

## **Laptop Request System Implementation**

Team Id: NM2025TMID18159

Team Members:

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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**

Design and implement a ServiceNow catalog item that enables employees to submit laptop requests dynamically with form validations, clear guidance, and

governance controls, improving speed, accuracy, and accountability in the process.

## **Skills**

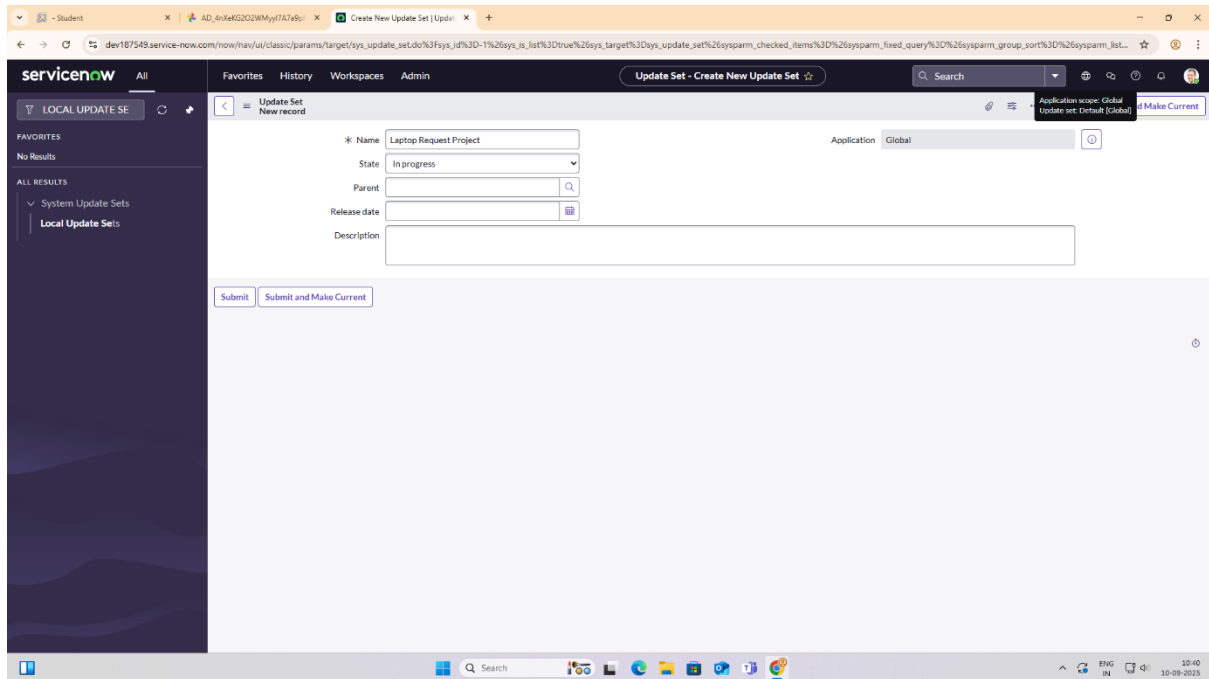
UIPath RPA,Tanzu Application Service

### **TASK INITIATION**

#### **Milestone 1: Create Local Update Set**

##### **Activity 1: Create Update Set in ServiceNow**

1. Open ServiceNow instance.
2. Click on All → search for Update Sets.
3. Select Local Update Sets under System Update Sets.
4. Click on New.
5. Fill in the following details:  
Name: Laptop Request
6. Click Submit and make it Current.
7. By clicking on the button it activates the update set



ServiceNow interface showing the 'Create New Update Set' form. The form is titled 'Update Set - Create New Update Set'. The left sidebar shows 'LOCAL UPDATE SET' and 'ALL RESULTS' sections. The main form area contains the following fields:

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

Buttons at the bottom: Submit, Submit and Make Current.

## Milestone 2.1: Create Service Catalog Item

### Activity 1: Create New Service Catalog Item in ServiceNow

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

ServiceNow Catalog Items

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
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 network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-09-09 20:18:45
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2022-05-20 08:30:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 03:02:19
Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 6s	Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33
Apple iPhone 6s Plus	Apple iPhone 6s Plus	false		Service Catalog	Mobiles	\$799.99	Item	2022-11-20 20:46:33
Apple MacBook Pro 15"	Apple MacBook Pro	true		Service Catalog	Hardware	\$1,099.99	Item	2022-11-20 20:46:33
Apple Thunderbolt to Ethernet Adapter	For MacBook Air/Pro	true		Service Catalog	Peripherals	\$30.89	Item	2022-11-20 20:46:33
Apple USB Ethernet Adapter	Macbook Air Ethernet Adapter	false		Service Catalog	Peripherals	\$28.13	Item	2022-11-20 20:46:33

