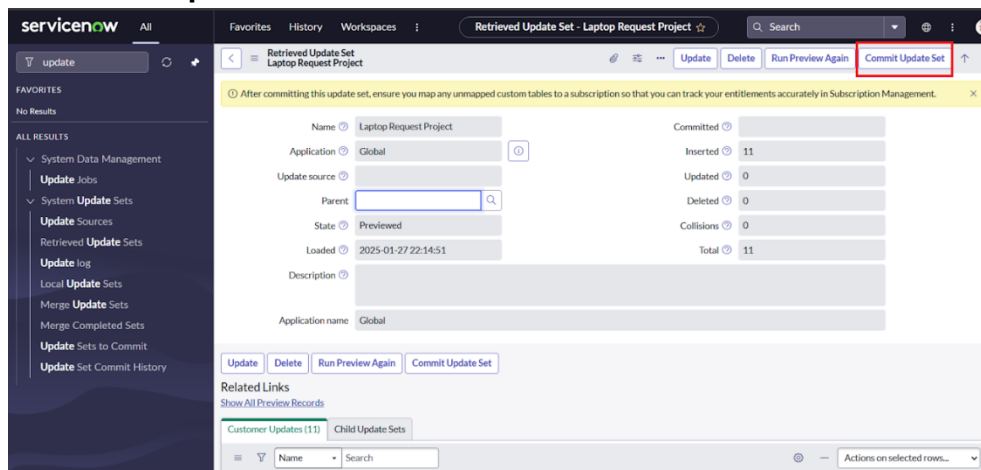
9. Open retrieved update set 'laptop request project'

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



Testing:

Test Catalog Item:

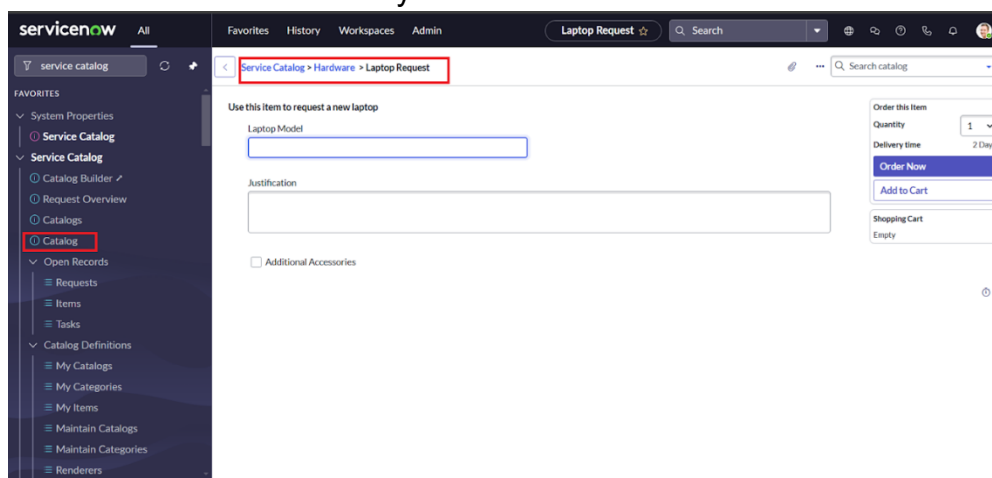
A Test Catalog Item in the Laptop Request process is a configured version of the catalog item used to ensure that all features—such as variable visibility, UI policies, workflows, approvals, and notifications—work as intended.

Objective:

The objective of testing the Laptop Request Catalog Item is to ensure that all configurations, workflows, variables, and UI behaviors function as intended before deployment. Testing verifies that users can successfully submit requests, approvals trigger correctly, and notifications are sent at the right stages.

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. Select laptop request item and open it
5. It shows three variables only



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.

The screenshot shows the ServiceNow interface for a 'Laptop Request' catalog item. 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', and 'Maintain Categories'. The main form area is titled 'Use this item to request a new laptop'. It includes a 'Laptop Model' field with 'hp' entered, a 'Justification' text area, and an 'Additional Accessories' checkbox which is checked. Below the checkbox is an 'Accessories Details' section with a red border and a plus icon. On the right side, there is an 'Order this Item' section with a 'Quantity' dropdown set to '1', a 'Delivery time' of '2 Days', and buttons for 'Order Now' and 'Add to Cart'. At the bottom right, a 'Shopping Cart' section shows '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.