

LAPTOP REQUEST CATALOG ITEM

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BONAFIDE CERTIFICATE

This is to certify that the project report titled " **Laptop Request Catalog Item** " is the bonafide work of **Vidula V (910022104050), Dharshini K (910022104006), Sridharan V (910022104305)**, who carried out the project work under my supervision in the Naan Mudhalvan Lab.

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ABSTRACT

In modern organizations, timely access to appropriate hardware is essential for employee productivity and operational efficiency. However, many companies still rely on outdated, manual processes for laptop requests, resulting in delays, incomplete submissions, and administrative overhead. The “Laptop Request Catalog Item” project addresses these challenges by automating and streamlining the laptop request process through a dynamic Service Catalog form.

This project aims to develop a user-friendly and intelligent ServiceNow Catalog Item that enables employees to request laptops quickly and accurately. The system incorporates dynamic field behavior, ensuring that only relevant options appear based on user selections — for example, laptop model choices may vary by department or job role. Clear on-screen instructions guide users throughout the process, minimizing confusion and reducing data entry errors. Additionally, a “Reset Form” functionality allows users to clear their entries and start afresh, improving usability and user satisfaction.

To support accountability and governance, all modifications and deployments are tracked through update sets, ensuring that configuration changes are auditable and easily transferable between environments. This approach aligns with IT service management best practices and promotes standardized, maintainable workflows.

Ultimately, the Laptop Request Catalog Item enhances the overall employee experience by simplifying asset requests, reducing processing times, and improving data accuracy. It reflects a shift from manual request handling toward a self-service, automated IT service management (ITSM) model, empowering employees and enabling IT teams to focus on higher-value tasks. This project not

only accelerates laptop provisioning but also demonstrates how digital transformation can be achieved through well-designed ServiceNow solutions.

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.

Objectives:

The main objective of the **Laptop Request Catalog Item** project is to automate and simplify the laptop request process within the organization through an efficient, user-friendly Service Catalog form. This solution aims to eliminate manual errors, reduce processing delays, and enhance the overall user experience.

- To design and implement a dynamic Service Catalog item that allows employees to request laptops easily and accurately.
- To incorporate dynamic field behavior, ensuring that form options change based on user input, making the process more intuitive and context-aware.
- To provide clear instructions and validation messages within the form, helping users enter correct and complete data.
- To include a “Reset Form” functionality, enabling users to clear all inputs and restart the process when needed.
- To maintain proper governance and traceability by tracking all configurations and updates through update sets for deployment.
- To improve operational efficiency by minimizing approval delays, ensuring accurate data collection, and streamlining IT asset management.

servicenow

AllFavoritesHistoryWorkspacesAdmin

Update Sets

Search

Actions on selected rows...

New

	Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
<input type="checkbox"/>	Default	Security Center	In progress		2025-07-27 17:42:06	system	(empty)	(empty)
<input type="checkbox"/>	Default	Global	In progress		2025-07-27 16:20:01	system	(empty)	(empty)
<input type="checkbox"/>	Default	Pipeline	In progress		2025-08-22 12:16:59	admin	(empty)	(empty)
<input type="checkbox"/>	Default	Now Assist Troubleshooting	In progress		2025-07-27 17:42:36	admin	(empty)	(empty)
<input type="checkbox"/>	Laptop Request	Global	In progress		2025-10-28 05:10:57	admin	(empty)	(empty)

Related Links

[Merge Update Sets](#)

Service Catalog Item

Create Service Catalog Item

Duration: 1 Hrs

Skill Tags:

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

Activate Deactivate

Item Details

Process Engine

Picture

Pricing

Portal Settings

servicenow All Favorites History Workspaces : Catalog Item - New Record ☆

Search

Catalog Item New record

Build and modify items faster with the improved [Catalog Builder](#).

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.

