

# Laptop Request Catalog Item

**Team Id:** NM2025TMID13146

**Team Members:**3

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## 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:

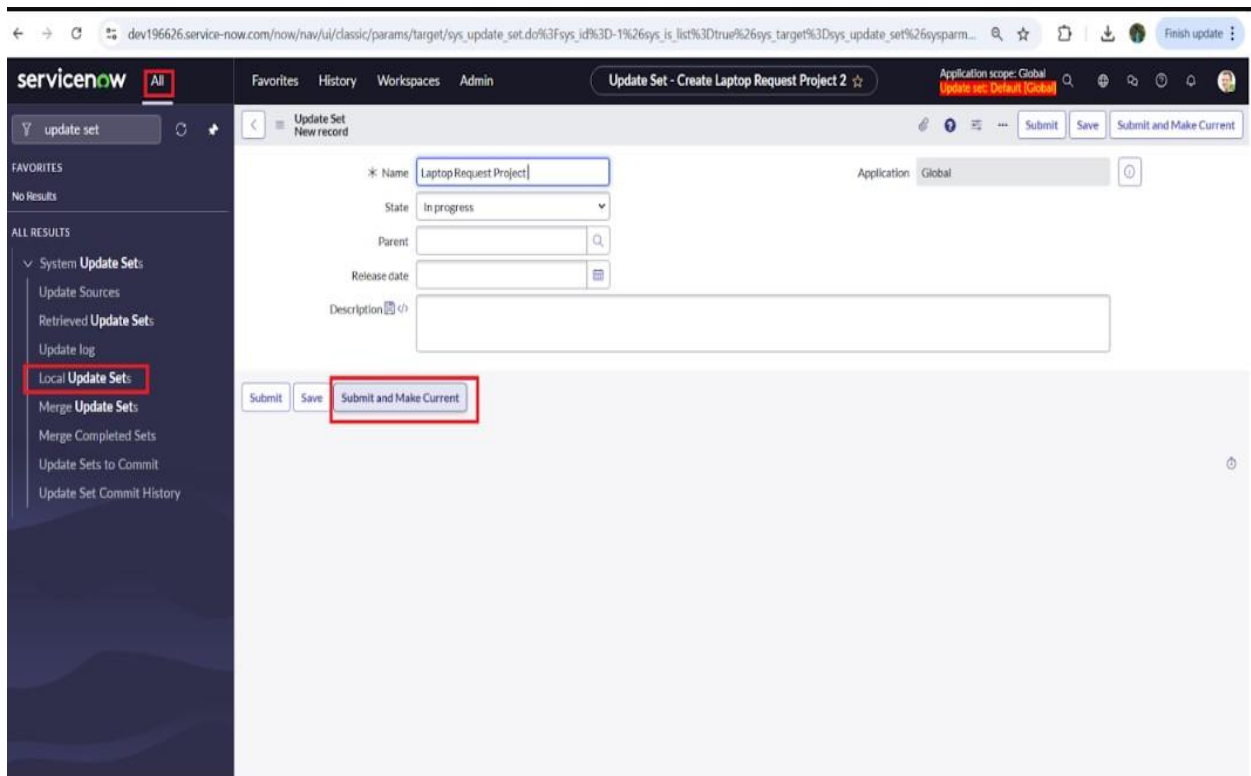
1. Streamline laptop requests: Provide a centralized platform for employees to request laptops.
2. Improve efficiency: Automate the request process, reducing manual effort and errors.
3. Enhance user experience: Offer a user-friendly interface with clear instructions and real-time updates.
4. Ensure transparency: Track request status and provide visibility into the approval and fulfillment process.

## TASK INITIATION

### Milestone 1 : Update set

#### Activity : Create Local Update set

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



The screenshot shows the ServiceNow interface for creating a new update set. The left sidebar displays the navigation menu with 'Local Update Sets' highlighted. The main form area is titled 'Update Set - Create Laptop Request Project 2'. The form fields are as follows:

- Name: Laptop Request Project
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

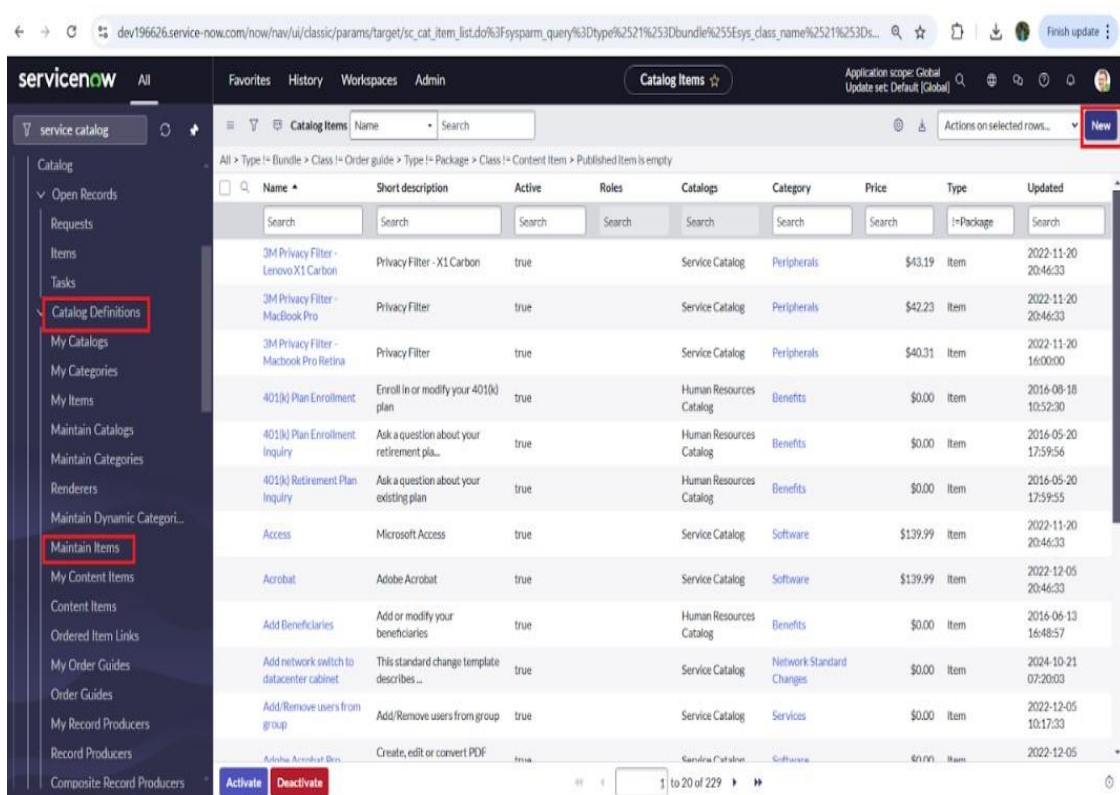
The 'Submit and Make Current' button is highlighted in red.

