

Laptop Request Catalog Item

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Team Size: 5

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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. **Define Requirements:** Identify the necessary fields and functionality for the laptop request form, such as:

- Employee details (name, email, department)

- Laptop specifications (type, model, operating system)

- Business justification for the request

- Dynamic fields (e.g., dependent fields that change based on user input)

2. **Design the Form:** Create a user-friendly form with clear instructions and dynamic behavior, using a Service Catalog platform (e.g., ServiceNow).

3. **Configure Dynamic Fields:** Set up dynamic fields that change based on user input, such as:

- Dependent fields (e.g., laptop model options change based on selected type)

- Conditional logic (e.g., show/hide fields based on user input)

4. **Add Reset Functionality:** Include a reset button that clears the form and resets dynamic fields to their default state.

5. **Implement Governance and Tracking:** Configure the system to track all changes made to the form and requests, including:

- Audit logs

- Change history

Request status updates

6. **Test and Refine:** Test the Service Catalog item and refine it based on user feedback and testing results.

7. **Deploy and Train:** Deploy the Service Catalog item and provide training to employees on how to use it.

Skills:

1. **ServiceNow Development:** Knowledge of ServiceNow platform, including creating Service Catalog items, forms, and workflows.

2. **Form Building:** Experience with designing and building forms with dynamic behavior, conditional logic, and dependent fields.

3. **Workflow Automation:** Understanding of workflow automation and how to create workflows that integrate with the Service Catalog item.

4. **Scripting:** Familiarity with scripting languages like JavaScript or Jelly scripting for advanced form behavior and automation.

Update Set

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.

WhatsApp - Student - ServiceNow Developers - Update Sets | ServiceNow

dev283367.service-now.com/now/nav/ui/classic/params/target/sys_update_set_list.do

servicenow

All Favorites History Workspaces Admin

Update Sets

Search

Actions on selected rows...

New

All

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Security Center	In progress		2025-06-04 09:27:32	system	(empty)	(empty)
Default	Global	In progress		2025-06-04 08:18:15	system	(empty)	(empty)
Default	Pipeline	In progress		2025-09-02 20:00:03	system	(empty)	(empty)
Laptop Request	Global	In progress		2025-09-03 20:50:30	admin	(empty)	(empty)
Laptop Request	Global	Complete		2025-09-02 07:09:43	admin	(empty)	(empty)

Related Links

Merge Update Sets

1 to 5 of 5

29°C Partly sunny 09:21 04-09-2025

Service Catalog Item

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 'New record' form for a Catalog Item. The browser tabs include 'WhatsApp', '- Student', 'ServiceNow Developers', and 'Catalog Items | ServiceNow'. The URL is 'dev283367.service-now.com/now/nav/ui/classic/params/target/sc_cat_item_list.do%3Fsysparm_userpref_module%3Dd420ccf0c611227a006d23ea39bc4207%26sysparm_query%3Dt...'. The ServiceNow header shows 'Catalog Items' with a search bar and a timer at 00:00:44. The breadcrumb is 'Catalog Item > New record'. The form fields are:

- Name:
- Application: Global
- Catalogs:
- Category:
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator
- Active: ☒
- Roles:
- Fulfillment automation level: Unspecified

Below the form is a tabbed section with 'Item Details' selected. It contains:

- Short description:
- Description:

The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with weather (29°C Partly sunny), time (09:25), and date (04-09-2025).

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 web interface for creating a new catalog item. The browser tabs include 'WhatsApp', '- Student', 'ServiceNow Developers', and 'Laptop Request | Catalog Item'. The URL is 'dev283367.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D435f334983bf2210485854b6fead3ca%26sysparm_view%3D%26sysparm_domain%3D...'. The page title is 'Catalog Item - Laptop Request'. The form includes a header with 'Catalog Item - Laptop Request' and buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. A blue information box states: '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.' The form fields are: Name (Laptop Request), Application (Global), Catalogs (Service Catalog), Category (Hardware), State (-- None --), Checked out (-- None --), Owner (System Administrator), Active (checked), and Fulfillment automation level (Unspecified). Below the form is a tabbed interface with 'Item Details' selected. The 'Short description' field contains 'Use this item to request a new laptop'. The 'Description' field has a rich text editor with a toolbar showing bold, italic, underline, link, unlink, list, and other formatting options.

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

The screenshot shows the ServiceNow 'Variable - New Record' form. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a 'Variable - New Record' button. The form fields are as follows:

- Application:** Global (with an information icon)
- Type:** Single Line Text (dropdown menu)
- Catalog item:** Laptop Request (with a search icon and an information icon)
- Order:** 100
- Active:** ☒
- Mandatory:** ☐
- Read only:** ☐
- Hidden:** ☐

Below these fields is a tabbed interface with tabs: Question, Annotation, Type Specifications, Default Value, Auto-populate, Permission, and Availability. The 'Question' tab is active, showing a text area with the instruction: 'Specify the Question that explains the options available to the end user when ordering the item'. Below this are several input fields:

- * Question: Laptop Model
- * Name: laptop_model
- Conversational label: (empty)
- Tooltip: (empty)
- Example Text: (empty)

A 'Submit' button is located at the bottom left of the form. The bottom of the screenshot shows a Windows taskbar with the search bar, taskbar icons, and system tray information (29°C, Partly sunny, 09:28, 04-09-2025).