Name: Laptop Request

Application: Global

Active: ☒

Fulfillment automation level: Unspecified

Category: Hardware

State: -- None --

Checked out: -- None --

Owner: System Administrator

Add variables

Duration: 1 Hrs

Skill Tags:

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

servicenow All Favorites History Workspaces : Catalog Item - Laptop Request

Search

Catalog Item
Laptop Request

Meta

Copy Try It Update Edit in Catalog Builder Delete

Related Links
Item Diagnostic
Run Point Scan

Variables (4) Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items

Assigned Topics

Order Search

Actions on selected rows... New

Catalog item = Laptop Request

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

1 to 4 of 4

servicenow All Favorites History Workspaces Admin Variable - New Record

Search

Variable
New record

Submit

Application Global

Type Multi Line Text

Catalog item Laptop Request

Order 200

Active ☒

Mandatory ☐

Read only ☐

Hidden ☐

Disable automatic slot fill based on user context ☐

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

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

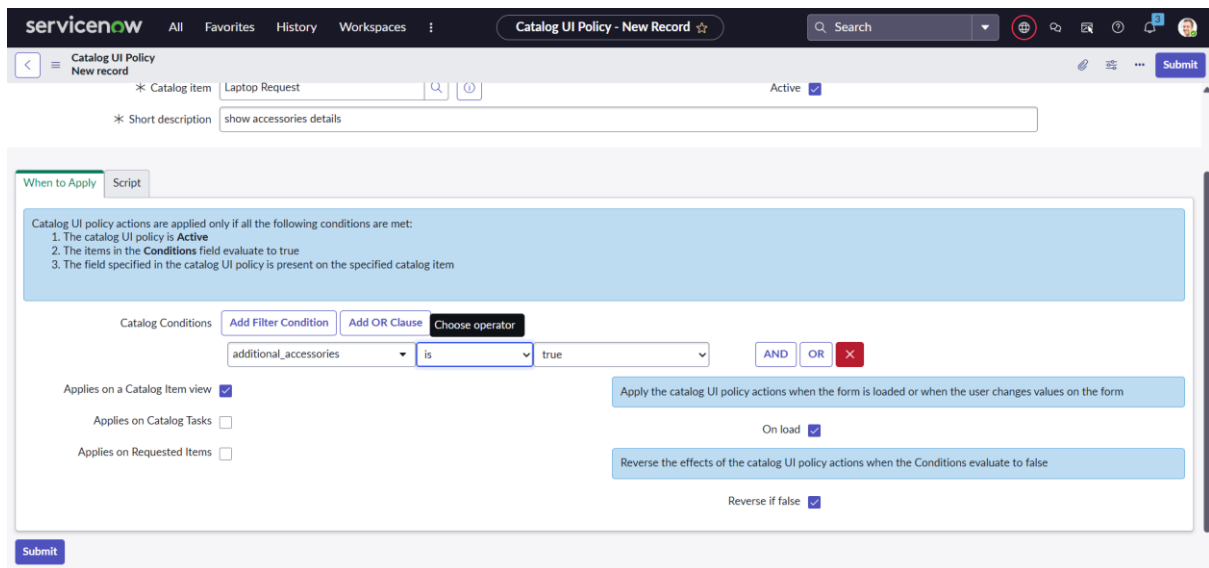
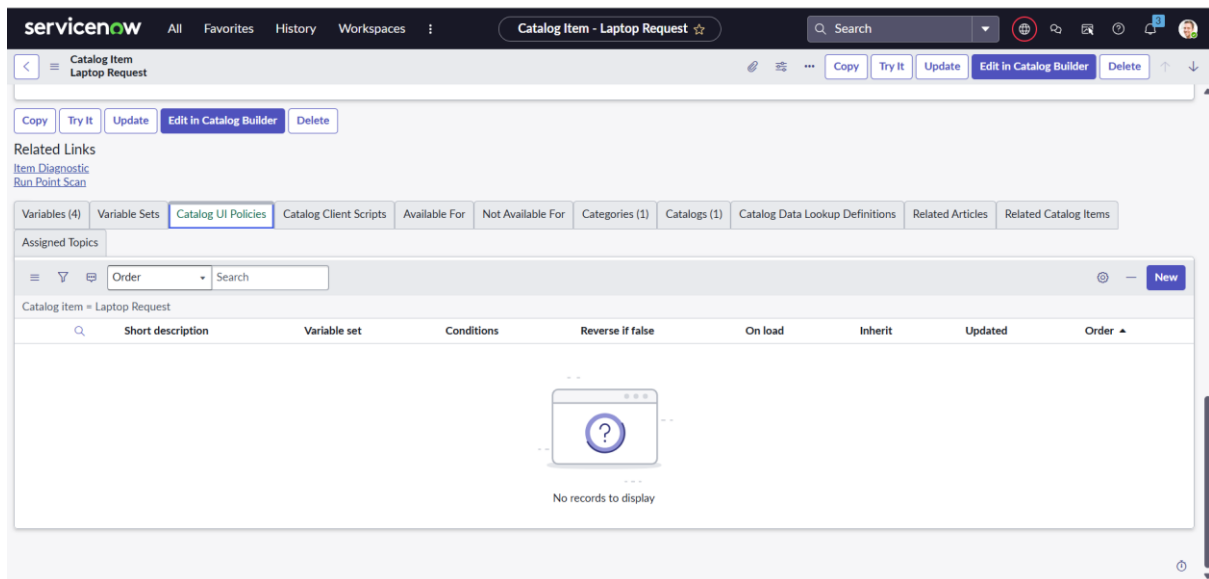
Order:400