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'

ServiceNow Catalog Item - New Record

Submit Try It

Application: Global

Active: ☒

Fulfillment automation level: Unspecified

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

Description: Use this item to request a new laptop

## Activity 2: Add Variables to the Catalog Item

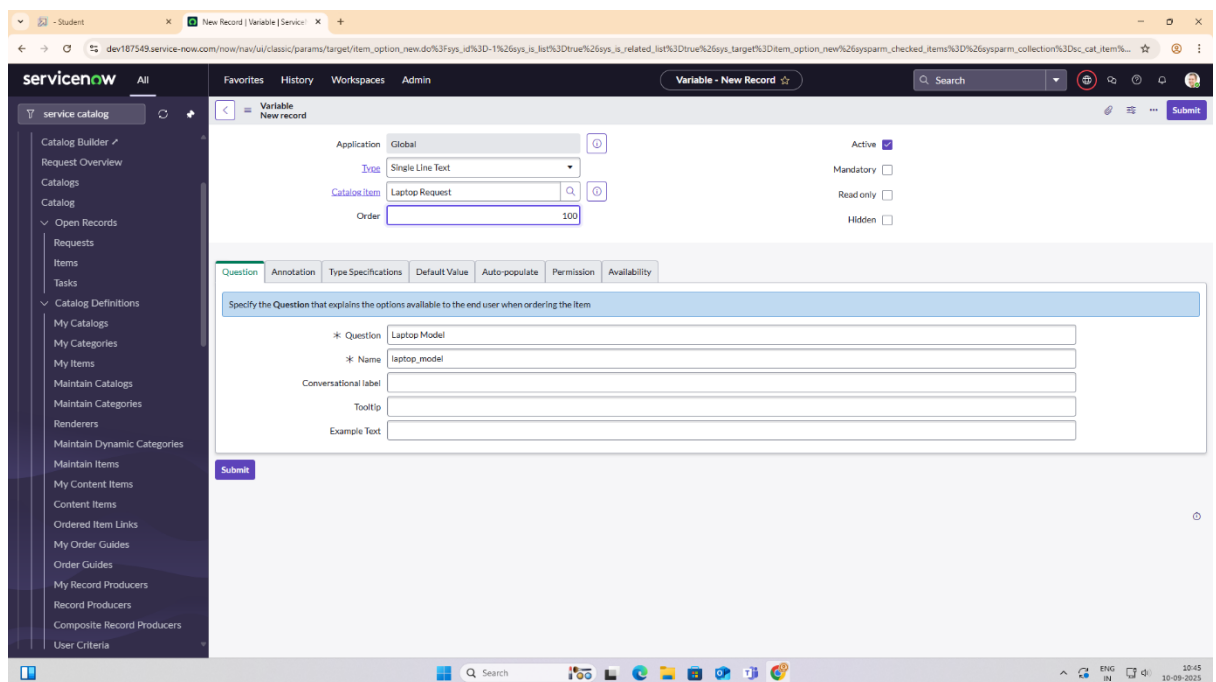
### Step1:

- 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



### 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

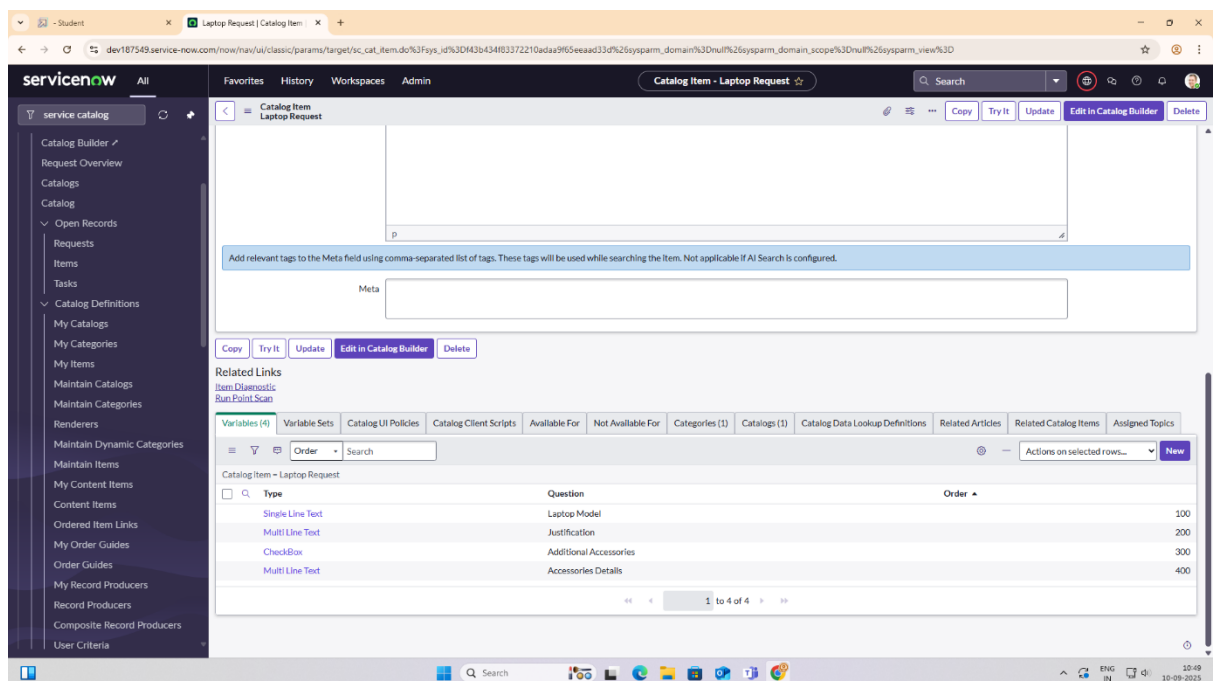
Type: Multi line text

Name:accessories\_details

Order:400

### Step2:

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



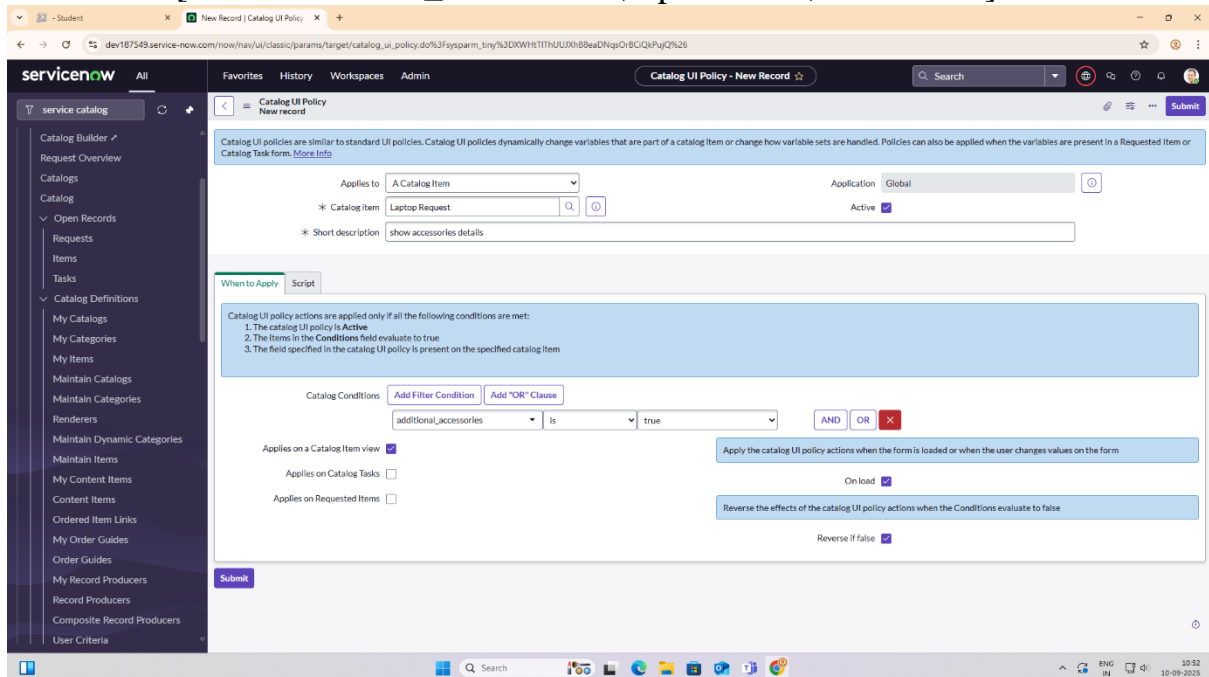
Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
Checkbox	Additional Accessories	300
Multi Line Text	Accessories Details	400

## Milestone 3: Create Catalog UI Policies

### Activity 1: Configure Catalog UI Policy for Dynamic Behavior

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]