**NOTE: Perform all actions under this newly created update set only.**

## Milestone 2 : Service Catalog Item

### Activity 1: 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.

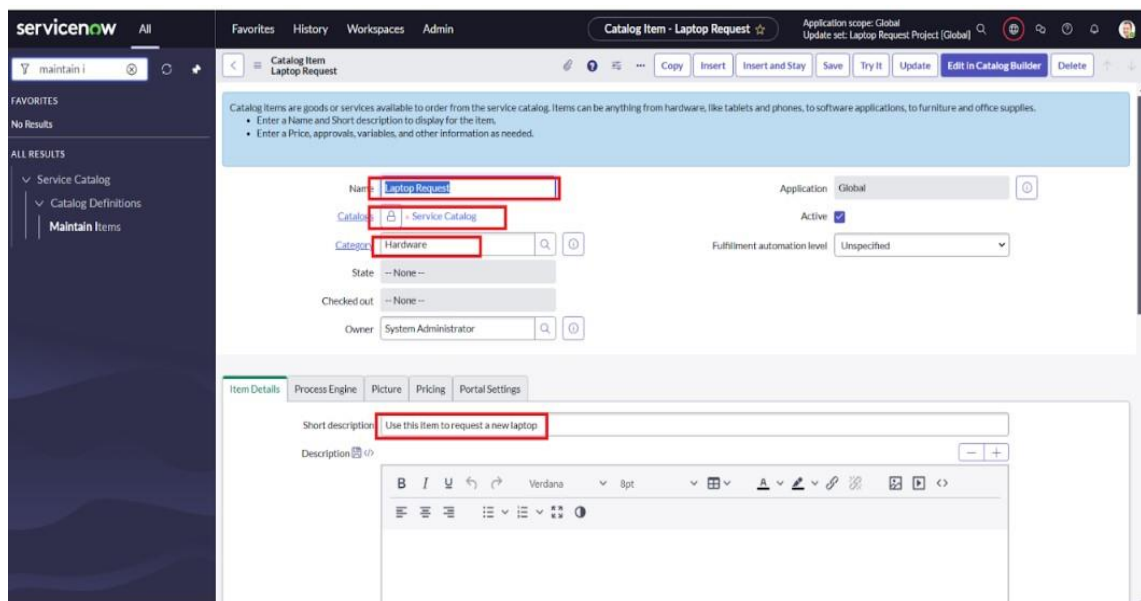


The screenshot shows the ServiceNow interface for managing Catalog Items. The left sidebar contains a navigation menu with the following items: service catalog, Open Records, Requests, Items, Tasks, **Catalog Definitions**, My Catalogs, My Categories, My Items, Maintain Catalogs, Maintain Categories, Renderers, Maintain Dynamic Categories, **Maintain Items**, My Content Items, Content Items, Ordered Item Links, My Order Guides, Order Guides, My Record Producers, Record Producers, and Composite Record Producers. The main area displays a table of Catalog Items with the following columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The table contains 10 rows of data, including items like '3M Privacy Filter - Lenovo X1 Carbon', '401(k) Plan Enrollment', 'Access', 'Acrobat', 'Add Beneficiaries', 'Add network switch to datacenter cabinet', 'Add/Remove users from group', and 'Create, edit or convert PDF'. A 'New' button is located in the top right corner of the table area.

| Name                                     | Short description                           | Active | Roles | Catalogs                | Category                 | Price    | Type | Updated             |
|------------------------------------------|---------------------------------------------|--------|-------|-------------------------|--------------------------|----------|------|---------------------|
| 3M Privacy Filter - Lenovo X1 Carbon     | Privacy Filter - X1 Carbon                  | true   |       | Service Catalog         | Peripherals              | \$43.19  | Item | 2022-11-20 20:46:33 |
| 3M Privacy Filter - MacBook Pro          | Privacy Filter                              | true   |       | Service Catalog         | Peripherals              | \$42.23  | Item | 2022-11-20 20:46:33 |
| 3M Privacy Filter - MacBook Pro Retina   | Privacy Filter                              | true   |       | Service Catalog         | Peripherals              | \$40.31  | Item | 2022-11-20 16:00:00 |
| 401(k) Plan Enrollment                   | Enroll in or modify your 401(k) plan        | true   |       | Human Resources Catalog | Benefits                 | \$0.00   | Item | 2016-08-18 10:52:30 |
| 401(k) Plan Enrollment Inquiry           | Ask a question about your retirement pla... | true   |       | Human Resources Catalog | Benefits                 | \$0.00   | Item | 2016-05-20 17:59:56 |
| 401(k) Retirement Plan Inquiry           | Ask a question about your existing plan     | true   |       | Human Resources Catalog | Benefits                 | \$0.00   | Item | 2016-05-20 17:59:55 |
| Access                                   | Microsoft Access                            | true   |       | Service Catalog         | Software                 | \$139.99 | Item | 2022-11-20 20:46:33 |
| Acrobat                                  | Adobe Acrobat                               | true   |       | Service Catalog         | Software                 | \$139.99 | Item | 2022-12-05 20:46:33 |
| Add Beneficiaries                        | Add or modify your beneficiaries            | true   |       | Human Resources Catalog | Benefits                 | \$0.00   | Item | 2016-06-13 16:48:57 |
| Add network switch to datacenter cabinet | This standard change template describes ... | true   |       | Service Catalog         | Network Standard Changes | \$0.00   | Item | 2024-10-21 07:20:03 |
| Add/Remove users from group              | Add/Remove users from group                 | true   |       | Service Catalog         | Services                 | \$0.00   | Item | 2022-12-05 10:17:33 |
| Create, edit or convert PDF              | Create, edit or convert PDF                 | true   |       | Service Catalog         | Software                 | \$0.00   | Item | 2022-12-05          |

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'



The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form. The form is titled 'Catalog Item - Laptop Request' and includes a navigation bar with 'Favorites', 'History', 'Workspaces', and 'Admin'. The main content area is divided into two sections: 'Item Details' and 'Process Engine'. The 'Item Details' section contains the following fields:

- Name:** Laptop Request (highlighted with a red box)
- Catalog:** Service Catalog (highlighted with a red box)
- Category:** Hardware (highlighted with a red box)
- State:** --None--
- Checked out:** --None--
- Owner:** System Administrator
- Application:** Global
- Active:** ☒
- Fulfillment automation level:** Unspecified

The 'Short description' field is highlighted with a red box and contains the text 'Use this item to request a new laptop'. The 'Description' field is empty and has a rich text editor toolbar.

