

Testing, Output, and Conclusion

Phase Overview:

After developing and configuring all components of the *Laptop Request Catalog Item*, this phase focuses on **testing and validating** the functionality of the catalog form, ensuring that every configuration — including variables, UI policy, and UI action — works correctly. The goal is to confirm a smooth and error-free user experience before deploying the item to the production instance.

Objectives:

- To test the functionality and interactivity of the *Laptop Request Catalog Item*.
 - To verify correct field behavior based on user selections.
 - To validate the “Reset Form” UI Action functionality.
 - To ensure successful submission and recording of laptop requests.
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Testing Steps:

1. Access the Catalog Item

- Open ServiceNow and navigate to the **Service Catalog**.
- Locate the **Laptop Request** item under the **Hardware** category.

2. Verify Form Fields

- Check that all variables (Laptop Model, Justification, Additional Accessories, Accessories Details) appear correctly.
- Confirm that **Accessories Details** remains hidden initially.

3. Test UI Policy Behavior

- Select the checkbox **Additional Accessories**.
- Verify that the **Accessories Details** field becomes **visible and mandatory**.
- Uncheck the box — the field should hide again.

4. Test Reset Form UI Action

- Click the **Reset Form** button.
- Ensure all form fields are cleared.

- Confirm that a popup message appears stating:

“The form has been reset.”

5. Submit Request

- Fill in all required fields and submit the form.
- Check that the request is successfully created in the **Requested Items (RITM)** table.

6. Validate Update Set Migration

- If the update set was imported into another instance, verify that all configurations (catalog item, UI policy, UI action) are functional in the new environment.

Output / Results:

- A fully functional **Laptop Request Catalog Item** is available in the Service Catalog.
- Dynamic visibility and mandatory field behavior are implemented through **UI Policies**.
- The **Reset Form** button clears the form efficiently.
- Requests are successfully recorded and processed through the ServiceNow workflow.
- The configuration was successfully migrated to another instance via the **Update Set**.

Conclusion:

The *Laptop Request Catalog Item* project successfully demonstrates how ServiceNow’s **Service Catalog**, **UI Policies**, **UI Actions**, and **Update Sets** can be used to automate IT service requests. By implementing this solution, organizations can streamline laptop request management, improve data accuracy, and enhance user satisfaction through a guided and interactive form experience. The project concludes with a verified, deployable solution ready for use in real-world ServiceNow environments.

Testing Output image:

