

- **Laptop Request Catalog Item**

TeamId:NM2025TMID18029

TeamMembers:

TeamLeader : DIVYA E

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TeamMember2: SARWAAN K

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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:

To provide a standardized, user-friendly, and efficient self-service method for employees to request a new or replacement laptop, ensuring timely fulfillment and a clear record of the request.

Skills:

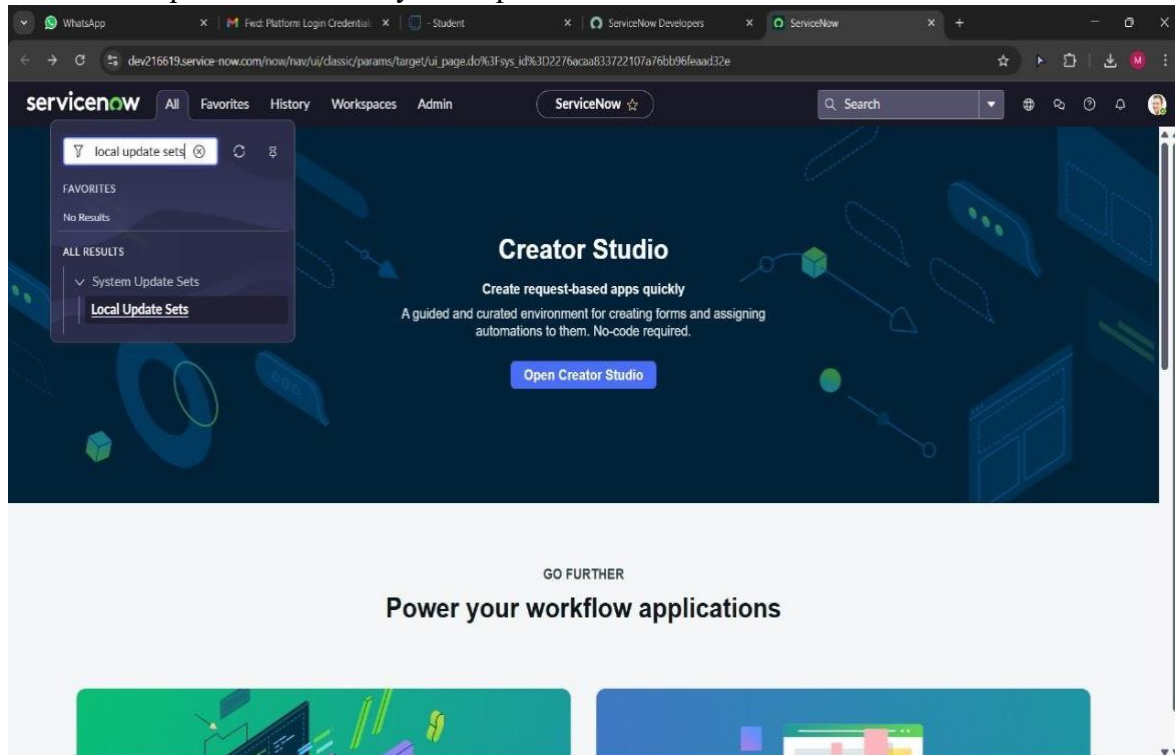
ServiceNow Administrator/Developer
IT Service Manager IT
Teams (Fulfillers)
End-User

TASKINITIATION

Milestone1: Update set

Activity1: Create Local Update set

1. Open service now.
2. Click on All >> search for update sets
3. Select local update sets under system update sets



4. Click on new
5. Fill the following details to create a update set as: “Laptop Request”
6. Click on submit and make current
7. By clicking on the button it activates the update set .

WhatsApp

Fwd: Platform Login Credential...

- Student

ServiceNow Developers

Update Sets | ServiceNow

dev216619.service-now.com/now/nav/ui/classic/params/target/sys_update_set_list.do?sysparm_userpref_module%3D50047c06c0a8016c0135a14cebc8191b%26sysparm_clear_st...

servicenow

All

Favorites

History

Workspaces

Admin

Update Sets

Search

Search

Actions on selected rows...