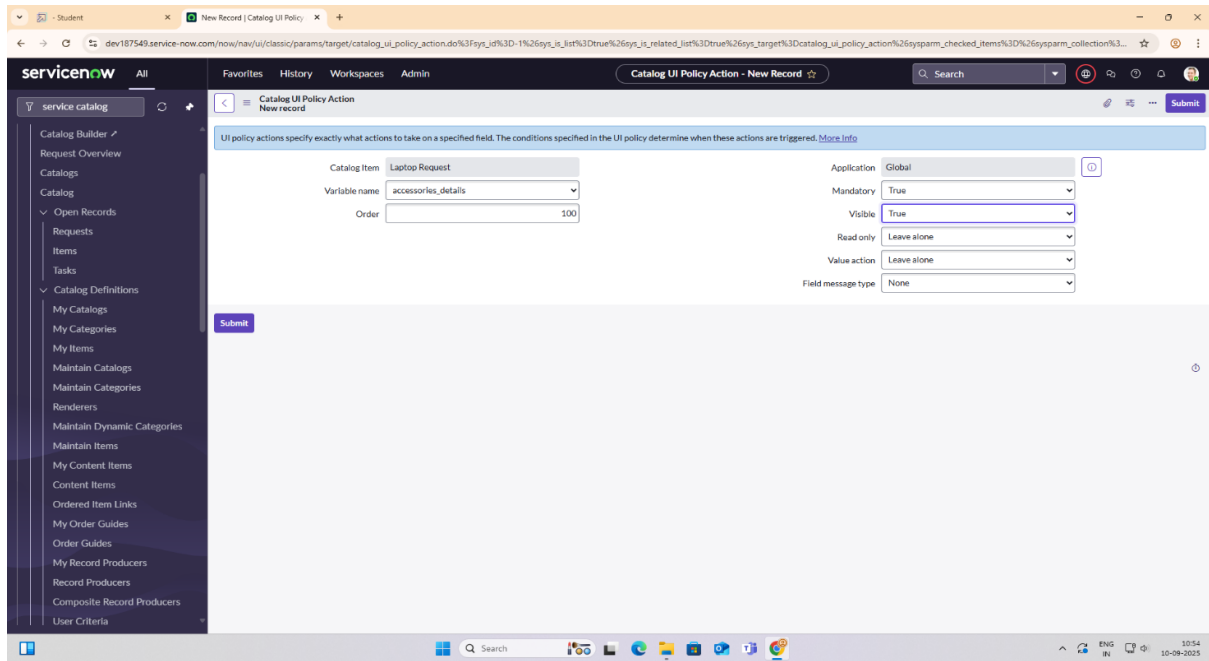
8. Click on **save**. (do not click on submit)
9. Scroll down and select 'catalog ui action'
10. Then click on new button
11. Select variable name as: accessories\_details