2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

WhatsApp

- Student

ServiceNow Developers

New Record | Variable | ServiceNow

dev283367.service-now.com/now/nav/ui/classic/params/target/item_option_new.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Ditem_o...

servicenow

All Favorites History Workspaces

Variable - New Record

Search

00:01:53

Submit

Variable New record

Submit

ApplicationGlobal

Active☒

TypeMulti Line Text

Mandatory☐

Catalog itemLaptop Request

Read only☐

Order200

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

* QuestionJustification

* Namejustification

Conversational label

Tooltip

Example Text

Submit

Type here to search

29°C Partly sunny

09:29 04-09-2025

3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

dev283367.service-now.com/now/nav/ui/classic/params/target/item_option_new.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Ditem_o...

servicenow All Favorites History Workspaces Variable - New Record Search 00:02:40

Variable New record Submit

Application Global ⓘ

Type CheckBox

Catalog Item Laptop Request ⓘ

Order 300

Active ☒

Selection Required ☐

Read only ☐

Hidden ☐

Question 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 Additional Accessories

* Name additional_accessories

Conversational label

Tooltip

Submit

Type here to search 29°C Partly sunny 09:30 04-09-2025

4. Variable 4: Accessories Details

Type: Multi line text

Name:accessories_details

Order:400

WhatsApp - Student ServiceNow Developers New Record | Variable | ServiceNow

dev283367.service-now.com/now/nav/ui/classic/params/target/item_option_new.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Ditem_o...

servicenow All Favorites History Workspaces Variable - New Record Search 00:03:39

Variable New record Submit

Application Global Active ☒

Type Multi Line Text Mandatory ☐

Catalog item Laptop Request Read only ☐

Order 400 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 Accessories Details

