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Department of Computer Science And Engineering

Completed the project named as

Laptop Request Catalog Item

Team ID : NM2025TMID01165

Team Size : 4

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Abstract

The *Laptop Request Catalog Item* project aims to automate and simplify the laptop request process within an organization using ServiceNow. The previous manual system caused delays and data inaccuracies. To overcome these issues, a dynamic Service Catalog Item was developed with features such as dynamic form fields, reset functionality, and clear user guidance. UI Policies and UI Actions were implemented to enhance interactivity and accuracy, while update set management ensured smooth deployment. Testing confirmed improved efficiency, reduced errors, and a better user experience. Overall, the project streamlines laptop requests, enhancing workflow speed and employee satisfaction.

Introduction

In modern organizations, efficient IT service management plays a vital role in ensuring smooth operations and employee productivity. One of the common challenges faced by companies is managing hardware requests, such as laptops, through manual or email-based processes. These traditional methods often lead to delays, incomplete data, and lack of tracking, affecting both IT staff and end users. To overcome these issues, an automated and user-friendly solution was needed to streamline the laptop request process.

ServiceNow was chosen as the platform for this project because it is a powerful cloud-based IT Service Management (ITSM) tool widely used by enterprises to automate workflows, manage service requests, and improve overall efficiency. Its Service Catalog feature allows organizations to create interactive request forms with dynamic behavior, ensuring accurate data collection and faster processing. Additionally, ServiceNow provides capabilities for customization, form design, workflow automation, and deployment management, making it an ideal choice for this project.

The main objectives of the *Laptop Request Catalog Item* project are:

- To automate and streamline the laptop request process.
- To create a dynamic and user-friendly Service Catalog Item.
- To ensure accurate data collection through UI Policies and UI Actions.
- To implement reset functionality for ease of use.
- To enable efficient tracking and deployment using update sets.

Overall, this project aims to enhance the employee experience, reduce manual effort, and improve the efficiency of IT service delivery within the organization.

Problem Statement

In many organizations, employees rely on manual or email-based processes to request laptops and other IT assets. This traditional approach is time-consuming, error-prone, and

lacks transparency. The absence of an automated system often leads to miscommunication between employees and the IT department, resulting in delays in request approvals, incomplete information, and difficulty in tracking request statuses.

Moreover, the manual process provides no dynamic form behavior to guide users, causing inconsistent data entry and additional workload for IT administrators who must verify and correct information manually. There is also a lack of centralized visibility into requests, making it challenging for management to monitor progress, ensure compliance, or generate reports for governance purposes.

The *Laptop Request Catalog Item* project aims to resolve these challenges by developing an automated Service Catalog Item within the ServiceNow platform. This solution introduces dynamic forms, automated workflows, and tracking capabilities to ensure faster processing, accurate data collection, and enhanced visibility of laptop requests across the organization.

System Design / Methodology

1. Design Approach

The design of the *Laptop Request Catalog Item* follows a user-centric and modular approach to ensure simplicity, automation, and scalability. The main goal is to streamline the laptop request process through a structured, interactive, and efficient digital workflow. The design emphasizes easy usability for end users and seamless management for administrators.

Key ServiceNow features and modules used in this project include:

- Service Catalog: To create the *Laptop Request* item where employees can submit their requests using predefined fields and options.
- Catalog UI Policies: To dynamically show, hide, or make form fields mandatory based on user selections, ensuring accurate data entry.
- UI Actions: To implement interactive buttons, such as the *Reset Form* button, which clears the inputs for a better user experience.
- Update Set Management: To capture all configuration changes and enable smooth migration of the catalog item between ServiceNow instances.
- ServiceNow Studio: To develop, organize, and manage scripts, forms, and configurations efficiently within the platform.

This design approach ensures automation, reduces human intervention, and provides transparency throughout the request lifecycle.

2. System Architecture

The *Laptop Request Catalog Item* system is built within the ServiceNow platform, leveraging its modular and cloud-based architecture. The solution integrates multiple ServiceNow components to deliver a cohesive workflow:

- **User Interface Layer:** Employees access the *Service Catalog Portal* to fill out and submit the *Laptop Request* form.
- **Business Logic Layer:** UI Policies and Client Scripts dynamically control form behavior and validations, ensuring users input correct and complete information.
- **Process Automation Layer:** Submitted requests are automatically logged in the *ServiceNow Request Management* module, triggering approval workflows and notifications.
- **Data Storage Layer:** All requests, configurations, and logs are securely stored in the ServiceNow database for tracking, auditing, and reporting.
- **Integration and Deployment:** Using *Update Sets*, the developed catalog item and its configurations can be exported and imported across different ServiceNow instances, ensuring deployment consistency.

This layered architecture ensures that the system is scalable, easily maintainable, and aligned with IT service management best practices.

3. User Interface (UI) and User Experience (UX)

The *Laptop Request* form is designed to be intuitive, visually clear, and responsive, providing users with a smooth interaction experience. The form layout includes essential fields such as Laptop Model, Justification, and Additional Accessories, organized in a logical order for easy completion.

Key UI/UX considerations:

- **Dynamic Field Behavior:** Fields appear or become mandatory based on the user's selection (e.g., additional accessories).
- **Reset Form Button:** Implemented through a UI Action script, allowing users to clear all entries instantly and start over.
- **Clear Instructions:** Each section provides guidance to help users fill in correct details.
- **Consistent Layout:** The form follows a clean and minimal design using ServiceNow's native UI framework for a professional look.
- **Feedback and Alerts:** Popup alerts confirm actions such as resetting the form, enhancing clarity and confidence for users. The overall UX design ensures that employees can submit laptop requests quickly and accurately while maintaining a modern and efficient interface aligned with ServiceNow's best practices.

Implementation Details

1. Platform Setup

The *Laptop Request Catalog Item* project was developed on the ServiceNow platform, which provides a cloud-based environment for IT service management and workflow automation. The initial setup involved requesting and configuring a ServiceNow developer instance to serve as the development and testing environment.

Key steps in the setup included:

- **Instance Configuration:**
 - A new ServiceNow developer instance was provisioned.
 - Default modules were reviewed, and necessary plugins (Service Catalog and Request Management) were activated.
- **User and Group Creation:**
 - Administrative roles were assigned for project development and configuration tasks.
 - User roles such as *Requester*, *Approver*, and *IT Administrator* were created to simulate real organizational workflows.
 - Groups were configured for managing approval and fulfillment processes.
- **Access Management:**
 - Permissions were configured to ensure that only authorized users could create, view, or approve laptop requests.

This initial configuration ensured that all project members could collaboratively design, test, and validate the Service Catalog item in a controlled and secure environment.

2. Development and Customization

The development phase focused on creating and customizing the *Laptop Request Catalog Item* to meet business requirements. The process involved designing forms, adding dynamic behaviors, and enabling automation features to simplify user interactions.

Key development activities included:

- **Catalog Item Creation:**
 - A new *Laptop Request* catalog item was created under the *Service Catalog* module.
 - Input fields such as *Laptop Model*, *Justification*, *Additional Accessories*, and *Accessories Details* were added as catalog variables.
- **Custom Scripts:**
 - Client-side scripts were developed using JavaScript to enhance form behavior and provide interactivity.

- A custom UI Action script was implemented for the *Reset Form* button to clear all form inputs dynamically.
- **UI Policies and Conditions:**
 - Catalog UI Policies were configured to show or hide fields based on user selections (e.g., displaying accessory details only if additional accessories are selected).
 - Mandatory field conditions ensured complete and accurate data collection.
- **Update Set Management:**
 - All configurations and scripts were tracked using *Local Update Sets* to capture development changes and facilitate migration to other ServiceNow instances.

Through these customizations, the project achieved a dynamic and interactive Service Catalog item aligned with organizational needs.

3. Workflow Implementation

The workflow implementation was a critical part of automating the laptop request process and ensuring that requests follow a structured path from submission to fulfillment.

