

Date	01 Nov 2025
Team ID	NM2025TMID01308
Project Name	Laptop Request Catalog Item using Service Now
Max mark	4

Laptop Request Catalog Item using Service Now

Introduction

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.

Key Features

- **Update Set** : Create or select an update set to track changes.
- **Service Catalog Item**: Create the laptop request item in the Service Catalog.
- **UI Policy**: Define UI policies to control form behavior
- **UIAction**:Add buttons or links (UI actions) for user interactions.
- **Export Update Set**: Export the update set after completing configurations.
- **Login toAnother Instance**:Access a different ServiceNow instance
- **Testing**: Test the catalog item to ensure all functionality works as expected.
- **Conclusion**: Final thoughts or wrap-up.

Pre-requisites

1. Active **ServiceNow Personal Developer Instance (PDI)** obtained from developer.servicenow.com.
 2. Basic familiarity with:
 - **ServiceNow navigation and configuration**
 - **Tables, forms, and related lists**
 - **Business rules and Flow Designer**
- GitHub or other repository (optional) for maintaining documentation and exported update sets

Requirements Functional

Requirements

- The system must allow the creation of an update set to track changes made for the catalog item.
- Users should be able to create a new catalog item specifically for laptop requests.
- The item should include relevant fields such as model, purpose, justification, and approval.
- Show/hide fields based on conditions.
- Make fields mandatory or read-only.
- Add actions like submit, reset, or cancel to the catalog item form for user interaction.
- Ability to export the completed update set for transfer to another instance.

Non-Functional Requirements

- The catalog item form should load within 2 seconds.
- Request submission should be processed without noticeable delay.
- The catalog item form should be user-friendly and intuitive.
- Field labels and help text must be clear and meaningful.
- Only authorized users (e.g., ITAdmins or CatalogAdmins) should be able to create or modify the catalog item.
- Data in the form should be validated to prevent injection attacks.

Phases of the Project

Ideation Phase

The **Ideation Phase** identifies the need to automate laptop requests using ServiceNow. Stakeholders discuss challenges with manual processes and propose a catalog item with dynamic forms and approvals. Key requirements are outlined, feasibility is assessed, and the idea is approved to move forward.

RequirementAnalysis Phase

- Identify required fields (e.g., laptop model, justification).
- Define user roles (requester, approver, fulfiller).
- Document functional and non-functional requirements.
- Set business rules and approval conditions.
- Plan request workflow (submit → approve → fulfill).
- Use ServiceNow components like Catalog Item, UI Policies, and Update Sets.
- Validate and finalize requirements with stakeholders.

Project Planning Phase

The team executed these milestones:

1. ServiceNow Instance Setup

- Signed up at developer.servicenow.com and requested a Personal Developer Instance (PDI)
- Filled necessary details; received instance access credentials via email
- Logged in and prepared the instance for development.

2. Creation of Local Update Set

1. Access Navigation

Open ServiceNow and go to All → Update Sets.

2. Choose Local Update Sets

Select Local Update Sets under the *System Update Sets* module.

3. Create New Update Set

Click New to open the update set form.

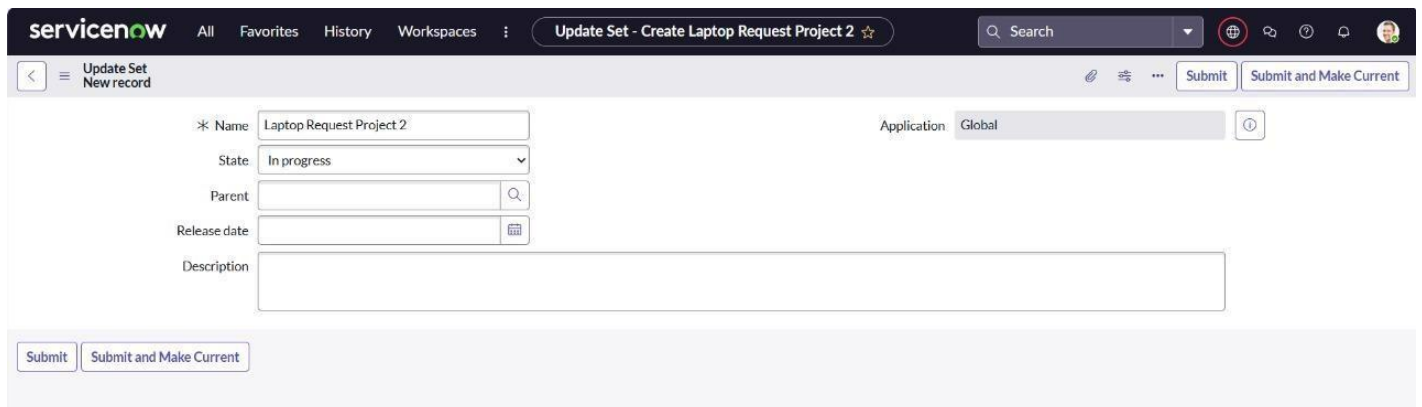
Enter a meaningful name, e.g., "Laptop Request".

4. Save and Submit

Click Submit to save the new update set.

5. Activate the Update Set

- After submission, click Make Current.
- This ensures all your changes are tracked under this update set.



The screenshot shows the ServiceNow interface for creating a new update set. The header bar includes the ServiceNow logo, navigation tabs (All, Favorites, History, Workspaces), and a search bar. The main form is titled 'Update Set - Create Laptop Request Project 2'. It contains several input fields: 'Name' (Laptop Request Project 2), 'State' (In progress), 'Parent' (with a search icon), 'Release date' (with a calendar icon), and 'Description' (a large text area). The 'Application' dropdown is set to 'Global'. At the bottom, there are two buttons: 'Submit' and 'Submit and Make Current'.

Create Service Catalog Item

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

Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-03-31 02:15:56
Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2022-05-20 08:30:16
Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 03:02:19
For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33
Apple iPhone 6s Plus	false		Service Catalog	Mobiles	\$799.99	Item	2022-11-20 20:46:33

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

Click on 'SAVE'

Item Details

Name: Laptop Request

Catalog: Service Catalog

Category: Hardware

State: None

Checked out: None

Owner: System Administrator

Short description: Use this item to request a new laptop

Add variables

Step1:

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

1. Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

- Click on submit

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

ServiceNow Variable - New Record

Application: Global
Type: Single Line Text
Catalog Item: Laptop Request
Order: 101

Active: ☒
Mandatory: ☐
Read only: ☐
Hidden: ☐

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

2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

3. Variable 3:AdditionalAccessories

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

ServiceNow Catalog Item - Laptop Request

Copy Try It Update Edit in Catalog Builder Delete

Related Links
Item Diagnostics
Item Profile Setup

Variables (8) Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (3) Catalogs (3) Catalog Data Lookup Definitions Related Articles Related Catalog Items