* Name accessories_details

Conversational label

Tooltip

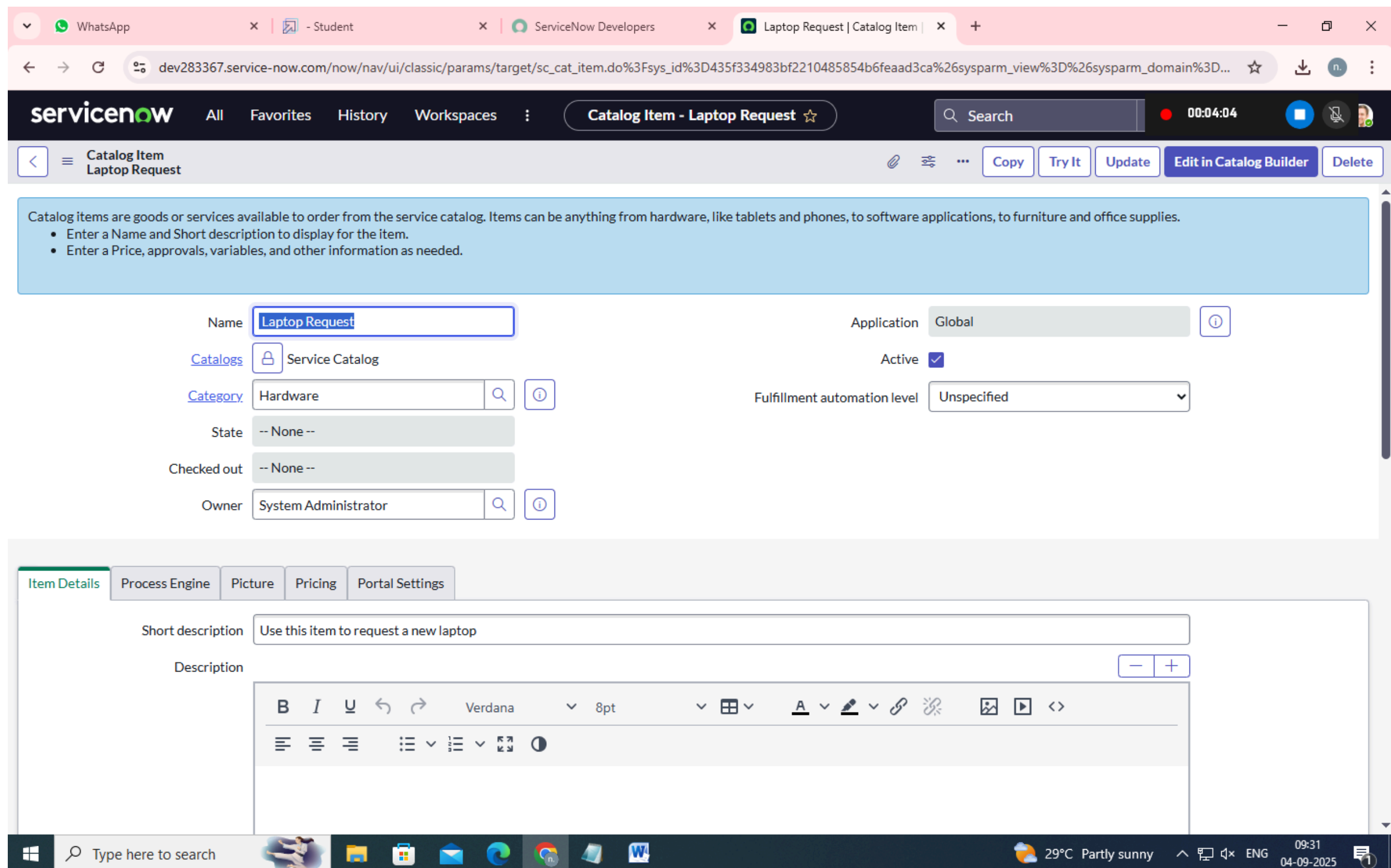
Example Text

Submit

Type here to search 29°C Partly sunny 09:31 04-09-2025

Step2:

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



Ui Policy

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]

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The browser tabs include WhatsApp, Student, ServiceNow Developers, and the current page 'show accessories details | Catalog UI Policy'. The URL is dev283367.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D43e14c1d83bf2210485854b6feaad377%26sysparm_view%3D%26sysparm_domain... The page title is 'Catalog UI Policy - show accessories...'. The breadcrumb is 'Catalog UI Policy > show accessories details'. The page has 'Update' and 'Delete' buttons. A blue information box states: 'Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. [More Info](#)'. The configuration fields are: 'Applies to' (A Catalog Item), 'Application' (Global), 'Catalog item' (Laptop Request), 'Active' (checked), and 'Short description' (show accessories details). Below these are two tabs: 'When to Apply' and 'Script'. The 'When to Apply' tab is active. It contains a blue information box: 'Catalog UI policy actions are applied only if all the following conditions are met: 1. The catalog UI policy is Active 2. The items in the Conditions field evaluate to true 3. The field specified in the catalog UI policy is present on the specified catalog item'. Below this is the 'Catalog Conditions' section with 'Add Filter Condition' and 'Add "OR" Clause' buttons. A condition is added: 'additional_accessories' is 'true'. There are 'AND', 'OR', and 'X' buttons. Below the conditions are three checkboxes: 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). To the right of these are two blue boxes: 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' with 'On load' checked, and 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' with 'Reverse if false' checked. The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with weather (29°C Partly sunny) and date/time (09:37 04-09-2025).

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 ServiceNow web interface for creating a new Catalog UI Policy Action. The browser tabs include WhatsApp, Student, ServiceNow Developers, and the active tab 'New Record | Catalog UI Policy'. The URL is 'dev283367.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy_action.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3D...'. The page title is 'Catalog UI Policy Action - New Reco...'. The breadcrumb shows 'Catalog UI Policy Action' and 'New record'. A 'Submit' button is in the top right. A blue informational bar states: 'UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)'. The form fields are organized into two columns. The left column contains: 'Catalog Item' (text input with 'Laptop Request'), 'Variable name' (dropdown menu with 'accessories_details'), and 'Order' (text input with '100'). The right column contains: 'Application' (dropdown menu with 'Global'), 'Mandatory' (dropdown menu with 'True'), 'Visible' (dropdown menu with 'True'), 'Read only' (dropdown menu with 'Leave alone'), 'Value action' (dropdown menu with 'Leave alone'), and 'Field message type' (dropdown menu with 'None'). A 'Submit' button is located at the bottom left of the form area. The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with weather (29°C Partly sunny), time (09:38), and date (04-09-2025).