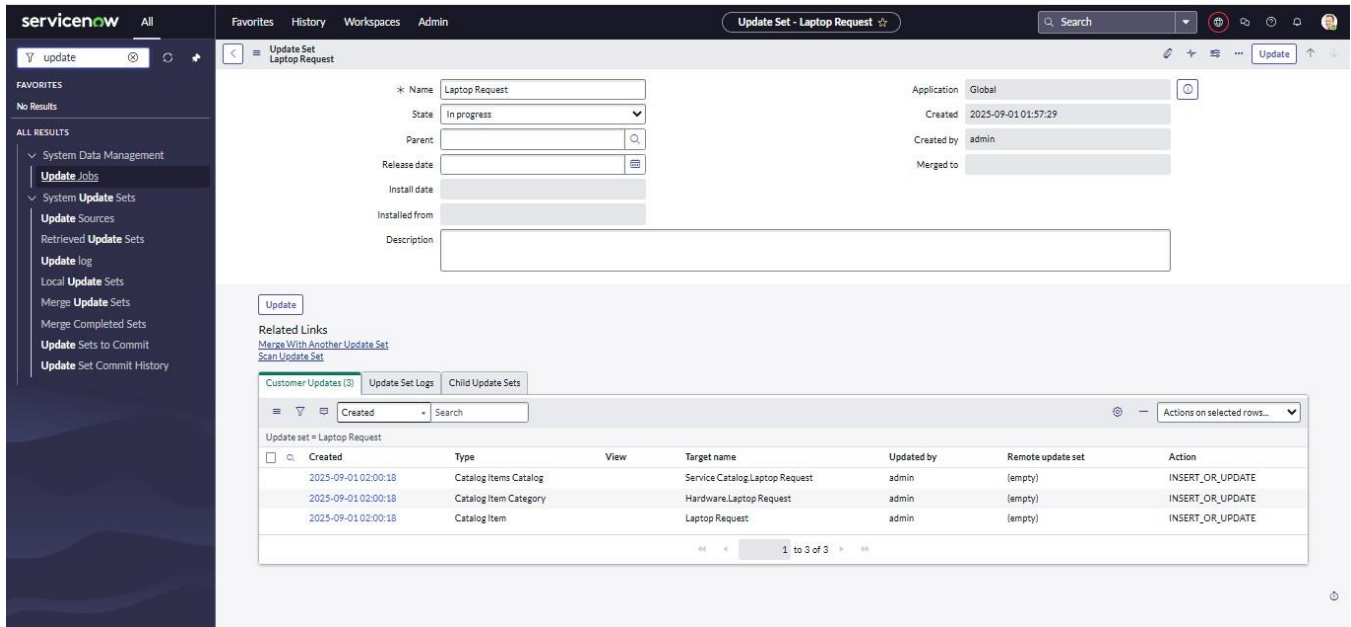
Workflow design and management included:

- **Workflow Creation:**
 - A custom workflow was designed using the *Flow Designer* in ServiceNow.
 - The workflow begins when a user submits a *Laptop Request* form from the Service Catalog.
- **Approval and Notification Stages:**
 - The workflow automatically routes the request to the assigned approver (manager or IT administrator).
 - Notification emails are triggered to inform both the requester and the approver about the request status.
- **Fulfillment Process:**
 - Once approved, the IT department is notified to allocate and configure the requested laptop.
 - The workflow updates the request status to *In Progress* and later to *Closed* upon completion.
- **Change and Tracking:**
 - All workflow activities are logged in the system, ensuring traceability and accountability.
 - Administrators can monitor workflow execution, identify bottlenecks, and generate reports for governance.

This workflow automation eliminates manual follow-ups, enhances visibility, and ensures timely fulfillment of laptop requests within the organization.

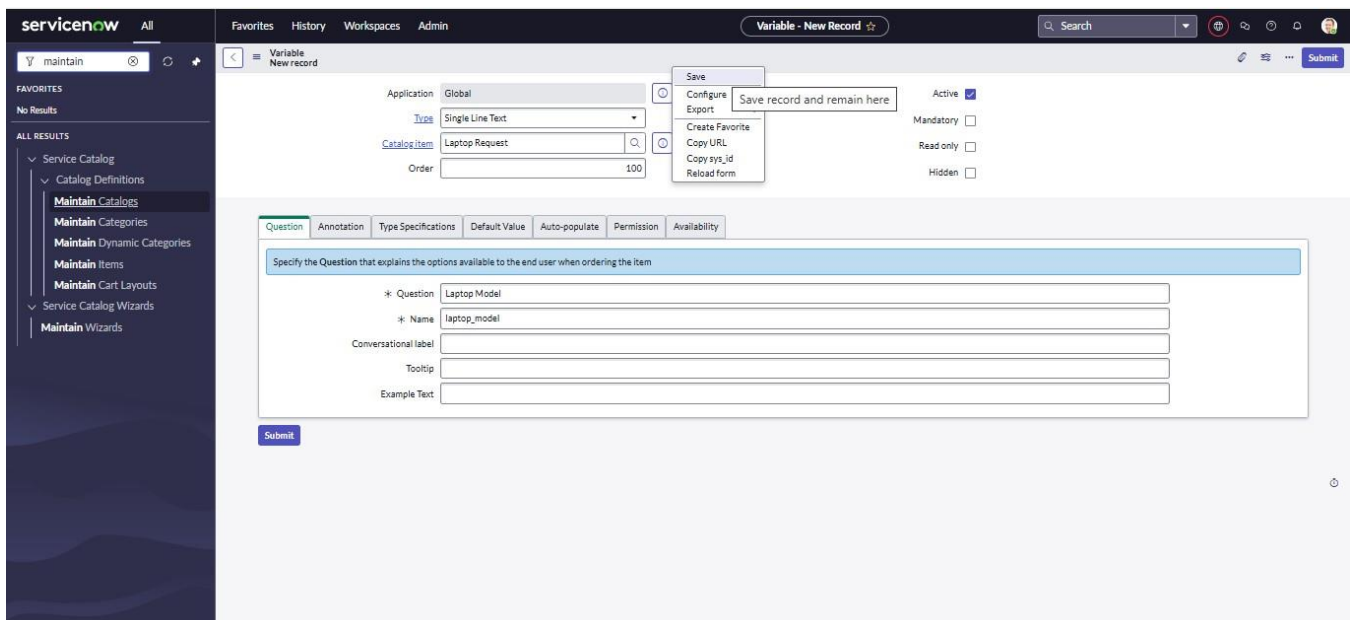
Step 1: Create Local Update Set

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



The screenshot shows the ServiceNow 'Update Set - Laptop Request' form. The left sidebar contains a navigation menu with 'update' in the search bar. The main form area has fields for Name (Laptop Request), State (In progress), Application (Global), Created (2025-09-01 01:57:29), Created by (admin), Release date, Install date, Installed from, and Description. Below these fields is an 'Update' button and a 'Related Links' section with links to 'Merge With Another Update Set' and 'Scan Update Set'. At the bottom, there is a table titled 'Update set = Laptop Request' with columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. The table contains three rows of data.

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



The screenshot shows the ServiceNow 'Variable - New Record' form. The left sidebar contains a navigation menu with 'maintain' in the search bar. The main form area has fields for Application (Global), Type (Single Line Text), Catalog item (Laptop Request), and Order (100). There is a 'Save' button with a dropdown menu containing options like 'Save record and remain here', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'. To the right of the form are checkboxes for Active, Mandatory, Read only, and Hidden. Below these fields is a 'Question' tab with a text area for 'Specify the Question that explains the options available to the end user when ordering the item'. The form also includes fields for Question (Laptop Model), Name (laptop_model), Conversational label, Tooltip, and Example Text. A 'Submit' button is at the bottom left.

servicenow All

Update Set - Laptop Request

Update Set: Laptop Request

Name: Laptop Request

State: Complete

Parent:

Release date:

Install date:

Installed from:

Description:

Application: Global

Created: 2025-09-01 01:57:29

Created by: admin

Merged to:

Update

Related Links

Merge With Another Update Set

Scan Update Set

Customer Updates (10) Update Set Logs Child Update Sets

Update set = Laptop Request

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-01 02:17:33	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
2025-09-01 02:00:18	Catalog Item Category		Hardware:Laptop Request	admin	(empty)	INSERT_OR_UPDATE