UI Policy

Create Catalog Ui policies

Skill Tags:

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'



8. Scroll down and select 'catalog ui action'

9. Then click on new button

10. 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 interface for creating a new Catalog UI Policy Action. The breadcrumb trail is "Catalog UI Policy Action - New Record". A blue information 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 contains the following fields:

- Catalog Item:** Laptop Request
- Variable name:** accessories_details (dropdown menu)
- Order:** 100
- Application:** Global (dropdown menu with an info icon)
- Mandatory:** True (dropdown menu)
- Visible:** True (dropdown menu)
- Read only:** Leave alone (dropdown menu)
- Value action:** Leave alone (dropdown menu)
- Field message type:** None (dropdown menu)

A "Submit" button is located at the bottom left of the form area. A small info icon is visible at the bottom right of the form area.

Catalog UI Policy
show accessories details

Catalog Conditions [Add Filter Condition](#) [Add OR Clause](#)

additional_accessories is true [AND](#) [OR](#) [X](#)

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false ☒

[Update](#) [Delete](#)

Related Links
[Run Point Scan](#)

Catalog UI Policy Actions Order Search [New](#)

UI policy = show accessories details

Name	Read only	Mandatory	Visible	Order
No records to display				

servicenow All Favorites History Workspaces **Catalog UI Policy - show accessories details** Search [Update](#) [Delete](#)

Catalog UI Policy
show accessories details

additional_accessories is true [AND](#) [OR](#) [X](#)

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false ☒

[Update](#) [Delete](#)

Related Links
[Run Point Scan](#)

Catalog UI Policy Actions Order Search [New](#)

UI policy = show accessories details

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

1 to 1 of 1

UI Action

Create ui action

Duration: 1 Hrs

Skill Tags:

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:

Script:

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

Click on save

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UI Action - New Record

Search

Submit

UI ActionNew record

Nameshopping cart(sc_cart)

Table-- None --

Order100

Action nameReset form

Active☒

Show insert☒

Show update☒

Client☒

List v2 Compatible☒

List v3 Compatible☐

Overrides

Messages

Comments

Hint

ApplicationGlobal

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 --

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AllFavoritesHistoryWorkspacesAdmin

UI Actions

Search

Actions on selected rows...

