Laptop Request Catalog Item

Team ID : NM2025TMID00937

Team Size : 4

**Team Leader : **Ajaikarthik R

Team member : Aasisuthayakumar K

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Team member : Aarthi K

Problem Statement

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

Objective

Design and implement a ServiceNow catalog item that enables employees to submit laptop requests dynamically with form validations, clear guidance, and governance controls, improving speed, accuracy, and accountability in the process.

Category

ServiceNow System Administartor.

Skills

UIPath RPA,Tanzu Application Service

TASK INITIATION Milestone 1: Create Local Update Set

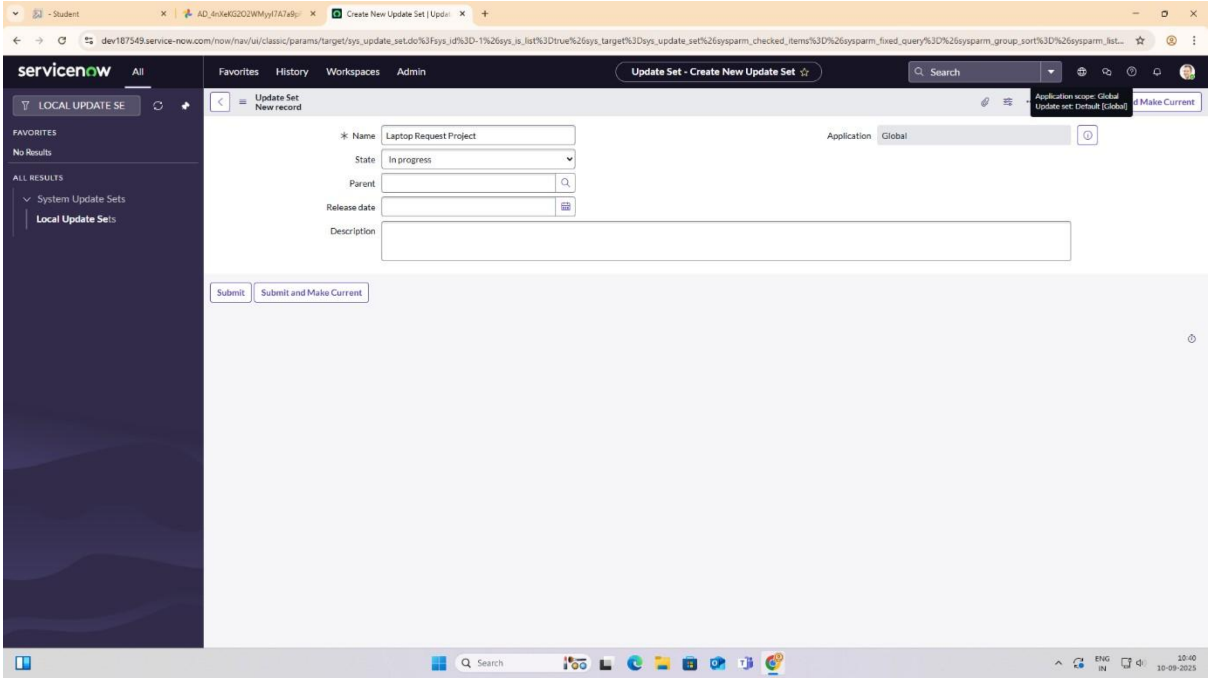
Activity 1: Create Update Set in ServiceNow

1. Open ServiceNow instance.
2. Click on All → search for Update Sets.
3. Select Local Update Sets under System Update Sets.
4. Click on New.
5. Fill in the following details:

   Name: Laptop Request

6. Click Submit and make it Current.

7.By clicking on the button it activates the update set



dev187549.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_update_set%26sysparm_checked_items%3D%26sysparm_fixed_query%3D%26sysparm_group_sort%3D%26sysparm_list...

Update Set - Create New Update Set

Update Set
New record

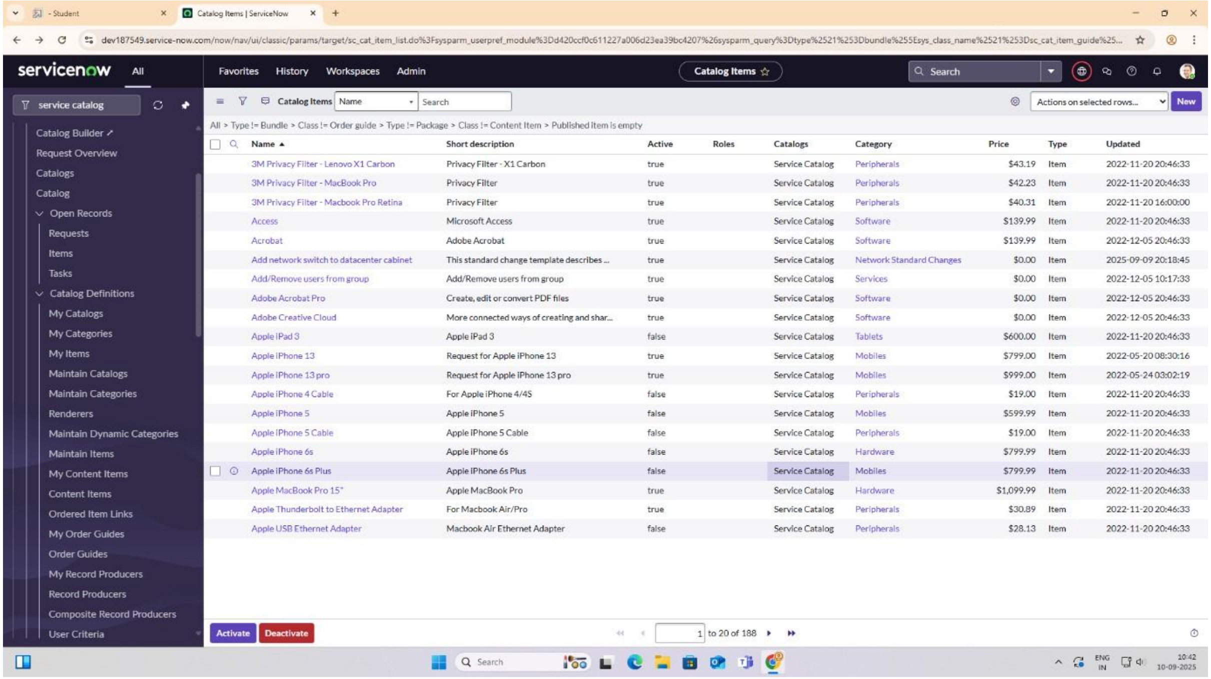
Application scope: Global
Update set: Default [Global]