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

Catalog Item - Laptop Request

Catalog Item: Laptop Request

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

Catalog: Service Catalog

Category: Hardware

State: -- None --

Checked out: -- None --

Owner: System Administrator

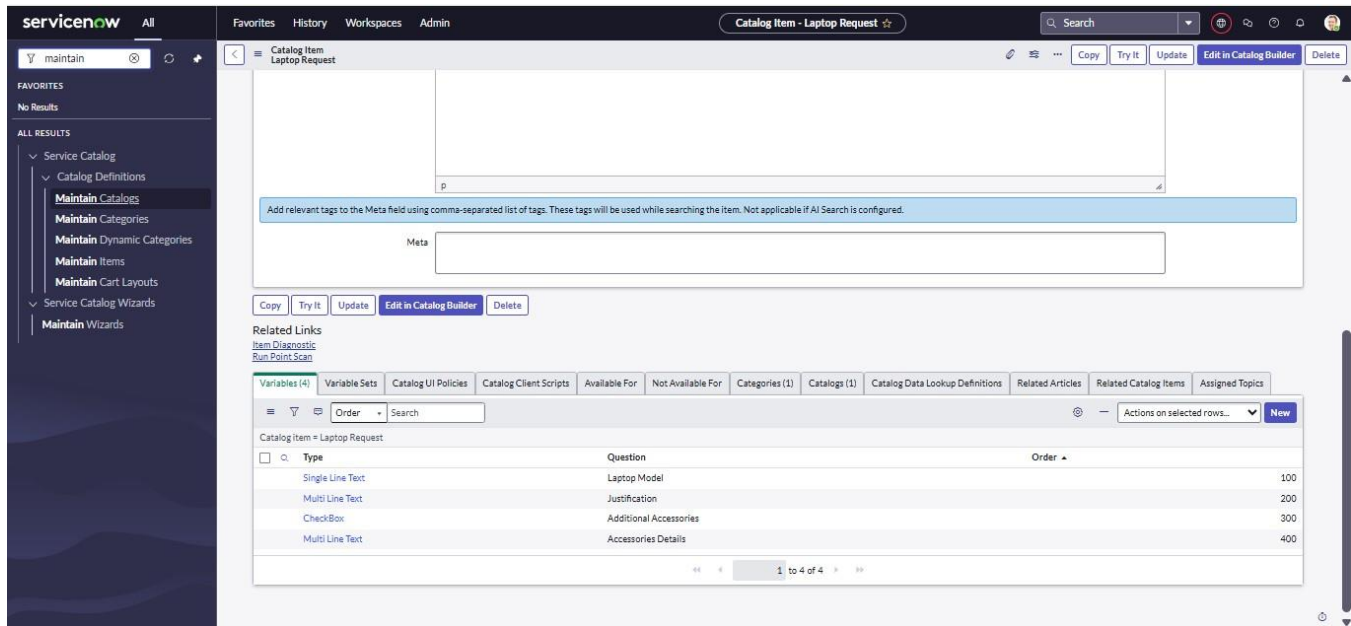
Active: ☒

Fulfillment automation level: Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Description:



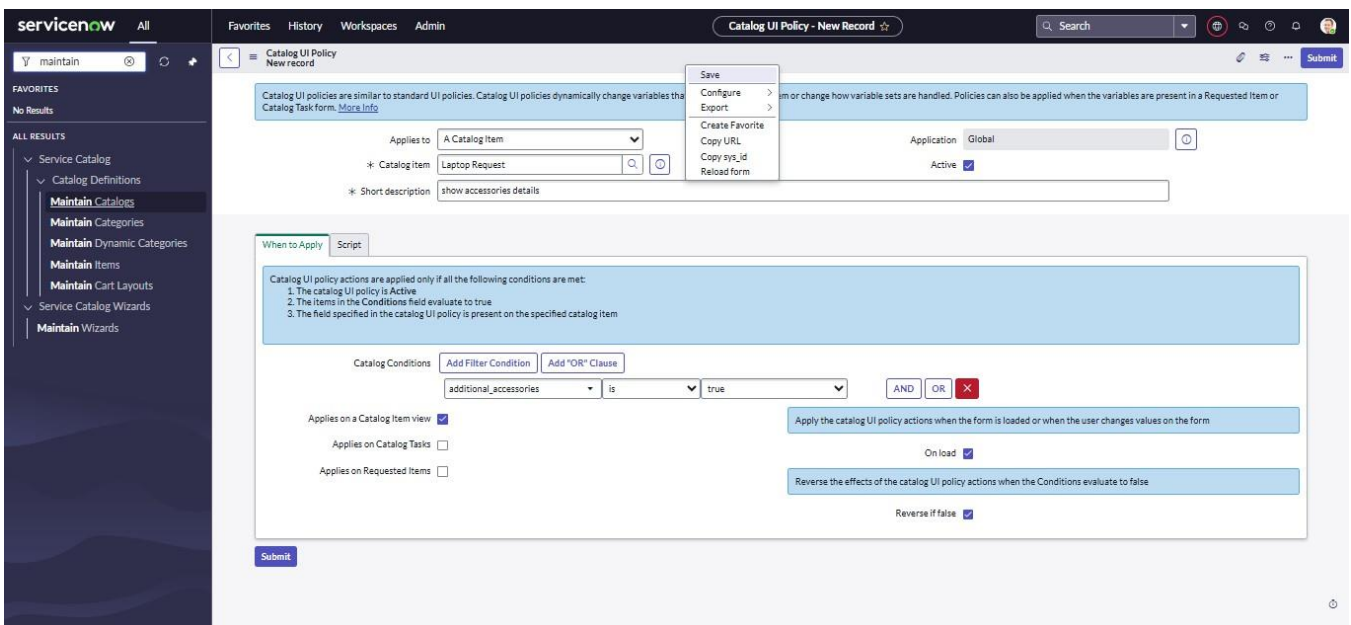
The screenshot shows the 'Catalog Item - Laptop Request' form in ServiceNow. The left sidebar contains navigation links for 'Service Catalog', 'Catalog Definitions', 'Maintain Catalogs', 'Maintain Categories', 'Maintain Dynamic Categories', 'Maintain Items', 'Maintain Cart Layouts', 'Service Catalog Wizards', and 'Maintain Wizards'. The main form area includes a 'Meta' field with a placeholder text: '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.' Below the meta field is a 'Related Links' section with links for 'Item Diagnostics' and 'Run Point Scan'. At the bottom, there is a table of 'Variables (4)' with columns for 'Type', 'Question', and 'Order'.

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

Step 3: Add Catalog UI Policies

Create UI policies to:

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



The screenshot shows the 'Catalog UI Policy - New Record' form in ServiceNow. The left sidebar is the same as the previous screenshot. The main form area includes a 'Catalog Task form' section with a 'More Info' link. Below this is a 'When to Apply' section with a 'Script' tab. The 'Script' tab contains a list of conditions for when the policy should be applied. A 'Save' dropdown menu is open, showing options: 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'. The 'Application' is set to 'Global' and 'Active' is checked.

When to Apply

Catalog UI policies are applied only if all the following conditions are met:

- The catalog UI policy is Active
- The items in the Conditions field evaluate to true
- The field specified in the catalog UI policy is present on the specified catalog item

Conditions:

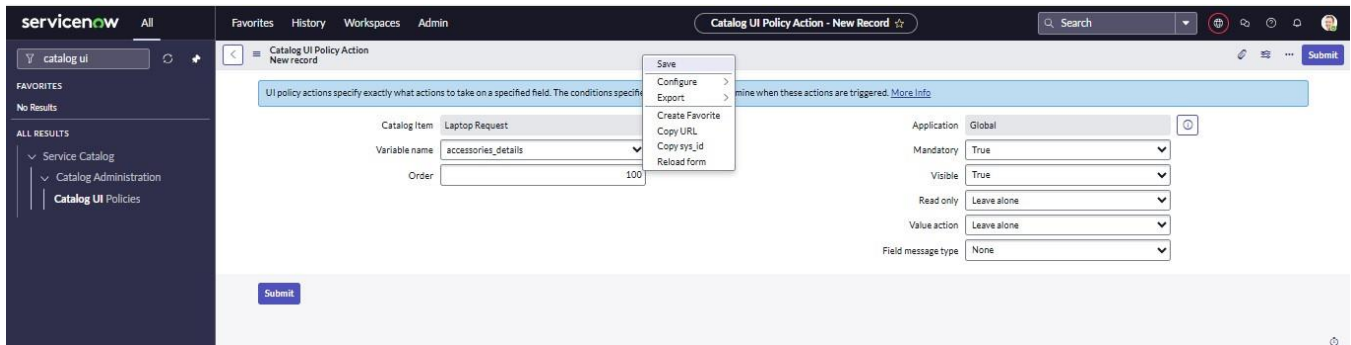
Field	Operator	Value
additional_accessories	Is	true

Applies on:

- ☒ Applies on a Catalog Item view
- ☐ Applies on Catalog Tasks
- ☐ Applies on Requested Items

Actions:

- ☒ On load
- ☒ Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false
- ☒ Reverse if false



The screenshot shows the ServiceNow 'Catalog UI Policy Action - New Record' form. The left sidebar contains navigation links for 'catalog ui', 'Service Catalog', 'Catalog Administration', and 'Catalog UI Policies'. The main form area includes a description, a 'Catalog item' dropdown set to 'Laptop Request', a 'Variable name' dropdown set to 'accessories_details', and an 'Order' field set to '100'. A context menu is open over the 'Order' field, showing options like 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'. On the right, there are dropdowns for 'Application' (Global), 'Mandatory' (True), 'Visible' (True), 'Read only' (Leave alone), 'Value action' (Leave alone), and 'Field message type' (None). A 'Submit' button is at the bottom left.