Ui Action

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

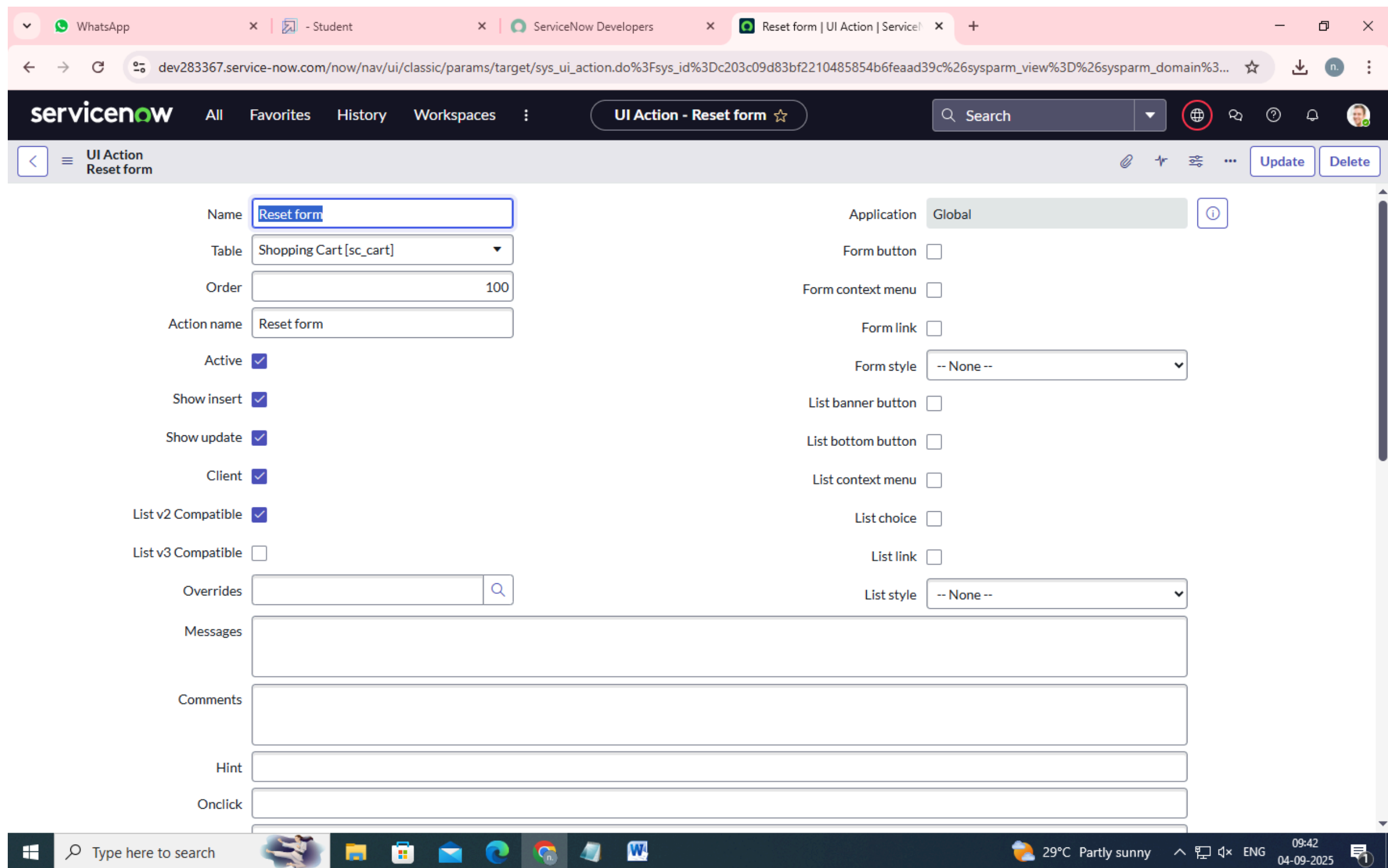
Action name: Reset form

Client : checked

Script:

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

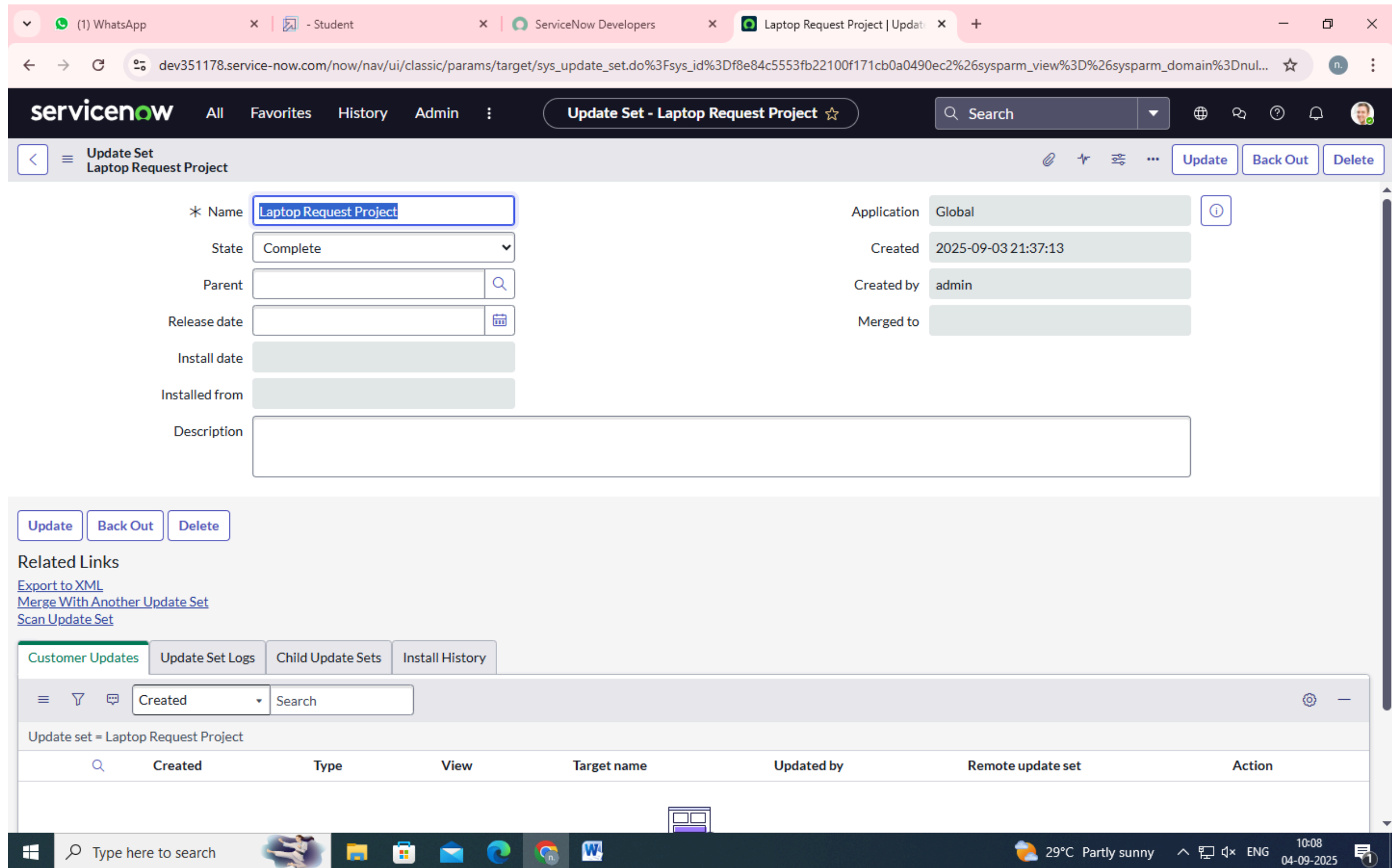
Click on save



Export Update Set

Exporting Changes To Another Instances

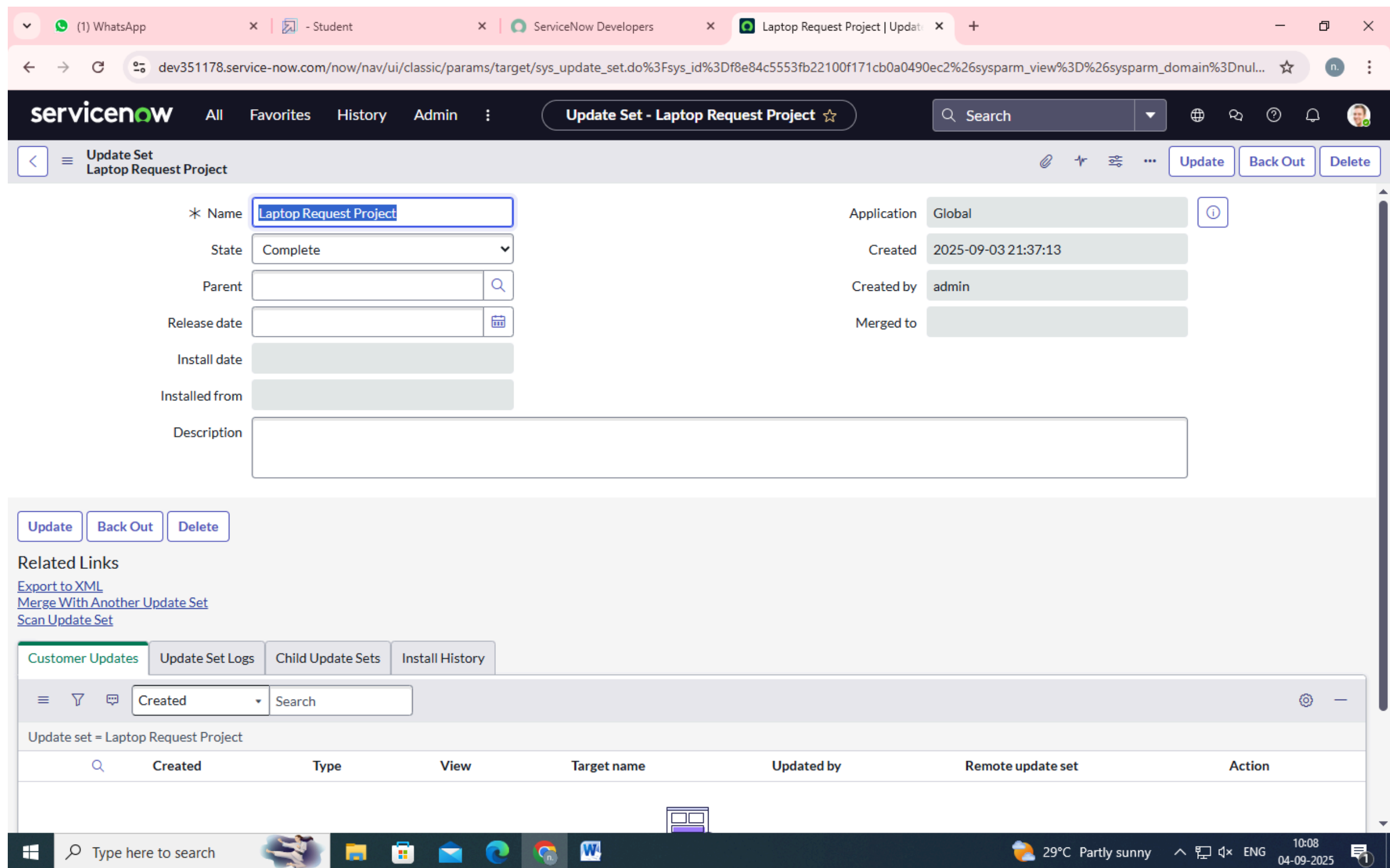
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML, it download one file