## Activity 2: 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

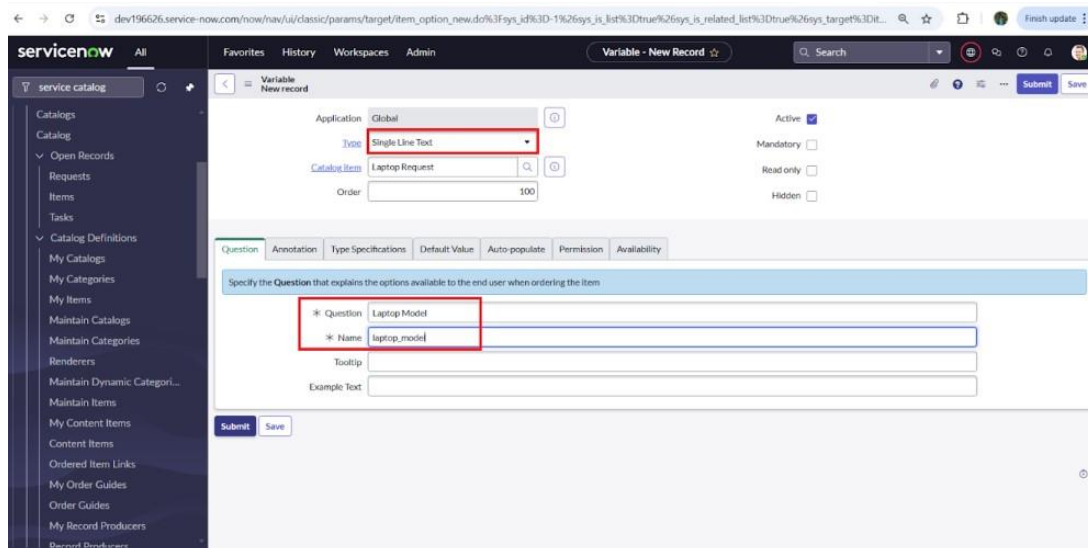
#### 1. Variable 1:Laptop Model

Type: Single line text

Name: laptop\_model

Order:100

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



dev196626.service-now.com/now/nav/ui/classic/params/target/item\_option\_new.do?sys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_is\_related\_list%3Dtrue%26sys\_target%3Dit...

service-now All Favorites History Workspaces Admin Variable - New Record

service catalog

Catalogs  
Catalog  
Open Records  
Requests  
Items  
Tasks  
Catalog Definitions  
My Catalogs  
My Categories  
My Items  
Maintain Catalogs  
Maintain Categories  
Renderers  
Maintain Dynamic Categor...  
Maintain Items  
My Content Items  
Content Items  
Ordered Item Links  
My Order Guides  
Order Guides  
My Record Producers  
Recent Disasters

Variable - New record

Application: Global  
Type: Single Line Text  
Catalog Item: Laptop Request  
Order: 100  
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  
Tooltip:  
Example Text:

Submit Save

## 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

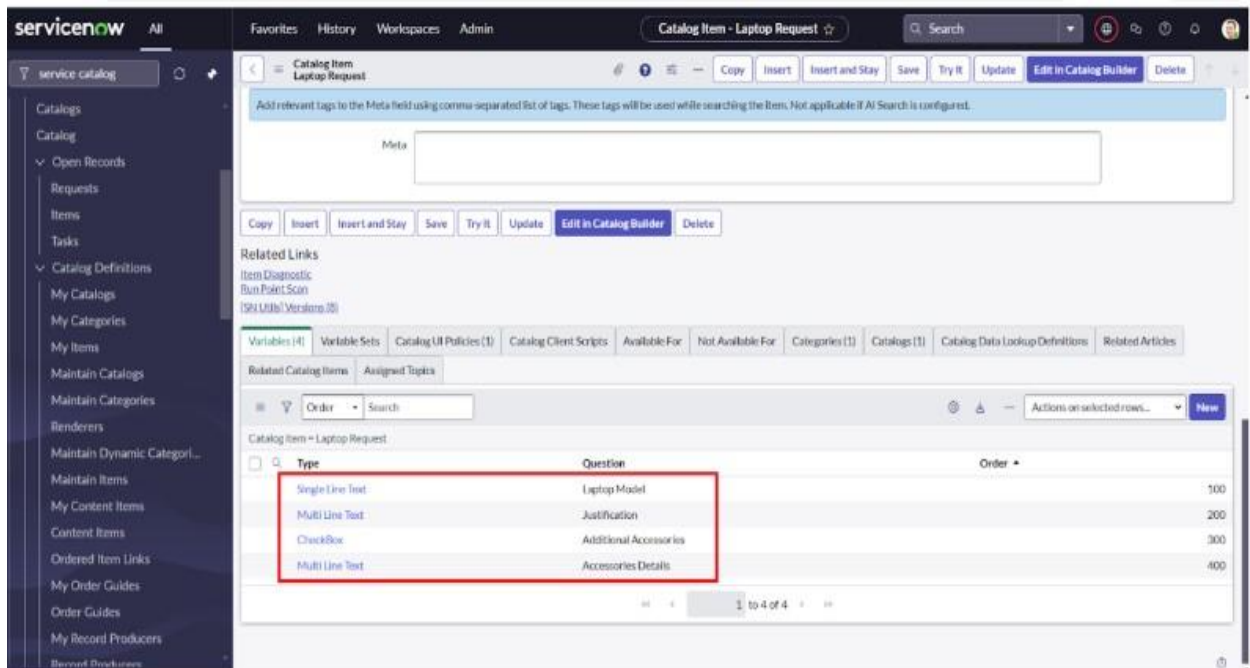
Type: Multi line text

Name:accessories\_details

Order:400

## Step2:

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



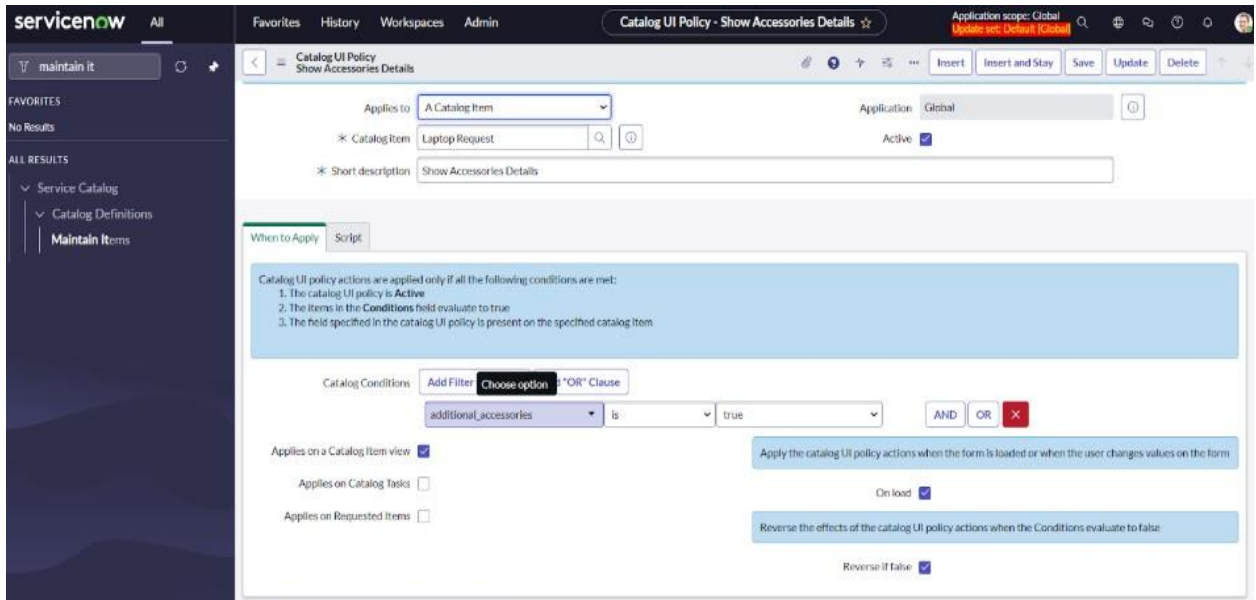
The screenshot shows the ServiceNow Catalog Builder interface for a 'Catalog Item - Laptop Request'. The 'Variables' tab is active, displaying a table of variables. A red box highlights the variables 'Justification', 'Additional Accessories', and 'Accessories Details'.

| 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 : UI Policy

### Activity : Create Catalog Ui policies

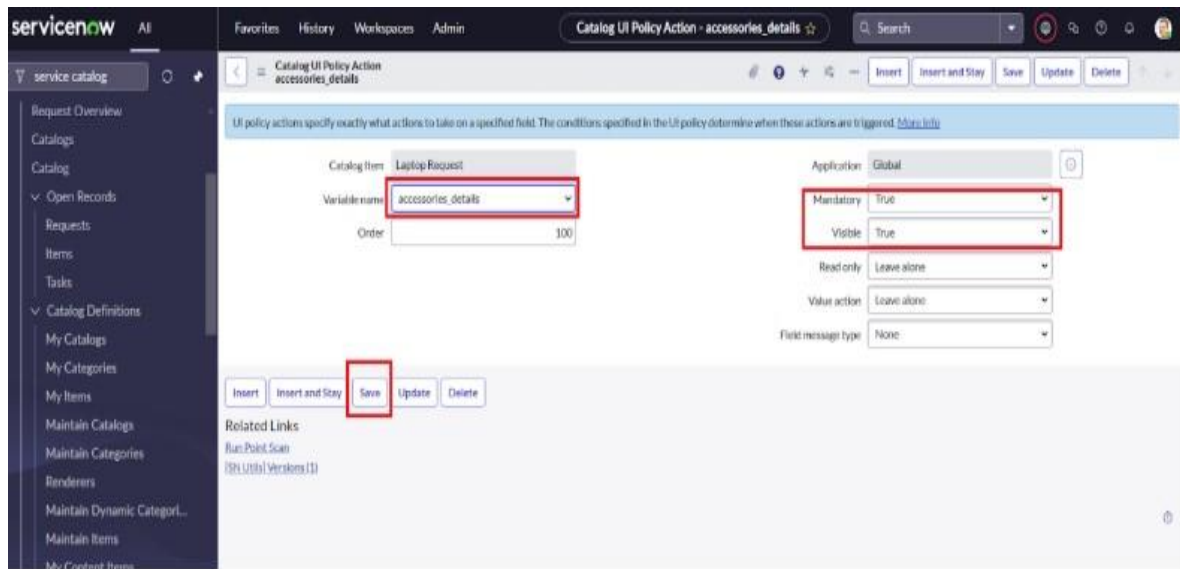
1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for 'laptop request' which is created before
4. Select 'laptop request' and scroll down click on "Catalog Ui policies"
5. In the catalog ui policies related list tab click on new
6. Give short description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