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

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UI Action - New Record

Filter

Self-Service

- Business Applications
- Dashboards
- Service Catalog
- Employee Center
- Knowledge
- Visual Task Boards
- Incidents
- Watched Incidents
- My Requests
- Requested Items
- Watched Requested Items
- My Connected Apps
- My Profile
- My Tagged Documents
- My Tags
- My Knowledge Articles
- Take Survey
- My Approvals
- My Assessments & Surveys
- My Assets Analytics
- My Notification Preferences
- Access Analyzer
- Activity Subscriptions
- App Engine

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: ☐

Overrides:

Messages:

Comments:

Hint:

OnClick:

Condition:

Script:

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

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--

Submit

Step 5: Export Changes

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

servicenow All

Update Set - Laptop Request

update

FAVORITES

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

Update Set - Laptop Request

Name: Laptop Request

State: Complete

Parent:

Release date:

Install date:

Installed from:

Description:

Application: Global

Created: 2025-09-01 01:57:29

Created by: admin

Merged to:

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 Search Actions on selected rows...

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

Log in to a different ServiceNow instance and retrieve the update set.

Exported XML file Program:

```
<?xml version="1.0" encoding="UTF-8"?><unload unload_date="2025-10-25 08:45:35">
<sys_remote_update_set action="INSERT_OR_UPDATE">
<application display_value="Global">global</application>
<application_name>Global</application_name>
<application_scope>global</application_scope>
<application_version/>
<collisions/>
<commit_date/>
<deleted/>
<description/>
<inserted/>
<name>Laptop Request Project</name>
<origin_sys_id/>
<parent display_value=""/>
<release_date/>
<remote_base_update_set display_value=""/>
<remote_parent_id/>
<remote_sys_id>376d2a61c3b43a10ac245205e40131a9</remote_sys_id>
<state>loaded</state>
<summary/>
<sys_class_name>sys_remote_update_set</sys_class_name>
<sys_created_by>admin</sys_created_by>
<sys_created_on>2025-10-25 08:45:34</sys_created_on>
<sys_id>3fea6fa5c3747a10ac245205e4013139</sys_id>
<sys_mod_count>0</sys_mod_count>
<sys_updated_by>admin</sys_updated_by>
<sys_updated_on>2025-10-25 08:45:34</sys_updated_on>
<update_set display_value=""/>
<update_source display_value=""/>
<updated/>
</sys_remote_update_set>
<sys_update_xml action="INSERT_OR_UPDATE">
<action>INSERT_OR_UPDATE</action>
<application display_value="Global">global</application>
<category>customer</category>
<comments/>
<name>item_option_new_1eee6e29c3bc3a10ac245205e40131dc</name>
<payload>&lt;?xml version="1.0" encoding="UTF-8"?&gt;&lt;record_update
table="item_option_new"&gt;&lt;item_option_new
action="INSERT_OR_UPDATE"&gt;&lt;active&gt;true&lt;/active&gt;&lt;attributes/&gt;&lt;cat_item
display_value="Laptop
```



Request" >dc2e22e5c3bc3a10ac245205e40131c1</cat_item><category/><choice_direction>down</choice_direction><choice_field/><choice_table/><conversational_label/><create_roles/><default_html_value/><default_value/><delete_roles/><delivery_plan/><description/><disable_initial_slot_fill>false</disable_initial_slot_fill><display_title>false</display_title><do_not_select_first>false</do_not_select_first><dynamic_default_value/><dynamic_ref_qual/><dynamic_value_dot_walk_path/><dynamic_value_field/><enable_also_request_for>false</enable_also_request_for><example_text/><field/><global>false</global><help_tag>More information</help_tag><help_text/><hidden>false</hidden><include_none>false</include_none><instructions/><layout>normal</layout><list_table/><lookup_dependent_question/><lookup_label/><lookup_price/><lookup_source/><lookup_table/><lookup_unique>false</lookup_unique><lookup_value/><macro/><macroponent/><mandatory>false</mandatory><map_to_field>false</map_to_field><mask_use_confirmation>false</mask_use_confirmation><mask_use_encryption>false</mask_use_encryption><name>justification</name><not_available_conversation>false</not_available_conversation><order>200</order><post_insert_script/><price_if_checked>0</price_if_checked><pricing_implications>false</pricing_implications><published_ref/><question_text>Justification</question_text><read_only>false</read_only><read_roles/><read_script/><rec_lookup_price/><rec_price_if_checked>0</rec_price_if_checked><record/><record_producer_table/><reference/><reference_qual/><reference_qual_condition/><rich_text/><roles_to_use_also_request_for/><save_script><![CDATA[/** This script is executed before the Record is generated

* `current` - GlideRecord produced by Record Producer

* Don't use `current.update()` or `current.insert()` as the record is generated by Record Producer

* Don't use `current.setValue('sys_class_name', 'xxx')` as this will trigger reparent flow and can cause data loss

* Avoid `current.setAbortAction()` and generate a separate record

* Use `producer.var1` to access variables

* /]]></save_script><scale_max>5</scale_max><scale_min>0</scale_min><show_help>false</show_help><show_help_on_load>false</show_help_on_load><sp_widget/><summary_macro/><sys_class_name>item_option_new</sys_class_name><sys_created_by>admin</sys_created_by><sys_created_on>2025-10-25

04:23:51</sys_created_on><sys_id>1eee6e29c3bc3a10ac245205e40131dc</sys_id><sys_mod_count>0</sys_mod_count><sys_name>Justification</sys_name><sys_package display_value="Global"

source="global">global</sys_package><sys_policy/><sys_scope

display_value="Global">global</sys_scope><sys_update_name>item_option_new_1eee6e29c3bc3a10ac245205e40131dc</sys_update_name><sys_updated_by>admin</sys_updated_by><sys_updated_on>2025-10-25

04:23:51</sys_updated_on><table/><tooltip/><topic_block/><type>2</type><ui_page/><unique>false</unique><use_dynamic_default>false</use_dynamic_default><use_reference_qualifier>simple</use_reference_qualifier><validate_regex/><variable_name/><variable_set/><variable_width/><visibility>1</visibility><visible_bundle>true</visible_bundle><visible_guide>true</visible_guide><visible_standalone>true</visible_standalone><visible_summary>true</visible_summary><write_roles/><item_option_new><sys_translated_text

action="delete_multiple"

query="documentkey=1eee6e29c3bc3a10ac245205e40131dc"/><fx_price

action="delete_multiple" query="id=1eee6e29c3bc3a10ac245205e40131dc"/><fx_price



```

action="INSERT_OR_UPDATE"&gt;&lt;amount&gt;0&lt;/amount&gt;&lt;currency
display_value="GBP"&gt;GBP&lt;/currency&gt;&lt;field&gt;price_if_checked&lt;/field&gt;&lt;id&gt;
1eee6e29c3bc3a10ac245205e40131dc&lt;/id&gt;&lt;parent/&gt;&lt;reference_amount&gt;0&lt;/referen
ce_amount&gt;&lt;reference_currency
display_value="USD"&gt;USD&lt;/reference_currency&gt;&lt;sys_created_by&gt;admin&lt;/sys_creat
ed_by&gt;&lt;sys_created_on&gt;2025-10-25
04:23:51&lt;/sys_created_on&gt;&lt;sys_id&gt;920fa269c3bc3a10ac245205e4013127&lt;/sys_id&gt;&
lt;sys_mod_count&gt;0&lt;/sys_mod_count&gt;&lt;sys_updated_by&gt;admin&lt;/sys_updated_by&gt;
&lt;sys_updated_on&gt;2025-10-25
04:23:51&lt;/sys_updated_on&gt;&lt;table&gt;item_option_new&lt;/table&gt;&lt;type&gt;calculated&
lt;/type&gt;&lt;/fx_price&gt;&lt;/fx_price
action="INSERT_OR_UPDATE"&gt;&lt;amount&gt;0&lt;/amount&gt;&lt;currency
display_value="GBP"&gt;GBP&lt;/currency&gt;&lt;field&gt;rec_price_if_checked&lt;/field&gt;&lt;id
&gt;1eee6e29c3bc3a10ac245205e40131dc&lt;/id&gt;&lt;parent/&gt;&lt;reference_amount&gt;0&lt;/re
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&lt;sys_updated_on&gt;2025-10-25
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Project">3fea6fa5c3747a10ac245205e4013139</remote_update_set>
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table="item_option_new"&gt;&lt;item_option_new
action="INSERT_OR_UPDATE"&gt;&lt;active&gt;true&lt;/active&gt;&lt;attributes/&gt;&lt;cat_item

