

Laptop Request Catalog Item

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.

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.

servicenow All Favorites History Workspaces Admin Update Sets

Search

Update Sets Name 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 'Catalog Item' 'New record' form. The form is divided into two main sections. The top section contains fields for 'Name', 'Application' (set to 'Global'), 'Active' (checked), 'Roles', 'State' (set to '-- None --'), 'Checked out' (set to '-- None --'), 'Owner' (set to 'System Administrator'), and 'Fulfillment automation level' (set to 'Unspecified'). The bottom section has tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is selected, showing a 'Short description' field and a 'Description' field with expand/collapse buttons.

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 search bar and navigation links like '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 include:

- Name:** Laptop Request
- Application:** Global
- Active:** ☒
- Fulfillment automation level:** Unspecified
- Category:** Hardware
- State:** -- None --
- Checked out:** -- None --
- Owner:** System Administrator

Below the form fields are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a rich text editor.

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

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 00:01:03

Variable New record Submit

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

Conversational label

Tooltip

Example Text

Submit

Type here to search 29°C Partly sunny 09:28 04-09-2025

2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

WhatsApp x - Student x ServiceNow Developers x New Record | Variable | ServiceNow x

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

Variable New record Submit

Application Global ⓘ

Type Multi Line Text

Catalog Item Laptop Request ⓘ

Order 200

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 Justification

* Name justification

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

Application Global ⓘ

Type ☐

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

29°C Partly sunny 09:30 04-09-2025

4. Variable 4: Accessories Details

Type: Multi line text

Name:accessories_details

Order:400

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...

