

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.

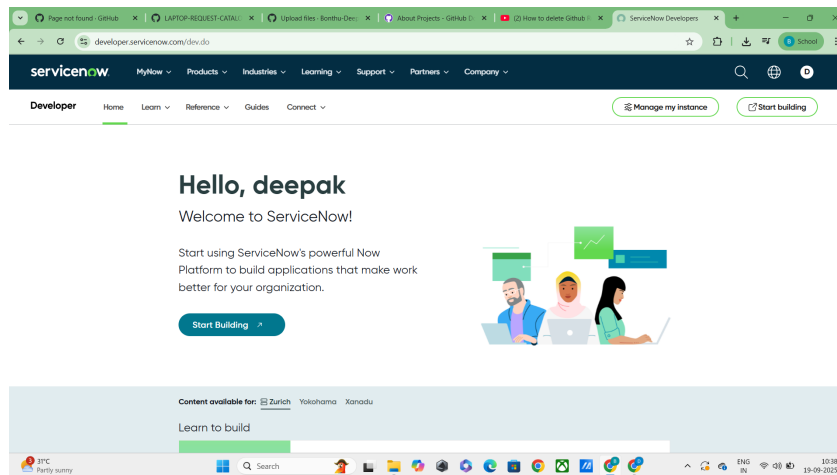
Setting Up the ServiceNow Instance

Sign Up for a Developer Account

- Visit the ServiceNow Developer Portal at <https://developer.servicenow.com>.
- Create a new developer account by providing the required information.

Request a Personal Developer Instance

- Log in to your developer account.
- Navigate to the “Manage > Instance” section.
- Click “Request Instance” and choose the latest available release.



1. Create Local Update Set

Steps:

1. Open ServiceNow instance.
2. Navigate to: All → Update Sets → Local Update Sets
3. Click on New.
4. Fill in the following details: o Name: Laptop Request
5. Click Submit.
6. Click Make Current on the created update set.

Note: Perform all actions under this "Laptop Request" update set only.

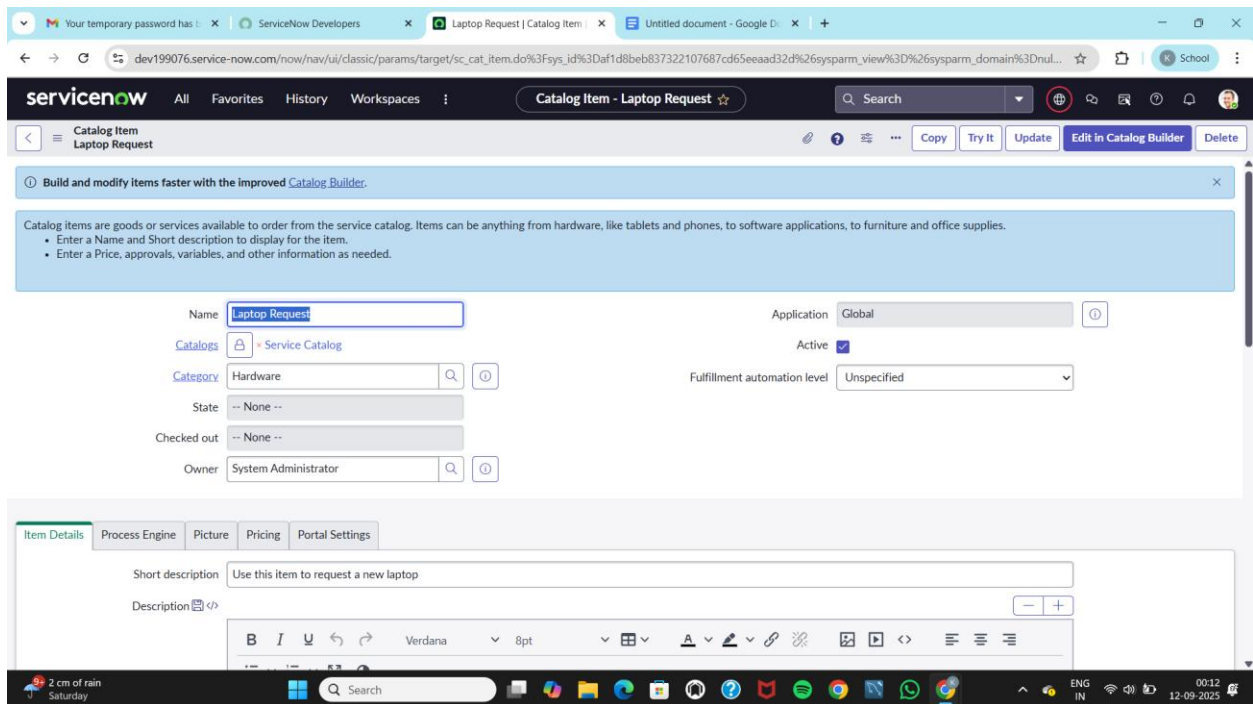
ServiceNow Update Sets interface showing a list of update sets. The table below represents the data shown in the screenshot:

| Name | Application | State | Installed from | Created | Created by |
|---|----------------------------|-------------|----------------|---------------------|------------|
| CB_Standard items in Service Catalog_lph... | Global | Complete | | 2025-08-25 00:00:54 | admin |
| Default | Security Center | In progress | | 2025-03-06 03:19:30 | system |
| Default | Pipeline | In progress | | 2025-08-07 09:26:55 | system |
| Default | Global | In progress | | 2025-03-06 01:14:36 | system |
| Default | Now Assist Troubleshooting | In progress | | 2025-03-06 03:20:41 | admin |
| DevChanges | Global | Complete | | 2025-08-13 10:42:09 | admin |
| Laptop Request | Global | In progress | | 2025-09-11 11:39:05 | admin |

2. Create Service Catalog Item

Steps

1. Go to: All → Service Catalog → Maintain Items
2. Click on New.
3. Fill in the form:
 - Name: Laptop Request
 - Catalog: Service Catalog
 - Category: Hardware
 - Short Description: Use this item to request a new laptop
4. Click Save (not Submit).



3. Add Variables

Step 1:

1. After saving the Laptop Request catalog item, scroll down to the Variables related list (at the bottom of the form).
2. Click on the New button to add a variable.
3. Add the first variable with the following details:
 - Variable Name: Laptop Model
 - Type: Single Line Text
 - Name: laptop_model

→ Order: 100

4. Click Submit.

The screenshot shows the ServiceNow interface for configuring a variable named 'Laptop Model'. The browser tabs include 'Your temporary password has...', 'ServiceNow Developers', 'Laptop Model | Variable | Service...', and 'Untitled document - Google D...'. The URL is 'dev199076.service-now.com/now/nav/ui/classic/params/target/item_option_new.do%3Fsys_id%3D463e436f837322107687cd65eead3fd%26sysparm_view%3D%26sysparm_domain%3...'. The page title is 'Variable - Laptop Model'. The configuration fields are as follows:

| Field | Value | Field | Value |
|--------------|------------------|-----------|-------------------------------------|
| Application | Global | Active | <input checked="" type="checkbox"/> |
| Type | Single Line Text | Mandatory | <input type="checkbox"/> |
| Catalog Item | Laptop Request | Read only | <input type="checkbox"/> |
| Order | | Hidden | <input type="checkbox"/> |

Below the configuration fields, there are tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab is selected, showing a form to specify the question that explains the options available to the end user when ordering the item. The form fields are:

| Field | Value |
|----------------------|--------------|
| * Question | Laptop Model |
| * Name | laptop_model |
| Conversational label | |
| Tooltip | |
| Example Text | |

At the bottom of the form, there are 'Copy', 'Update', and 'Delete' buttons. Below the form, there is a 'Related Links' section with a link to 'Run Point Scan'.

Step 2:

Repeat the same process to add the remaining variables one by one:

Variable 2

- **Variable Name:** Justification
- **Type:** Multi Line Text
- **Name:** justification
- **Order:** 200
- Click **Submit**.

Variable 3

- **Variable Name:** Additional Accessories
- **Type:** Checkbox
- **Name:** additional_accessories
- **Order:** 300
- Click **Submit**.
-

Variable 4

- **Variable Name:** Accessories Details
- **Type:** Multi Line Text
- **Name:** accessories_details
- **Order:** 400
- Click **Submit**.