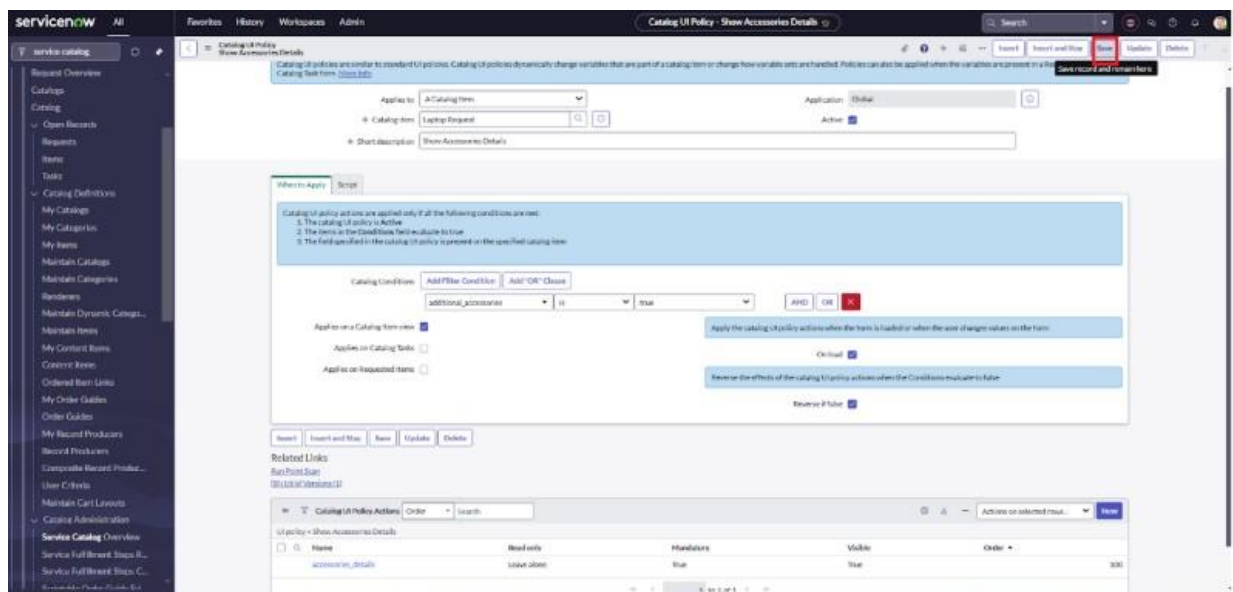
The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The left sidebar shows the navigation menu with 'Service Catalog' expanded and 'Catalog Definitions' selected. The main area is titled 'Catalog UI Policy - Show Accessories Details'. The 'Applies to' section is set to 'A Catalog Item' with the 'Catalog Item' field set to 'Laptop Request'. The 'Application' is set to 'Global' and the policy is 'Active'. The 'Short description' is 'Show Accessories Details'. The 'When to Apply' tab is selected, showing a list of conditions: '1. The catalog UI policy is Active', '2. The items in the Conditions hold evaluate to true', and '3. The field specified in the catalog UI policy is present on the specified catalog item'. Below this, the 'Catalog Conditions' section shows a filter for 'additional\_accessories' with the operator 'is' and the value 'true'. The 'Applies on a Catalog Item view' checkbox is checked. The 'Applies on Catalog Tasks' and 'Applies on Requested Items' checkboxes are unchecked. The 'On load' checkbox is checked. The 'Reverse if false' checkbox is checked.



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



The screenshot shows the 'Catalog UI Policy Action - accessories\_details' form in ServiceNow. The 'Variable name' is set to 'accessories\_details' and the 'Order' is 100. The 'Mandatory' and 'Visible' checkboxes are both checked. The 'Read only' and 'Value action' dropdowns are set to 'Leave alone'. The 'Field message type' is set to 'None'. The 'Save' button is highlighted with a red box.



The screenshot shows the 'Catalog UI Policy - Show Accessories Details' form. The 'Applies to' dropdown is set to 'A Catalog Item'. The 'Catalog Item' dropdown is set to 'Laptop Request'. The 'Short description' is 'Show Accessories Details'. The 'When to Apply' section is expanded, showing conditions: 'The catalog UI policy is Active', 'The item in the Condition field evaluates to true', and 'The field specified in the catalog UI policy is present in the specified catalog item'. The 'Catalog Conditions' section shows 'Additional Accessories' with a value of 'true'. The 'Apply on Catalog Item' checkbox is checked. The 'Apply on Catalog Item' checkbox is checked. The 'Apply on Requested Item' checkbox is unchecked. The 'Save' button is highlighted with a red box.



## Milestone 4 : UI Action

### Activity : Create ui action

1. Open service now.
2. Click on All >> search for ui action
3. Select ui actions under system definition
4. Click on new
5. Fill the following details to create ui action

Table: shopping cart(sc\_cart)

Order:100

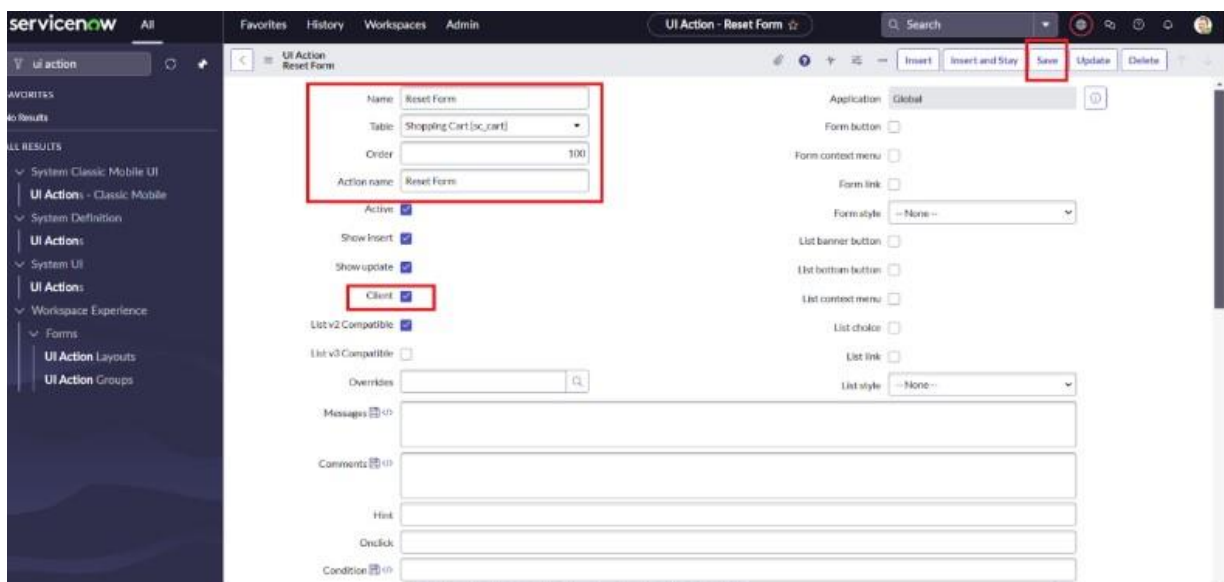
Action name: Reset form

Client : checked

Script:

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

Click on save

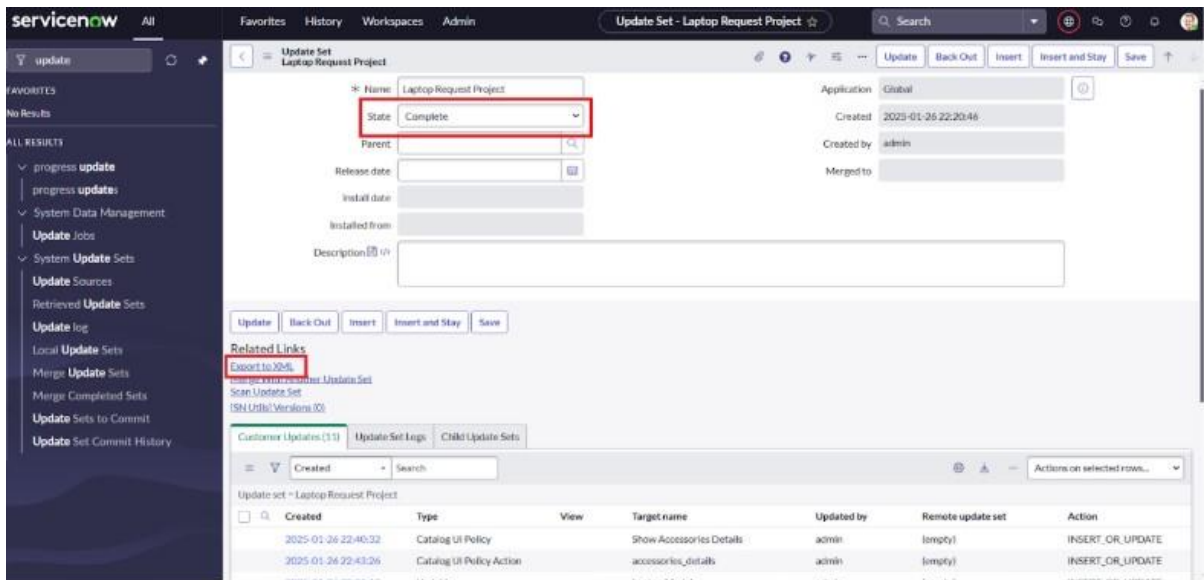


The screenshot shows the ServiceNow 'UI Action - Reset Form' configuration page. The left sidebar contains a navigation menu with 'UI Action' selected. The main form area is divided into two columns. The left column contains fields for 'Name' (Reset Form), 'Table' (Shopping Cart [sc\_cart]), 'Order' (100), and 'Action name' (Reset Form). Below these are checkboxes for 'Active', 'Show insert', 'Show update', 'Client' (checked), 'List v2 Compatible', and 'List v3 Compatible'. The right column contains fields for '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', and 'List style' (None). At the bottom, there are sections for 'Messages', 'Comments', 'Hint', 'OnClick', and 'Condition'. The 'Save' button is highlighted with a red box in the top right corner of the form area.

## Milestone 5 : Export Update set

### Activity : 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



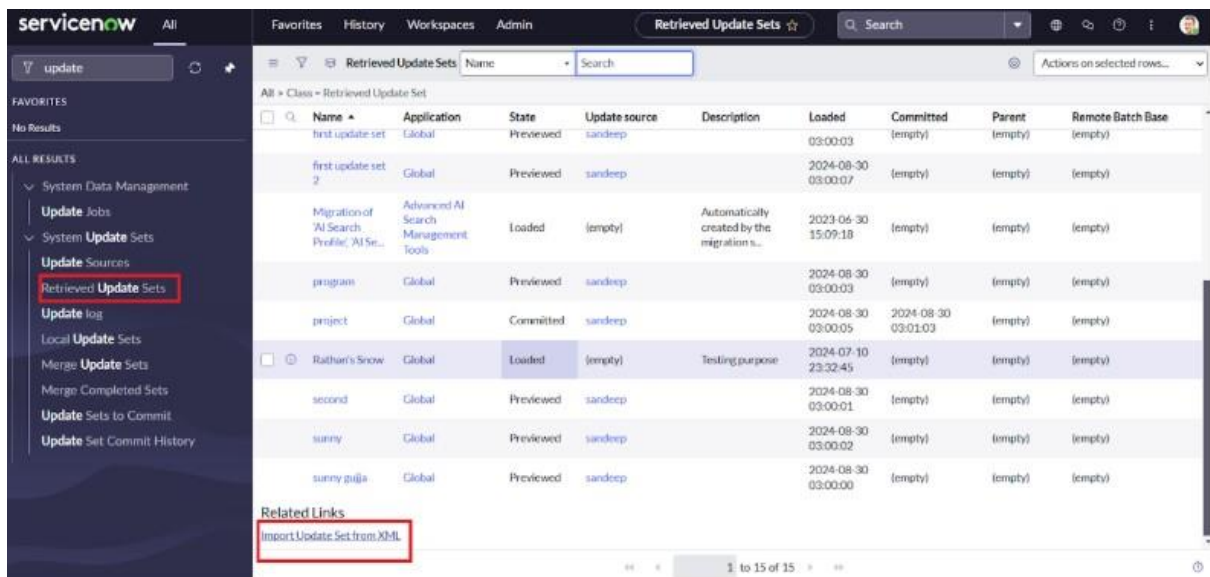
The screenshot shows the ServiceNow interface for an update set named 'Laptop Request Project'. The 'State' is set to 'Complete'. The 'Export to XML' link is highlighted in the 'Related Links' section. Below, the 'Customer Updates' table shows two entries:

| Created             | Type                     | View | Target name              | Updated by | Remote update set | Action           |
|---------------------|--------------------------|------|--------------------------|------------|-------------------|------------------|
| 2025-01-26 22:40:32 | Catalog UI Policy        |      | Show Accessories Details | admin      | (empty)           | INSERT_OR_UPDATE |
| 2025-01-26 22:43:26 | Catalog UI Policy Action |      | accessories_details      | admin      | (empty)           | INSERT_OR_UPDATE |

## Milestone 6 : Login to another Instance

### Activity : 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



**ServiceNow - Retrieved Update Sets**

Search:

Actions on selected rows...