Order: 100

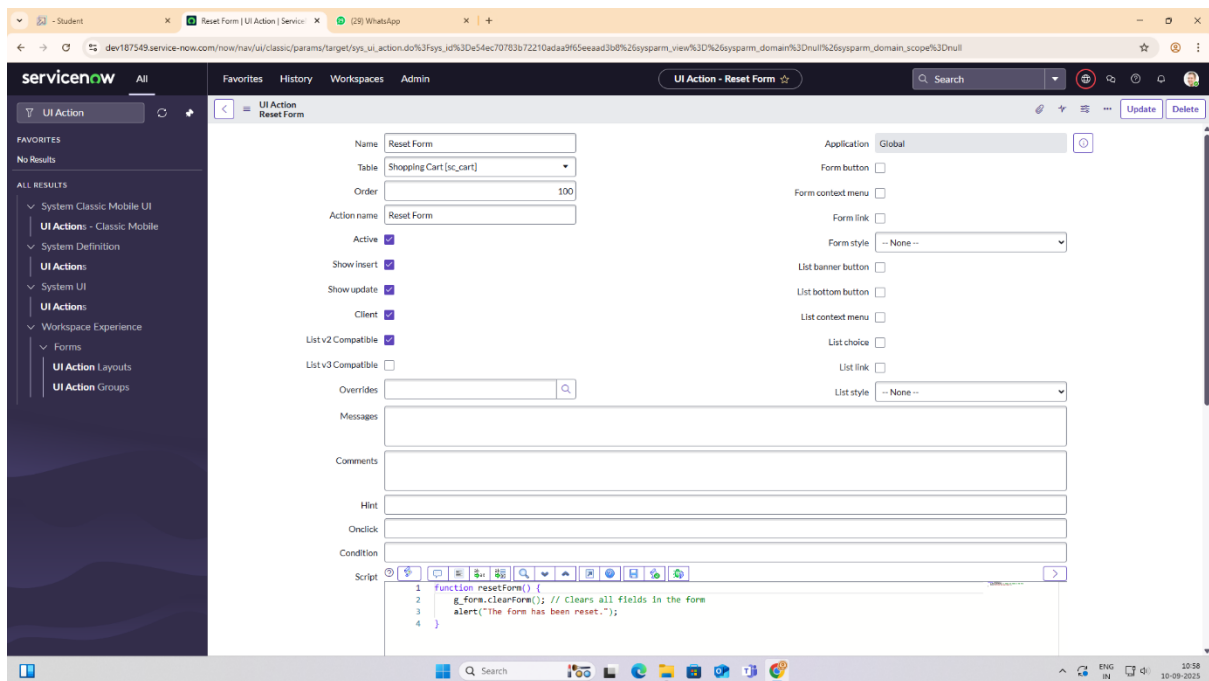
Mandatory: True

Visible : True

12. Click on save and again click save button of the catalog ui policy form



The screenshot shows the 'Catalog UI Policy Action - New Record' form in ServiceNow. The left sidebar contains a navigation menu with options like 'service catalog', 'Catalog Builder', 'Request Overview', 'Catalogs', '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', 'Composite Record Producers', and 'User Criteria'. The main form area has a title bar 'Catalog UI Policy Action - New Record' and a search bar. Below the title bar is a description: '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 contains several fields: 'Catalog Item' (Laptop Request), 'Variable name' (accessories\_details), 'Order' (100), 'Application' (Global), 'Mandatory' (True), 'Visible' (True), 'Read only' (Leave alone), 'Value action' (Leave alone), and 'Field message type' (None). A 'Submit' button is located at the bottom left of the form area.



The screenshot shows the 'UI Action - Reset Form' form in ServiceNow. The left sidebar contains a navigation menu with options like 'UI Action', 'FAVORITES', 'No Results', 'ALL RESULTS', 'System Classic Mobile UI', 'UI Actions - Classic Mobile', 'System Definition', 'UI Actions', 'System UI', 'UI Actions', 'Workspace Experience', 'Forms', 'UI Action Layouts', and 'UI Action Groups'. The main form area has a title bar 'UI Action - Reset Form' and a search bar. Below the title bar is a description: 'UI Action - Reset Form'. The form contains several fields: 'Name' (Reset Form), 'Table' (Shopping Cart [sc\_cart]), 'Order' (100), 'Action name' (Reset Form), 'Active' (checked), 'Show insert' (checked), 'Show update' (checked), 'Client' (checked), 'List v2 Compatible' (checked), 'List v3 Compatible' (unchecked), 'Overrides' (empty), 'Messages' (empty), 'Comments' (empty), 'Hint' (empty), 'Onclick' (empty), 'Condition' (empty), and 'Script' (function resetForm() { g\_form.clearForm(); // Clears all fields in the form alert("The form has been reset."); }). The 'Script' field is highlighted with a blue border. The form also includes a 'Submit' button at the bottom right.