✱ Name	Laptop Request Project	Application	Global
State	In progress		
Parent			
Release date			
Description			

Milestone 2: Create Service Catalog Item

Activity 1: Create New Service Catalog Item in ServiceNow

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



All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty

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
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 network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	$0.00	Item	2025-09-09 20:18:45
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 Pro	Create, edit or convert PDF files	true		Service Catalog	Software	$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	$799.00	Item	2022-05-20 08:30:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	$999.00	Item	2022-05-24 03:02:19
Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	$19.00	Item	2022-11-20 20:46:33
Apple iPhone 6s	Apple iPhone 6s	false		Service Catalog	Hardware	$799.99	Item	2022-11-20 20:46:33
Apple iPhone 6s Plus	Apple iPhone 6s Plus	false		Service Catalog	Mobiles	$799.99	Item	2022-11-20 20:46:33
Apple MacBook Pro 15"	Apple MacBook Pro	true		Service Catalog	Hardware	$1,099.99	Item	2022-11-20 20:46:33
Apple Thunderbolt to Ethernet Adapter	For Macbook Air/Pro	true		Service Catalog	Peripherals	$30.89	Item	2022-11-20 20:46:33
Apple USB Ethernet Adapter	Macbook Air Ethernet Adapter	false		Service Catalog	Peripherals	$28.13	Item	2022-11-20 20:46:33

5.Fill the following details to create a new catalog item

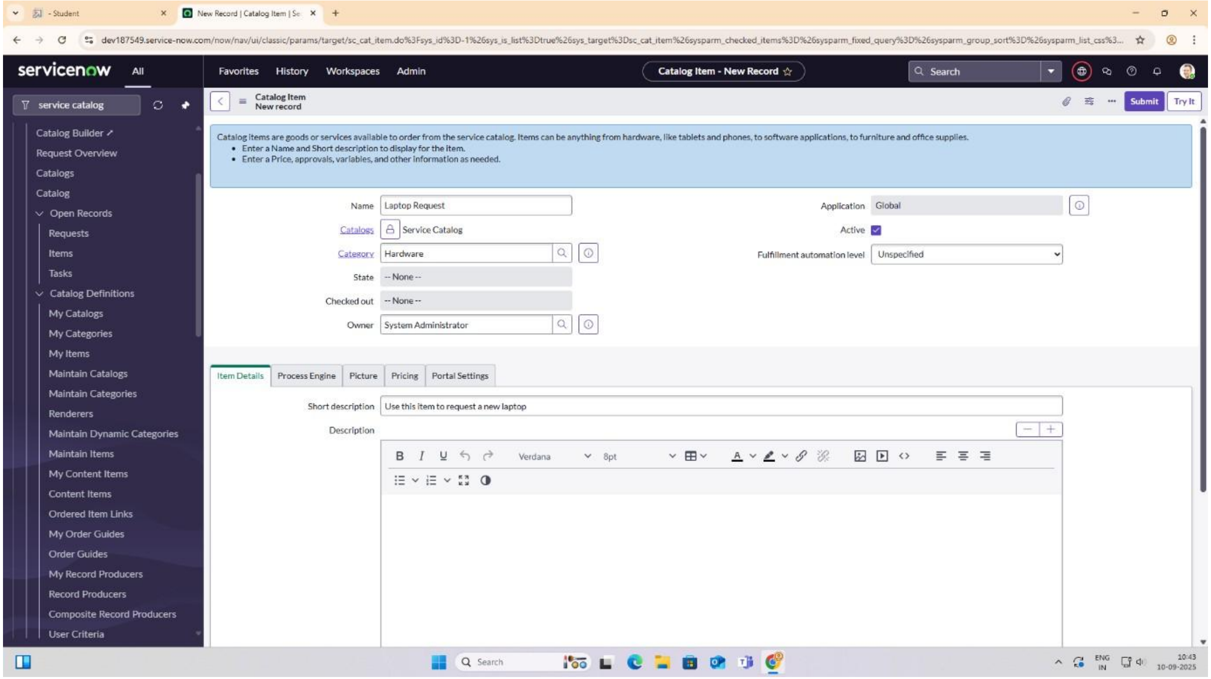
Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6.Click on 'SAVE'



Catalog Item
New record

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.

Name	Laptop Request	Application	Global
Catalogs	Service Catalog	Active	☑
Category	Hardware	Fulfillment automation level	Unspecified
State	-- None --		
Checked out	-- None --		
Owner	System Administrator		