```




display_value="Laptop

Request">dc2e22e5c3bc3a10ac245205e40131c1</cat_item><category/><choice_direction>down</choice_direction><choice_field/><choice_table/><conversational_label/><create_roles/><default_html_value/><default_value/><delete_roles/><delivery_plan/><description/><disable_initial_slot_fill>false</disable_initial_slot_fill><display_title>false</display_title><do_not_select_first>false</do_not_select_first><dynamic_default_value/><dynamic_ref_qual/><dynamic_value_dot_walk_path/><dynamic_value_field/><enable_also_request_for>false</enable_also_request_for><example_text/><field/><global>false</global><help_tag>More information</help_tag><help_text/><hidden>false</hidden><include_none>false</include_none><instructions/><layout>normal</layout><list_table/><lookup_dependent_question/><lookup_label/><lookup_price/><lookup_source/><lookup_table/><lookup_unique>false</lookup_unique><lookup_value/><macro/><macroponent/><mandatory>false</mandatory><map_to_field>false</map_to_field><mask_use_confirmation>false</mask_use_confirmation><mask_use_encryption>false</mask_use_encryption><name>accessories_details</name><not_available_conversation>false</not_available_conversation><order>400</order><post_insert_script/><price_if_checked>0</price_if_checked><pricing_implications>false</pricing_implications><published_ref/><question_text>Accessories Details</question_text><read_only>false</read_only><read_roles/><read_script/><rec_lookup_price/><rec_price_if_checked>0</rec_price_if_checked><record/><record_producer_table/><reference/><reference_qual/><reference_qual_condition/><rich_text/><roles_to_use_also_request_for/><save_script><![CDATA[
/** This script is executed before the Record is generated

* `current` - GlideRecord produced by Record Producer

* Don't use `current.update()` or `current.insert()` as the record is generated by Record Producer

* Don't use `current.setValue('sys_class_name', 'xxx')` as this will trigger reparent flow and can cause data loss

* Avoid `current.setAbortAction()` and generate a separate record

* Use `producer.var1` to access variables

*]]></save_script><scale_max>5</scale_max><scale_min>0</scale_min><show_help>false</show_help><show_help_on_load>false</show_help_on_load><sp_widget/><summary_macro/><sys_class_name>item_option_new</sys_class_name><sys_created_by>admin</sys_created_by><sys_created_on>2025-10-25

04:25:04</sys_created_on><sys_id>fc4f6ae5c3bc3a10ac245205e4013165</sys_id><sys_mod_count>0</sys_mod_count><sys_name>Accessories

Details</sys_name><sys_package display_value="Global"

source="global">global</sys_package><sys_policy/><sys_scope

display_value="Global">global</sys_scope><sys_update_name>item_option_new_fc4f6ae5c3bc3a10ac245205e4013165</sys_update_name><sys_updated_by>admin</sys_updated_by><sys_updated_on>2025-10-25

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action="delete_multiple"

query="documentkey=fc4f6ae5c3bc3a10ac245205e4013165"/><fx_price



```

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fc4f6ae5c3bc3a10ac245205e4013165&lt;/id&gt;&lt;parent/&gt;&lt;reference_amount&gt;0&lt;/referen
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display_value="USD"&gt;USD&lt;/reference_currency&gt;&lt;sys_created_by&gt;admin&lt;/sys_creat
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<sys_updated_on>2025-10-25 08:45:34</sys_updated_on>
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<update_set display_value=""/>
<view/>
</sys_update_xml>
<sys_update_xml action="INSERT_OR_UPDATE">
<action>INSERT_OR_UPDATE</action>
<application display_value="Global">global</application>
<category>customer</category>
<comments/>
<name>sys_ui_action_a891fe6dc3bc3a10ac245205e40131a0</name>
<payload>&lt;?xml version="1.0" encoding="UTF-8"?&gt;&lt;record_update sys_domain="global"
table="sys_ui_action"&gt;&lt;sys_ui_action

```

```

action="INSERT_OR_UPDATE"&gt;&lt;action_name&gt;Reset
form&lt;/action_name&gt;&lt;active&gt;true&lt;/active&gt;&lt;client&gt;true&lt;/client&gt;&lt;client_
script_v2&gt;&lt;![CDATA[function onClick(g_form) {

}}]&gt;&lt;/client_script_v2&gt;&lt;comments/&gt;&lt;condition/&gt;&lt;form_action&gt;false&lt;/for
m_action&gt;&lt;form_button&gt;false&lt;/form_button&gt;&lt;form_button_v2&gt;false&lt;/form_bu
tton_v2&gt;&lt;form_context_menu&gt;false&lt;/form_context_menu&gt;&lt;form_link&gt;false&lt;/f
orm_link&gt;&lt;form_menu_button_v2&gt;false&lt;/form_menu_button_v2&gt;&lt;form_style/&gt;&
lt;format_for_configurable_workspace&gt;false&lt;/format_for_configurable_workspace&gt;&lt;hint/&
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form&lt;/name&gt;&lt;onclick/&gt;&lt;order&gt;100&lt;/order&gt;&lt;script&gt;&lt;![CDATA[functio
n resetForm() {
    g_form.clearForm(); // Clears all fields in the form
    alert("The form has been reset.");
}]&gt;&lt;/script&gt;&lt;show_insert&gt;true&lt;/show_insert&gt;&lt;show_multiple_update&gt;false
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y&gt;admin&lt;/sys_created_by&gt;&lt;sys_created_on&gt;2025-10-25
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&gt;&lt;/sys_domain_path&gt;&lt;sys_id&gt;a891fe6dc3bc3a10ac245205e40131a0&lt;/sys_id&gt;&lt;
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form&lt;/sys_name&gt;&lt;sys_overrides/&gt;&lt;sys_package display_value="Global"
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display_value="Global"&gt;global&lt;/sys_scope&gt;&lt;sys_update_name&gt;sys_ui_action_a891fe6
dc3bc3a10ac245205e40131a0&lt;/sys_update_name&gt;&lt;sys_updated_by&gt;admin&lt;/sys_update
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<sys_mod_count>0</sys_mod_count>
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0f751a3:-1815082223</update_guid_history>