## Milestone 4: Create UI Action

### Activity 1: Create Reset Form 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

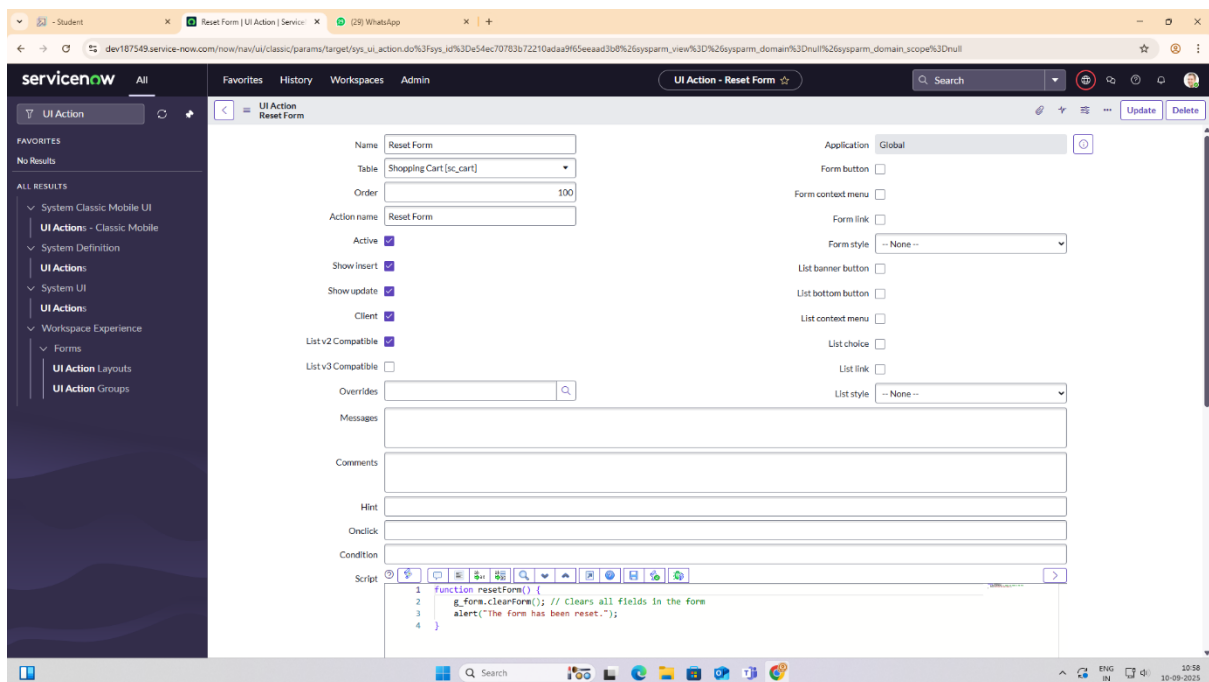
Action name: Reset form

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 page for 'Reset Form'. The left sidebar contains a navigation menu with 'UI Action' selected. The main form has the following fields:

- Name: Reset Form
- Table: Shopping Cart [sc\_cart]
- Order: 100
- Action name: Reset Form
- Active: ☒
- Show insert: ☒
- Show update: ☒
- Client: ☒
- List v2 Compatible: ☒
- List v3 Compatible: ☐
- Overrides:
- Messages:
- Comments:
- Hint:
- OnClick:
- Condition:
- Script: 

```
1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
4 }
```
- 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: ☐
- List style: --None--

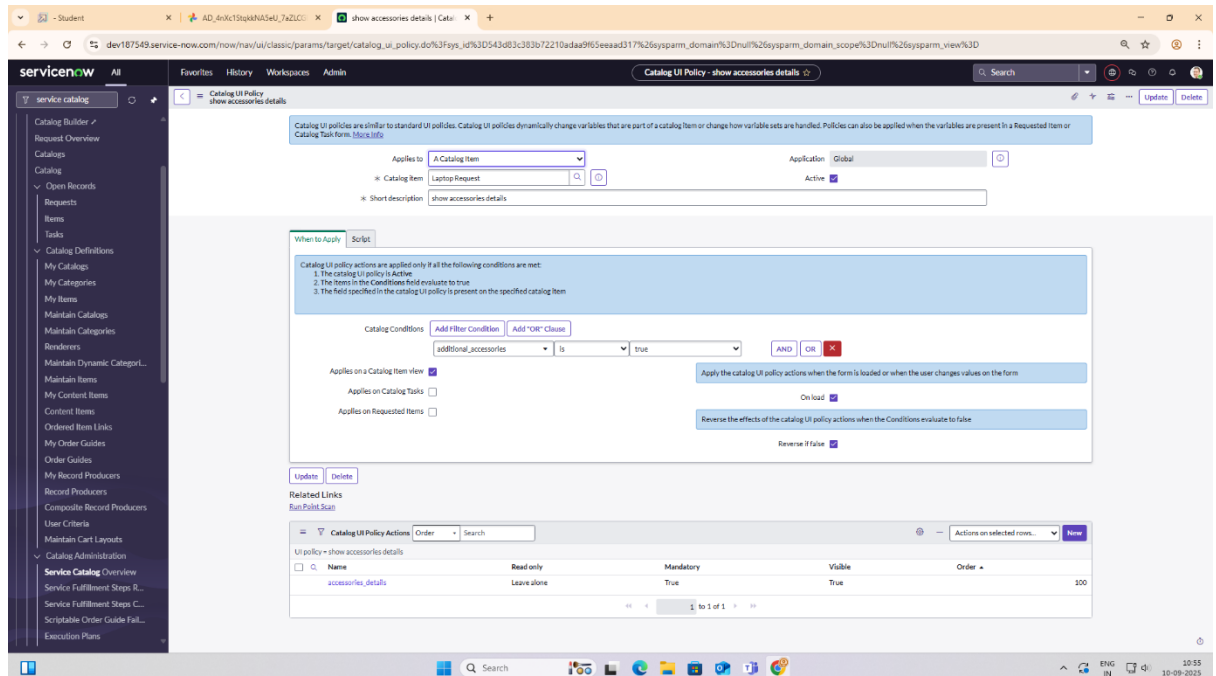
The bottom of the page shows the Windows taskbar with the date 10-09-2023 and time 10:58.