The screenshot shows the ServiceNow interface for editing a 'Catalog Item - Laptop Request'. The 'Assigned Topics' section is active, displaying a table of variables. The table has columns for 'Type', 'Question', and 'Order'. The variables listed are: 'Single Line Text' (Laptop Model, Order 100), 'Multi Line Text' (Justification, Order 200), 'CheckBox' (Additional Accessories, Order 300), and 'Multi Line Text' (Accessories Details, Order 400). The interface includes navigation tabs at the top, a search bar, and a bottom status bar showing the date and time.

| 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:

Once all variables are added, click Save on the Laptop Request catalog item form to save the item along with its variables.

4. Create Catalog UI Policy

Steps:

1. Navigate to:
All → Service Catalog → Maintain Items
2. Open the Laptop Request catalog item.
3. Scroll down to **Catalog UI Policies** (Related List).
4. Click on **New**.
5. Fill the form:
 - **Short Description:** Show Accessories Details
 - **When to Apply:**
Field: additional_accessories
Operator: is
Value: true
6. Click **Save** (do not submit yet).

The screenshot shows the ServiceNow interface for creating a new Catalog UI Policy. The browser address bar shows the URL: `dev199076.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do?3Fsys_id%3D4ac47ef837322107687cd65eead399%26sysparm_view%3D%26sysparm_domain%3D...`. The page title is "Catalog UI Policy - Show Accessories Details".

The form is divided into two main sections: "Applies to" and "When to Apply".

Applies to section:

- Applies to:** A Catalog Item (dropdown menu)
- * Catalog item:** Laptop Request (text input with a search icon)
- * Short description:** Show Accessories Details (text input)
- Application:** Global (dropdown menu)
- Active:** ☒ (checkbox)

When to Apply section:

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

Catalog Conditions:

- Additional Filter Condition:** additional_accessories is true
- Buttons:** AND, OR, X

Applies on a Catalog Item view: ☒ (checkbox)

Applies on Catalog Tasks: ☐ (checkbox)

Applies on Requested Items: ☐ (checkbox)

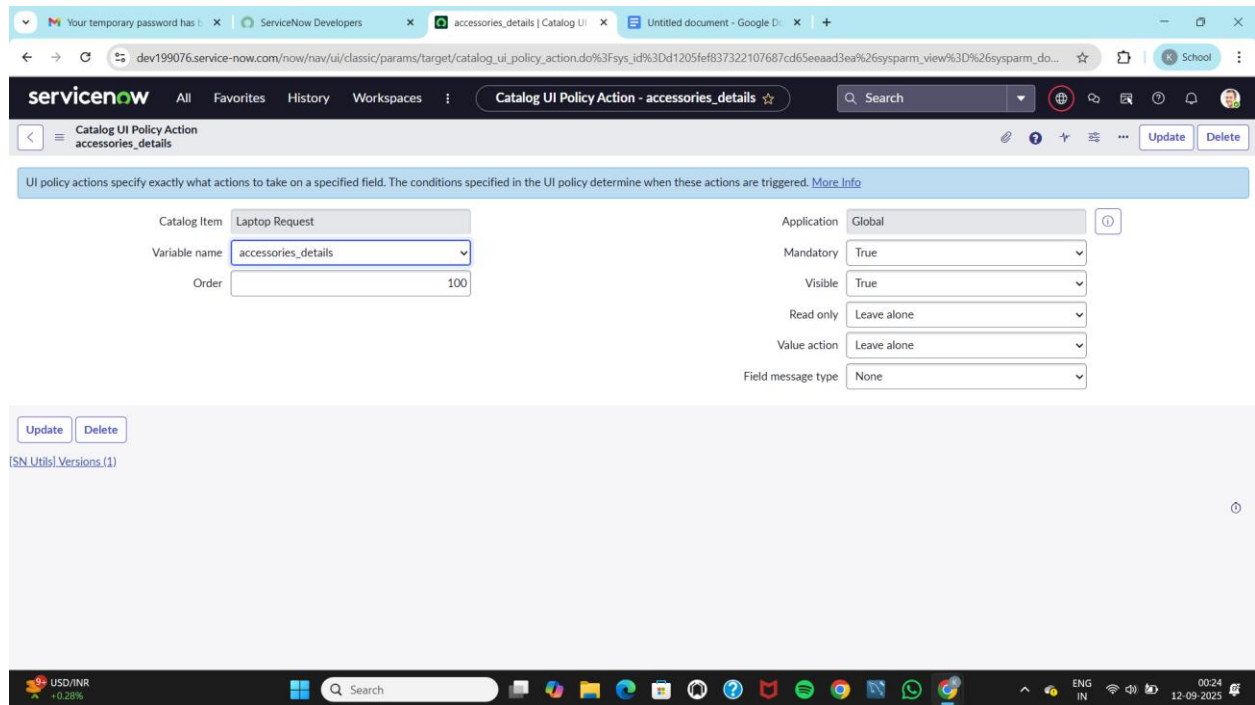
On load: ☒ (checkbox)