New

All

☐

Name

Application

State

Installed from

Created

Created by

Parent

Batch Base

Default

Pipeline

In progress

2025-09-11 08:44:00

system

(empty)

(empty)

Default

Security Center

In progress

2025-07-24 03:45:06

system

(empty)

(empty)

Default

Global

In progress

2025-07-24 02:19:36

system

(empty)

(empty)

Laptop Request

Global

Complete

2025-09-07 23:23:34

admin

(empty)

(empty)

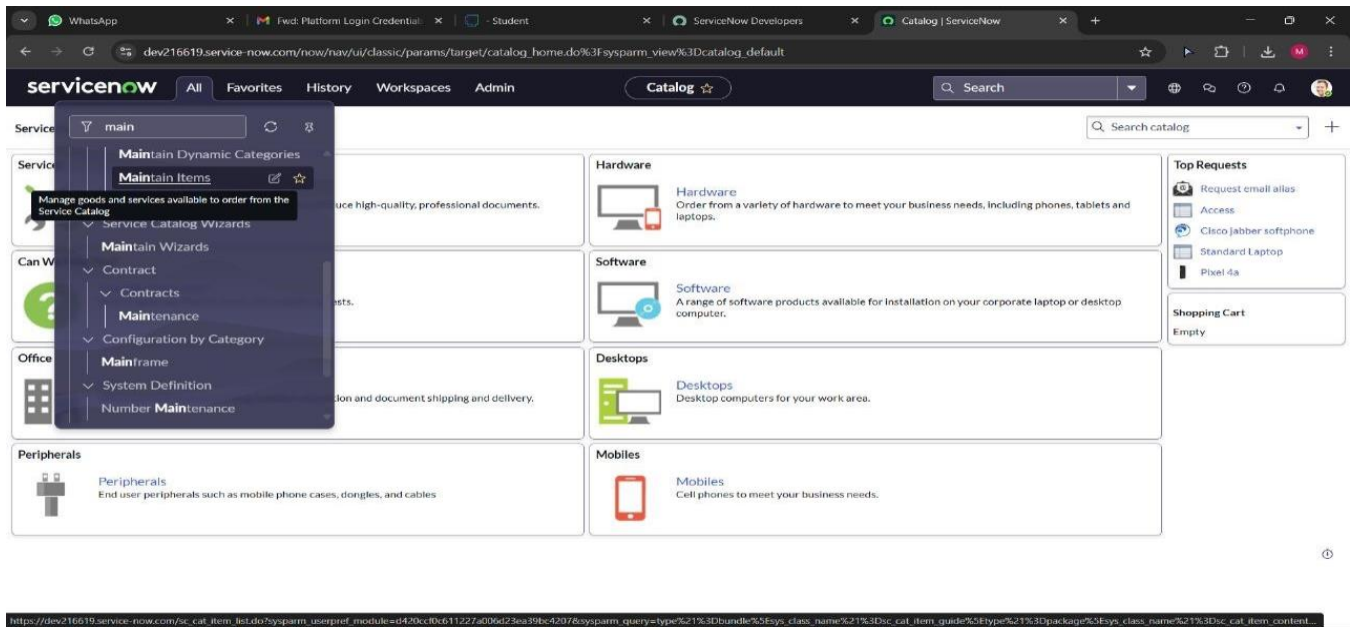
Related Links

[Merge Update Sets](#)

