

Laptop Request Catalog Item

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Problem Statement:ABC Corporation currently relies on a manual process for employees to request laptops, which leads to delays, incomplete information, and inefficiencies. There's no smart form behavior to guide users, making data collection inconsistent. To solve this, a digital Service Catalog item should be introduced—featuring dynamic fields, intuitive instructions, and reset functionality. This solution will streamline the request process, improve data accuracy, and ensure all updates are properly tracked for governance and deployment.**TASK INITIATION**

Milestone 1 :Update set Activity : Create Local Update set

Open the ServiceNow platform in your browser.

1. In the left navigation menu, click "All" and search for "Update Sets".
2. Under System Update Sets, choose "Local Update Sets".
3. Click "New" to create a new update set.
4. Enter the name "Laptop Request" and fill in the required details.
5. Click "Submit", then select "Make Current" to activate the update set.

The screenshot shows the ServiceNow 'Update Set' form for 'Laptop Request'. The form is titled 'Update Set Laptop Request' and includes a search bar and navigation links. The form fields are as follows:

| Field | Value |
|----------------|---------------------|
| Name | Laptop Request |
| State | Complete |
| Parent | |
| Release date | |
| Install date | |
| Installed from | |
| Description | |
| Application | Global |
| Created | 2025-09-01 11:50:43 |
| Created by | admin |
| Merged to | |

Buttons: Update, Back Out

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

Customer Updates: Created, Search

| Created | Type | View | Target name | Updated by | Remote update set | Action |
|---------------------|--------------------------|------|--------------------|------------|-------------------|------------------|
| 2025-09-01 12:37:38 | Catalog UI Policy Action | | accessories_detail | admin | (empty) | INSERT_OR_UPDATE |

Milestone 2 : Service Catalog Item

Activity 1: 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.

| 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 | Now Assist Troubleshooting | In progress | | 2025-07-27 17:42:36 | admin | (empty) | (empty) |
| Default | Pipeline | In progress | | 2025-08-25 22:18:01 | admin | (empty) | (empty) |
| Laptop Request | Global | Complete | | 2025-09-01 11:50:43 | admin | (empty) | (empty) |

Related Links

[Merge Update Sets](#)

1 to 5 of 5

- 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'

Activity 2:Add variables

Step1:

- 1.After saving the catalog item form scroll down and click on variable(related list)
- 2.Click on new and enter the details as below
 1. Variable 1:Laptop Model
Type: Single line text
Name: laptop_model

- Order:100
- 3.Click on submit
- 4.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

ServiceNow Variable - New Record form. The form is for creating a new variable. The 'Application' dropdown is set to 'Global'. The 'Type' dropdown is set to 'Single Line Text'. The 'Catalog Item' dropdown is set to 'Laptop Request'. The 'Order' field is set to '100'. The 'Active' checkbox is checked. The 'Mandatory', 'Read only', and 'Hidden' checkboxes are unchecked. The 'Question' tab is selected, and the 'Specify the Question that explains the options available to the end user when ordering the item' section is visible. The 'Question' field is set to 'Laptop Model', and the 'Name' field is set to 'laptop_model'. The 'Submit' and 'Save' buttons are at the bottom.

Step2:

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

Milestone 3:

Activity 1: 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 creating a Catalog UI Policy. The left sidebar shows the navigation menu with 'Service Catalog' expanded and 'Maintain Items' selected. The main form is titled 'Catalog UI Policy - Show Accessories Details'. It includes fields for 'Applies to' (set to 'A Catalog Item'), 'Catalog Item' (set to 'Laptop Request'), 'Application' (set to 'Global'), and 'Active' (checked). The 'Short description' is 'Show Accessories Details'. The 'When to Apply' tab is selected, showing a list of conditions: '1. The catalog UI policy is Active', '2. The items in the Conditions field evaluate to true', and '3. The field specified in the catalog UI policy is present on the specified catalog item'. Below this, the 'Catalog Conditions' section shows a single condition: 'additional_accessories is true'. The 'Applies on' section has checkboxes for 'Applies on Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' checkbox is checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is also checked.

Milestone 4:

Activity 1: Create 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.");  
}
```

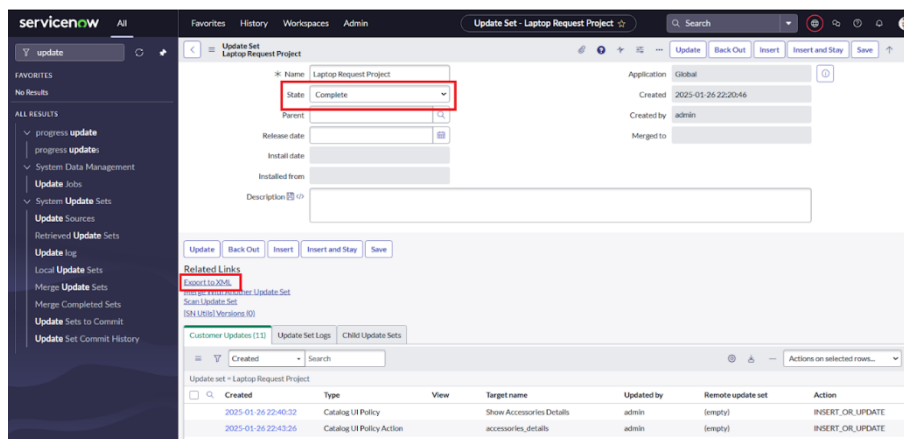
Click on save

The screenshot shows the ServiceNow 'UI Action - Reset Form' configuration page. The left sidebar contains a navigation menu with 'UI Action' selected. The main form area is divided into two columns. The left column contains fields for 'Name' (Reset Form), 'Table' (Shopping Cart [sc_cart]), 'Order' (100), and 'Action name' (Reset Form). Below these are checkboxes for 'Active', 'Show insert', 'Show update', 'Client' (checked), 'List v2 Compatible', and 'List v3 Compatible'. The right column contains a dropdown for 'Application' (Global) and several checkboxes for 'Form button', 'Form context menu', 'Form link', 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style'. At the bottom of the form are sections for 'Messages', 'Comments', 'Hint', 'OnClick', and 'Condition'. The 'Save' button in the top right corner is highlighted with a red box.

Milestone 5: Export Update set

Activity 1: Exporting changes to another instances

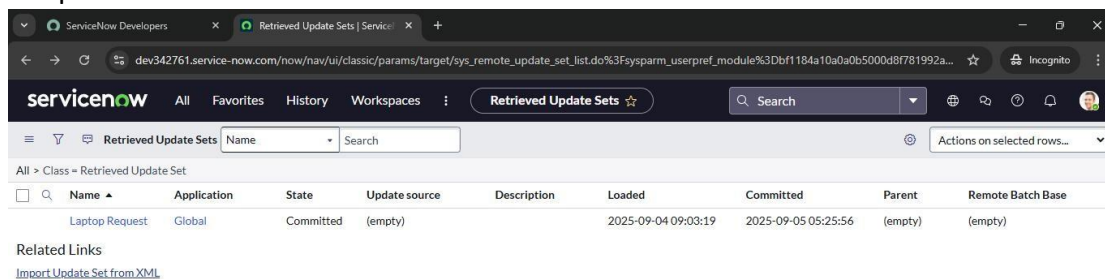
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML, it download one file



Milestone 6: Login to another Instance

Activity 1: Retrieving the update set

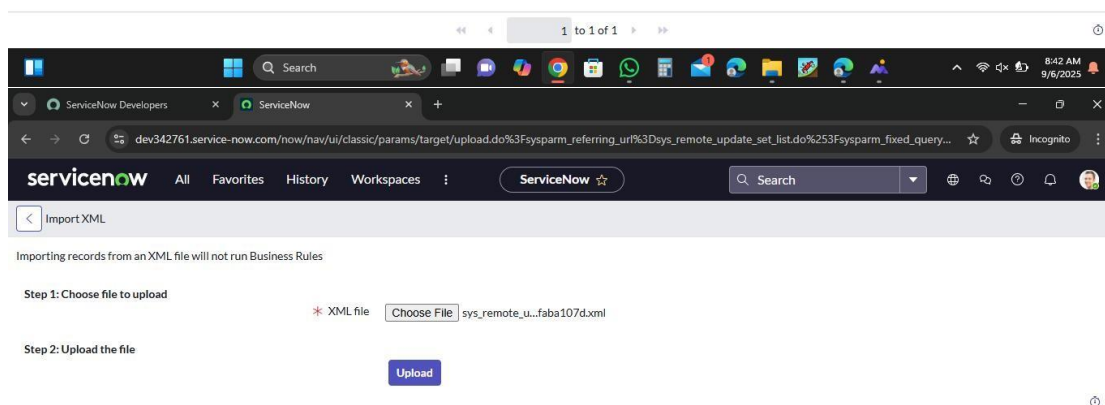
1. Open another instance in incognito window
2. Login with credentials
3. Click on all >> search for update sets
4. Select "Retrieved update set" under system update set
5. It opens retrieved update set list and scroll down
6. Click on Import update set from XML
7. Upload the downloaded file in XML file
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



The screenshot shows the ServiceNow interface for Retrieved Update Sets. The table lists one update set named 'Laptop Request' with a 'Global' application, 'Committed' state, and 'empty' update source. The 'Loaded' timestamp is 2025-09-04 09:03:19 and the 'Committed' timestamp is 2025-09-05 05:25:56. Below the table, there is a 'Related Links' section with a link to 'Import Update Set from XML'.

| Name | Application | State | Update source | Description | Loaded | Committed | Parent | Remote Batch Base |
|----------------|-------------|-----------|---------------|-------------|---------------------|---------------------|---------|-------------------|
| Laptop Request | Global | Committed | (empty) | | 2025-09-04 09:03:19 | 2025-09-05 05:25:56 | (empty) | (empty) |

Related Links
[Import Update Set from XML](#)



The screenshot shows the 'Import XML' form in ServiceNow. It includes a warning message: 'Importing records from an XML file will not run Business Rules'. The form has two steps: 'Step 1: Choose file to upload' and 'Step 2: Upload the file'. In Step 1, an XML file named 'sys_remote_u...faba107d.xml' is selected. In Step 2, there is an 'Upload' button.

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file sys_remote_u...faba107d.xml

Step 2: Upload the file



Milestone 7 :Testing

Activity 1 : 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
- 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.

The screenshot shows a web browser window displaying the ServiceNow 'Laptop Request' catalog item form. The browser's address bar shows the URL: `dev342761.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id%3D52e40ed193f722...`. The ServiceNow header is visible with the logo and navigation tabs: 'All', 'Favorites', 'History', 'Workspaces', and a 'Laptop Request' button. Below the header, the breadcrumb navigation shows 'Service Catalog > Hardware > Laptop Request'. The main form area is titled 'Use this item to request a new laptop'. It contains three input fields: 'Laptop Model', 'Justification', and 'Additional Accessories'. The 'Additional Accessories' field is currently unchecked. On the right side of the form, there is a section titled 'Order this item' which includes a 'Quantity' dropdown set to '1', a 'Delivery time' of '2 Days', and two buttons: 'Order Now' and 'Add to Cart'. Below this is a 'Shopping Cart' section showing 'Empty'. The Windows taskbar at the bottom of the screen shows the time as 6:03 PM on 9/5/2023.

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.