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false: ☐ (checkbox)

5. Create Catalog UI Policy Action

Steps:

1. In the same UI Policy form, scroll to **Catalog UI Policy Actions**.
2. Click **New**.
3. Fill in the form:
 - Variable Name:** accessories_details
 - Order:** 100 o **Mandatory:** True
 - Visible:** True
4. Click **Save**.
5. Then click **Save** again on the UI Policy form.



6. Create UI Action (Reset Button)

Steps:

1. Navigate to:

All → System Definition → UI Actions

2. Click on **New**.

3. Fill in the following:

- **Table:** sc_cart (Shopping 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.");
}
```

4. Click **Save**.

The screenshot shows the ServiceNow UI Action configuration interface. The browser tabs include 'Your temporary password has...', 'ServiceNow Developers', 'Reset form | UI Action | Service...', and 'Untitled document - Google D...'. The URL is 'dev199076.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3Df750d32383b322107687cd65eead360%26sysparm_view%3D%26sysparm_domain%3Dh...'. The page title is 'UI Action - Reset form'. The configuration fields are as follows:

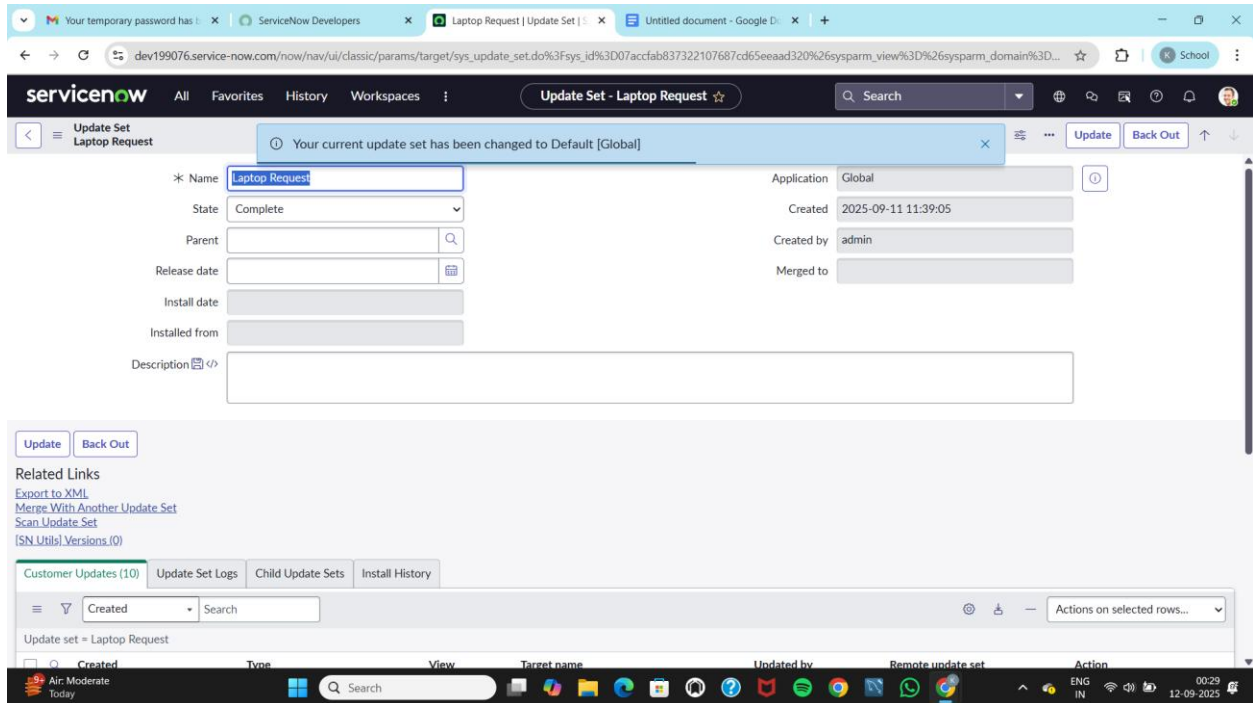
| Field | Value |
|--------------------|-------------------------------------|
| Name | Reset form |
| Table | Shopping Cart [sc_cart] |
| Order | 100 |
| Action name | Reset form |
| Active | <input checked="" type="checkbox"/> |
| Show insert | <input checked="" type="checkbox"/> |
| Show update | <input checked="" type="checkbox"/> |
| Client | <input checked="" type="checkbox"/> |
| List v2 Compatible | <input checked="" type="checkbox"/> |
| List v3 Compatible | <input type="checkbox"/> |
| Overrides | |
| Messages | |
| Comments | |
| Hint | |
| Application | Global |
| Form button | <input type="checkbox"/> |
| Form context menu | <input type="checkbox"/> |
| Form link | <input type="checkbox"/> |
| Form style | -- None -- |
| List banner button | <input type="checkbox"/> |
| List bottom button | <input type="checkbox"/> |
| List context menu | <input type="checkbox"/> |
| List choice | <input type="checkbox"/> |
| List link | <input type="checkbox"/> |
| List style | -- None -- |