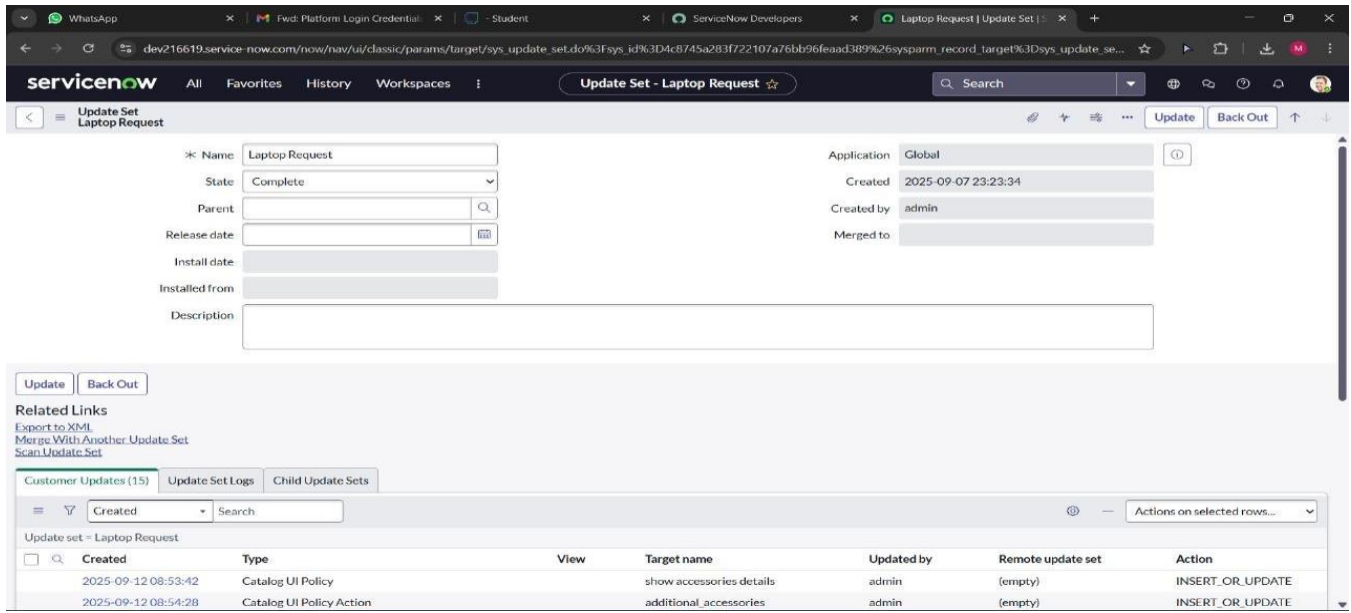
1 to 4 of 4

Milestone2: Service Catalog Item Activity1: Create Service Catalog Item

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'



Update Set - Laptop Request

Name: Laptop Request
 State: Complete
 Parent:
 Release date:
 Install date:
 Installed from:
 Description:
 Application: Global
 Created: 2025-09-07 23:23:34
 Created by: admin
 Merged to:
 Update Back Out

Related Links
 Export to XML
 Merge With Another Update Set
 Scan Update Set

Customer Updates (15) Update Set Logs Child Update Sets

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-12 08:53:42	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-09-12 08:54:28	Catalog UI Policy Action		additional_accessories	admin	(empty)	INSERT_OR_UPDATE

