

Project Documentation

Laptop Request Catalog Item

1. Objective

The purpose of this project is to create a **Laptop Request Catalog Item** in ServiceNow that simplifies and automates the process of requesting laptops within the organization.

The solution aims to:

- Streamline the laptop request process for employees.
- Replace manual and error-prone procedures with automated ServiceNow functionality.
- Introduce dynamic behavior in the catalog form for improved user experience.
- Ensure all changes are properly tracked and transferable between instances.
- Improve governance, transparency, and efficiency in IT service delivery.

2. Scope

This document outlines the complete process of configuring a Service Catalog item in ServiceNow to automate laptop requests.

The scope includes:

- Creating and managing Update Sets for tracking configuration changes.
- Building a new Service Catalog item with variables.
- Implementing UI Policies for dynamic field behavior.
- Creating UI Actions to reset the form.
- Exporting and importing update sets between ServiceNow instances.
- Testing and validating the catalog item functionality.

3. Process Workflow

3.1 Create Local Update Set

1. Open **ServiceNow** → **All** → **Update Sets (System Update Sets)**.
2. Click **New** and create a local update set with the following details:
 - Name: Laptop Request
3. Click **Submit** and then **Make Current** to activate it.

Note: Perform all configurations under this update set.

The screenshot shows the ServiceNow interface for an 'Update Set - Laptop Request'. The form contains the following fields:

- * Name: Laptop Request
- State: In progress
- Parent: [Searchable]
- Release date: [Calendar icon]
- Install date: [Field]
- Installed from: [Field]
- Description: [Text area]
- Application: Global
- Created: 2025-10-17 09:42:50
- Created by: admin
- Merged to: [Field]

Below the form, there are 'Related Links' and a table for 'Customer Updates (10)'.

Related Links

- [Make This My Current Set](#)
- [Merge With Another Update Set](#)
- [Scan Update Set](#)

Customer Updates (10)

Created	Type	View	Target name	Updated by	Remote update set	Action
[Searchable]						

3.2 Create Service Catalog Item

1. Navigate to **Service Catalog** → **Maintain Items**.
2. Click **New** and fill the following details:
 - **Name:** Laptop Request
 - **Catalog:** Service Catalog
 - **Category:** Hardware
 - **Short Description:** Use this item to request a new laptop
3. Click **Save**.

ServiceNow Catalog Item - Laptop Request

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

Service Catalog: Service Catalog

Category: Hardware

State: -- None --

Checked out: -- None --

Owner: System Administrator

Active: ☒

Fulfillment automation level: Unspecified

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description: Use this item to request a new laptop

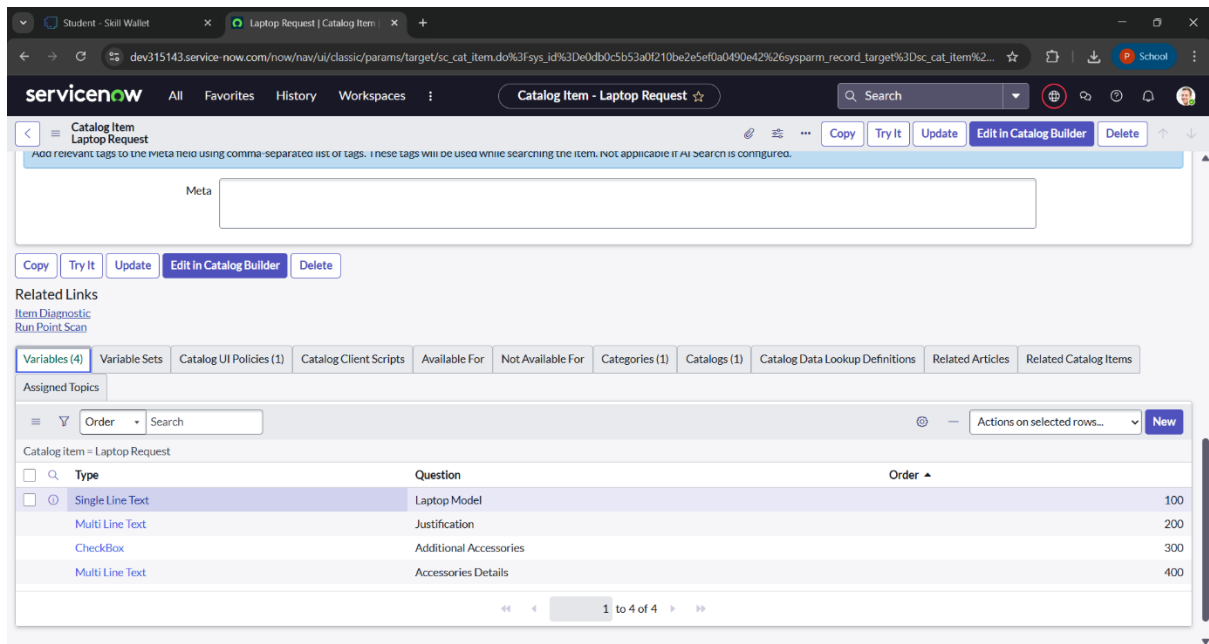
Description: Use this item to request a new laptop