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

Short description: Use this item to request a new laptop

Description

Activity 2: Add Variables to the Catalog Item

Step1:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below

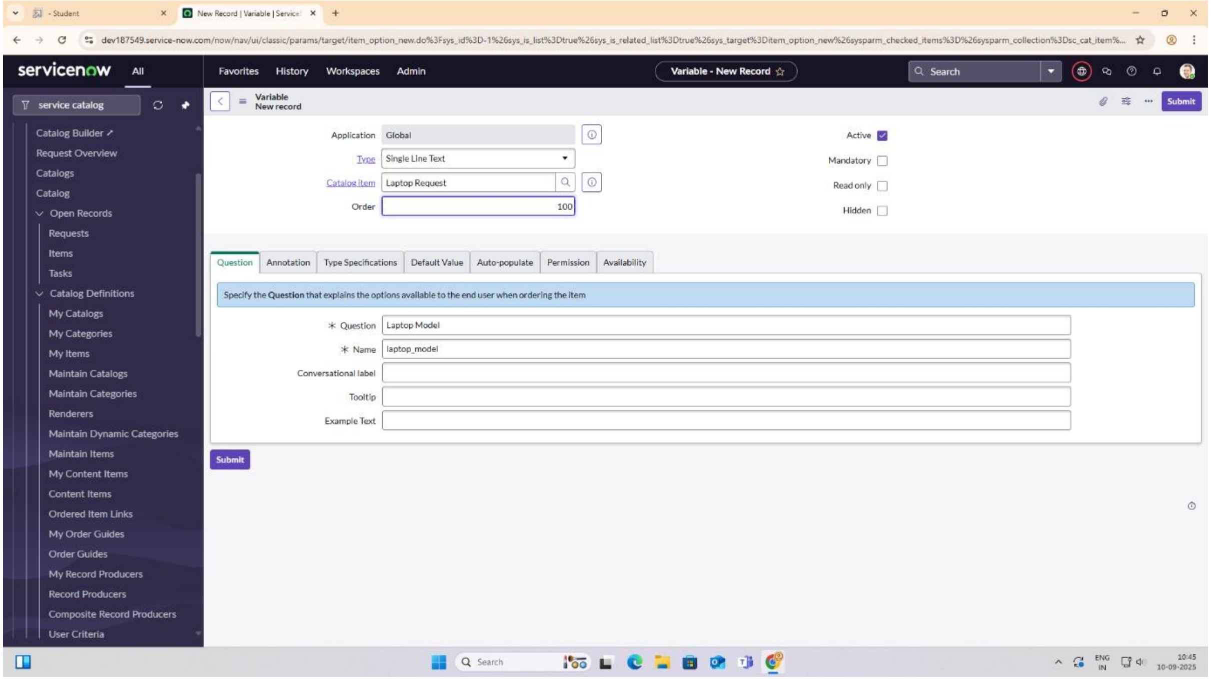
1. Variable 1:Laptop Model

   Type: Single line text

   Name: laptop_model

   Order:100

- Click on submit
- Again click on new and add Remaining variables in the above process



Variable
New record

Application: Global
Type: Single Line Text
Catalog item: Laptop Request
Order: 100

Active ☑
Mandatory □
Read only □
Hidden □

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:

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

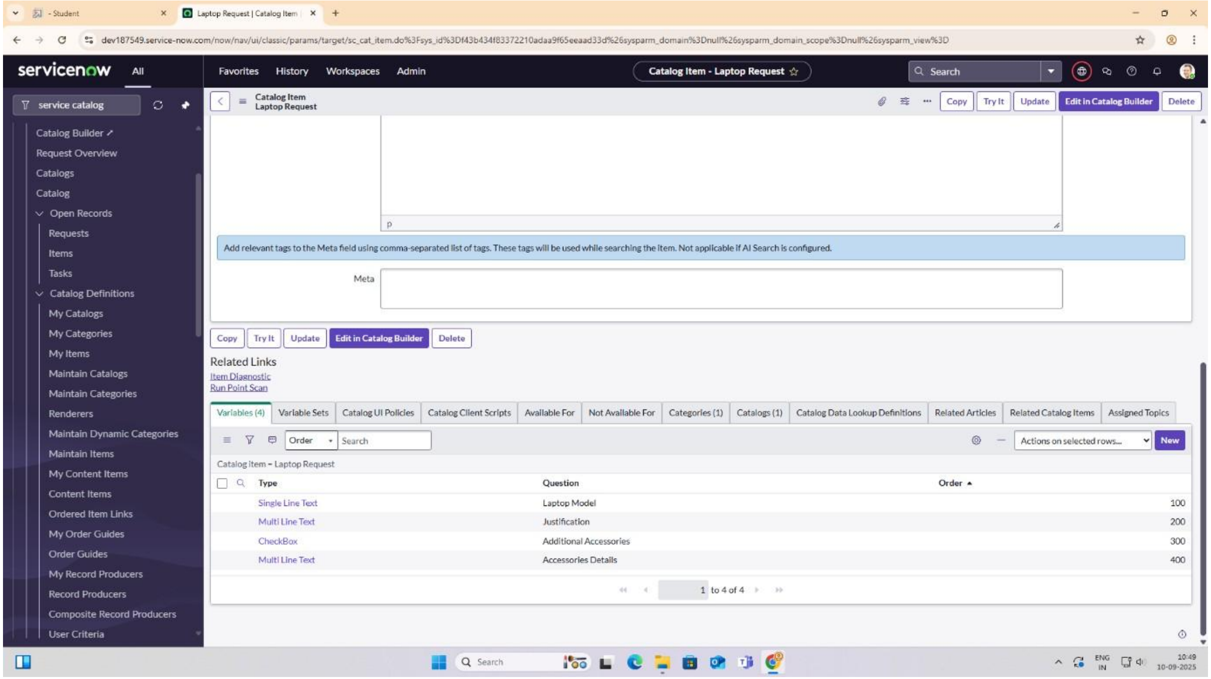
Type: Multi line text

Name:accessories_details

Order:400

Step2:

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



Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Catalog item = Laptop Request

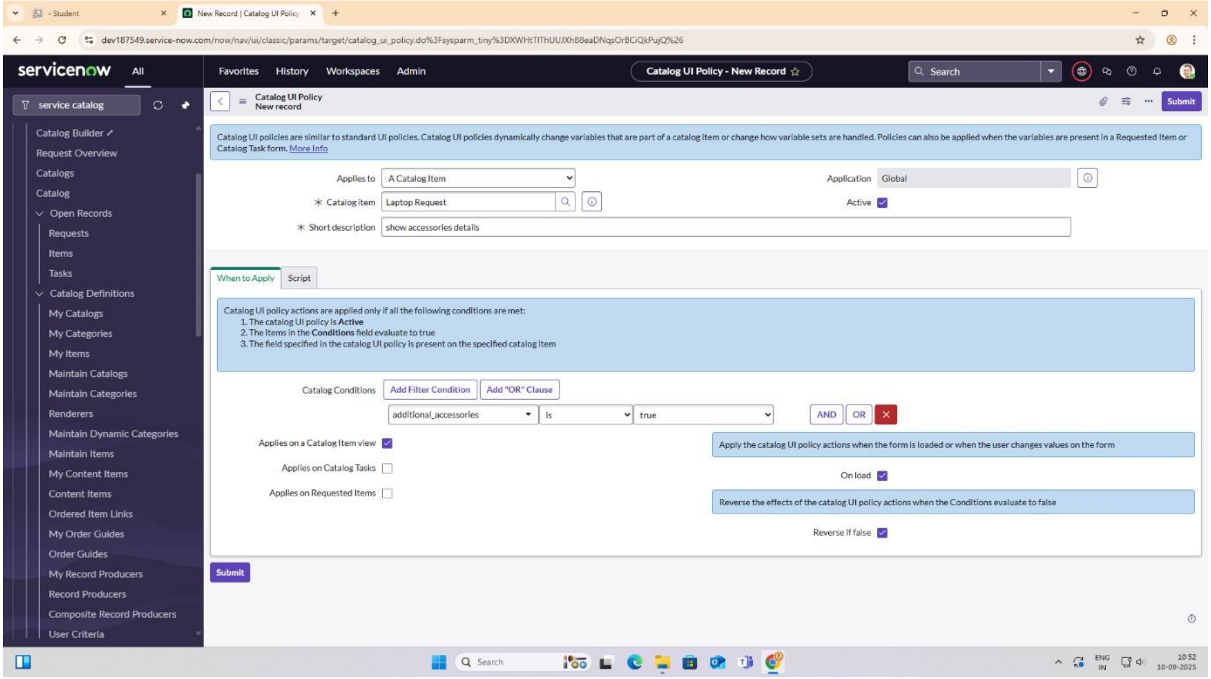
Type	Question	Order ▲
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

Milestone 3: Create Catalog UI Policies

Activity 1: Configure Catalog UI Policy for Dynamic Behavior

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]



Catalog UI Policy
New record

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 ☑

Submit

8.Click on **save**.(do not click on submit)

9.Scroll down and select ‘catalog ui action’

10.Then click on new button

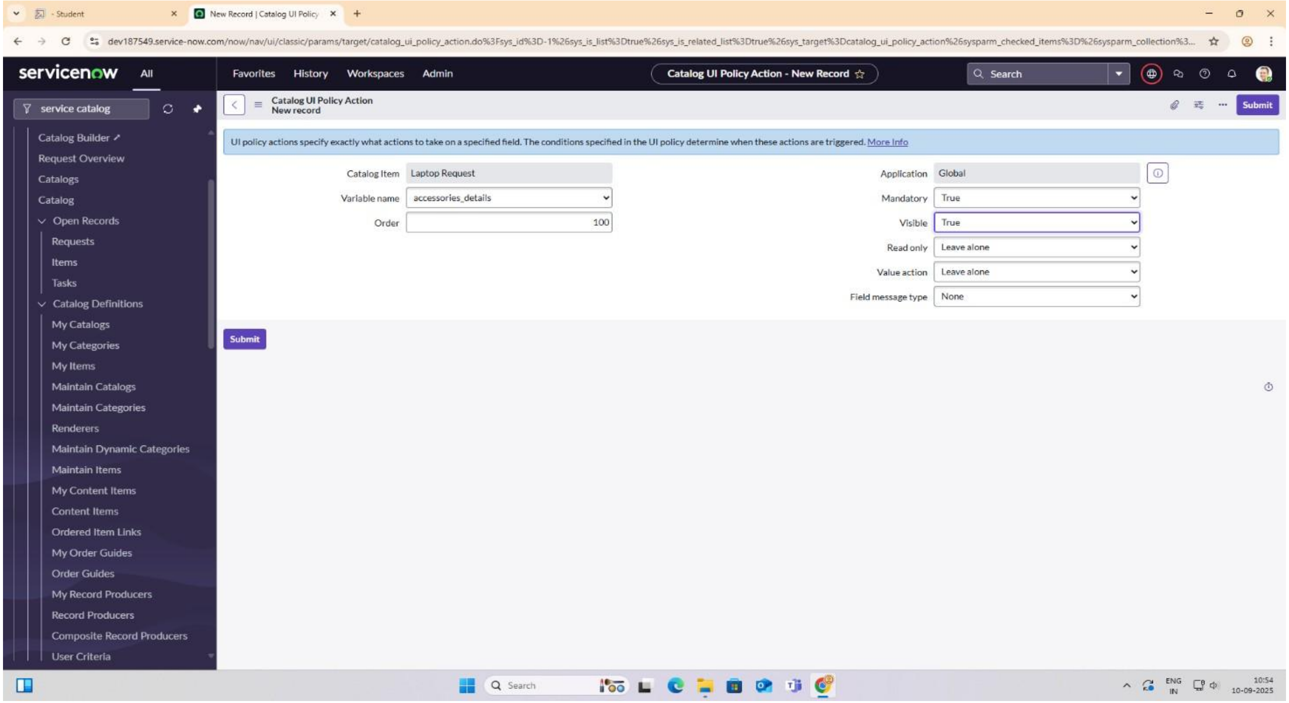
11.Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