New

	Name	Table	Comments	Form action	List action	Active	Order	Condition	Updated
View in Workspace		Project Definition Version [promin_model_def_version]		true	false	true		current.getValue('state') == 'AVAILABLE...	2025-01-30 00:59:29
Save		Template [sys_template]	Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	!current.isNewRecord() && current.canWri...	2025-07-27 16:48:25
Save		Template [sys_template]	Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.canCreate() && current.isNewReco...	2025-07-27 16:48:28
Delete		Article Template [kb_article_template]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-07-27 16:48:23
Delete		Global [global]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() && current.canDe...	2025-07-27 16:48:24
New		Record Transformer Rule [sys_record_transformer_rule]	Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer.	false	true	true	-1,000	current.canCreate() && !RP.getListContro...	2018-10-04 15:53:16
Clear		Template [sys_template]	Clears the template applied field values	true	false	true	-1,000	current.canWrite()	2025-07-27 16:48:24
Save		Performance Analytics Text Index Configuration [pa_text_index_configurations]	Saves an existing record and redirects back to current screen (context version)	true	false	true	-1,000	!(current.isNewRecord()) && !current.canC...	2025-07-27 16:48:25
		Action Pavload Maoing	Deletes current record after confirmation						2025-07-27

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AllFavoritesHistoryWorkspacesAdmin

UI Action - New Record

Search

Submit

UI ActionNew record

Hint

OnClick

Condition

Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record, gs.hasRole("admin") condition restricts the UI Action to the users with admin role.

Script

```
1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
4 }
```

Protection policy-- None --

Workspace

Requires role

Workspace Form Button

Workspace Form Menu

Format for Configurable Workspace

Export Update set

Exporting changes to another instances

Duration: 1 Hrs

Skill Tags:

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

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Security Center	In progress		2025-07-27 17:42:06	system	(empty)	(empty)
Default	Global	In progress		2025-07-27 16:20:01	system	(empty)	(empty)
Default	Pipeline	In progress		2025-08-22 12:16:59	admin	(empty)	(empty)
Default	Now Assist Troubleshooting	In progress		2025-07-27 17:42:36	admin	(empty)	(empty)
Laptop Request	Global	In progress		2025-10-28 05:10:57	admin	(empty)	(empty)

Related Links

[Merge Update Sets](#)

Update Set - Laptop Request

* Name: Laptop Request

State: Complete

Parent:

Release date:

Install date:

Installed from:

Description:

Application: Global

Created: 2025-10-28 05:10:57

Created by: admin

Merged to:

Related Links

[Merge With Another Update Set](#)

[Scan Update Set](#)

Customer Updates (10) | Update Set Logs | Child Update Sets | Install History

Update set = Laptop Request

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-28 06:00:05	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE

dev318109.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fsys_id%3D48163b2a933032105c4835befaba105d%26sysparm_record_target%3Dsys_update_set%26...

Update Set - Laptop Request

[Merge With Another Update Set](#)

[Scan Update Set](#)

Customer Updates (10) | Update Set Logs | Child Update Sets | Install History

Update set = Laptop Request

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-28 06:00:05	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:54:00	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:34:41	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:35:50	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:36:25	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:32:44	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:26:31	Catalog Items Catalog		Service Catalog,Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:26:32	Catalog Item Category		Hardware.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:26:32	Catalog Item		Laptop Request	system	(empty)	INSERT_OR_UPDATE
2025-10-28 06:06:17	UI Action		shopping cart(sc_cart)	admin	(empty)	INSERT_OR_UPDATE

1 to 10 of 10

Login to another Instance

Retrieving the update set

Duration: 1 Hrs

Skill Tags:

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.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request	Global	Loaded	(empty)		2025-10-28 06:18:21	(empty)	(empty)	(empty)

Related Links

[Import Update Set from XML](#)

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

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Retrieved Update Sets

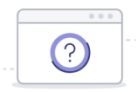
Search

Retrieved Update Sets

Name

Search

All > Class = Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
<div></div> <div>No records to display</div>								

Related Links

[Import Update Set from XML](#)

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ServiceNow

Search

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file

Choose file

sys_remote_u...efaba104e.xml

Step 2: Upload the file

Upload

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Retrieved Update Set - Laptop Request

Search

UpdateDeletePreview 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.