Activity2: Add variables

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

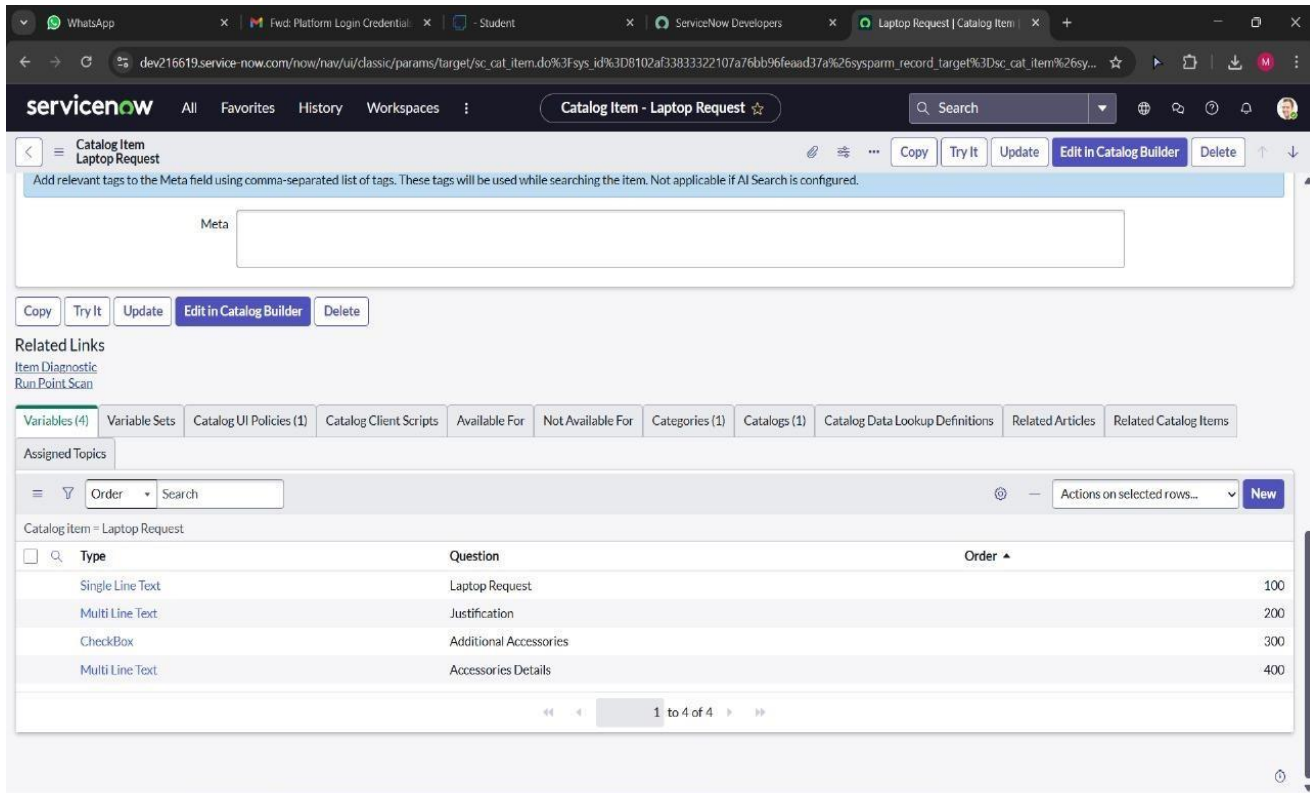
4. Variable 4: Accessories Details

Type: Multi line text

Name:accessories_details

Order:400

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



The screenshot shows the ServiceNow interface for editing a 'Catalog Item - Laptop Request'. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main header shows 'Catalog Item - Laptop Request' with buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Below the header is a 'Meta' field with a text input area and instructions: 'Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.' Below the meta field are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. The 'Related Links' section includes 'Item Diagnostic' and 'Run Point Scan'. The 'Assigned Topics' section shows a table with columns 'Type', 'Question', and 'Order'. The table contains four rows: 'Single Line Text' (Laptop Request, 100), 'Multi Line Text' (Justification, 200), 'CheckBox' (Additional Accessories, 300), and 'Multi Line Text' (Accessories Details, 400). The bottom of the table shows pagination: '1 to 4 of 4'.