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

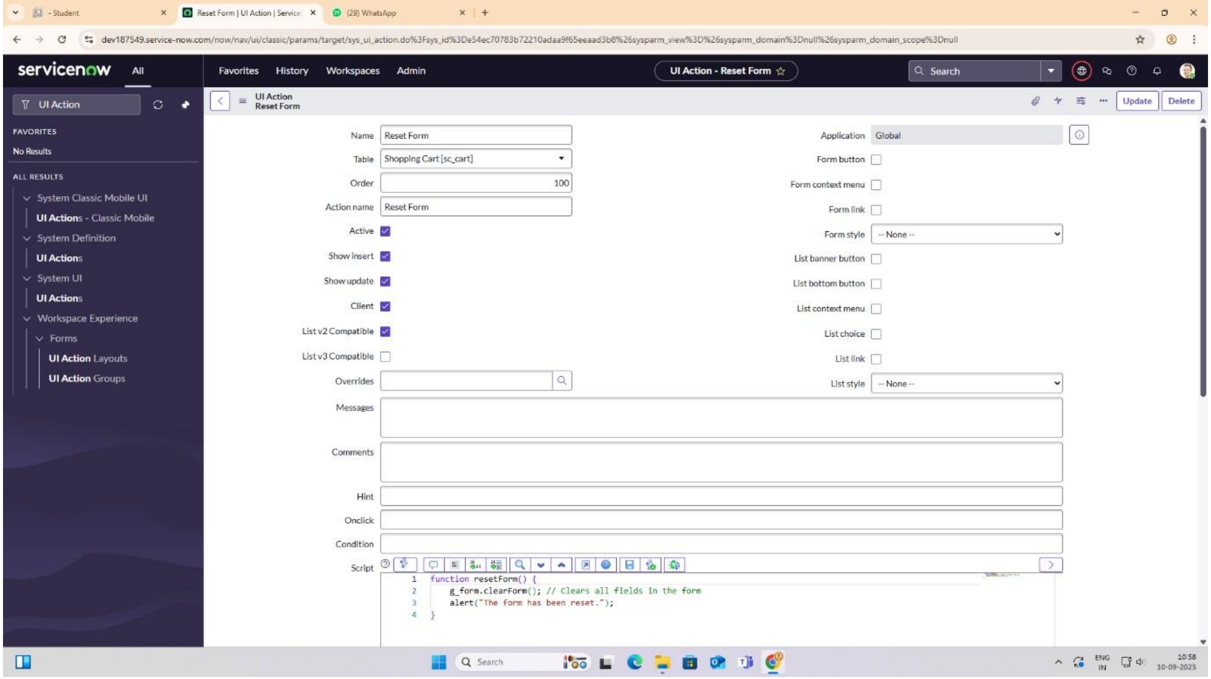


Catalog UI Policy Action - New Record

Catalog UI Policy Action
New record

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. More Info

Catalog Item	Laptop Request	Application	Global
Variable name	accessories_details	Mandatory	True
Order	100	Visible	True
		Read only	Leave alone
		Value action	Leave alone
		Field message type	None



UI Action - Reset Form

UI Action
Reset Form

Name	Reset Form	Application	Global
Table	Shopping Cart [sc_cart]	Form button	☐
Order	100	Form context menu	☐
Action name	Reset Form	Form link	☐
Active	☑	Form style	-- None --
Show insert	☑	List banner button	☐
Show update	☑	List bottom button	☐
Client	☑	List context menu	☐
List v2 Compatible	☑	List choice	☐
List v3 Compatible	☐	List link	☐
Overrides		List style	-- None --
Messages			
Comments			
Hint			
Onclick			
Condition			

Script

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

Milestone 4: Create UI Action

Activity 1: Create Reset Form 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

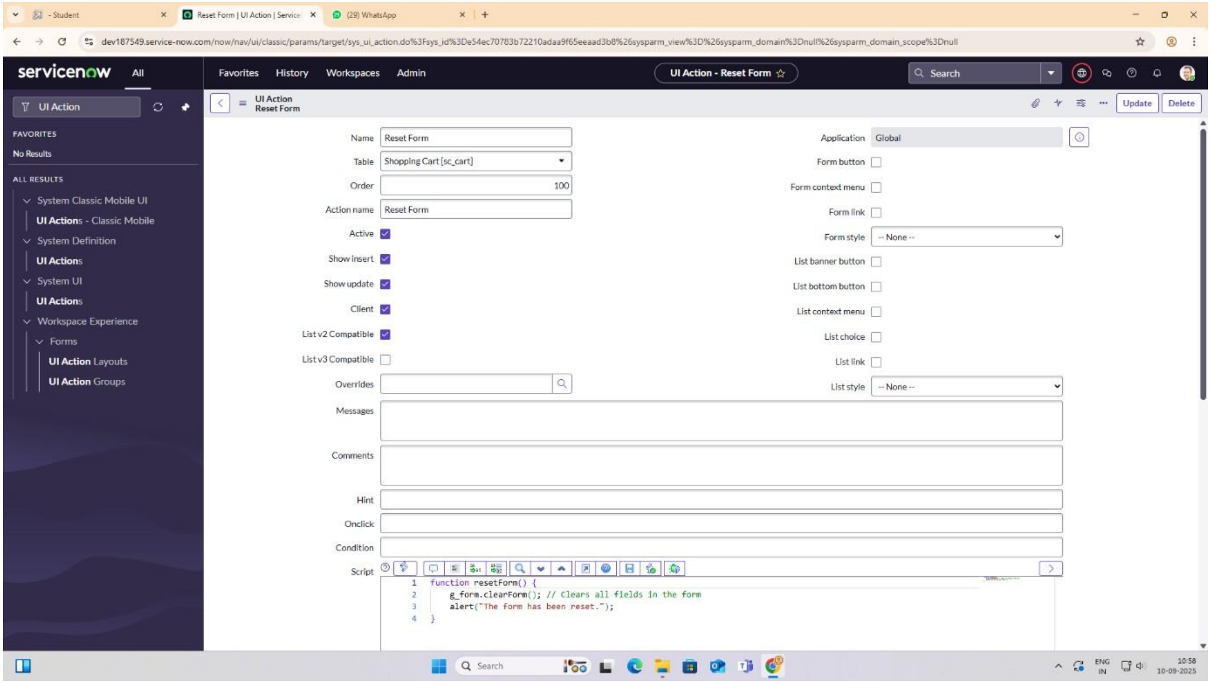
   Action name: Reset form

   Client : checked

Script:

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

Click on save



UI Action
Reset Form

Name	Reset Form	Application	Global
Table	Shopping Cart [sc_cart]	Form button	□
Order	100	Form context menu	□
Action name	Reset Form	Form link	□
Active	☑	Form style	-- None --
Show insert	☑	List banner button	□
Show update	☑	List bottom button	□
Client	☑	List context menu	□
List v2 Compatible	☑	List choice	□
List v3 Compatible	□	List link	□
Overrides		List style	-- None --

Messages

Comments

Hint

Onclick

Condition

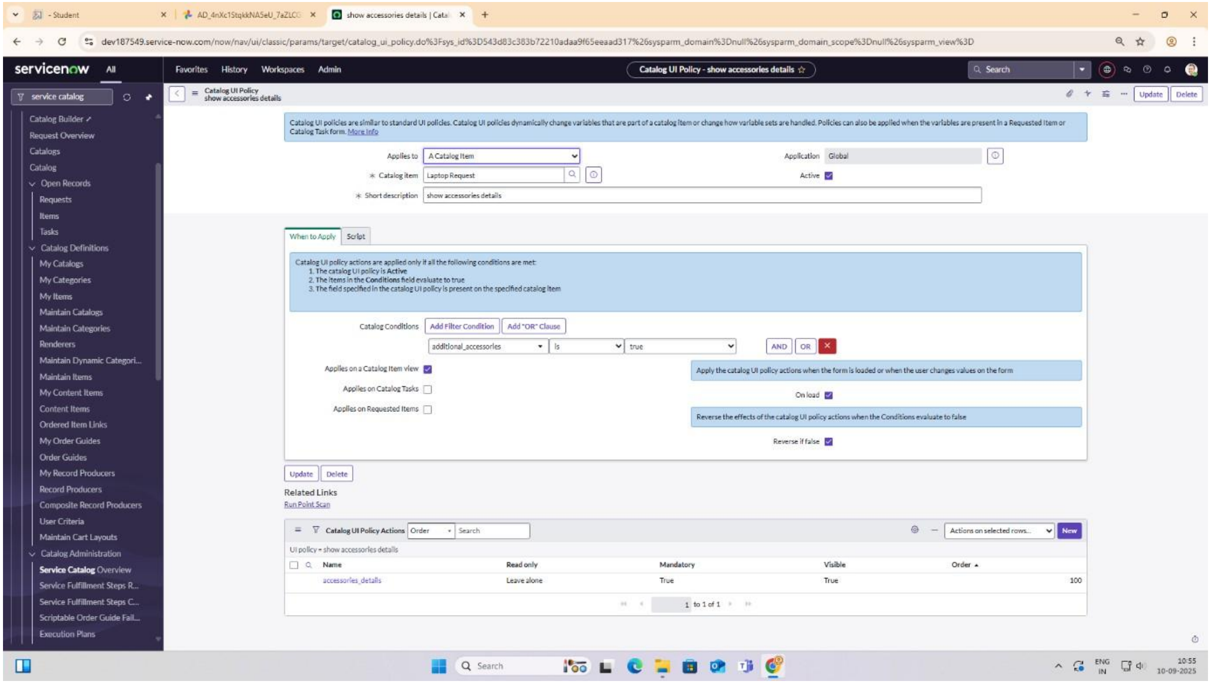
Script

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

Milestone 5: Exporting Changes to Another Instance

Activity 1: Export Update Set as XML

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



dev187549.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D543d83c383b72210adaa9f65eeaad317%26sysparm_domain%3Dnull%26sysparm_domain_scope%3Dnull%26sysparm_view%3D

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

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: additional_accessories | is | true

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 ☑

Catalog UI Policy Actions | Order

UI policy = show accessories details

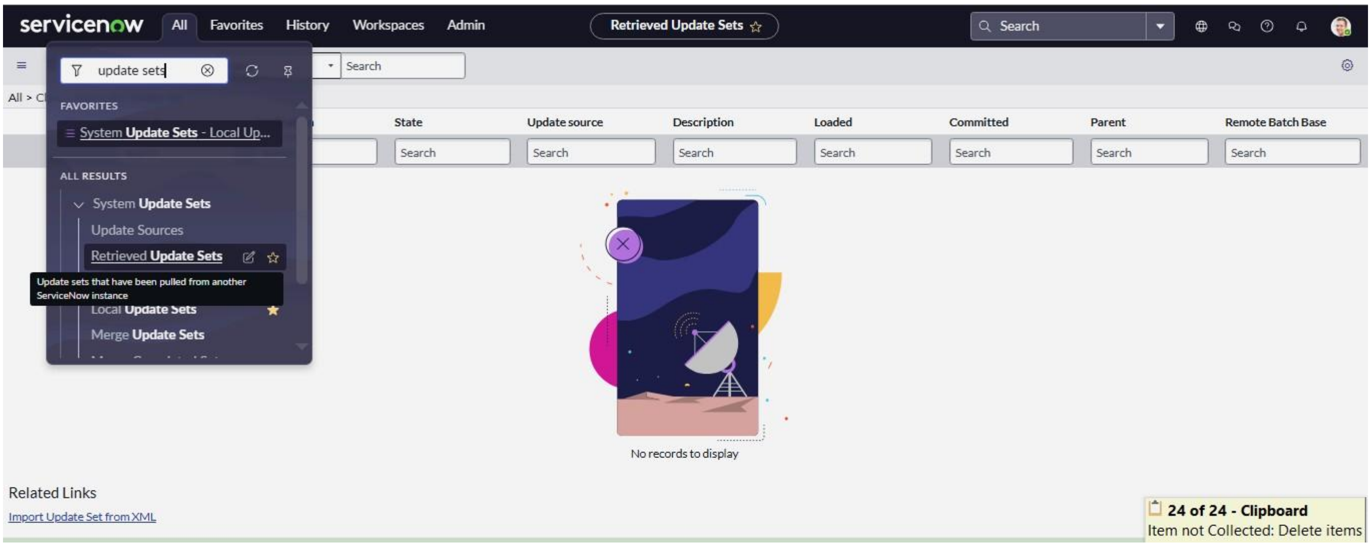
Name	Read only	Mandatory	Visible	Order ▲
accessories_details	Leave alone	True	True	100

