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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

Team Leader : Amirtha G R

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Problem Statement:

Objective:

To automate and streamline the laptop request process using ServiceNow, ensuring faster requests, accurate data collection, and improved user experience.

Skills:

- ServiceNow Catalog Item Creation
- UI Policies & UI Actions
- Update Set Management
- Testing & Deployment
- Team Collaboration

TASK INITIATION

Employees in the organization need a quick and efficient way to request laptops for work. The current manual process is prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection.

To solve this, a ServiceNow Catalog Item has been developed that includes:

- ☐ Dynamic fields
- ☐ Form reset functionality
- ☐ Clear instructions for users
- ☐ Full change tracking for governance and deployment

Features

- ☐ Service Catalog Item with user-friendly form to request laptops
- ☐ Dynamic field behavior using Catalog UI Policies
- ☐ Reset form functionality via UI Action
- ☐ Exportable update set for migration to other instances
- ☐ Tested on a different instance to ensure deployment integrity

Setup Steps

Step 1: Create Local Update Set



Smart Internz

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



servicenow All

Update Set - Laptop Request

update

Update Set - Laptop Request

Name: Laptop Request

State: In progress

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 (3) Update Set Logs Child Update Sets

Update set = Laptop Request

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-01 02:00:18	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

1 to 3 of 3

servicenow All

Variable - New Record

maintain

Variable - New Record

Application: Global

Type: Single Line Text

Catalog Item: Laptop Request

Order: 100

Save

Configure

Export

Create Favorite

Copy URL

Copy sys_id

Reload form

Save record and remain here

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Submit

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

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:

Submit

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

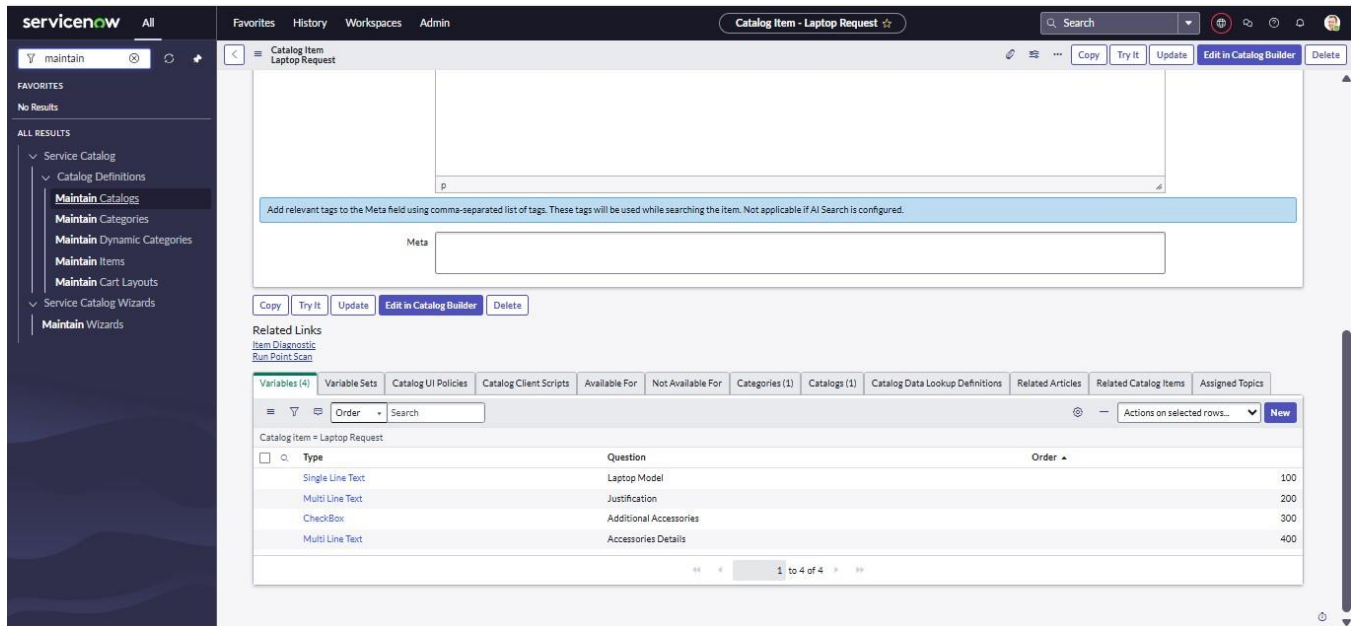
Active: ☒

Fulfillment automation level: Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Description:



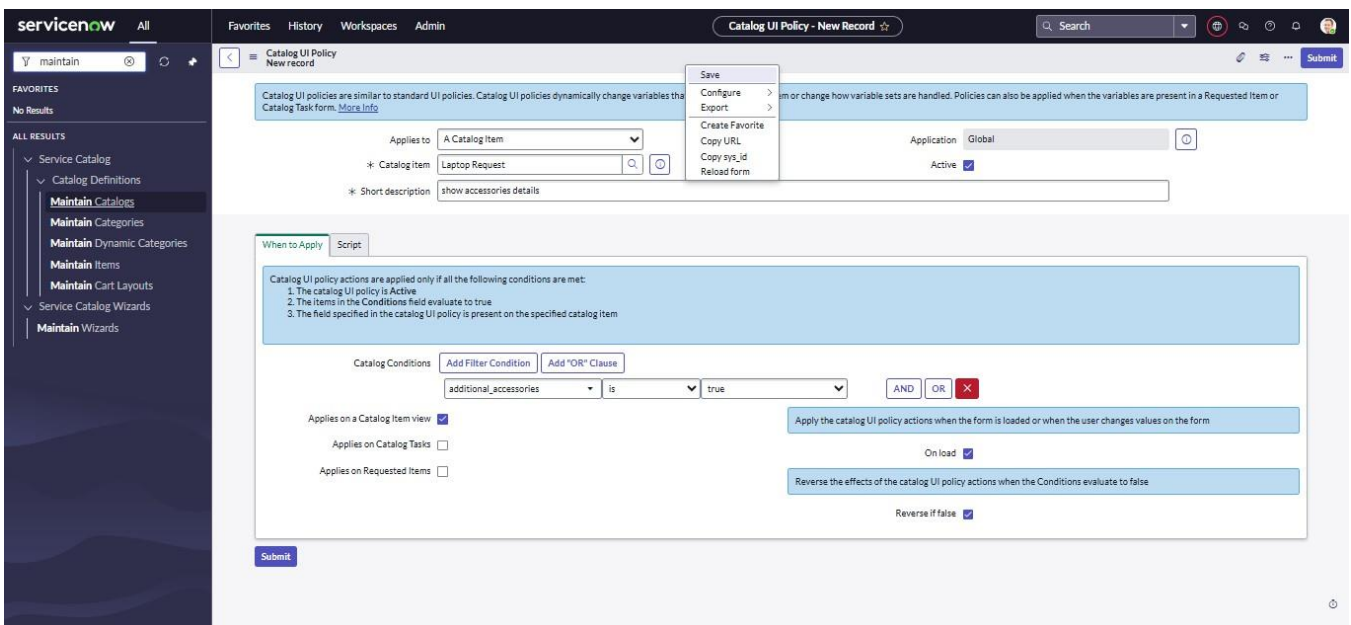
The screenshot shows the ServiceNow interface for editing a 'Catalog Item - Laptop Request'. The left sidebar contains navigation links under 'Service Catalog' and 'Catalog Definitions'. The main form area includes a 'Meta' field with a description: 'Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.' Below this is a 'Related Links' section with links to 'Item Diagnostics' and 'Run Point Scan'. At the bottom, there is a table of 'Variables' for the 'Laptop Request' item.

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

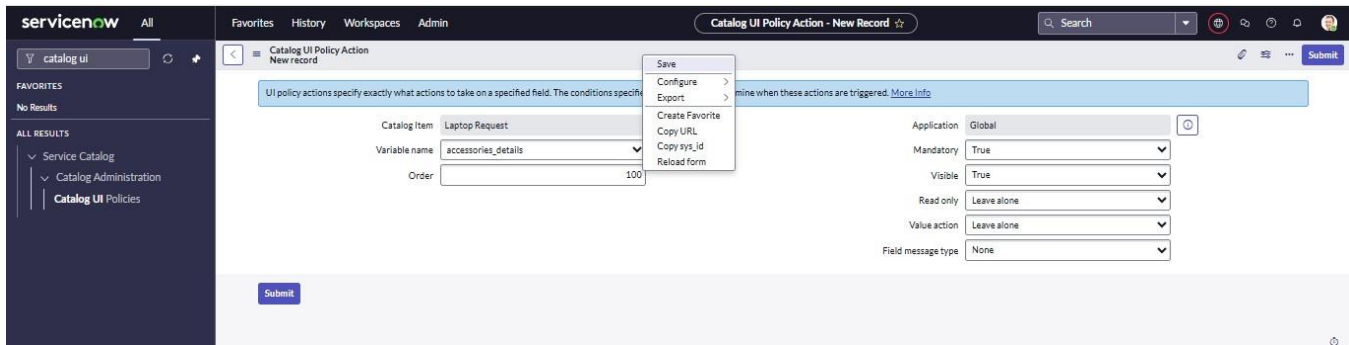
Step 3: Add Catalog UI Policies

Create UI policies to:

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



The screenshot shows the ServiceNow interface for creating a new 'Catalog UI Policy'. The form includes a 'Save' dropdown menu with options like 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'. The 'Applies to' section is set to 'A Catalog Item' with 'Laptop Request' selected. The 'Short description' is 'show accessories details'. The 'When to Apply' section is set to 'Script'. The 'Catalog Conditions' section shows a condition: 'additional_accessories' is 'true'. The 'Applies on' section has checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). 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 also checked.



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: 'UI policy actions specify exactly what actions to take on a specified field. The conditions specify when these actions are triggered. [More Info](#)'. The form fields are as follows:

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

A context menu is open over the 'Order' field, showing options: Save, Configure, Export, Create Favorite, Copy URL, Copy sys_id, and Reload form. A 'Submit' button is located at the bottom left of the form.

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

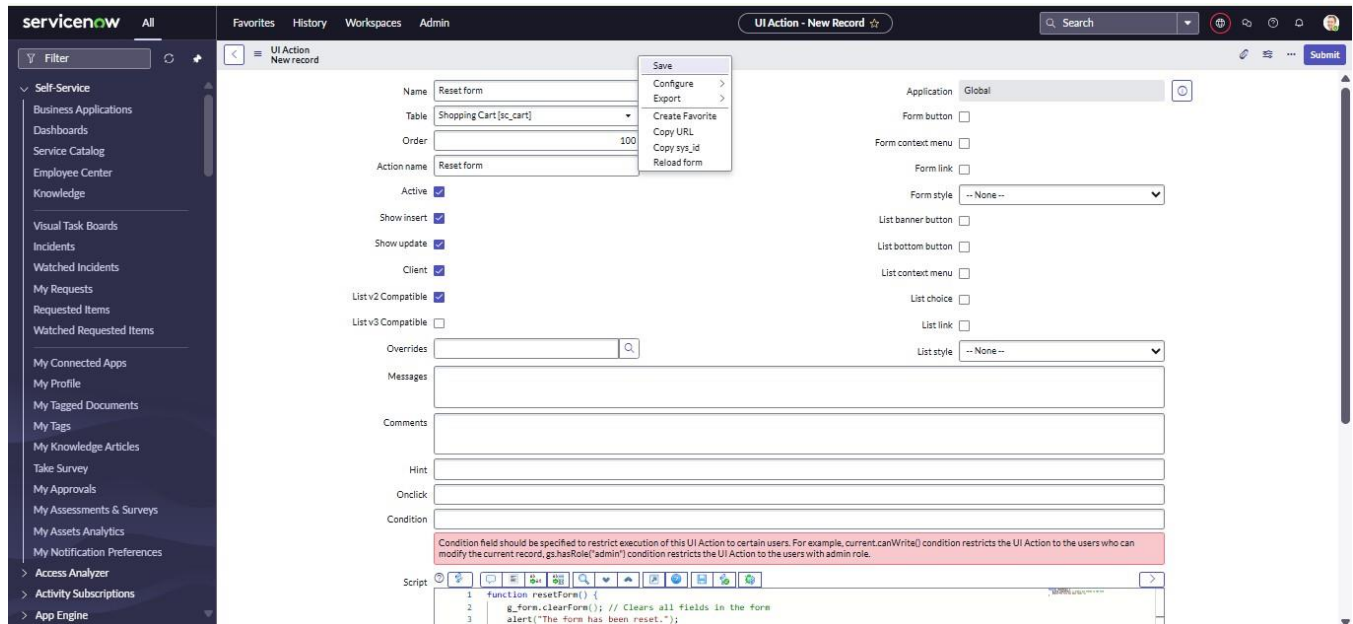
Action name: Reset form

Client : checked

Script:

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

Click on save



The screenshot shows the ServiceNow 'UI Action - New Record' configuration page. The left sidebar contains navigation links for 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, and App Engine.

The main configuration area includes the following fields:

- 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:** (Searchable text field)
- Messages:** (Text area)
- Comments:** (Text area)
- Hint:** (Text field)
- OnClick:** (Text field)
- Condition:** (Text field)
- Script:**

```

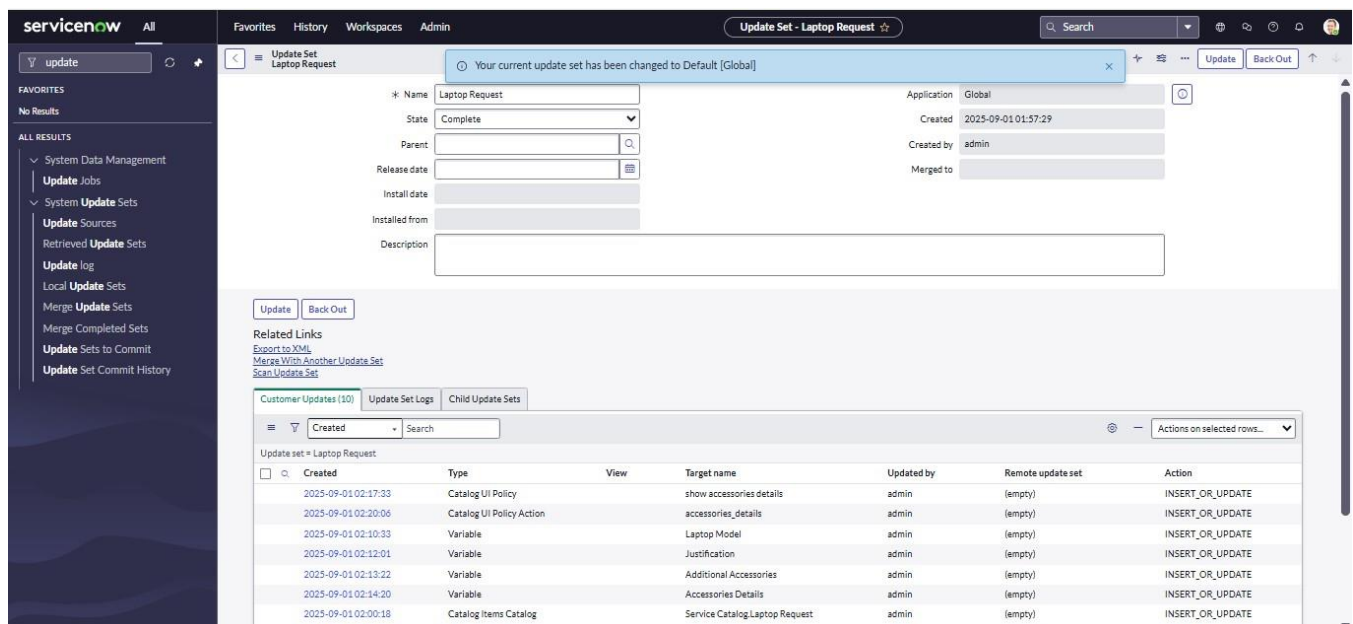
1 function resetForm() {
2   $form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
}

```
- 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--

A red warning message states: "Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record, gs.hasRole('admin') condition restricts the UI Action to the users with admin role."

Step 5: Export Changes

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



The screenshot shows the ServiceNow 'Update Set - Laptop Request' configuration page. The left sidebar contains navigation links for Favorites, No Results, and 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).

The main configuration area includes the following fields:

- Name:** Laptop Request
- State:** Complete
- Parent:** (Searchable text field)
- Release date:** (Text field)
- Install date:** (Text field)
- Installed from:** (Text field)
- Description:** (Text area)
- Application:** Global
- Created:** 2025-09-01 01:57:29
- Created by:** admin
- Merged to:** (Text field)

Buttons: 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	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.

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

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
 <div>No records to display</div>								

Related Links

[Import Update Set from XML](#)

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

Favorites

History

Workspaces

Admin

ServiceNow

Search

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

XML file

Choose file

sys_remote_u...ofeaad322.xml

Step 2: Upload the file

Upload

servicenow All

Retrieved Update Set - Laptop Request

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: [Search]
Parent: [Search]
State: Loaded
Loaded: 2025-09-01 22:56:15
Description: [Text Area]
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_80ced9883772210d266f7b6fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3c251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba15883772210d266f7b6fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE

servicenow All

Retrieved Update Set - Laptop Request

Update Set Preview

Succeeded 100%
Success! - Succeeded in 2 Seconds

Close

Name: Laptop Request
Application: Global
Update source: [Search]
Parent: [Search]
State: Previewed
Loaded: 2025-09-01 22:56:15
Description: [Text Area]
Application name: Global

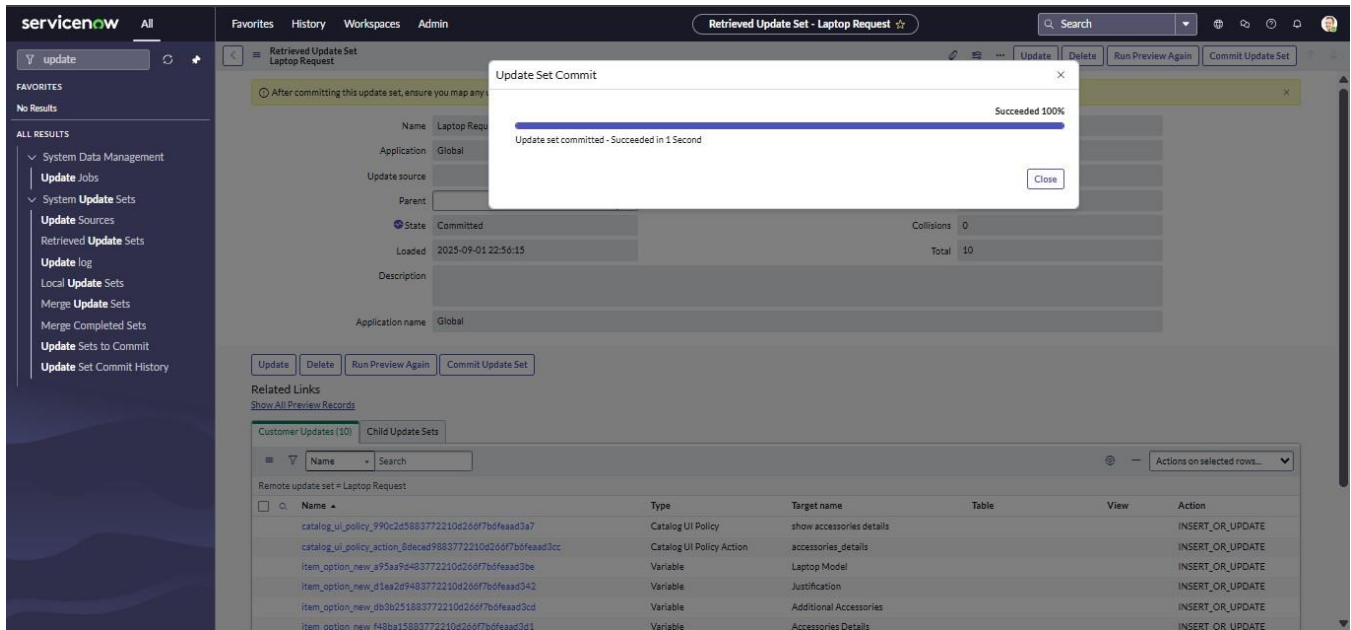
Update Delete Preview Update Set

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_80ced9883772210d266f7b6fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3c251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba15883772210d266f7b6fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE



Update Set Commit

Update set committed - Succeeded in 1 Second

Succeeded 100%

Close

Name	Application	Update source	Parent	State	Collisions	Total
Laptop Request	Global			Committed	0	10