3.3 Add Variables

1. Scroll to the **Variables** related list and click **New** to add variables:

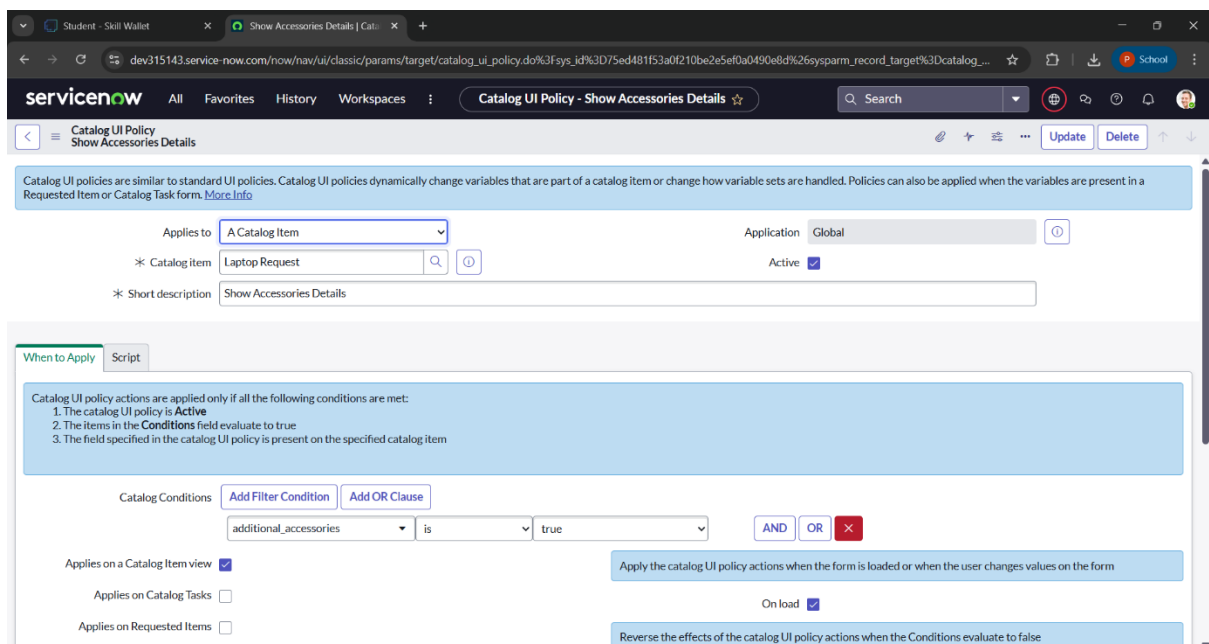
Variable Label	Type	Name	Order
Laptop Model	Single Line Text	laptop_model	100
Justification	Multi Line Text	justification	200
Additional Accessories	Checkbox	additional_accessories	300
Accessories Details	Multi Line Text	accessories_details	400

2. Click **Submit** after each variable and **Save** the catalog item.



3.4 Create Catalog UI Policy

1. Navigate to **Service Catalog** → **Maintain Items**.
2. Search for the **Laptop Request** item created earlier.
3. Scroll to **Catalog UI Policies** → click **New**.
 - **Short Description:** Show Accessories Details
 - **Condition:** additional_accessories is true
4. Click **Save** (do not submit yet).