```



```
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<view/>
</sys_update_xml>
<sys_update_xml action="INSERT_OR_UPDATE">
<action>INSERT_OR_UPDATE</action>
<application display_value="Global">global</application>
<category>customer</category>
<comments/>
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action="INSERT_OR_UPDATE"><catalog_item display_value="Laptop
Request">dc2e22e5c3bc3a10ac245205e40131c1</catalog_item><catalog_variable>IO:fc4f6ae5c3bc3a
10ac245205e4013165</catalog_variable><cleared>>false</cleared><disabled>ignore</disabled><field/
><field_message/><field_message_type>none</field_message_type><mandatory>true</mandatory><o
rder>100</order><sys_class_name>catalog_ui_policy_action</sys_class_name><sys_created_by>admi
n</sys_created_by><sys_created_on>2025-10-25
04:31:20</sys_created_on><sys_id>2f80722dc3bc3a10ac245205e401318d</sys_id><sys_mod_count>
0</sys_mod_count><sys_name>accessories_details</sys_name><sys_package display_value="Global"
source="global">global</sys_package><sys_policy/><sys_scope
display_value="Global">global</sys_scope><sys_update_name>catalog_ui_policy_action_2f80722dc3
bc3a10ac245205e401318d</sys_update_name><sys_updated_by>admin</sys_updated_by><sys_updat
ed_on>2025-10-25 04:31:20</sys_updated_on><table/><ui_policy display_value="show accessories
details">f6ef6ea9c3bc3a10ac245205e40131f9</ui_policy><value/><value_action>ignore</value_actio
n><variable>accessories_details</variable><variable_set/><visible>true</visible></catalog_ui_policy_
action><sys_translated_text action="delete_multiple"
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<update_set display_value=""/>
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</sys_update_xml>
<sys_update_xml action="INSERT_OR_UPDATE">
<action>INSERT_OR_UPDATE</action>
<application display_value="Global">global</application>
<category>customer</category>
```




```
<comments/>
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Catalog">e0d08b13c3330100c8b837659bba8fb4</sc_catalog><sys_class_name>sc_cat_item_catalog</
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display_value="Global" source="global">global</sys_package><sys_policy/><sys_scope
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<comments/>
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display_value="Laptop
Request"&gt;dc2e22e5c3bc3a10ac245205e40131c1&lt;/cat_item&gt;&lt;category/&gt;&lt;choice_direc
tion&gt;down&lt;/choice_direction&gt;&lt;choice_field/&gt;&lt;choice_table/&gt;&lt;conversational_l
abel/&gt;&lt;create_roles/&gt;&lt;default_html_value/&gt;&lt;default_value/&gt;&lt;delete_roles/&gt;
&lt;delivery_plan/&gt;&lt;description/&gt;&lt;disable_initial_slot_fill&gt;false&lt;/disable_initial_slot
fill&gt;&lt;display_title&gt;false&lt;/display_title&gt;&lt;do_not_select_first&gt;false&lt;/do_not_sele
ct_first&gt;&lt;dynamic_default_value/&gt;&lt;dynamic_ref_qual/&gt;&lt;dynamic_value_dot_walk_p
ath/&gt;&lt;dynamic_value_field/&gt;&lt;enable_also_request_for&gt;false&lt;/enable_also_request fo
```

```
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information</help_tag><help_text/><hidden>false</hidden><include_none>
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><lookup_table/><lookup_unique>false</lookup_unique><lookup_value/><
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Model</question_text><read_only>false</read_only><read_roles/><read_scrip
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rd/><record_producer_table/><reference/><reference_qual/><reference_qual_co
ndition/><rich_text/><roles_to_use_also_request_for/><save_script><![CDATA
[/** This script is executed before the Record is generated
```

```
* `current` - GlideRecord produced by Record Producer
```

```
* Don't use `current.update()` or `current.insert()` as the record is generated by Record Producer
```

```
* Don't use `current.setValue('sys_class_name', 'xxx')` as this will trigger reparent flow and can cause
data loss
```

```
* Avoid `current.setAbortAction()` and generate a separate record
```

```
* Use `producer.var1` to access variables
```

```
*]]><save_script><scale_max>5</scale_max><scale_min>0</scale_min
><show_help>false</show_help><show_help_on_load>false</show_help_on_lo
ad><sp_widget/><summary_macro/><sys_class_name>item_option_new</sys_c
lass_name><sys_created_by>admin</sys_created_by><sys_created_on>2025-10-
25
```

```
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```

```
Model</sys_name><sys_package display_value="Global"
```

```
source="global"><global</sys_package><sys_policy/><sys_scope
```

```
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```

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```

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```
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```

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```

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```

```
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```




```
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display_value="Hardware">d258b953c611227a0146101fb1be7c31</sc_category><sys_class_name>sc
_cat_item_category</sys_class_name><sys_created_by>admin</sys_created_by><sys_created_on>202
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04:21:10</sys_created_on><sys_id>fe6e6ae5c3bc3a10ac245205e4013142</sys_id><sys_mod_count>0
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display_value="Global" source="global">global</sys_package><sys_policy/><sys_scope
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```



```

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Request</name><no_attachment_v2>false</no_attachment_v2><no_cart>false</no_cart><no_cart_v2
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```



```
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```



```

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```



```

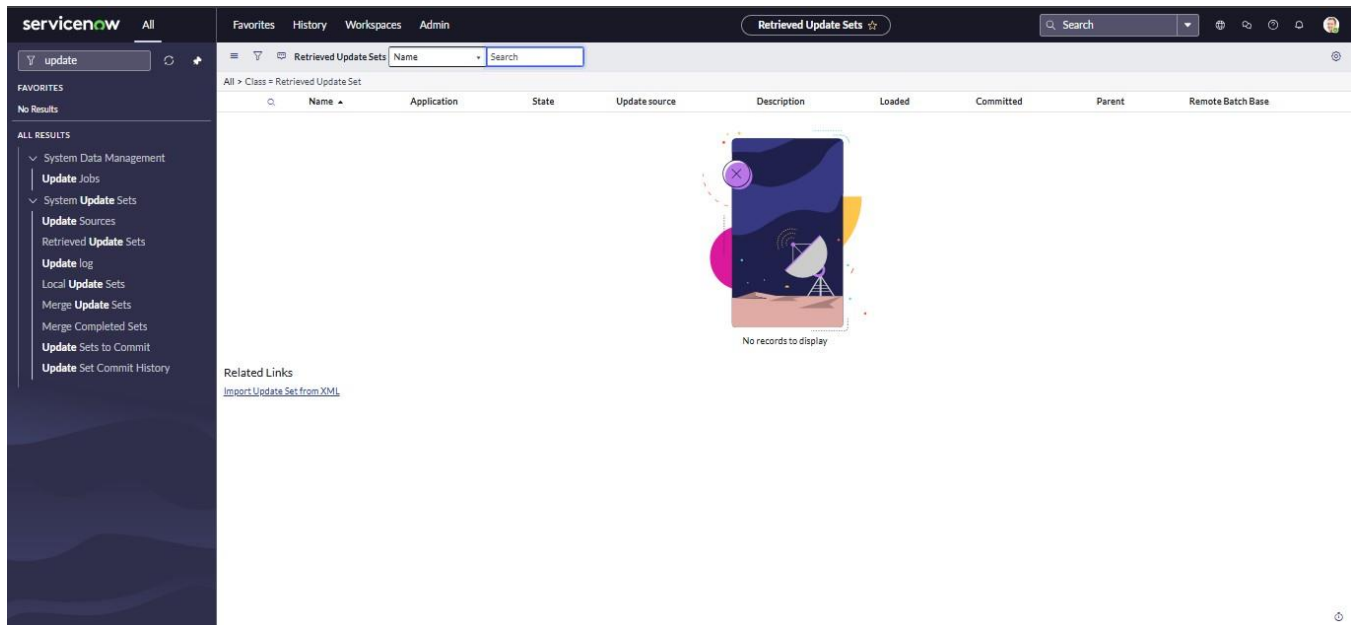
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lt;record/&gt;&lt;record_producer_table/&gt;&lt;reference/&gt;&lt;reference_qual/&gt;&lt;reference_qu
al_condition/&gt;&lt;rich_text/&gt;&lt;roles_to_use_also_request_for/&gt;&lt;save_script&gt;&lt;![CD
ATA[/** This script is executed before the Record is generated
* `current` - GlideRecord produced by Record Producer
* Don't use `current.update()` or `current.insert()` as the record is generated by Record Producer

```