The bottom of the screen shows a Windows taskbar with a search bar, various application icons, and system tray information including '2 cm of rain Today', 'ENG IN', and the date '12-09-2023'.

7. Export Update Set to XML

Steps:

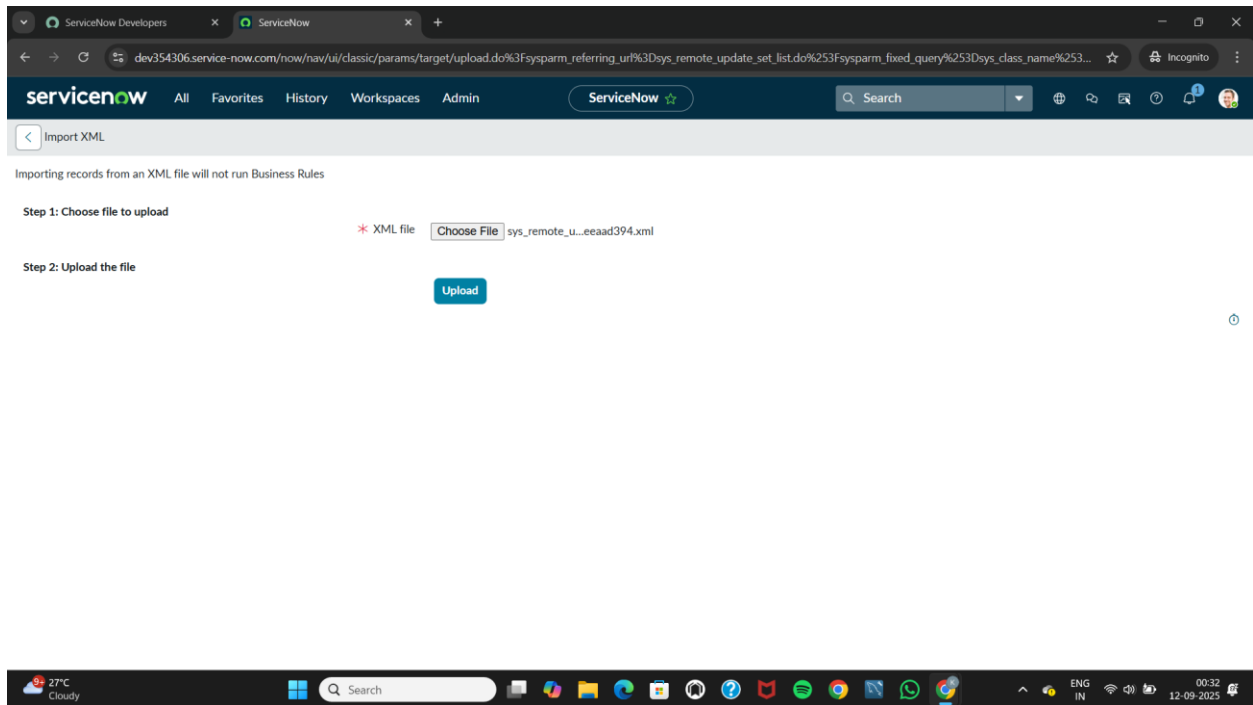
1. Navigate to:
All → Update Sets → Local Update Sets
2. Open the update set: Laptop Request.
3. Set State to: **Complete**.
4. In the **Updates** related list tab, review all updates.
5. Click **Export to XML** to download the update set.



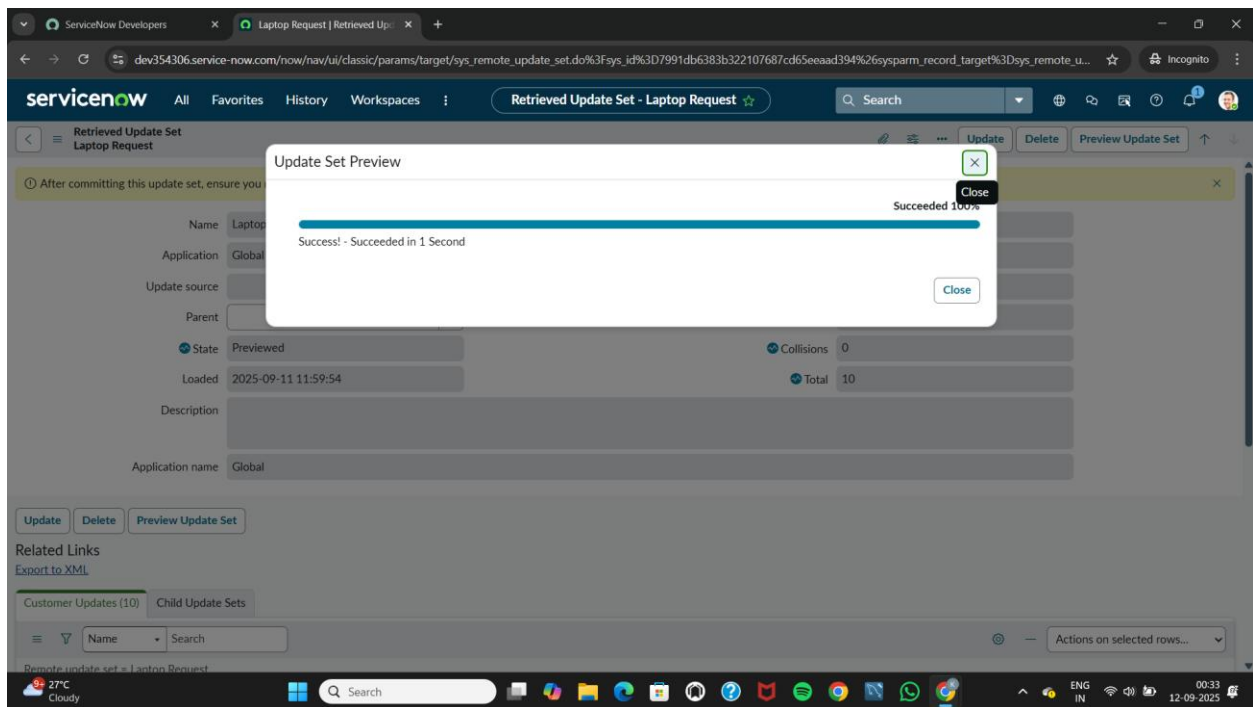
8. Retrieve Update Set in Another Instance

Steps:

1. Open another ServiceNow instance in **Incognito Mode**.
2. Login with valid credentials.
3. Navigate to:
All → Update Sets → Retrieved Update Sets
4. Click **Import Update Set from XML**.
5. Upload the previously downloaded .xml file.
6. Click **Upload**.



7. Open the uploaded set Laptop Request Project.
8. Click **Preview Update Set**.
9. Click **Commit Update Set**.
10. Review all related **Updates** tab.



9. Test the Catalog Item

Steps:

1. In the **Target Instance**, navigate to:
All → Service Catalog → Catalog
2. Open **Hardware** category.
3. Search and open the item: Laptop Request.