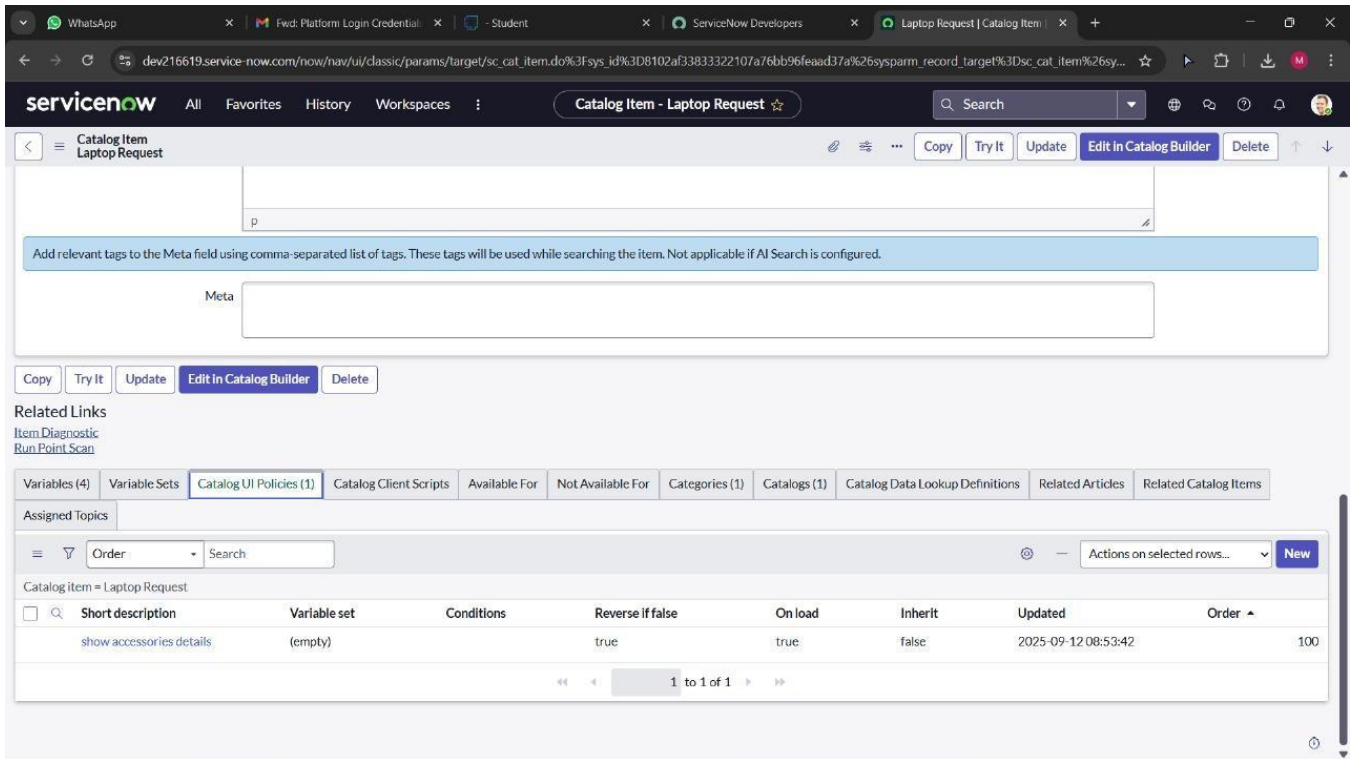
Milestone3: UI Policy

Activity1: Create Catalog Ui policies

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

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



The screenshot shows the ServiceNow interface for editing a Catalog Item named 'Laptop Request'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main form area has a 'Meta' field with a placeholder text: 'Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.' Below the form are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. A 'Related Links' section lists 'Item Diagnostic' and 'Run Point Scan'. A tabbed interface shows 'Variables (4)', 'Variable Sets', 'Catalog UI Policies (1)', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', 'Catalog Data Lookup Definitions', 'Related Articles', and 'Related Catalog Items'. The 'Assigned Topics' section is empty. A table at the bottom displays the 'Catalog UI Policies' for the 'Laptop Request' item.

Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
show accessories details	(empty)		true	true	false	2025-09-12 08:53:42	100

Milestone4: UI Action

Activity1: Create ui action

- Open service now.
- Click on All >> search for ui action
- Select ui actions under system definition
- Click on new
- Fill the following details to create ui action