```
* Don't use `current.setValue('sys_class_name', 'xxx')` as this will trigger reparent flow and can cause data loss
* Avoid `current.setAbortAction()` and generate a separate record
* Use `producer.var1` to access variables
*/]]&gt;&lt;/save_script&gt;&lt;scale_max&gt;5&lt;/scale_max&gt;&lt;scale_min&gt;0&lt;/scale_min&gt;&lt;show_help&gt;false&lt;/show_help&gt;&lt;show_help_on_load&gt;false&lt;/show_help_on_load&gt;&lt;sp_widget&gt;&lt;summary_macro&gt;&lt;sys_class_name&gt;item_option_new&lt;/sys_class_name&gt;&lt;sys_created_by&gt;admin&lt;/sys_created_by&gt;&lt;sys_created_on&gt;2025-10-25
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display_value="Global"&gt;global&lt;/sys_scope&gt;&lt;sys_update_name&gt;item_option_new_ae1fa265c3bc3a10ac245205e401316d&lt;/sys_update_name&gt;&lt;sys_updated_by&gt;admin&lt;/sys_updated_by&gt;&lt;sys_updated_on&gt;2025-10-25
04:24:39&lt;/sys_updated_on&gt;&lt;table&gt;&lt;tooltip&gt;&lt;topic_block&gt;&lt;type&gt;7&lt;/type&gt;&lt;ui_page&gt;&lt;unique&gt;false&lt;/unique&gt;&lt;use_dynamic_default&gt;false&lt;/use_dynamic_default&gt;&lt;use_reference_qualifier&gt;simple&lt;/use_reference_qualifier&gt;&lt;validate_regex&gt;&lt;variable_name&gt;&lt;variable_set&gt;&lt;variable_width&gt;&lt;visibility&gt;1&lt;/visibility&gt;&lt;visible_bundle&gt;true&lt;/visible_bundle&gt;&lt;visible_guide&gt;true&lt;/visible_guide&gt;&lt;visible_standalone&gt;true&lt;/visible_standalone&gt;&lt;visible_summary&gt;true&lt;/visible_summary&gt;&lt;write_roles&gt;&lt;/item_option_new&gt;&lt;sys_translated_text
action="delete_multiple"
query="documentkey=ae1fa265c3bc3a10ac245205e401316d"/&gt;&lt;fx_price
action="delete_multiple" query="id=ae1fa265c3bc3a10ac245205e401316d"/&gt;&lt;fx_price
action="INSERT_OR_UPDATE"&gt;&lt;amount&gt;0&lt;/amount&gt;&lt;currency
display_value="GBP"&gt;GBP&lt;/currency&gt;&lt;field&gt;price_if_checked&lt;/field&gt;&lt;id&gt;ae1fa265c3bc3a10ac245205e401316d&lt;/id&gt;&lt;parent&gt;&lt;reference_amount&gt;0&lt;/reference_amount&gt;&lt;reference_currency
display_value="USD"&gt;USD&lt;/reference_currency&gt;&lt;sys_created_by&gt;admin&lt;/sys_created_by&gt;&lt;sys_created_on&gt;2025-10-25
04:24:39&lt;/sys_created_on&gt;&lt;sys_id&gt;353fe669c3bc3a10ac245205e40131f9&lt;/sys_id&gt;&lt;sys_mod_count&gt;0&lt;/sys_mod_count&gt;&lt;sys_updated_by&gt;admin&lt;/sys_updated_by&gt;&lt;sys_updated_on&gt;2025-10-25
04:24:39&lt;/sys_updated_on&gt;&lt;table&gt;item_option_new&lt;/table&gt;&lt;type&gt;calculated&lt;/type&gt;&lt;fx_price&gt;&lt;fx_price
action="INSERT_OR_UPDATE"&gt;&lt;amount&gt;0&lt;/amount&gt;&lt;currency
display_value="GBP"&gt;GBP&lt;/currency&gt;&lt;field&gt;rec_price_if_checked&lt;/field&gt;&lt;id&gt;ae1fa265c3bc3a10ac245205e401316d&lt;/id&gt;&lt;parent&gt;&lt;reference_amount&gt;0&lt;/reference_amount&gt;&lt;reference_currency
display_value="USD"&gt;USD&lt;/reference_currency&gt;&lt;sys_created_by&gt;admin&lt;/sys_created_by&gt;&lt;sys_created_on&gt;2025-10-25
04:24:39&lt;/sys_created_on&gt;&lt;sys_id&gt;713fe669c3bc3a10ac245205e40131f8&lt;/sys_id&gt;&lt;sys_mod_count&gt;0&lt;/sys_mod_count&gt;&lt;sys_updated_by&gt;admin&lt;/sys_updated_by&gt;&lt;sys_updated_on&gt;2025-10-25
04:24:39&lt;/sys_updated_on&gt;&lt;table&gt;item_option_new&lt;/table&gt;&lt;type&gt;calculated&lt;/type&gt;&lt;fx_price&gt;&lt;record_update&gt;</payload>
<payload_hash>1855240956</payload_hash>
<remote_update_set display_value="Laptop Request
Project">3fea6fa5c3747a10ac245205e4013139</remote_update_set>
```



```
<replace_on_upgrade>>false</replace_on_upgrade>
<sys_created_by>admin</sys_created_by>
<sys_created_on>2025-10-25 08:45:34</sys_created_on>
<sys_id>ffeae3a9c3747a10ac245205e4013135</sys_id>
<sys_mod_count>0</sys_mod_count>
<sys_recorded_at>19a199c85450000001</sys_recorded_at>
<sys_updated_by>admin</sys_updated_by>
<sys_updated_on>2025-10-25 08:45:34</sys_updated_on>
<table/>
<target_name>Additional Accessories</target_name>
<type>Variable</type>
<update_domain>global</update_domain>
<update_guid>b93fe669a4bc3a1073c2449581d2f1fd</update_guid>
<update_guid_history>b93fe669a4bc3a1073c2449581d2f1fd:1855240956</update_guid_history>
<update_set display_value=""/>
<view/>
</sys_update_xml>
</unload>
```



servicenow All

Favorites History Workspaces Admin

Retrieved Update Sets

Search

Retrieved Update Sets Name Search

All > Class = Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
No records to display								

Related Links

[Import Update Set from XML](#)

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All

update

Import XML

Favorites

History

Workspaces

Admin

ServiceNow

Search

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

XML file Choose file sys_remote_u_6feaad322.xml

Step 2: Upload the file

Upload

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All

update

Retrieved Update Set - Laptop Request

Favorites

History

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Admin

ServiceNow

Search

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

Name Search

Actions on selected rows...

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_d83b251883772210d266f7b6feaad3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba15883772210d266f7b6feaad3e1	Variable	Accessories Details			INSERT_OR_UPDATE

servicenow All

update

FAVORITES
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 Set Preview

Succeeded 100%

Success! - Succeeded in 2 Seconds

Close

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

Name: Laptop Request
Application: Global
Update source:
Parent:
State: Previewed
Loaded: 2025-09-01 22:56:15
Description:
Application name: 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_95aa9f4d83772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d7483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_d03b251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_948ba15883772210d266f7b6fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE

servicenow All

update

FAVORITES
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 Set Commit

Succeeded 100%

Update set committed - Succeeded in 1 Second

Close

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

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

Update Delete Run Preview Again Commit Update Set

Related Links
Show All Preview Records

Customer Updates (10) Child Update Sets

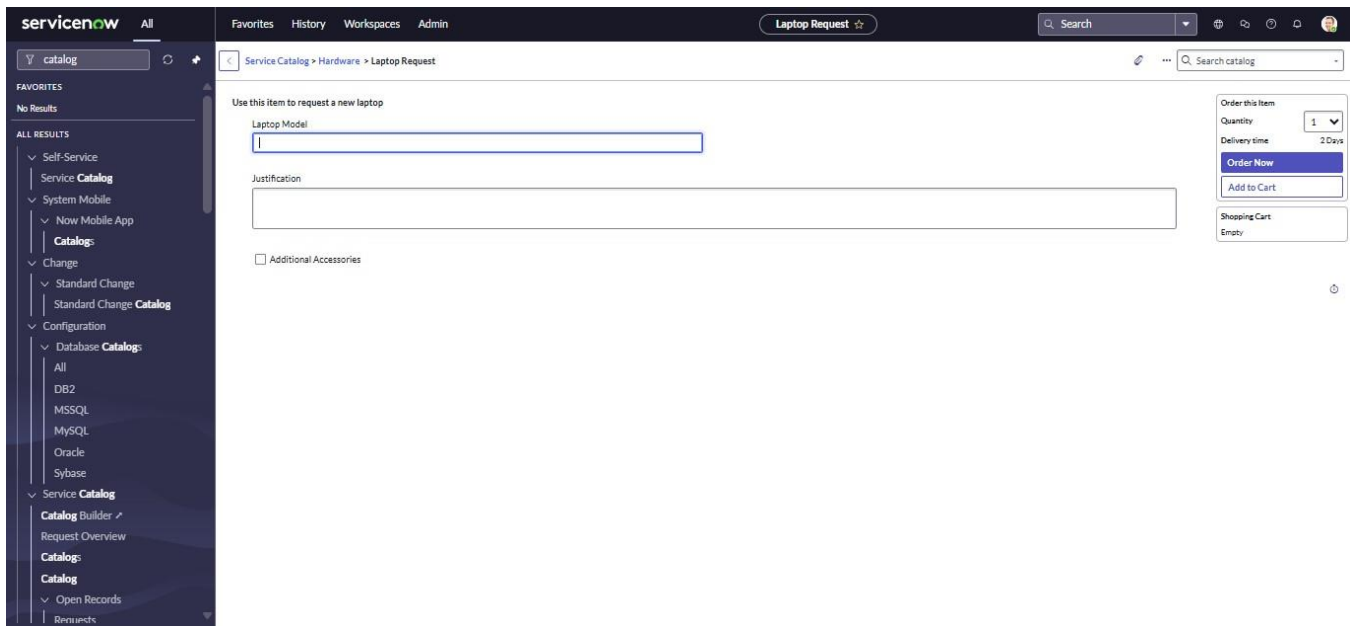
Remote update set = Laptop Request

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_95aa9f4d83772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d7483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_d03b251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_948ba15883772210d266f7b6fead3d1	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



serviceNow All

Favorites History Workspaces Admin

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

Quantity 1

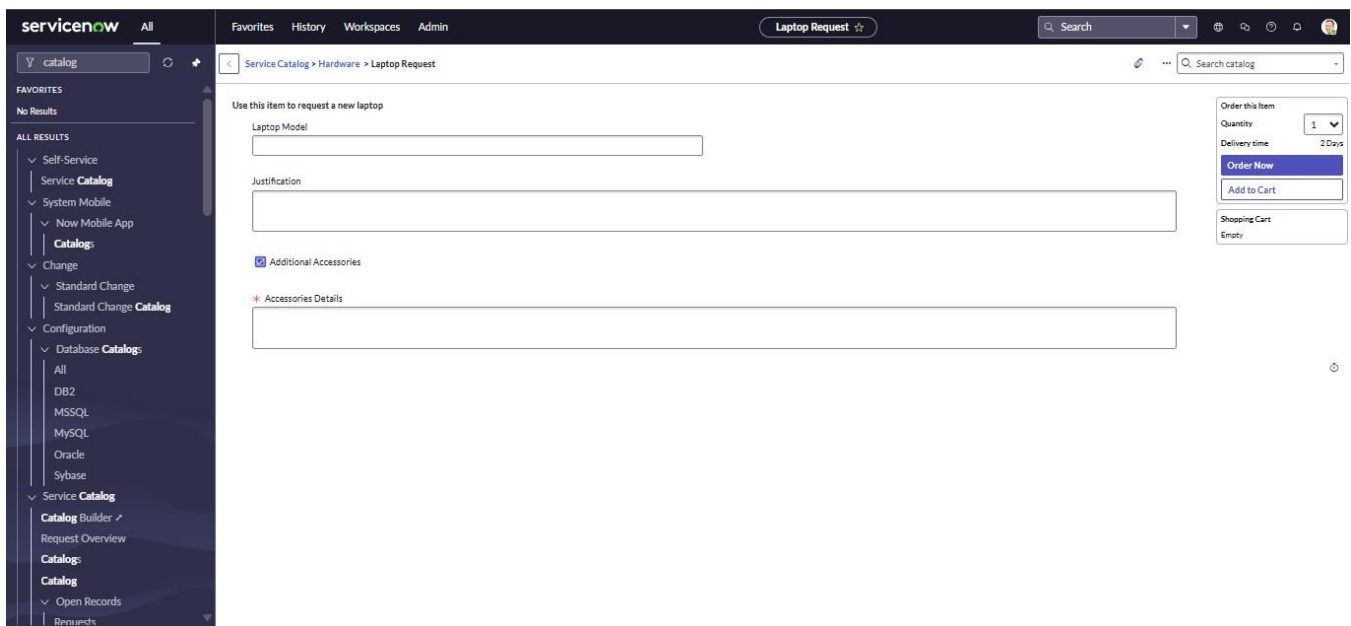
Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart

Empty



serviceNow All

Favorites History Workspaces Admin

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

Quantity 1

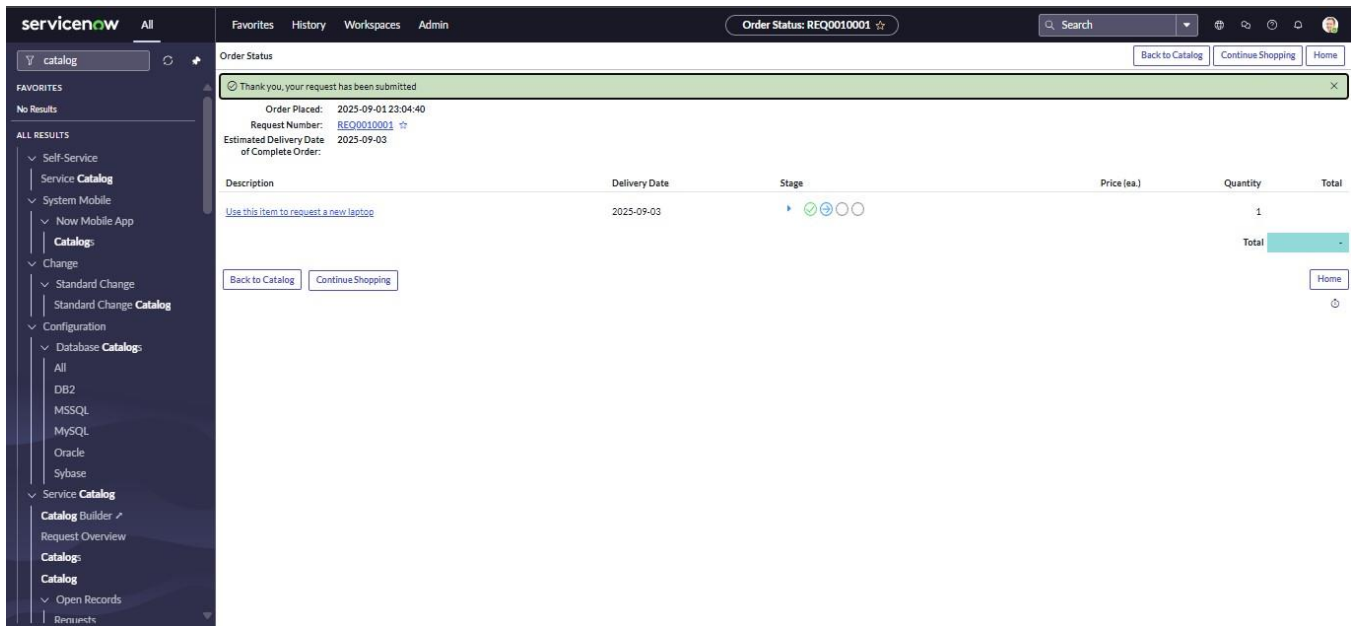
Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart

Empty



The screenshot displays the ServiceNow Catalog interface. On the left is a navigation menu with categories like 'Self-Service', 'System Mobile', 'Change', 'Configuration', and 'Database Catalogs'. The main area shows the 'Order Status' for request REQ0010001. A green banner at the top states 'Thank you, your request has been submitted'. Below this, order details are listed: 'Order Placed: 2025-09-01 23:04:40', 'Request Number: REQ0010001', and 'Estimated Delivery Date of Complete Order: 2025-09-03'. A table lists the request item: 'Use this item to request a new laptop' with a delivery date of '2025-09-03' and a stage of 'PENDING'. The table also shows a quantity of 1 and a total price. At the bottom right, there is a 'Home' button.

Conclusion

The *Laptop Request Catalog Item* project successfully automated the laptop request process within an organization using the ServiceNow platform. By replacing traditional manual methods with a structured digital workflow, the solution significantly improved efficiency, accuracy, and user satisfaction.

Through the use of Service Catalog, UI Policies, UI Actions, and Workflow Automation, the project delivered a dynamic and interactive form that simplifies the request and approval process. Employees can now easily submit requests, while IT administrators can track, approve, and fulfill them with complete transparency. The inclusion of features such as dynamic fields, form reset functionality, and update set management ensures smooth operation and easy deployment across multiple instances.

Overall, the project demonstrates the power of ServiceNow in automating routine IT service management tasks, reducing human errors, and enhancing overall productivity and governance within the organization.



Future Scope

While the current implementation effectively automates laptop requests, there are several potential enhancements that can further extend its functionality:

- **Integration with Asset Management:**
Connect the catalog item with the organization's asset database to automatically track issued laptops and update inventory records.
- **Approval Hierarchy Customization:**
Enable multi-level approval workflows based on employee designation or department.
- **Automated Notifications and Reminders:**
Add scheduled reminders and follow-up notifications for pending approvals or delayed requests.
- **Reporting and Analytics:**
Develop dashboards to analyze request trends, processing times, and resource allocation for better decision-making.
- **Mobile Accessibility:**
Optimize the catalog form for mobile devices through the ServiceNow mobile app, allowing users to submit requests on the go.
- **Expansion to Other Assets:**
Extend the same framework to manage other IT assets such as monitors, accessories, and software licenses.

These enhancements will make the system more comprehensive, intelligent, and aligned with evolving organizational IT service management needs.