

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.
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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**.
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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:

This screenshot shows a ServiceNow application window titled "Laptop Request | ServiceNow". The URL is https://dev297258.service-now.com/nav/ui/classic/params/target/com.glideapp.servicelogin_cat_item_view.do?Fv%3D1%26sysparm_id%3D0f136c8483013210cf245130cead3f2... . The top navigation bar includes links for Student, ServiceNow Developers, and Laptop Request. The main content area displays a form for requesting a new laptop. It includes fields for "Laptop Model" (asus), "Justification" (empty), and "Additional Accessories" (bag, mouse). To the right, there's a sidebar with options to "Order this Item" (Quantity 1, Delivery time 2 Days), "Order Now", "Add to Cart", and "Shopping Cart" (Empty). The bottom status bar shows weather (35°C, Sunny), system icons, and the date/time (02-11-2025, 15:48).

This screenshot shows an "Order Status" page with the URL https://dev297258.service-now.com/nav/ui/classic/params/target/com.glideapp.servicelogin_checkout_view_v2.do?Fv%3D1%26sysparm_sys_id%3Dc82dcd5083857210cf245130... . The top navigation bar includes links for Student, ServiceNow Developers, and Order Status: REQ0010001. The main content area displays the order details: Order Placed: 2025-11-02 02:19:22, Request Number: REQ0010001, and Estimated Delivery Date: 2025-11-04. A message indicates the update set has been changed to Default [Global]. Below this, a table shows the order items: "Use this item to request a new laptop" with a delivery date of 2025-11-04 and a quantity of 1. At the bottom, there are "Back to Catalog", "Continue Shopping", and "Home" buttons. The bottom status bar shows weather (35°C, Sunny), system icons, and the date/time (02-11-2025, 15:49).