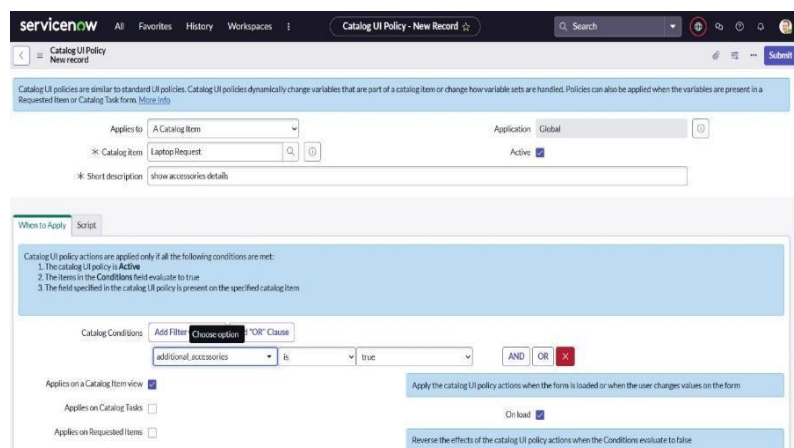
Assigned Topics

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

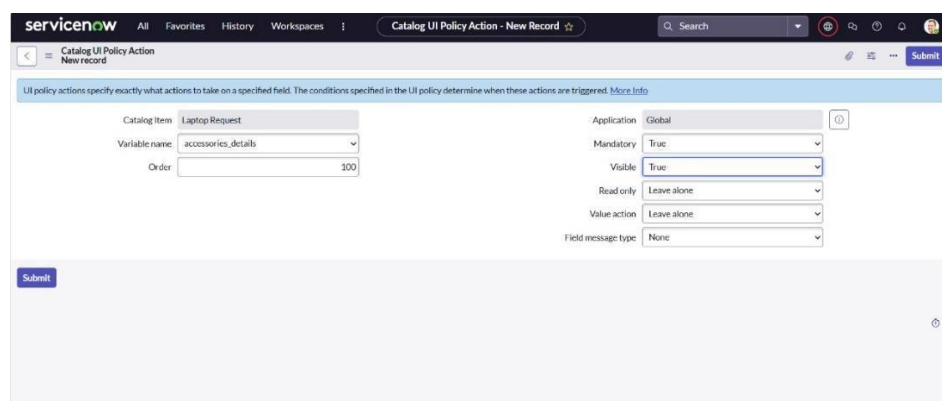
1 to 4 of 4

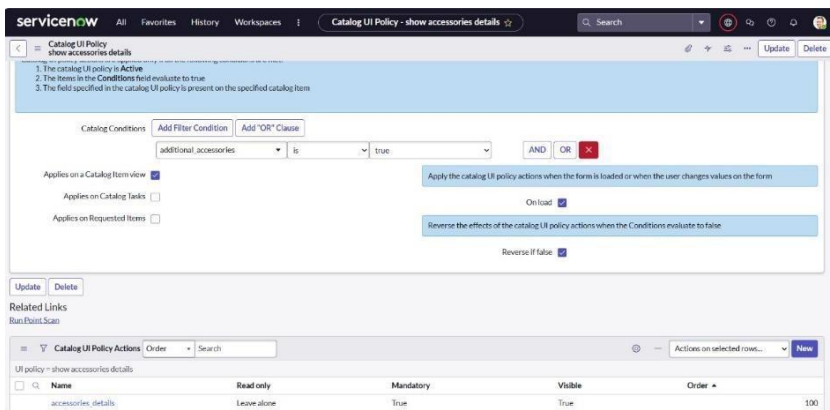
Create Catalog Ui policies

1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for 'laptop request' which is created before
4. Select 'laptop request' and scroll down click on "Catalog Ui policies"
5. In the catalog ui policies related list tab click on new
6. Give short description as: show accessories details
7. Set the Catalog Condition in the related list tab 'when to apply'
[field: additional_accessories, operator: is, value: true]



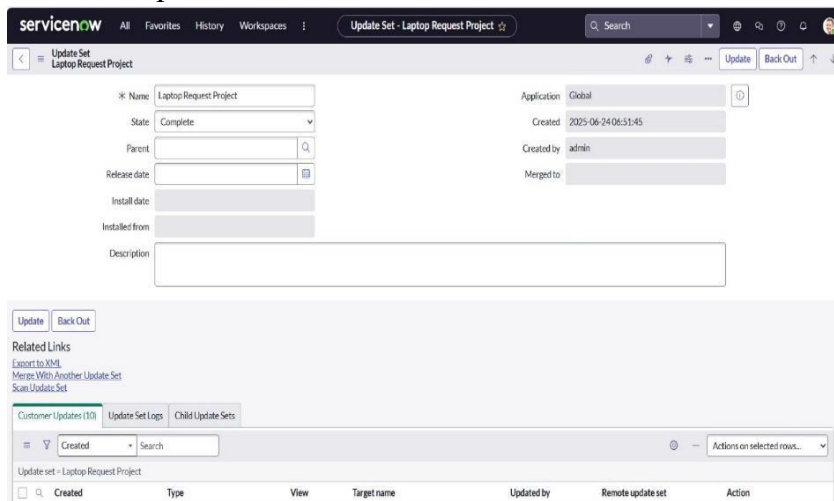
8. Click on **save**. (do not click on submit)
9. Scroll down and select 'catalog ui action'
10. Then click on new button
11. Select variable name as: accessories_details
Order: 100
Mandatory: True
Visible: True
12. Click on save and again click save button of the catalog ui policy form.