5. In the related list **Catalog UI Policy Actions**, click **New** and configure:

- **Variable:** accessories_details
- **Mandatory:** True
- **Visible:** True
- **Order:** 100

6. Click **Save** and then **Save** again on the UI Policy form.

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy Action. The browser address bar shows the URL: dev315143.service-now.com/nav/ui/classic/params/target/catalog_ui_policy_action.do%3Fsys_id%3D82be885f53a0f210be2e5ef0a0490e6b%26sysparm_record_target%3Dca... The page title is 'Catalog UI Policy Action - accessories_details'. The form includes the following fields:

- Catalog Item:** Laptop Request
- Variable name:** accessories_details
- Order:** 100
- Application:** Global
- Mandatory:** True
- Visible:** True
- Read only:** Leave alone
- Value action:** Leave alone
- Field message type:** None

At the bottom of the form, there are 'Update' and 'Delete' buttons.

3.5 Create UI Action (Reset Form Button)

1. Navigate to **All → System Definition → UI Actions**.

2. Click **New** and configure as follows:

- **Table:** Shopping Cart (sc_cart)
- **Action Name:** Reset Form
- **Order:** 100
- **Client:** Checked
- **Script:**

```
function resetForm() {  
    g_form.clearForm();  
    alert("The form has been reset.");  
}
```

3. Click **Save**.

The screenshot shows the 'UI Action - Reset Form' configuration page in ServiceNow. The page is divided into several sections:

- Basic Information:** Name (Reset Form), Table (Shopping Cart [sc_cart]), Order (100), and Action name.
- Active:** A checkbox that is checked.
- Show Insert:** A checkbox that is checked.
- Show Update:** A checkbox that is checked.
- Client:** A checkbox that is checked.
- List v2 Compatible:** A checkbox that is checked.
- List v3 Compatible:** A checkbox that is unchecked.
- Overrides:** A search bar.
- Messages:** A text area.
- Comments:** A text area.
- Hint:** A text area.
- OnClick:** A text area.
- Condition:** A text area.
- Script:** A code editor with the following code:


```
1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
4 }
```
- Form Options:** Application (Global), Form button, Form context menu, Form link, Form style (None), List banner button, List bottom button, List context menu, List choice, List link, and List style (None).

3.6 Export Update Set

1. Go to **System Update Sets** → **Local Update Sets**.
2. Open the created update set Laptop Request Project.
3. Set **State** to Complete.
4. Click **Export to XML** to download the update set file.

The screenshot shows the 'Update Set - Laptop Request' configuration page in ServiceNow. The page is divided into several sections:

- Basic Information:** Name (Laptop Request), State (Complete), Parent, Release date, Install date (2025-10-17 10:08:25), and Installed from.
- Description:** A text area.
- Application:** Global.
- Created:** 2025-10-17 10:08:24.
- Created by:** admin.
- Merged to:** A text area.
- Buttons:** Update, Back Out.
- Related Links:**
 - Export to XML
 - Merge With Another Update Set
 - Scan Update Set
 - Show Update's History
- Customer Updates (10):** A tab with a search bar and a dropdown menu.
- Update Set Logs (13):** A tab with a search bar and a dropdown menu.
- Child Update Sets:** A tab with a search bar and a dropdown menu.
- Install History:** A tab with a search bar and a dropdown menu.
- Table:** A table with columns: Created, Type, View, Target name, Updated by, Remote update set, and Action.

3.7 Retrieve Update Set in Another Instance

1. Log in to the **target ServiceNow instance** (preferably in incognito mode).
2. Navigate to **System Update Sets → Retrieved Update Sets**.
3. Click **Import Update Set from XML**.
4. Upload the downloaded XML file and click **Upload**.
5. Open the imported set → click **Preview Update Set → Commit Update Set**.
6. Verify that all related updates have been successfully imported.