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

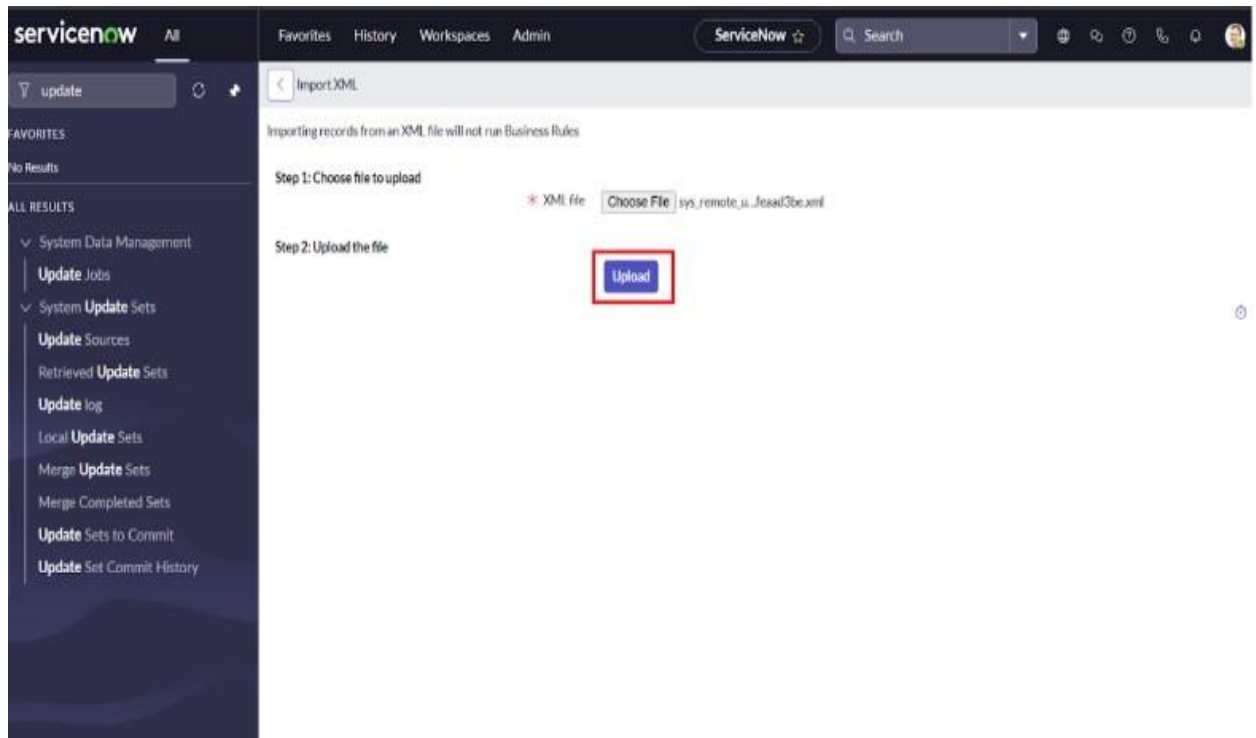
**Related Links**

[Import Update Set from XML](#)

1 to 15 of 15

7.Upload the downloaded file in XML file

8.Click on Upload and it gets uploaded.



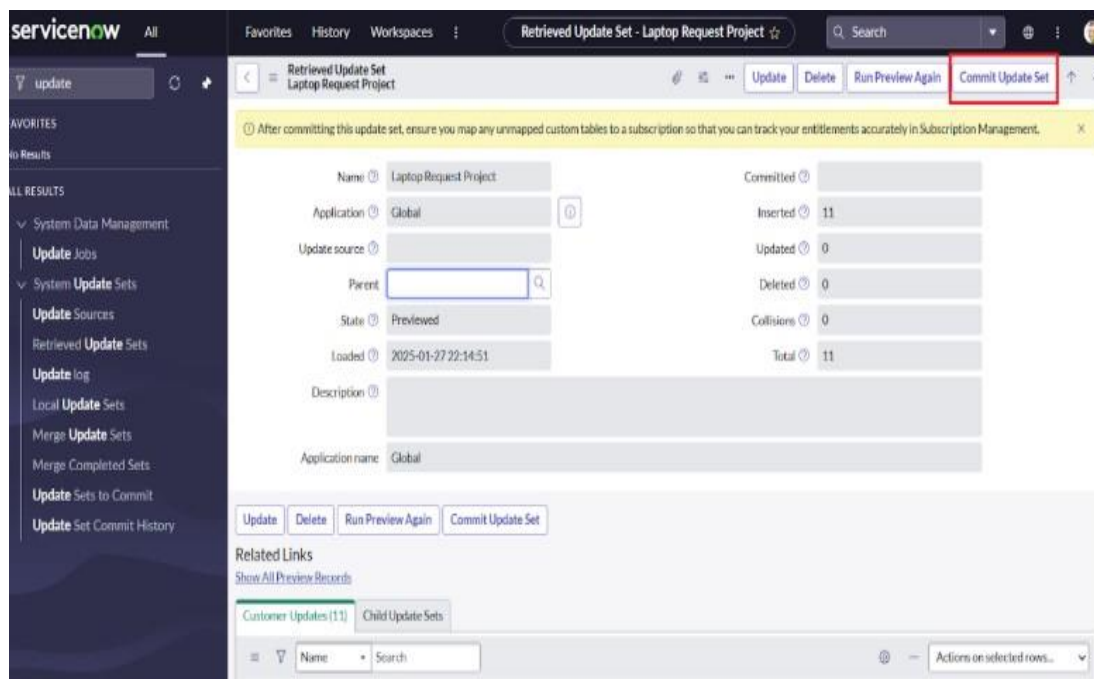
**9.**Open retrieved update set ‘laptop request project’

**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



**servicenow** All Favorites History Workspaces Retrieved Update Set - Laptop Request Project

Retrieved Update Set Laptop Request Project

Update Delete Run Preview Again **Commit 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 Project | Committed  | 11 |
| Application      | Global                 | Inserted   | 11 |
| Update source    |                        | Updated    | 0  |
| Parent           |                        | Deleted    | 0  |
| State            | Previewed              | Collisions | 0  |
| Loaded           | 2025-01-27 22:14:51    | Total      | 11 |
| Description      |                        |            |    |
| Application name | Global                 |            |    |