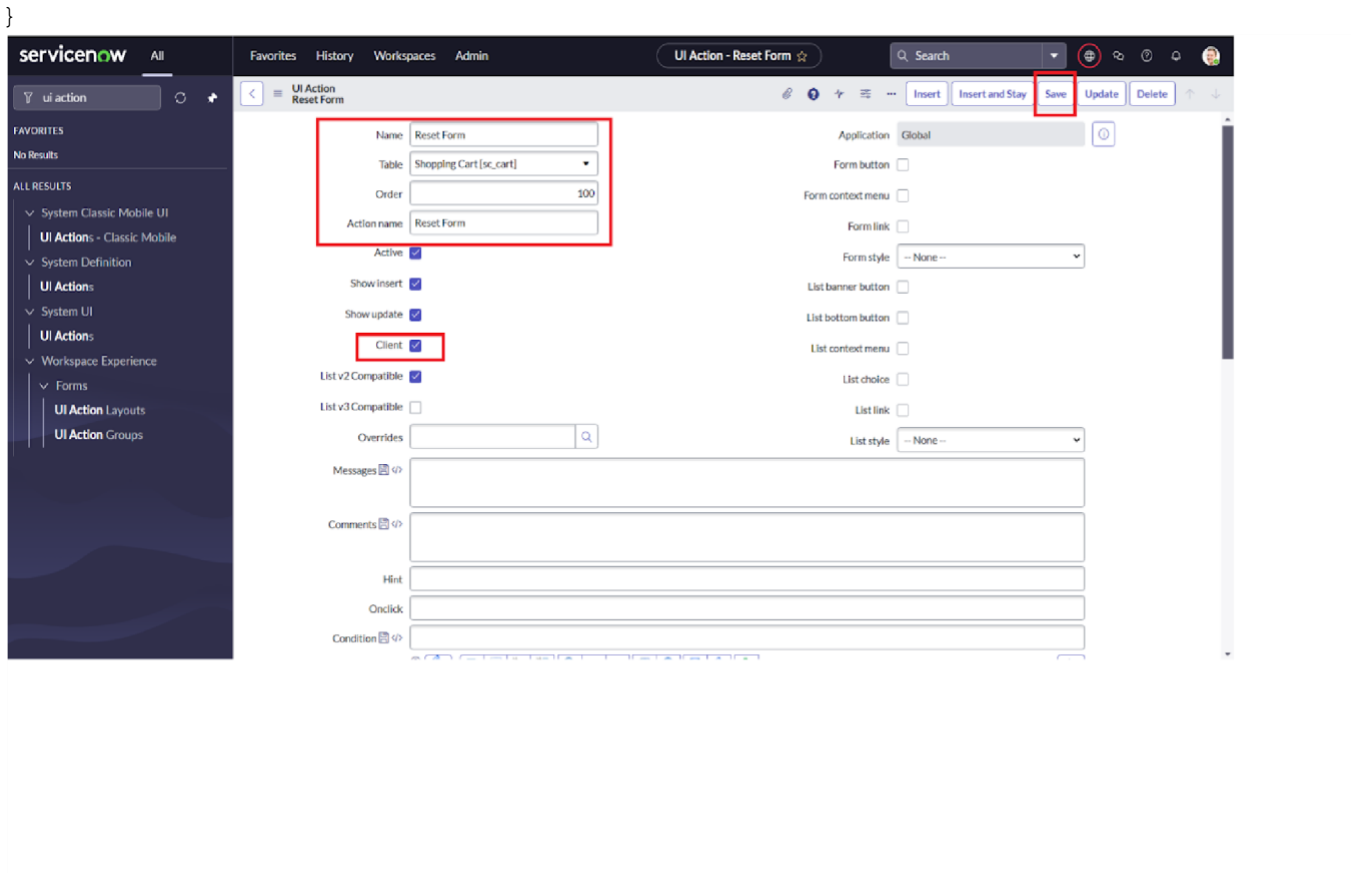
Table: shopping cart(sc_cart)