Login To Another Instance

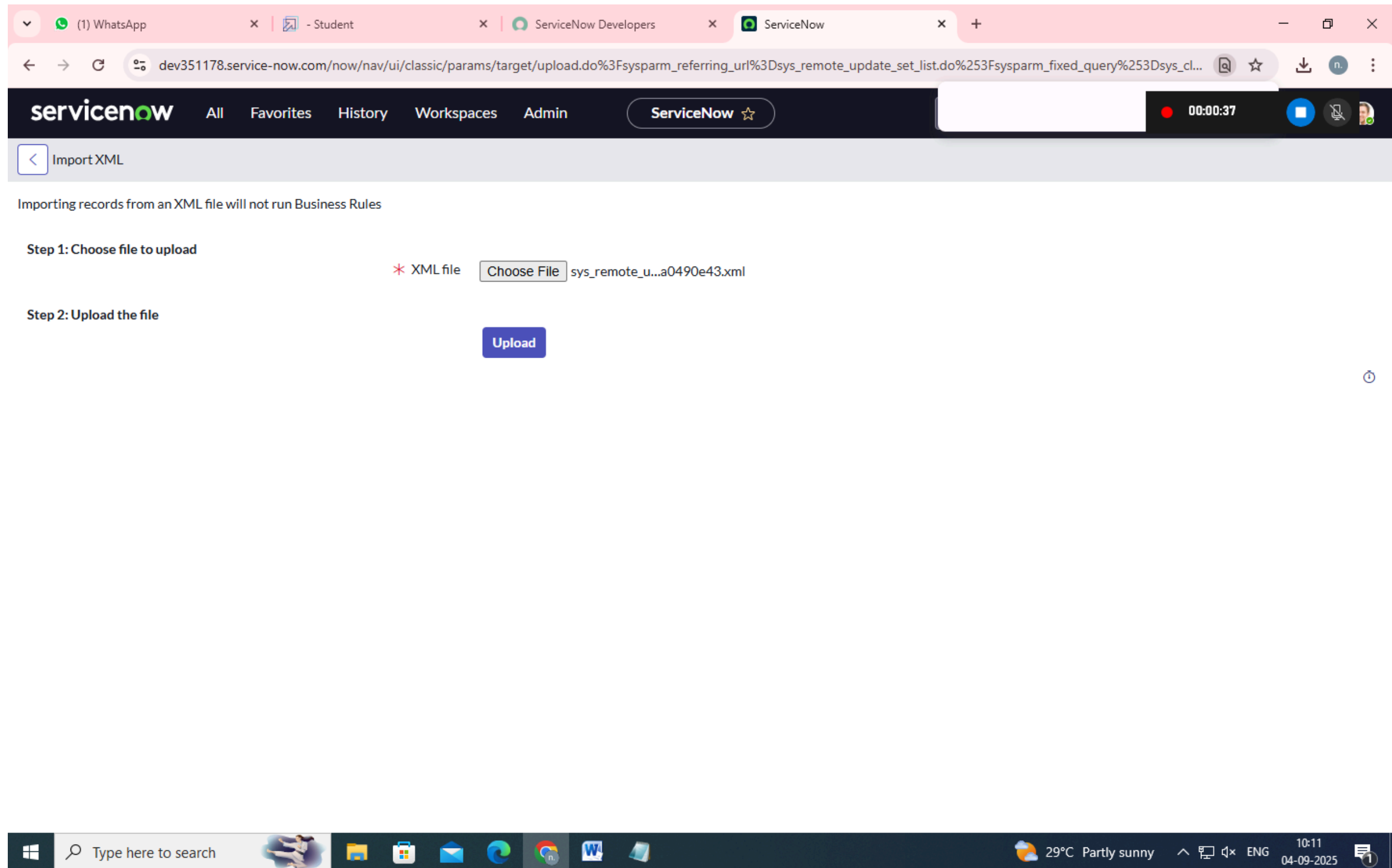
Retrieving The Update Set

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.