The screenshot displays the ServiceNow interface for a Retrieved Update Set. The top navigation bar shows 'Retrieved Update Sets' with a search bar and a dropdown for 'Actions on selected rows...'. The left sidebar lists various update set categories under 'update', including 'System Data Management', 'Update Jobs', 'System Update Sets', 'Update Sources', 'Retrieved Update Sets', 'Update log', 'Local Update Sets', 'Merge Update Sets', 'Merge Completed Sets', 'Update Sets to Commit', and 'Update Set Commit History'.

The main content area shows a table of Retrieved Update Sets. The table has columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. The table contains one row with the following data:

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request	Global	Committed	(empty)		2025-10-17 10:04:34	2025-10-17 10:08:24	(empty)	(empty)

Below the table, there are 'Related Links' including 'Import Update Set from XML'.

The bottom section of the screenshot shows the 'Retrieved Update Set - Laptop Request' page. It includes a 'Related Links' section with 'Show Commit Log' and 'Show All Preview Records'. Below this, there is a 'Customer Updates (10)' section with a 'Child Update Sets' tab. The table below shows the details of the updates:

Name	Type	Target name	Table	View	Action
catalog_ui_policy_75ed481f53a0f210be2e5ef0a0490e8d	Catalog UI Policy	Show Accessories Details			INSERT_OR_UPDATE
catalog_ui_policy_action_82be885f53a0f210be2e5ef0a0490e6b	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_adec489b53a0f210be2e5ef0a0490e5e	Variable	Justification			INSERT_OR_UPDATE
item_option_new_b96c489f5360f210be2e5ef0a0490e70	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_ce1d808b53a0f210be2e5ef0a0490ef9	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_d64dc05b53a0f210be2e5ef0a0490e90	Variable	Accessories Details			INSERT_OR_UPDATE
sc_cat_item_catalog_851c409b53a0f210be2e5ef0a0490ebd	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_811c409b53a0f210be2e5ef0a0490ec2	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_e0db0c5b53a0f210be2e5ef0a0490e42	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sys_ui_action_92af40df53a0f210be2e5ef0a0490ee4	UI Action	Reset Form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

3.8 Testing

1. Open **Service Catalog** → **Hardware Category**.
2. Locate and open the **Laptop Request** catalog item.
3. Verify the form behavior:
 - Only three variables are visible initially.
 - When **Additional Accessories** is checked, the **Accessories Details** field becomes visible and mandatory.
4. Ensure the **Reset Form** button clears all fields as expected.

The image displays two screenshots of the ServiceNow 'Laptop Request' form, illustrating the behavior of the 'Additional Accessories' checkbox.

Top Screenshot (Initial State):

- Form Title:** Use this item to request a new laptop
- Fields:**
 - Laptop Model:** A text input field.
 - Justification:** A large text area.
 - Additional Accessories:** A checkbox that is currently unchecked.
- Order Item Section:**
 - Quantity:** A dropdown menu set to 1.
 - Delivery time:** 2 Days.
 - Buttons:** 'Order Now' and 'Add to Cart'.
 - Shopping Cart:** Empty.

Bottom Screenshot (After Checking 'Additional Accessories'):

- Form Title:** Use this item to request a new laptop
- Fields:**
 - Laptop Model:** A text input field.
 - Justification:** A large text area.
 - Additional Accessories:** A checkbox that is now checked.
 - * Accessories Details:** A new mandatory text input field that has appeared below the 'Additional Accessories' checkbox.
- Order Item Section:** (Identical to the top screenshot)

4. Conclusion

The **Laptop Request Catalog Item** project successfully automates the process of laptop requests in ServiceNow.

Through dynamic UI policies and intuitive design, employees can now submit accurate requests quickly and efficiently.

The implementation ensures:

- Simplified and standardized laptop request process.
- Reduction in manual errors and processing delays.
- Enhanced visibility and tracking of configuration changes.
- Easy deployment across multiple instances via Update Sets.

This project demonstrates how ServiceNow's Service Catalog capabilities can transform manual IT service requests into efficient, user-friendly digital workflows, improving productivity and employee satisfaction.