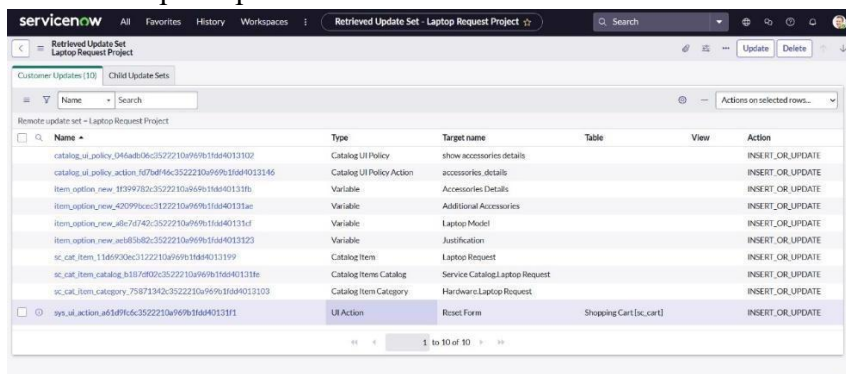
Exporting changes to another instances

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



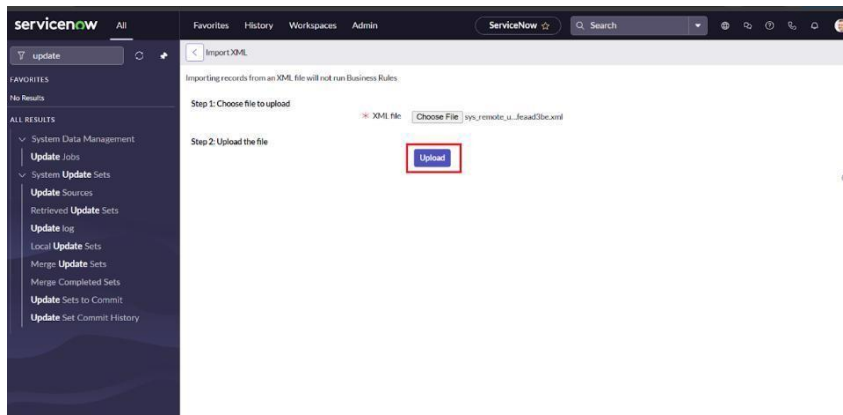
Retrieving the update set

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



7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.