## Milestone 5: Exporting Changes to Another Instance

### Activity 1: Export Update Set as XML

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



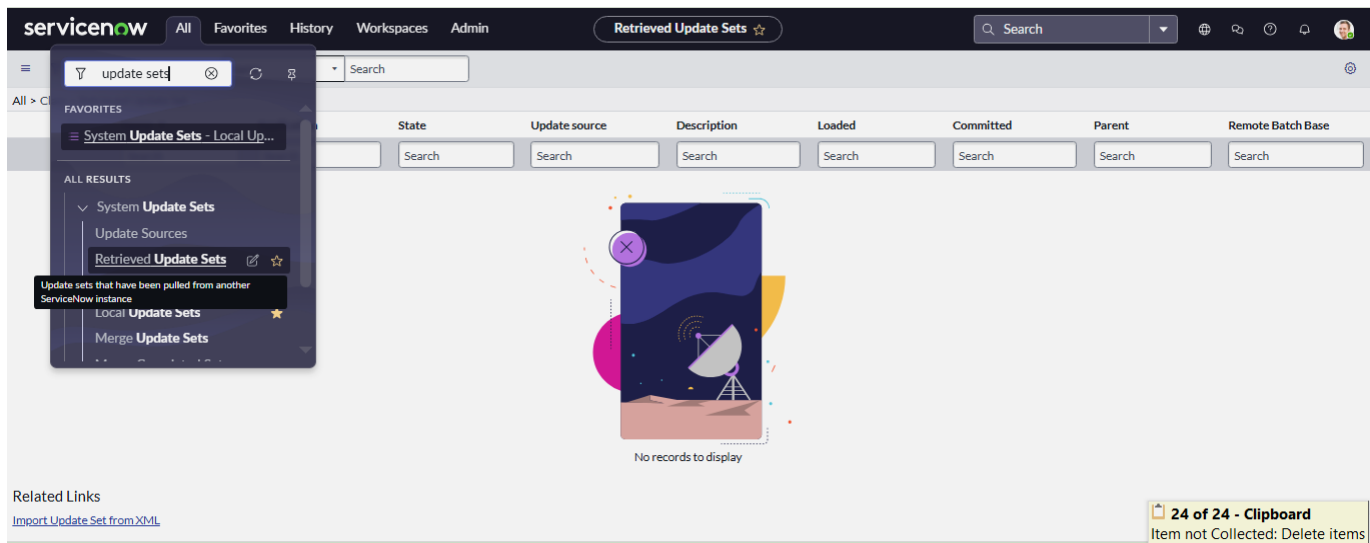
The screenshot shows the ServiceNow Catalog UI Policy configuration page for the policy named 'show accessories details'. The page is divided into several sections:

- Applies to:** A Catalog Item (Laptop Request) with Application set to Global and Active checked.
- When to Apply:** A section with a 'Script' tab and a 'Catalog Conditions' section. The conditions are:
  - 1. The catalog UI policy is Active.
  - 2. The items in the Conditions hold 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 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). There are also buttons for 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form', 'On load' (checked), and 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' (checked).
- Related Links:** A section with a 'Run Policy State' button.
- Catalog UI Policy Actions:** A table showing the actions for this policy. The table has columns: Name, Read only, Mandatory, Visible, and Order. The table contains one action: 'accessories\_details' with Read only set to 'Leave alone', Mandatory set to 'True', Visible set to 'True', and Order set to '100'.

## Milestone 6: Retrieving the Update Set

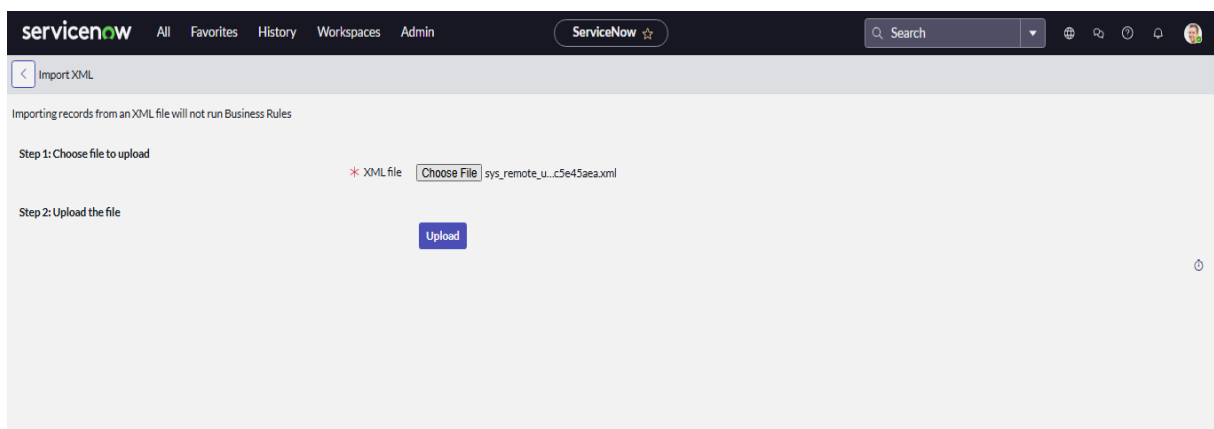
### Activity 1: Import Update Set from XML into Another Instance