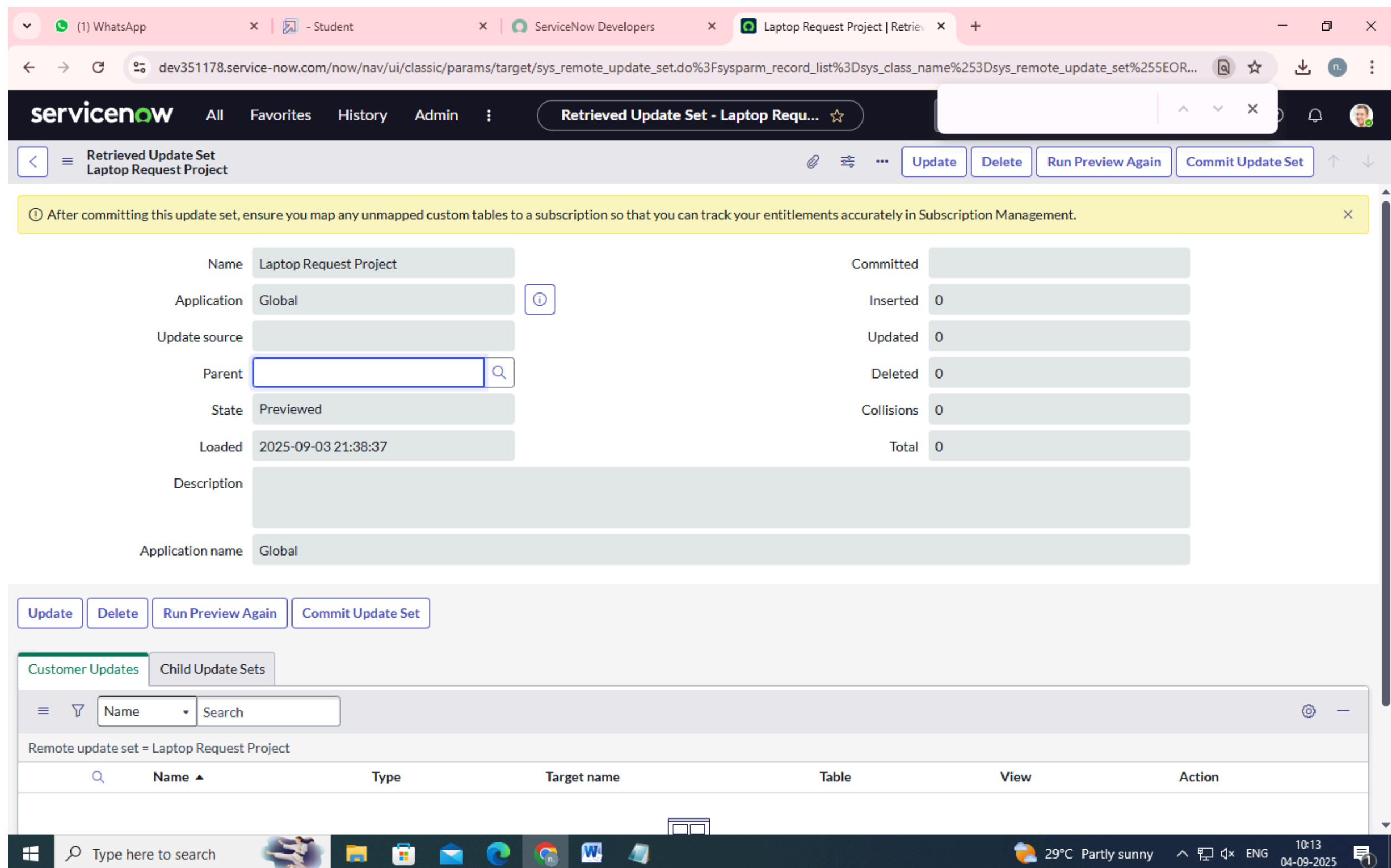
9. Open retrieved update set 'laptop request project'

10. Click on preview update set

11. And click on commit update set

12. And also see the related tab updates

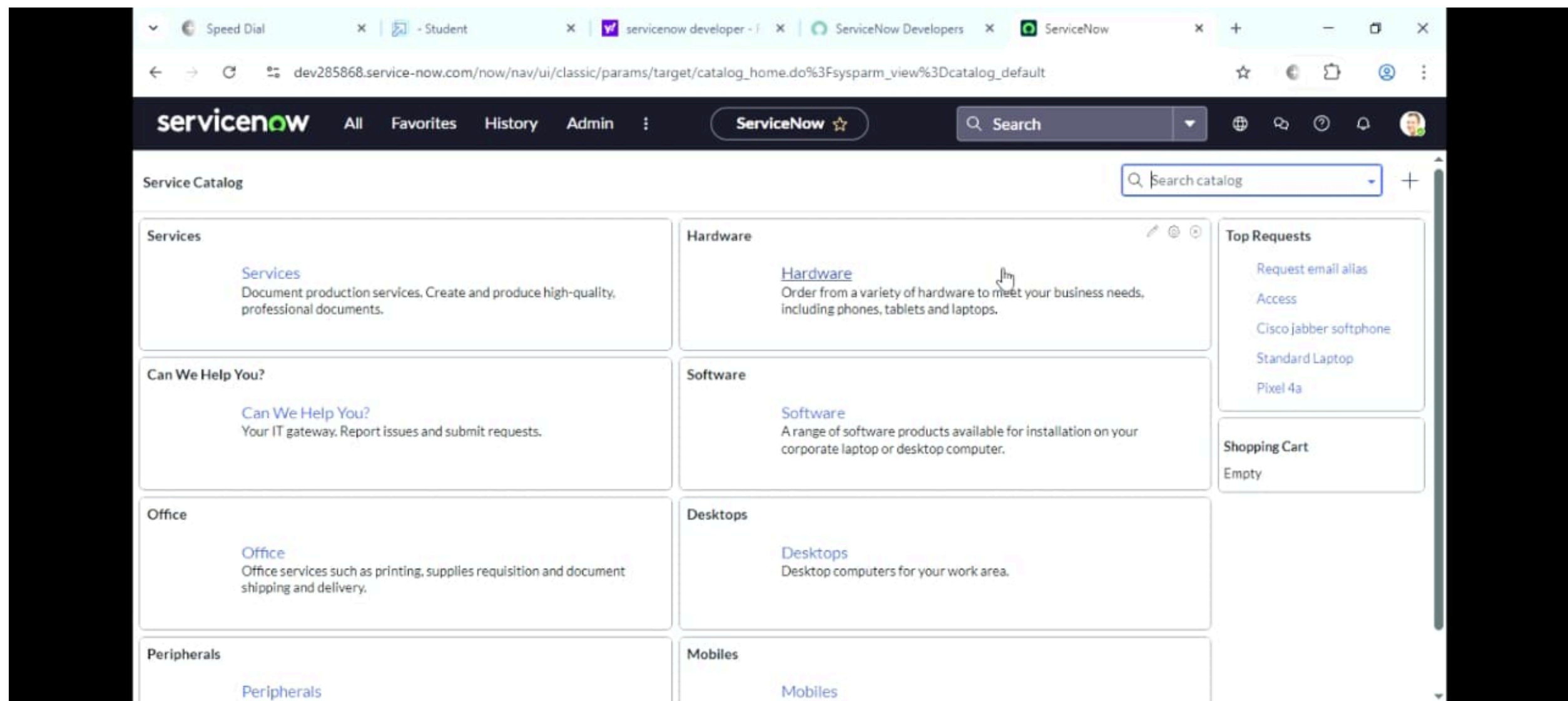
13. After committing update set in this instance we get all updates which are done in the previous instance