NameLaptop Request

ApplicationGlobal

Update source

Parent

StateLoaded

Loaded2025-10-28 06:18:21

Description

Application nameGlobal

Committed

Inserted

Deleted

UpdateDeletePreview Update Set

Related Links

Export to XML

Customer Updates (10)Child Update Sets

NameSearch

Actions on selected rows...

servicenow

AllFavoritesHistoryWorkspaces

Retrieved Update Set - Laptop Request

Search

UpdateDeletePreview 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.

NameLaptop Request

ApplicationGlobal

Update source

Parent

StatePreviewed

Loaded2025-10-28 06:18:21

Description

Application nameGlobal

Committed

Inserted0

Updated10

Deleted0

Collisions0

Total10

UpdateDeletePreview Update Set

Related Links

Export to XML

Customer Updates (10)Child Update Sets

NameSearch

Actions on selected rows...

servicenow

AllFavoritesHistoryWorkspaces

Retrieved Update Set - Laptop Request

Search

UpdateDeleteRun Preview AgainCommit 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.

NameLaptop Request

ApplicationGlobal

Update source

Parent

StatePreviewed

Loaded2025-10-28 06:18:21

Description

Application nameGlobal

Committed

Inserted0

Updated10

Deleted0

Collisions0

Total10

UpdateDeleteRun Preview AgainCommit Update Set

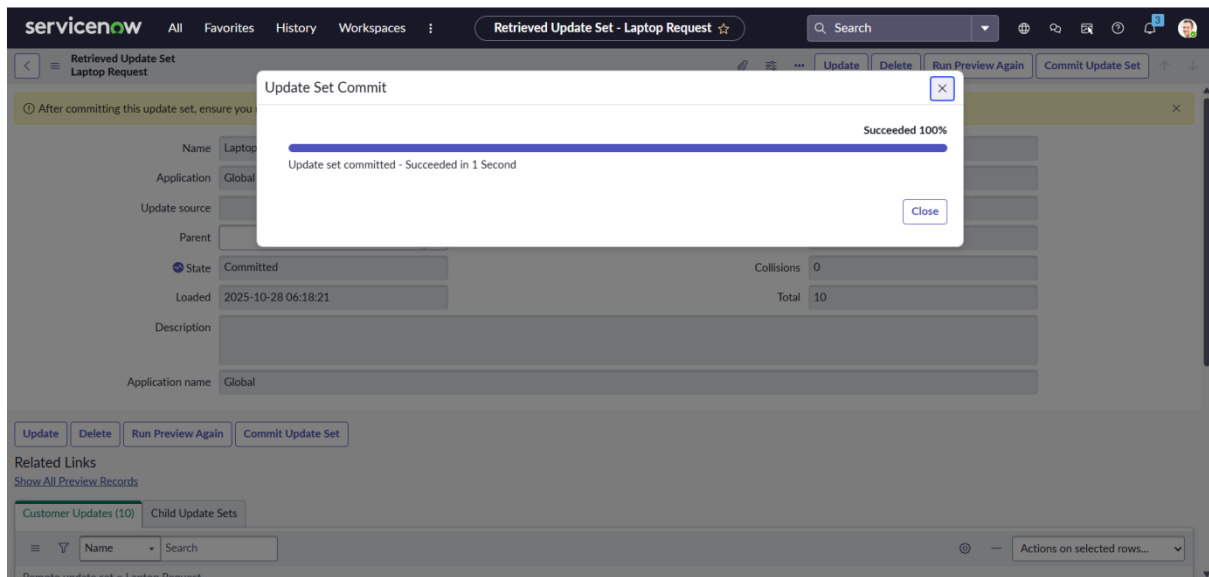
Related Links

Show All Preview Records

Customer Updates (10)Child Update Sets

NameSearch

Actions on selected rows...