ServiceNow Developers | Hardware | ServiceNow

dev354306.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_category_view.do%3F%3D1%26sysparm_parent%3Dd258b953c611227a0146101fb1be7c31%26s...

servicenow All Favorites History Workspaces Admin Hardware Search

Service Catalog > Hardware 20 per page Search catalog

Hardware

Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.

Items

| | |
|---|------------|
| Developer Laptop (Mac) Macbook Pro Preview | \$1,499.00 |
| iPad mini Request for iPad mini Preview | \$499.00 |
| iPad pro Request for iPad pro Preview | \$799.00 |
| Laptop Request Use this item to request a new laptop | |
| Sales Laptop Acer Aspire NX Preview | \$1,100.00 |
| Standard Laptop Lenovo - Carbon x1 Preview | \$1,100.00 |
| Apple Watch | \$349.99 |

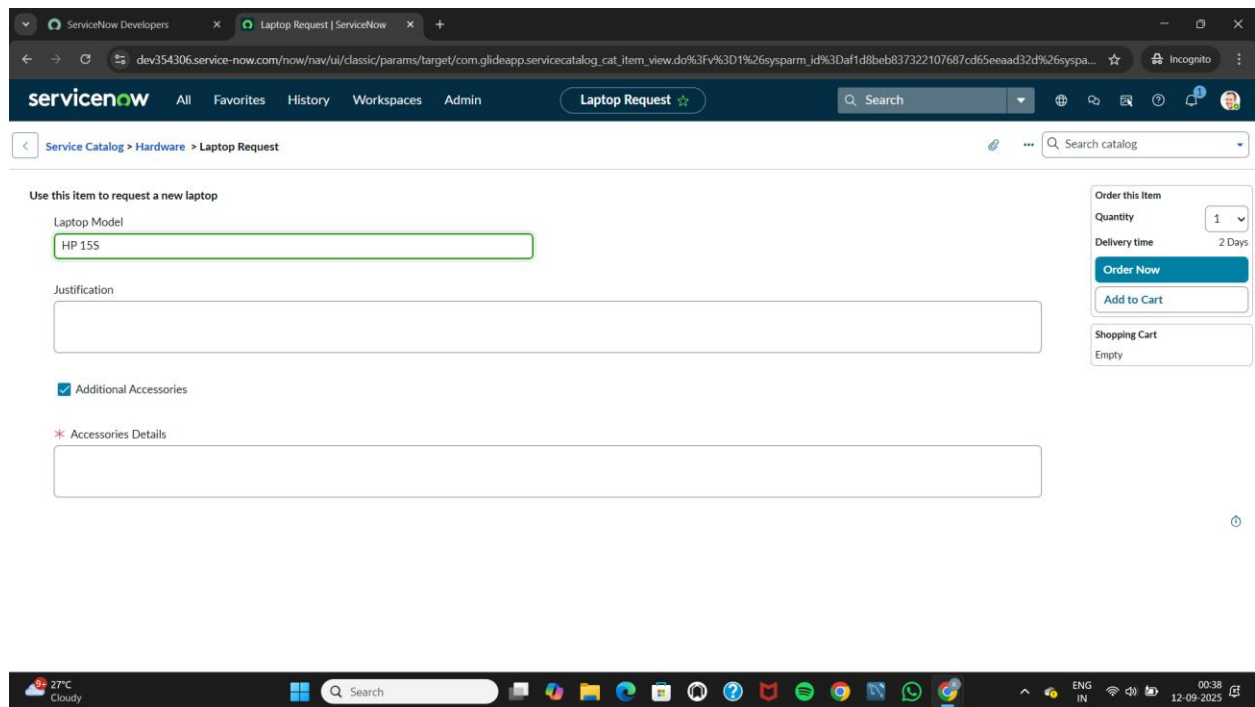
27°C Cloudy 00:36 12-09-2023

4. Observe the displayed variables:

- Laptop Model o Justification
- Additional Accessories

5. Scenario Test:

- **Check** the checkbox: Additional Accessories
- The field Accessories Details becomes **visible and mandatory**.



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.