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

Variable New record Submit

Application Global ⓘ

Type Multi Line Text

Catalog Item Laptop Request ⓘ

Order 400

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 Accessories Details

* Name accessories_details

Conversational label

Tooltip

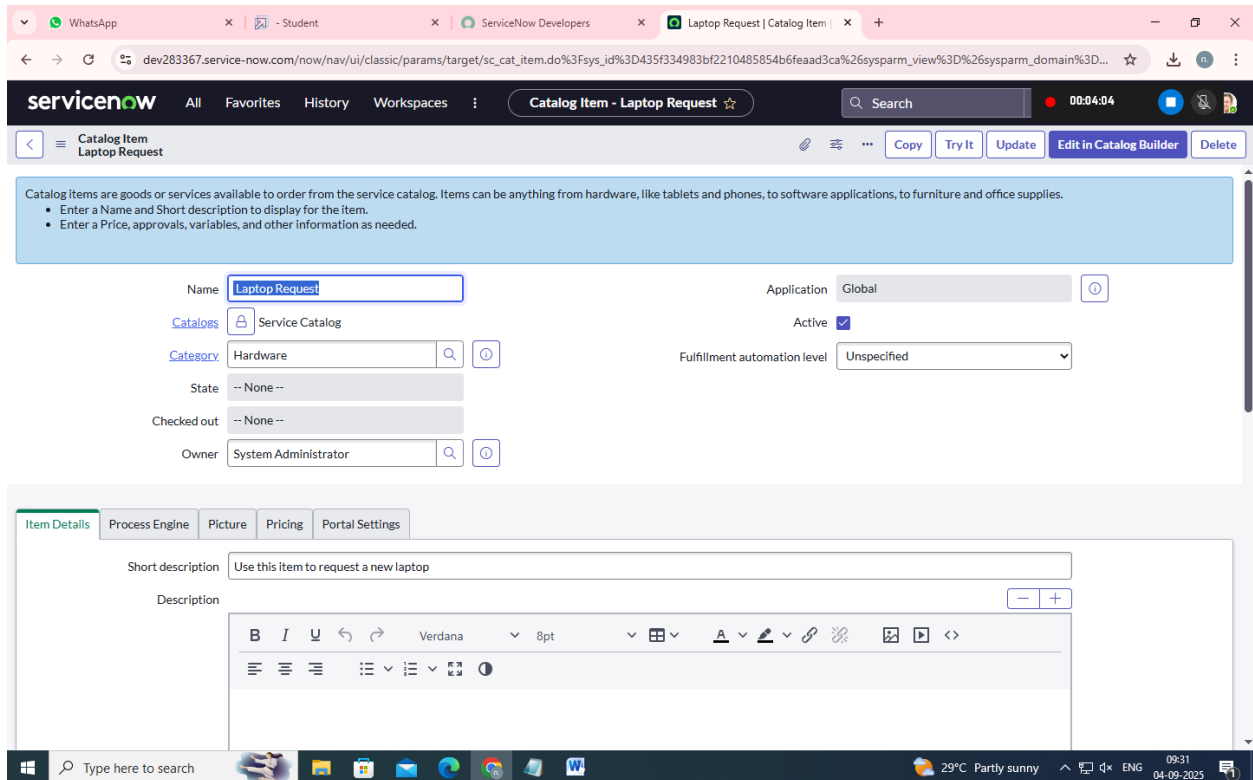
Example Text

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%3D43e14c1d83bf2210485854b6fead377%26sysparm_view%3D%26sysparm_domain...'. The page title is 'Catalog UI Policy - show accessories...'. The main content area is titled 'Catalog UI Policy show accessories details'. It includes a description: '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 is a 'When to Apply' tab with a 'Script' sub-tab. A blue box contains the conditions: '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'. The 'Catalog Conditions' section shows a single condition: 'additional_accessories is true'. There are buttons for 'Add Filter Condition' and 'Add "OR" Clause'. Below the conditions, there are checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). On the right, there 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 bottom of the page shows a Windows taskbar with the search bar, taskbar icons, and system tray information: 29°C, Partly sunny, 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 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 Record". The form contains the following fields:

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

Below the form is a "Submit" button. A blue banner at the top of the form area 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 Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with weather (29°C Partly sunny) and date/time (09:38 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

The screenshot shows the ServiceNow UI Action configuration interface. The browser tabs include WhatsApp, Student, ServiceNow Developers, and the current page 'Reset form | UI Action | ServiceNow'. The URL is a long alphanumeric string. The ServiceNow header shows 'servicenow' and navigation links like All, Favorites, History, and Workspaces. The page title is 'UI Action - Reset form'. The configuration form includes fields for Name (Reset form), Table (Shopping Cart [sc_cart]), Order (100), Action name (Reset form), and checkboxes for Active, Show insert, Show update, Client, List v2 Compatible, and List v3 Compatible. There are also dropdowns for Application (Global), Form style (-- None --), and List style (-- None --). The bottom section has text areas for Messages, Comments, Hint, and Onclick. The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with weather (29°C Partly sunny) and date/time (09:42 04-09-2025).

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

The screenshot displays the ServiceNow interface for an update set named 'Laptop Request Project'. The form includes the following fields:

- Name: Laptop Request Project
- State: Complete
- Application: Global
- Created: 2025-09-03 21:37:13
- Created by: admin
- Merged to: (empty)

Buttons for 'Update', 'Back Out', and 'Delete' are located below the form. A 'Related Links' section provides links for 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'.

At the bottom, the 'Customer Updates' tab is active, showing a table with the following columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. The table currently contains one entry with the value 'Created' in the first column.