Update Delete Run Preview Again Commit Update Set

**Related Links**

Show All Preview Records

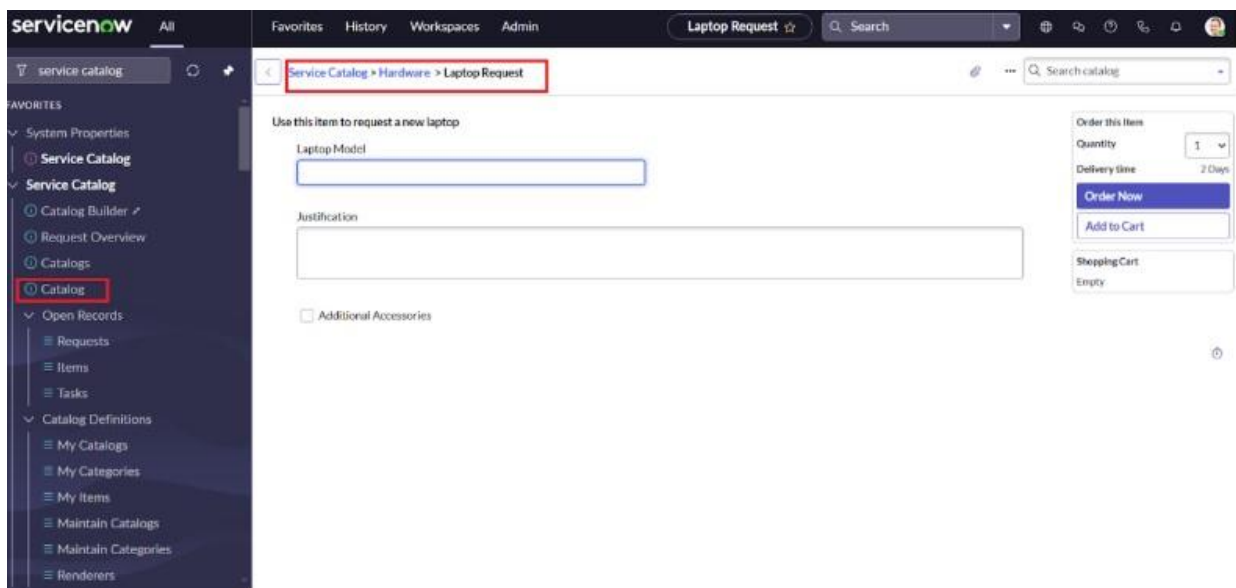
Customer Updates (11) Child Update Sets

Name Search Actions on selected rows...

## Milestone 7 : Testing

### Activity : Test Catalog Item

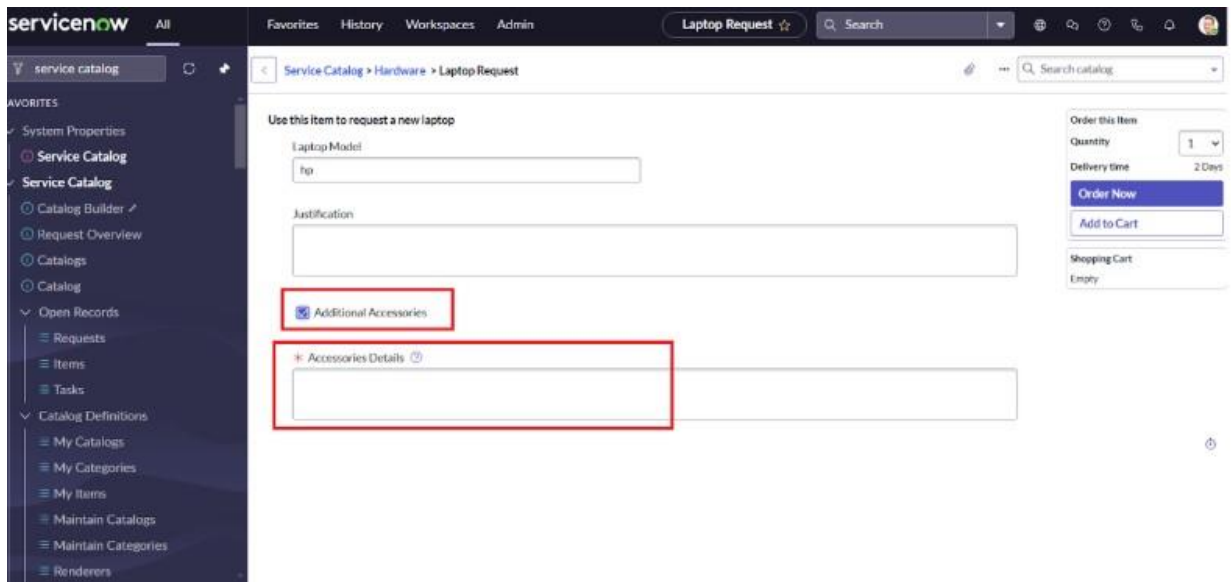
1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it
5. It shows three variables only



The screenshot displays the ServiceNow application interface. On the left, the 'Service Catalog' menu is expanded, and the 'Catalog' option is highlighted. The main content area shows the 'Laptop Request' form, which includes a 'Laptop Model' input field, a 'Justification' text area, and a checkbox for 'Additional Accessories'. On the right side, there is a 'Shopping Cart' section with a quantity of 1 and a delivery time of 2 days. The 'Order Now' button is visible, along with an 'Add to Cart' button.

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

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



The screenshot displays the ServiceNow interface for a 'Laptop Request' form. The left sidebar shows the navigation menu with 'Service Catalog' selected. The main form area is titled 'Service Catalog > Hardware > Laptop Request'. The form includes fields for 'Laptop Model' (containing 'hp'), 'Justification', and a section for 'Additional Accessories'. The 'Additional Accessories' checkbox is checked and highlighted with a red box. Below it, the 'Accessories Details' field is also highlighted with a red box. On the right side, there is a summary section with 'Order this Item', 'Quantity' (1), 'Delivery time' (2 Days), and buttons for 'Order Now' and 'Add to Cart'. The 'Shopping Cart' is shown as '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.