1 to 1 of 1

Milestone 6: Retrieving the Update Set

Activity 1: Import Update Set from XML into Another Instance

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



Update sets that have been pulled from another ServiceNow instance

No records to display

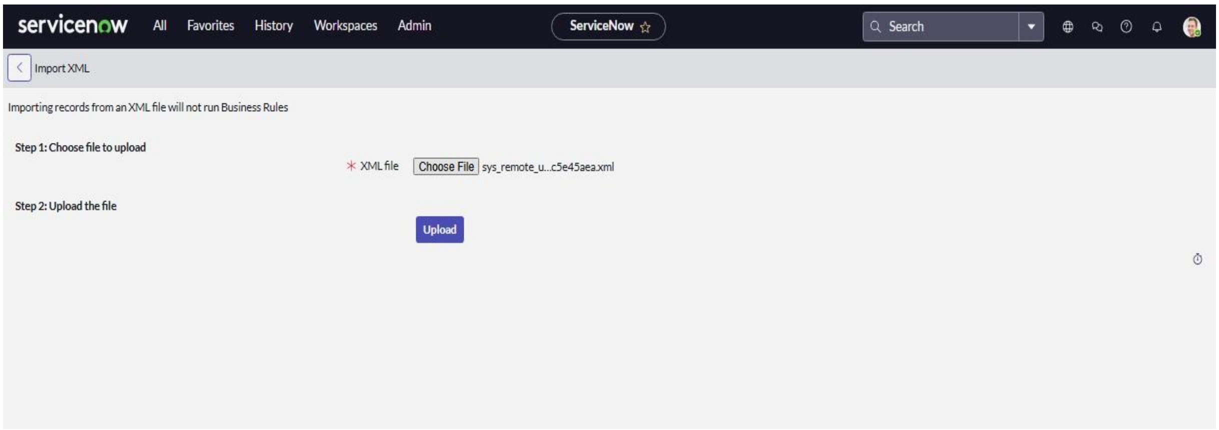
Related Links

Import Update Set from XML

24 of 24 - Clipboard

Item not Collected: Delete items

7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.



Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file Choose File sys_remote_u...c5e45aea.xml

Step 2: Upload the file

Upload

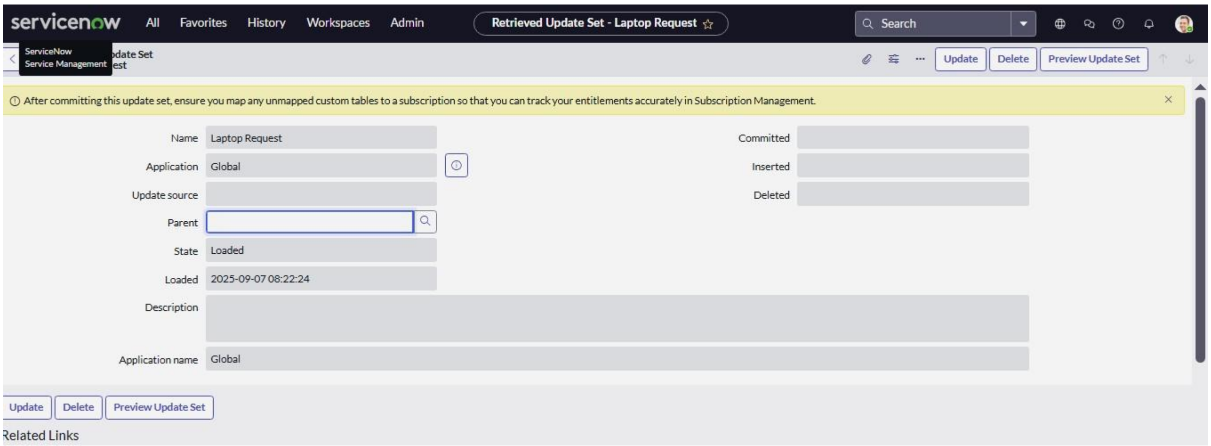
9.Open retrieved update set ‘laptop request project’

10.Click on preview update set

11. And click on commit update set

12.And also see the related tab updates

13.After commiting update set in this instance we get all updates which are done in the previous instance



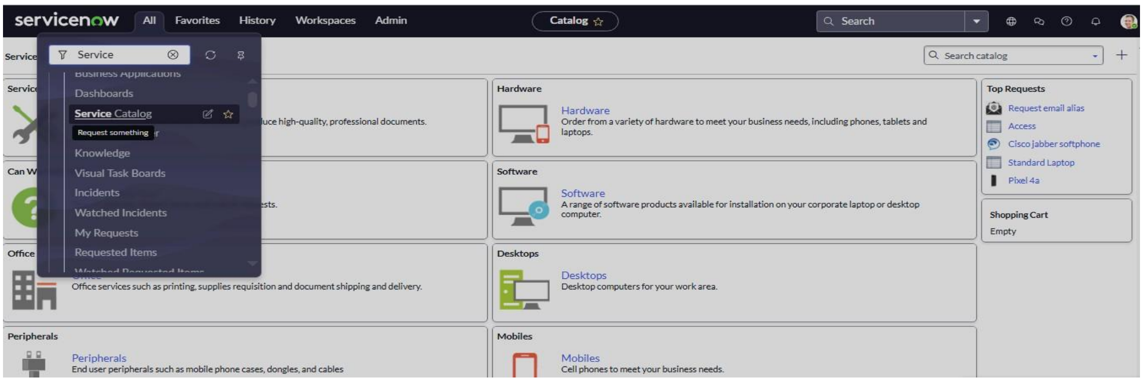
After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name	Laptop Request	Committed	
Application	Global	Inserted	
Update source		Deleted	
Parent			
State	Loaded		
Loaded	2025-09-07 08:22:24		
Description			
Application name	Global		

Milestone 7: Test Catalog Item

Activity 1: Verify Functionality of the Laptop Request 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



Service

...uce high-quality, professional documents.