Testing

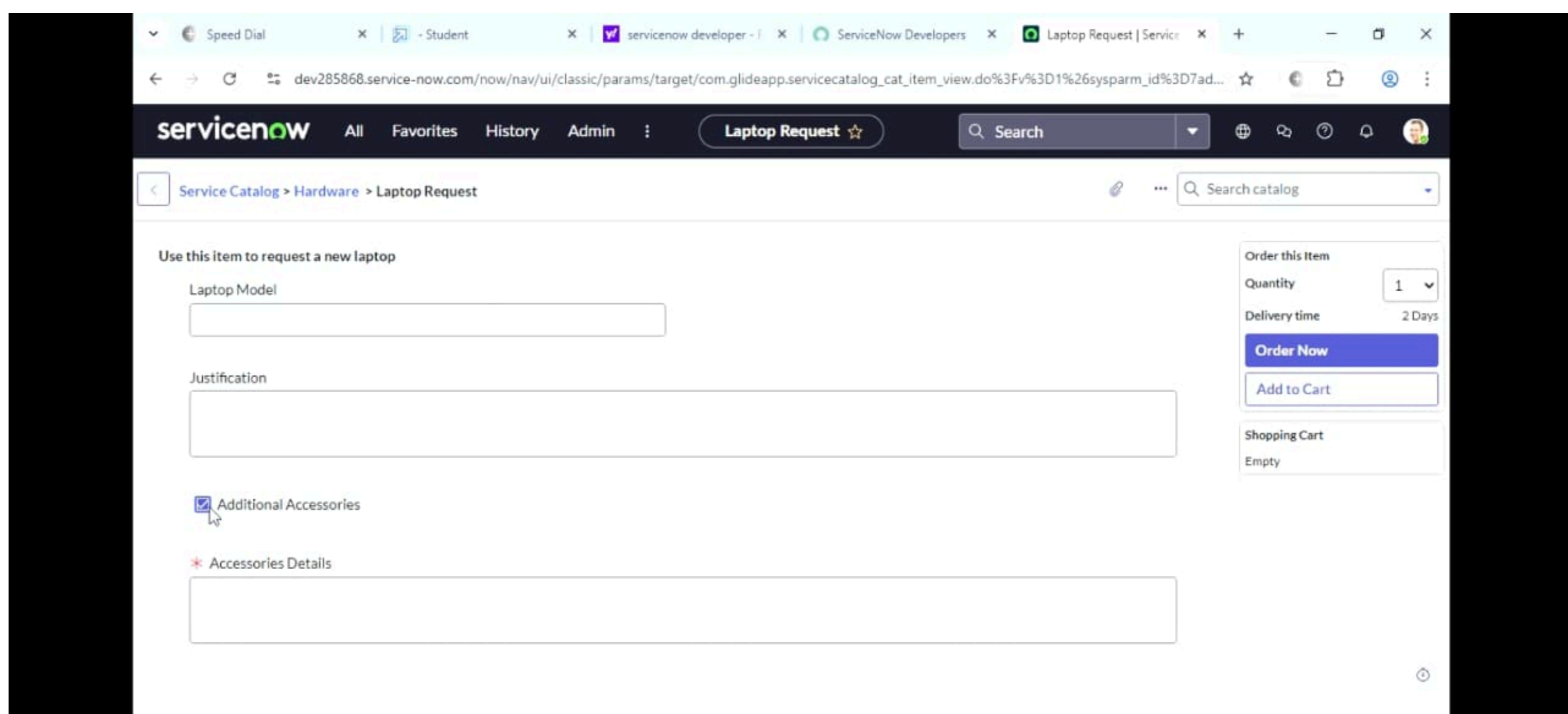
Test Catalog Item

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 fulfils 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.