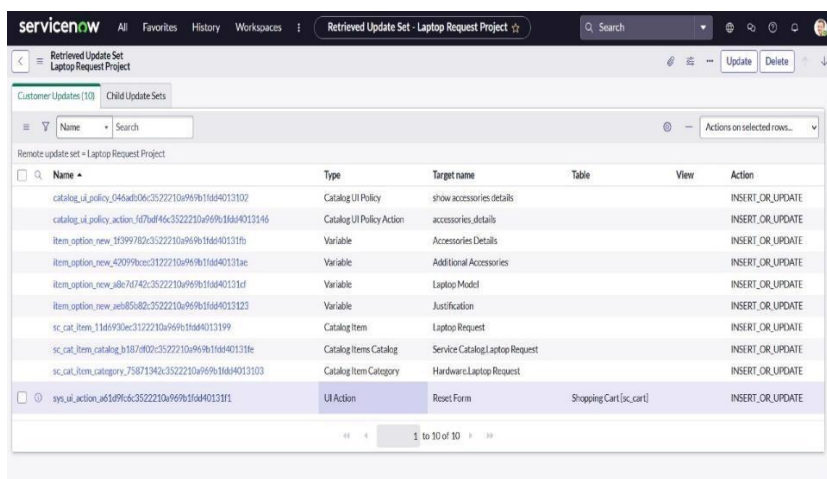
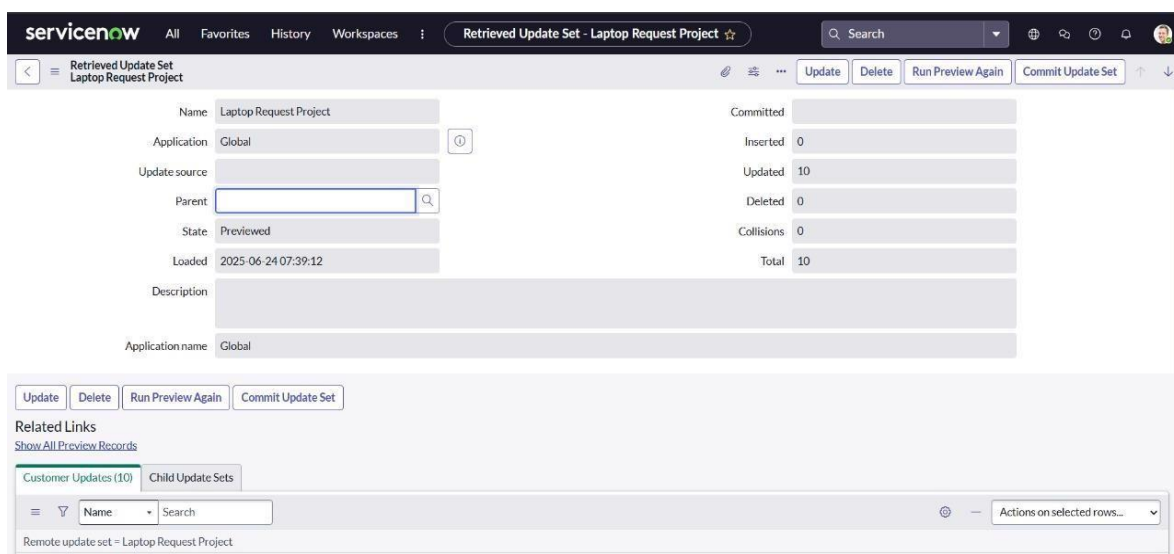
9. Open retrieved update set 'laptop request project'

10. Click on preview update set

11. And click on commit update set

12. And also see the related tab updates

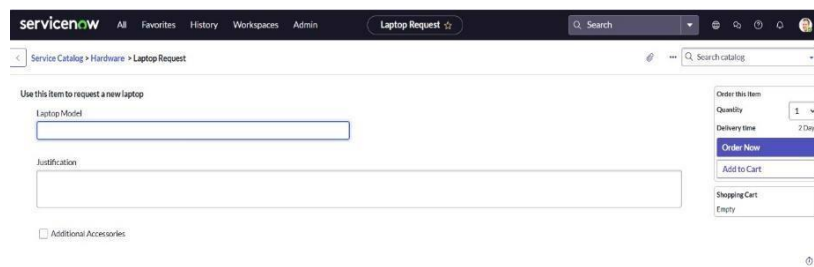
13. After committing update set in this instance we get all updates which are done in the previous instance.



Test Catalog Item

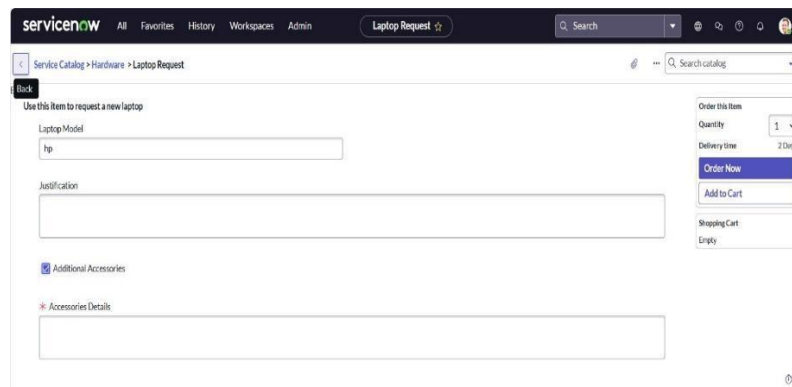
1. Search for service catalog in application navigator in target instance

2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it
5. It shows three variables only.



6. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory

7. Now see the results, it fulfills our requirements.



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.