Can W...

...ests.

Office

Office services such as printing, supplies requisition and document shipping and delivery.

Peripherals

Peripherals
End user peripherals such as mobile phone cases, dongles, and cables

Hardware

Hardware
Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.

Software

Software
A range of software products available for installation on your corporate laptop or desktop computer.

Desktops

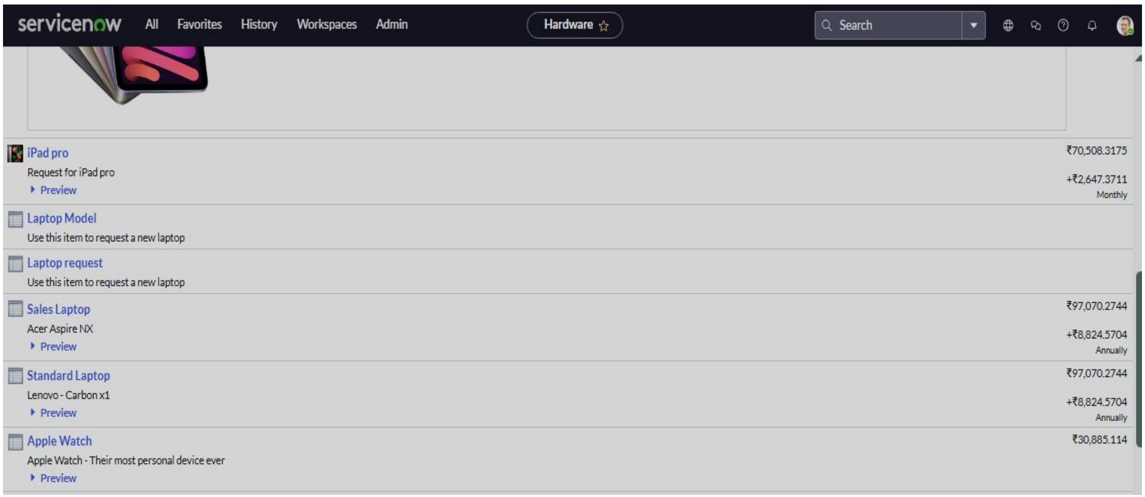
Desktops
Desktop computers for your work area.

Mobiles

Mobiles
Cell phones to meet your business needs.

Top Requests
Request email alias
Access
Cisco Jabber softphone
Standard Laptop
Pixel 4a

Shopping Cart
Empty



iPad pro
Request for iPad pro
▸ Preview
₹70,508.3175
+₹2,647.3711
Monthly

Laptop Model
Use this item to request a new laptop

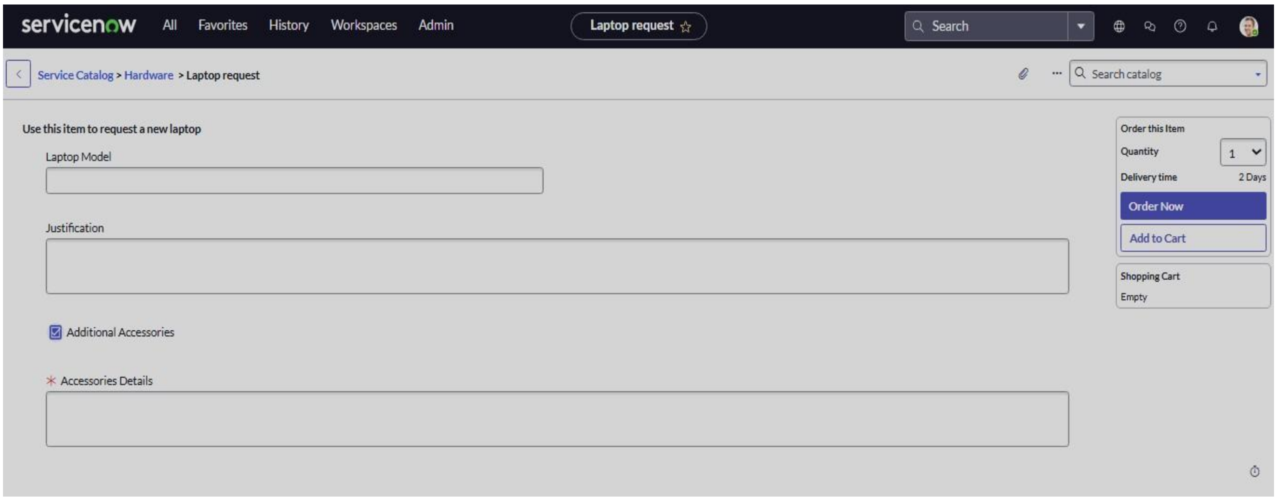
Laptop request
Use this item to request a new laptop

Sales Laptop
Acer Aspire NX
▸ Preview
₹97,070.2744
+₹8,824.5704
Annually

Standard Laptop
Lenovo - Carbon x1
▸ Preview
₹97,070.2744
+₹8,824.5704
Annually

Apple Watch
Apple Watch - Their most personal device ever
▸ Preview
₹30,885.114

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



Service Catalog > Hardware > Laptop request

Use this item to request a new laptop

Laptop Model

Justification

☑ Additional Accessories

* Accessories Details

Order this Item
Quantity 1
Delivery time 2 Days
Order Now
Add to Cart

Shopping Cart
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.