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

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

ServiceNow Service Management

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

Application: Global

Update source:

Parent:

State: Loaded

Loaded: 2025-09-07 08:22:24

Description:

Application name: Global

Committed:

Inserted:

Deleted:

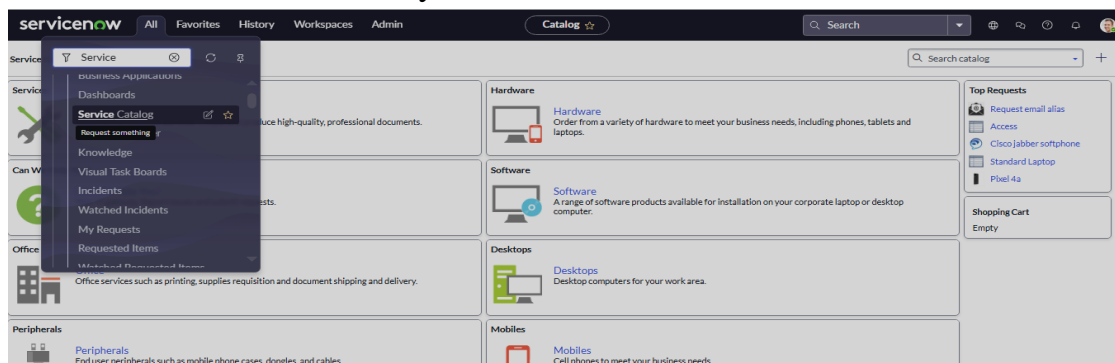
Update Delete Preview Update Set

Related Links

## Milestone 7: Test Catalog Item







### Activity 1: Verify Functionality of the Laptop Request 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

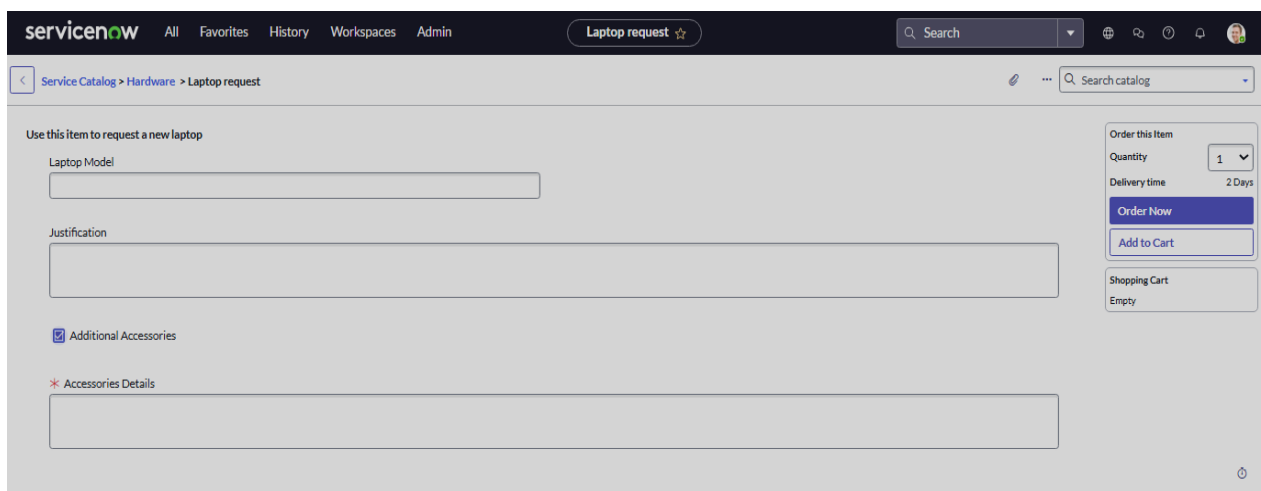


**servicenow** All Favorites History Workspaces Admin Hardware

Search

	<b>iPad pro</b> Request for iPad pro <a href="#">Preview</a>	₹70,508.3175 +₹2,647.3711 Monthly
	<b>Laptop Model</b> Use this item to request a new laptop	
	<b>Laptop request</b> Use this item to request a new laptop	
	<b>Sales Laptop</b> Acer Aspire NX <a href="#">Preview</a>	₹97,070.2744 +₹8,824.5704 Annually
	<b>Standard Laptop</b> Lenovo - Carbon x1 <a href="#">Preview</a>	₹97,070.2744 +₹8,824.5704 Annually
	<b>Apple Watch</b> Apple Watch - Their most personal device ever <a href="#">Preview</a>	₹30,885.114

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.