Name	Type	Target name	Table	View	Action
catalog_ui_policy_action_56f080be937032105c4835befaba1069	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
catalog_ui_policy_eabf7bea937032105c4835befaba1081	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
item_option_new_1adbffe2937032105c4835befaba1080	Variable	Justification			INSERT_OR_UPDATE
item_option_new_593c7f26937032105c4835befaba1009	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_dc7cb766937032105c4835befaba1028	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_e02b3fa2937032105c4835befaba1065	Variable	Laptop Model			INSERT_OR_UPDATE
sc_cat_item_catalog_7d4a3362937032105c4835befaba104a	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_314a3362937032105c4835befaba105f	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_d0983f6e933032105c4835befaba1013	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sys_ui_action_6ed2c87293b032105c4835befaba10f2	UI Action	shopping cart(sc_cart)			INSERT_OR_UPDATE

Testing

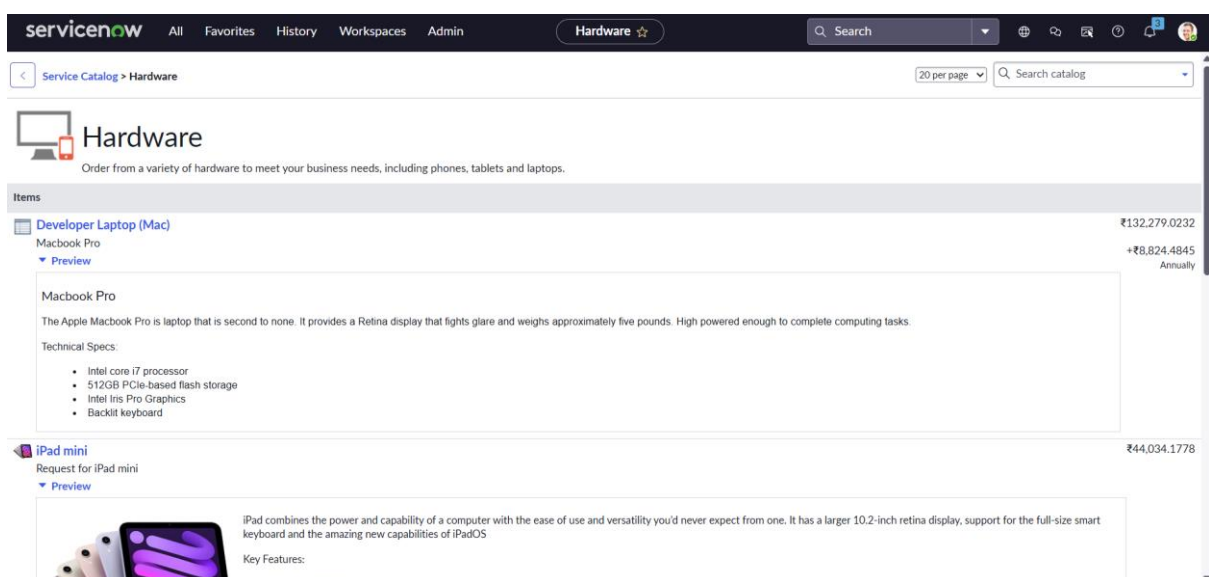
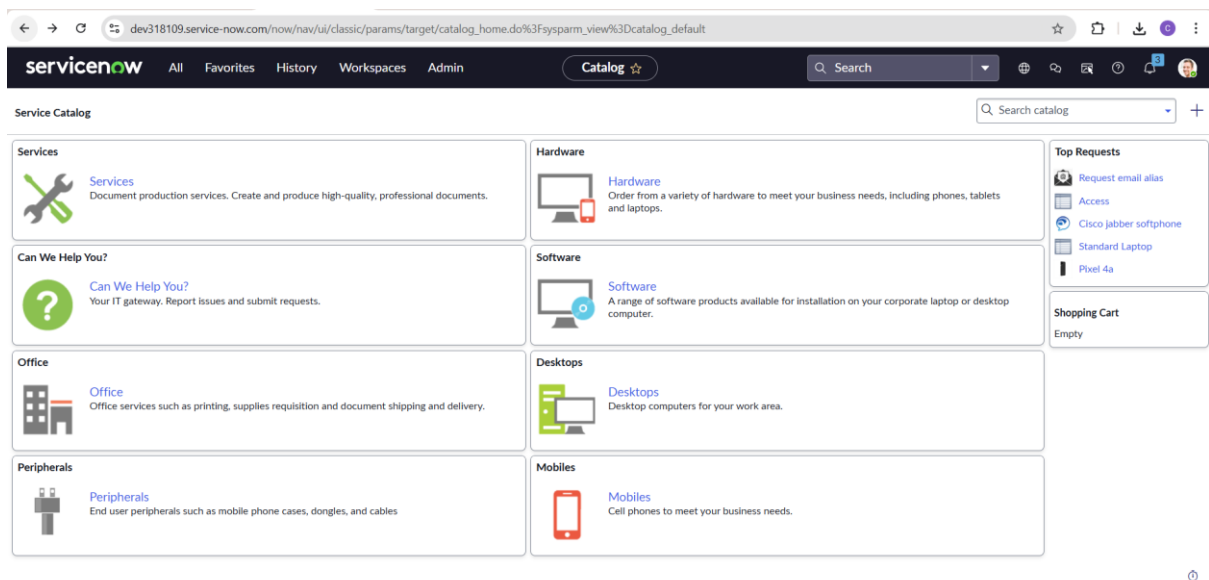
Test Catalog Item

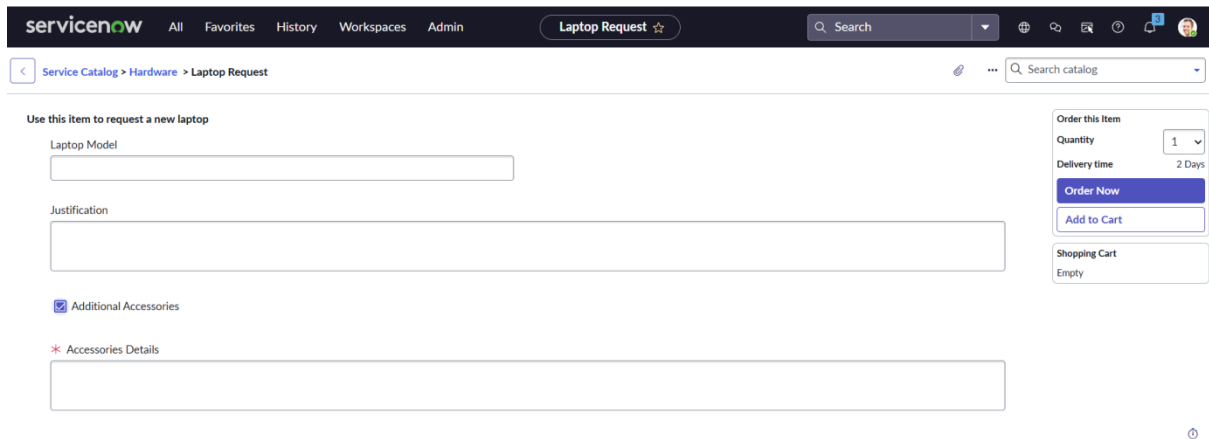
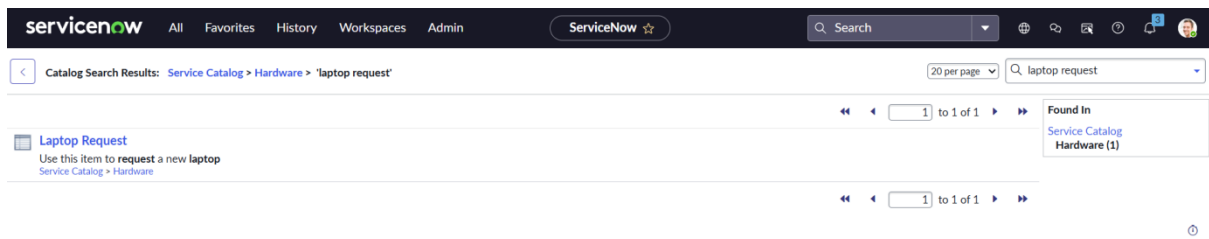
Duration: 1 Hrs

Skill Tags:

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 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.