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.");
}
```



The screenshot shows the ServiceNow 'UI Action - Reset Form' configuration page. The left sidebar contains a navigation menu with 'UI Action' selected. The main area displays configuration fields for the 'Reset Form' action, including Name, Table (Shopping Cart [sc_cart]), Order (100), and Action name (Reset Form). The 'Client' checkbox is checked. The right sidebar contains various options like Application (Global), Form button, Form context menu, Form link, Form style, List banner button, List bottom button, List context menu, List choice, List link, and List style. The 'Save' button is highlighted with a red box.

Click on save

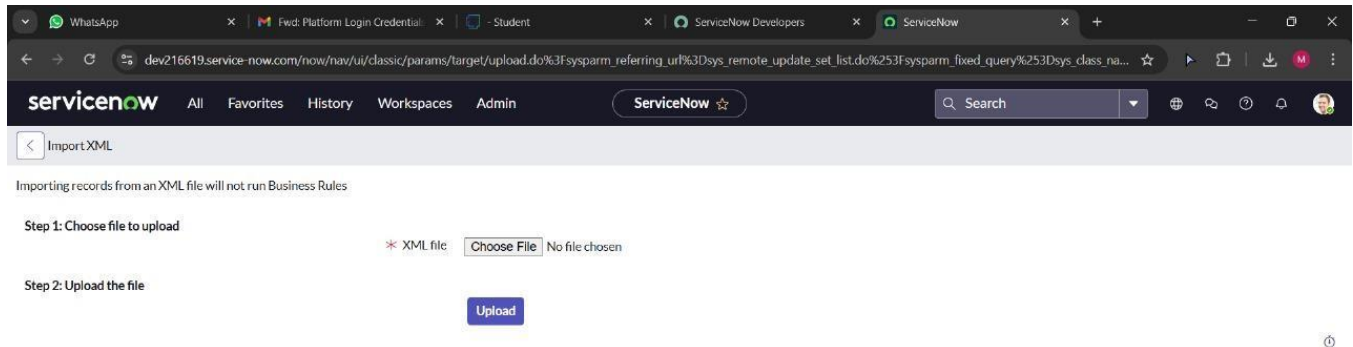
Milestone5: Export Update set **Activity1: Exporting changes to another instances**