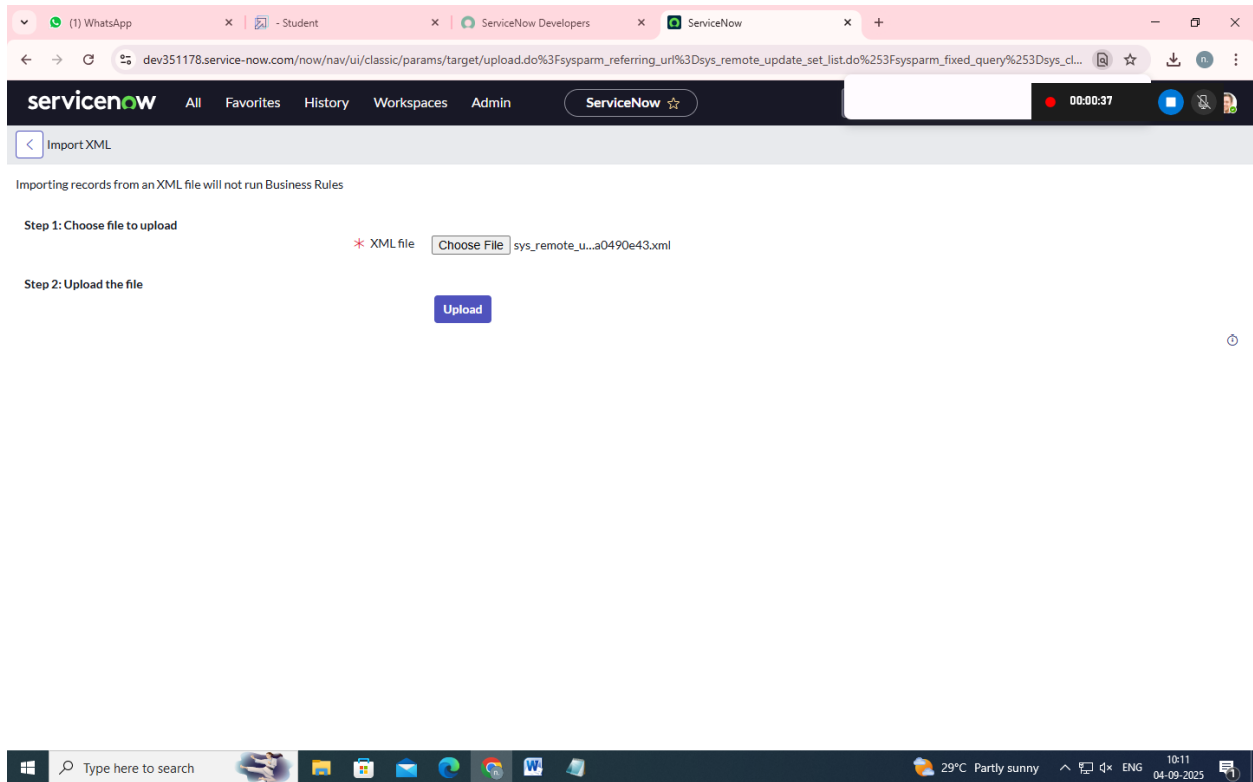
Login To Another Instance

Retrieving The Update Set

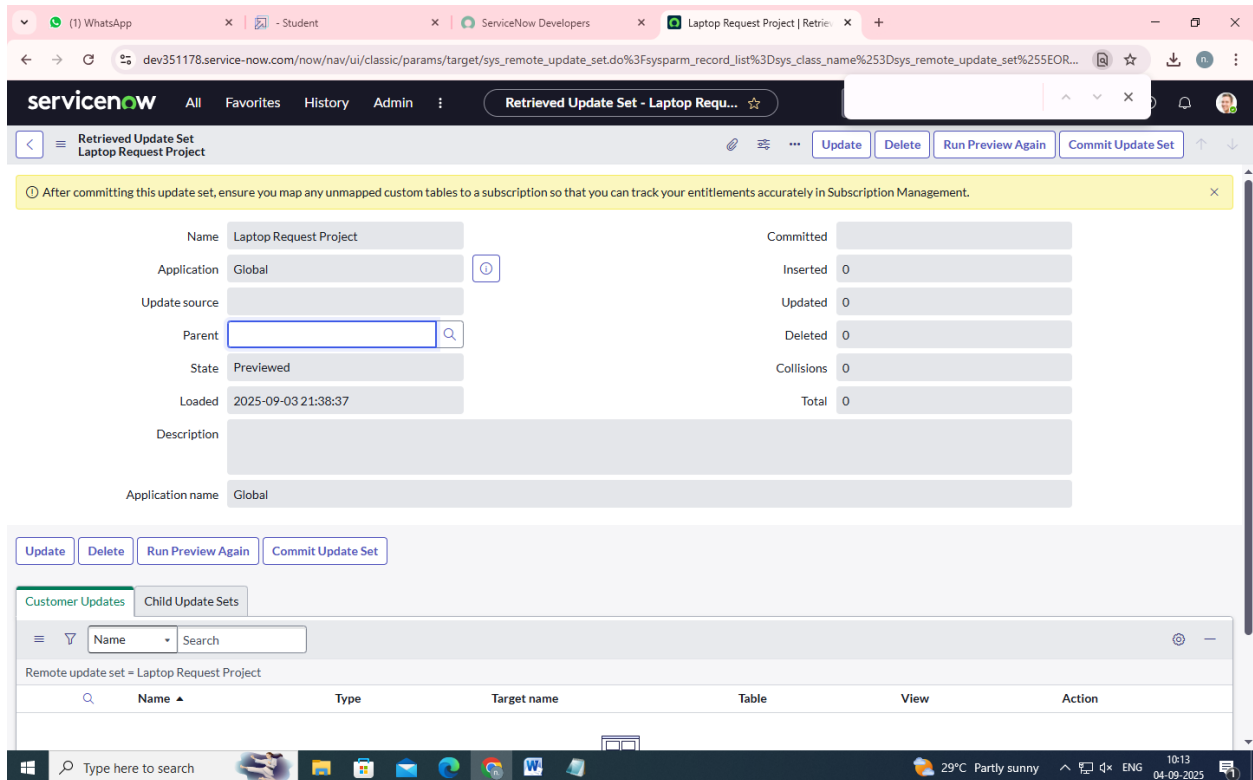
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML

The screenshot displays the ServiceNow interface for an update set named 'Laptop Request Project'. The form includes fields for Name, State (set to 'Complete'), Application (set to 'Global'), Created (2025-09-03 21:37:13), Created by (admin), and a Description field. Below the form are buttons for 'Update', 'Back Out', and 'Delete'. A 'Related Links' section contains links for 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. At the bottom, there is a table with columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. The table is currently empty.

7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.



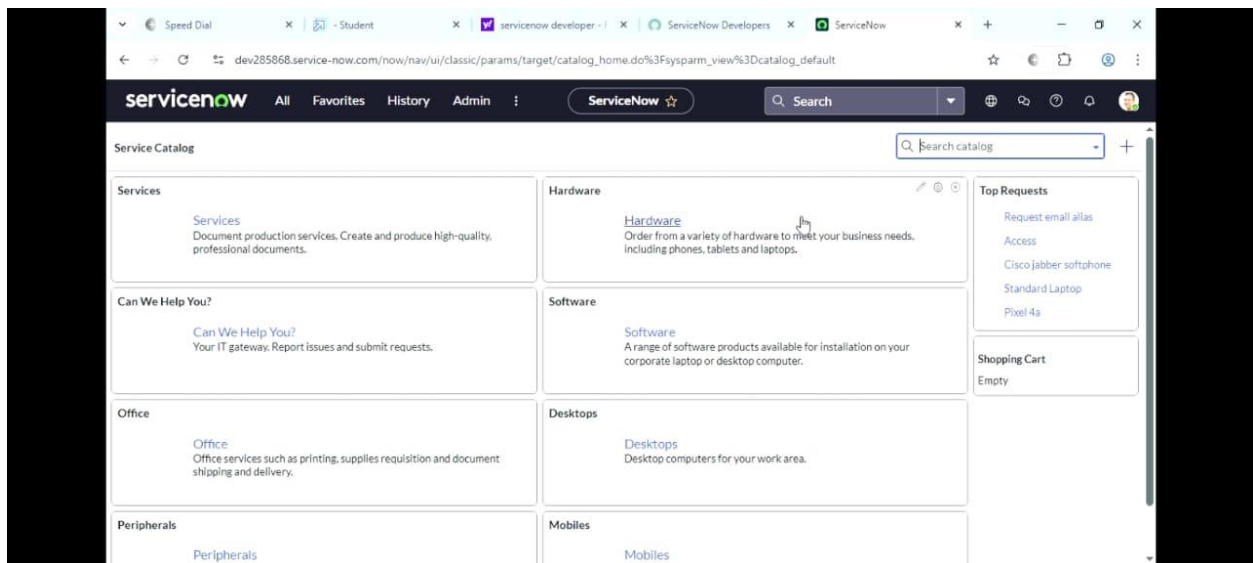
9. Open retrieved update set 'laptop request project'
10. Click on preview update set
11. And click on commit update set
12. And also see the related tab updates
13. After committing update set in this instance we get all updates which are done in the previous instance



Testing

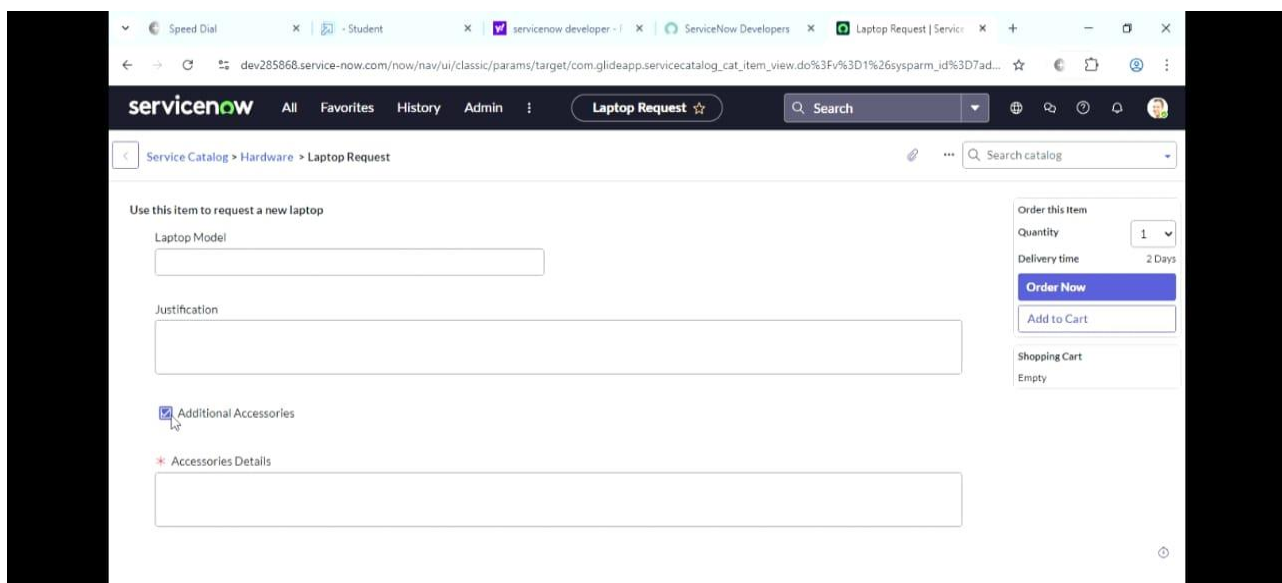
Test Catalog Item

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.