Related Links

Show All Preview Records

Customer Updates (10) Child Update Sets

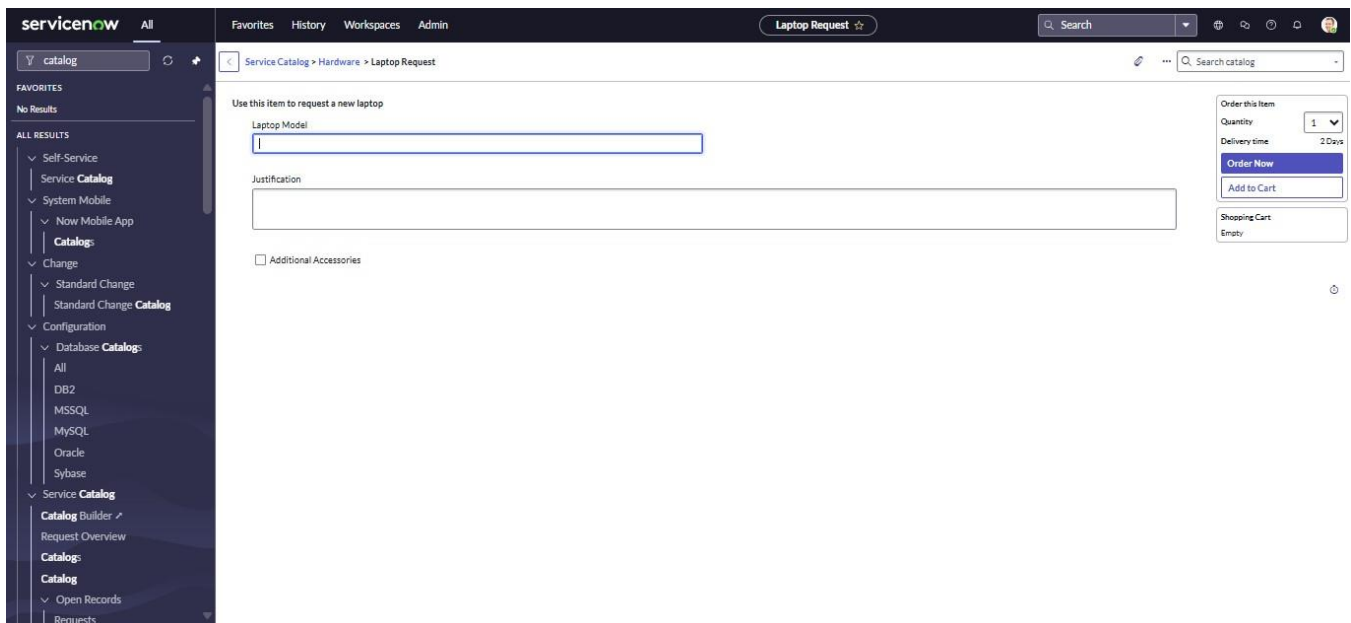
Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d266f7b6fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8deca9883772210d266f7b6fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_s95a99d483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_d83b251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba15883772210d266f7b6fead3d1	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



Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model

Justification

☐ Additional Accessories

Order this Item

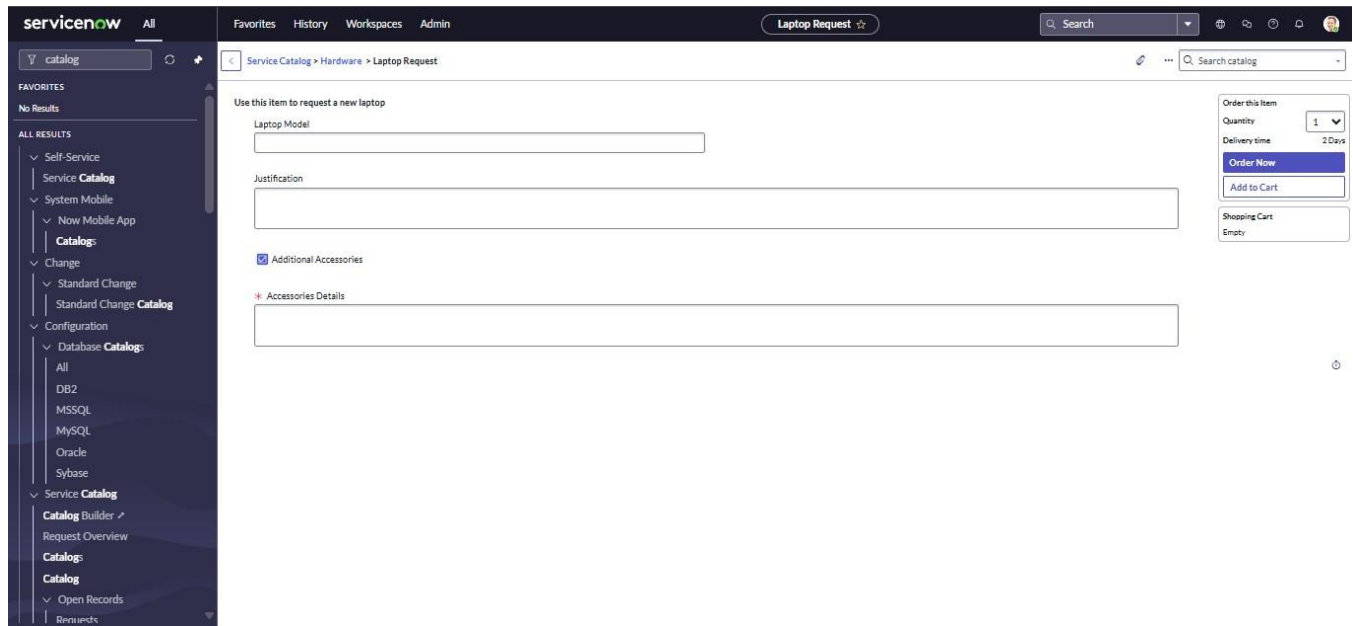
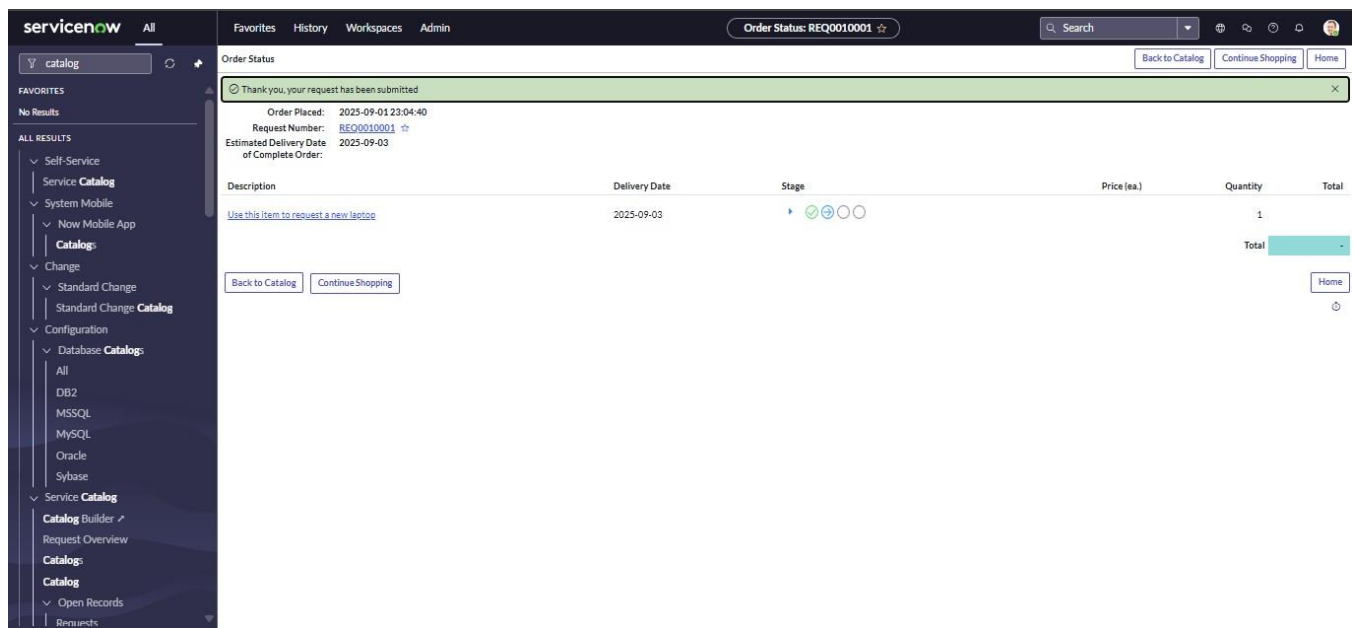
Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart: Empty

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-09-03	▶ 🟢 🟡 🔴 ⚪		1	
				Total	

Conclusion

The Laptop Request Catalog Item project streamlines the laptop request process in the organization. By

Leveraging ServiceNow's powerful Service Catalog capabilities, this solution:

- ☐ Enhances efficiency and reduces errors
- ☐ Replaces outdated manual processes
- ☐ Improves employee satisfaction with a modern interface.



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