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

Milestone6: Login to another Instance **Activity1: Retrieving the update set**

1. Open another instance in incognito window
2. Login with credentials

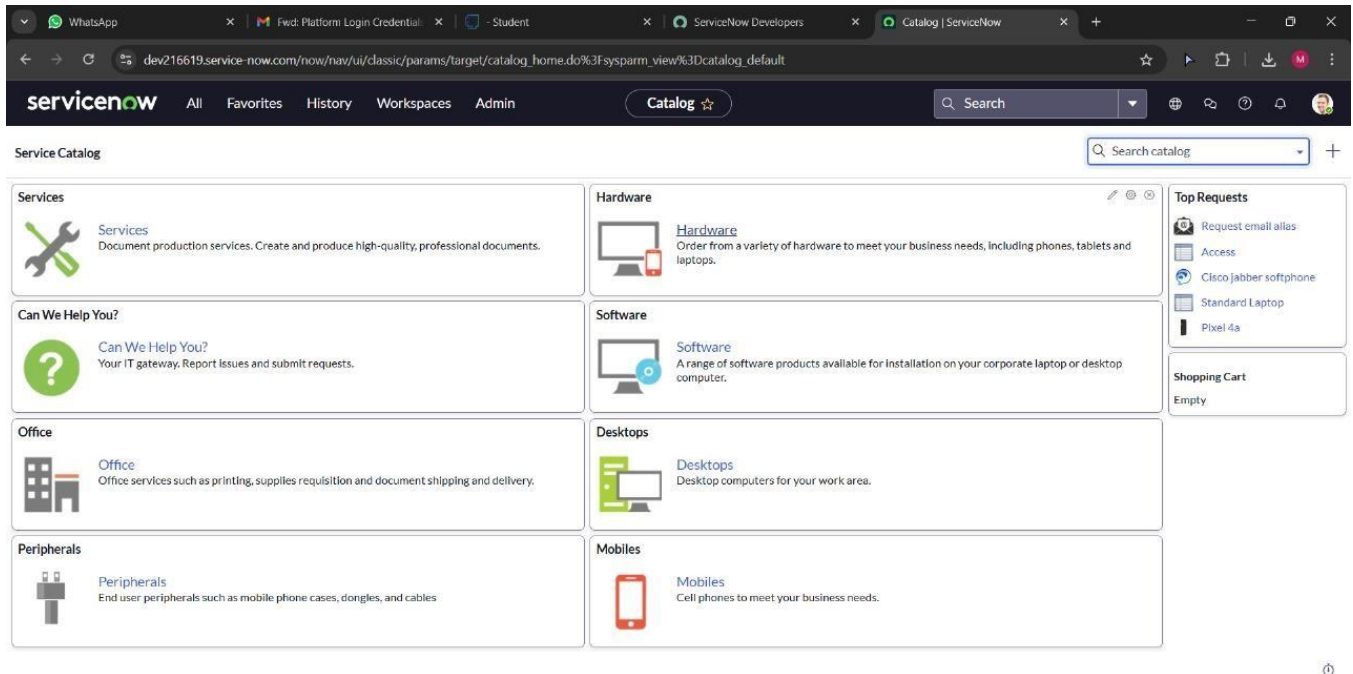
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML



Milestone7: Testing

Activity1: Test Catalog Item

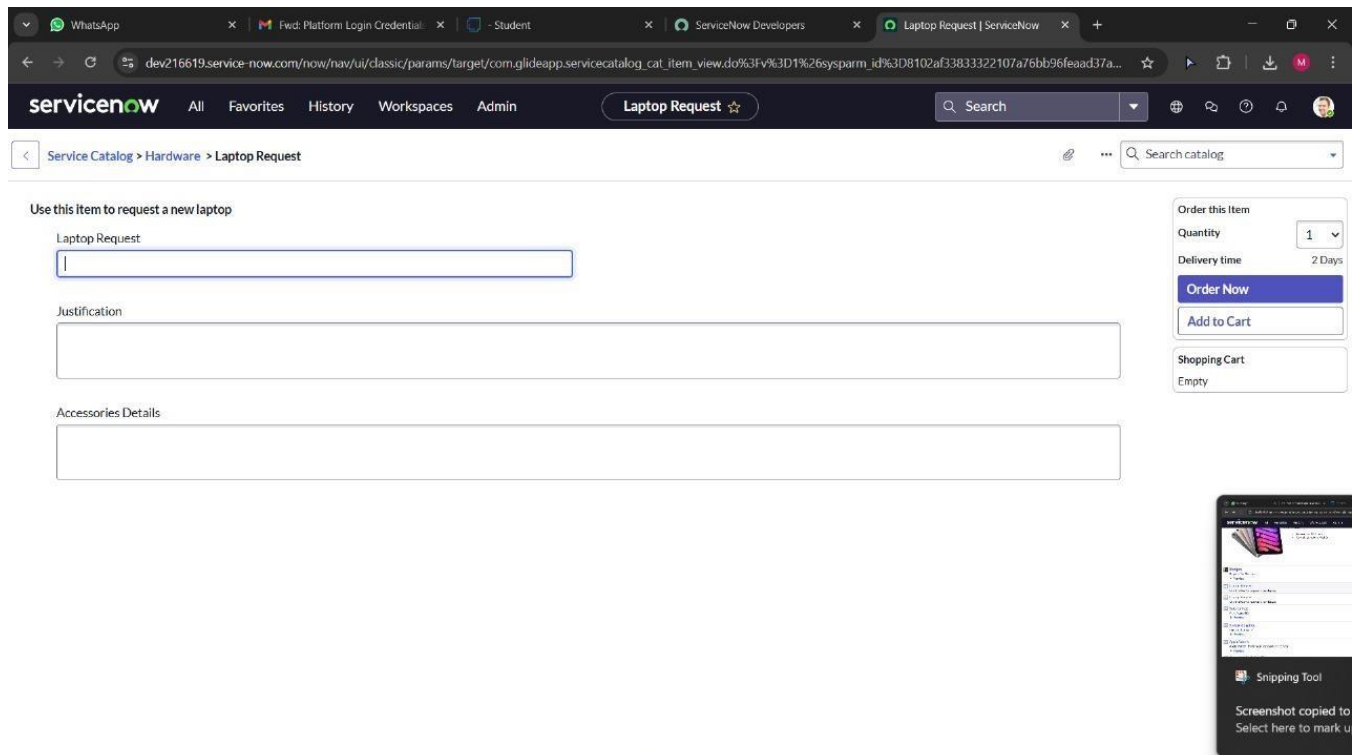
1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it
5. It shows three variables only



https://dev216619.service-now.com/com.glideapp.servicecatalog_category_view.do?sysparm_parent=d258b753e61122740146101b1be7c31&sysparm_catalog=e0d08b13c330100c0b837659bba8f14&sysparm_catalog_view=catalog_default&sysparm_view=catalog_default

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 usercentric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.