

Project Title : LAPTOP REQUEST CATALOG ITEM

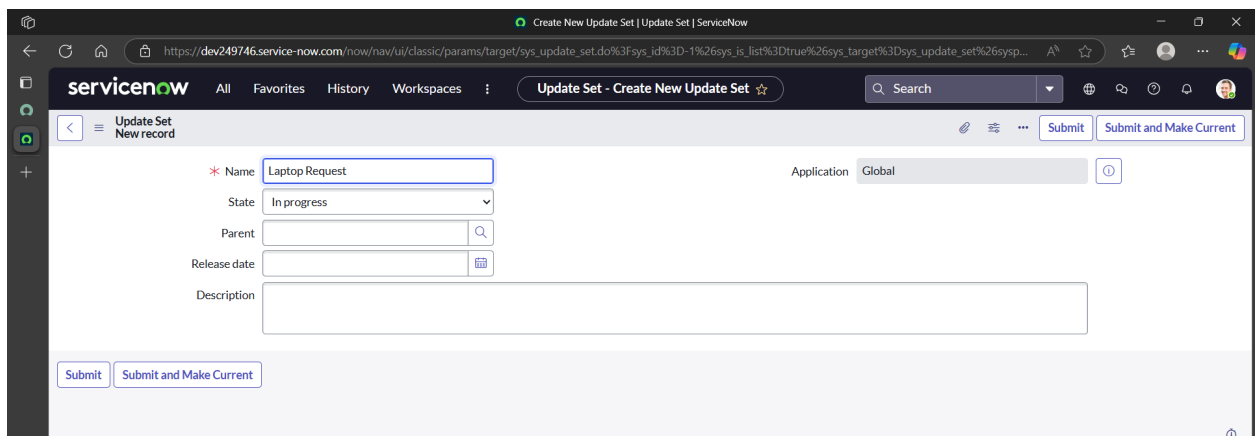
Problem Statement:

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.

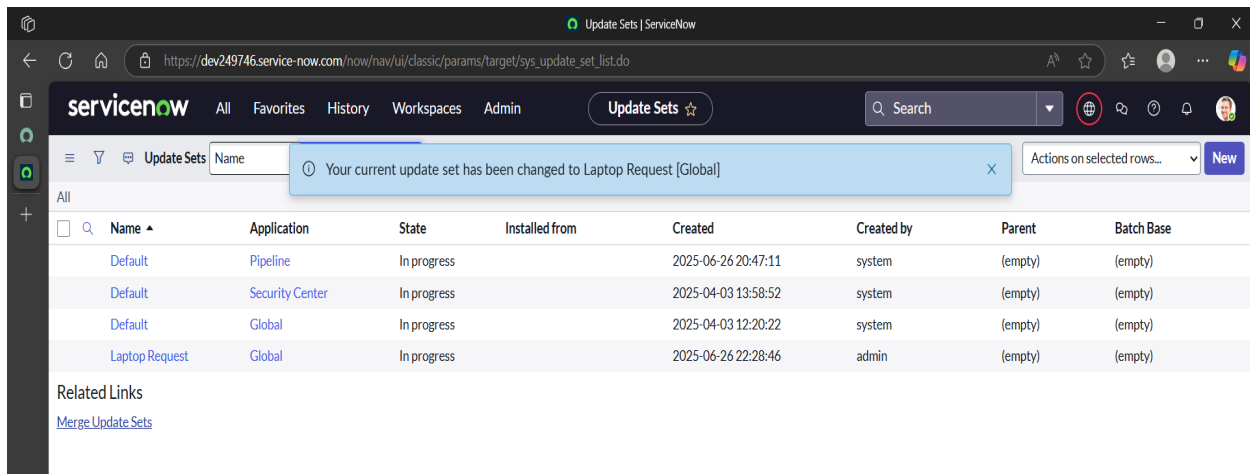
Update set

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

A screenshot of the ServiceNow web interface showing the 'Create New Update Set' form. The browser address bar shows a URL starting with 'https://dev249746.service-now.com/'. The page title is 'Create New Update Set | Update Set | ServiceNow'. The breadcrumb trail is 'Update Set - Create New Update Set'. The form has a left sidebar with a menu icon and a '+ Update Set New record' button. The main form area contains the following fields: 'Name' (required, with a red asterisk) containing 'Laptop Request', 'State' (dropdown menu) set to 'In progress', 'Parent' (lookup field with a magnifying glass icon), 'Release date' (calendar icon), and 'Description' (a large text area). To the right of the 'Name' field is an 'Application' dropdown menu set to 'Global'. At the bottom of the form are two buttons: 'Submit' and 'Submit and Make Current'.

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 .

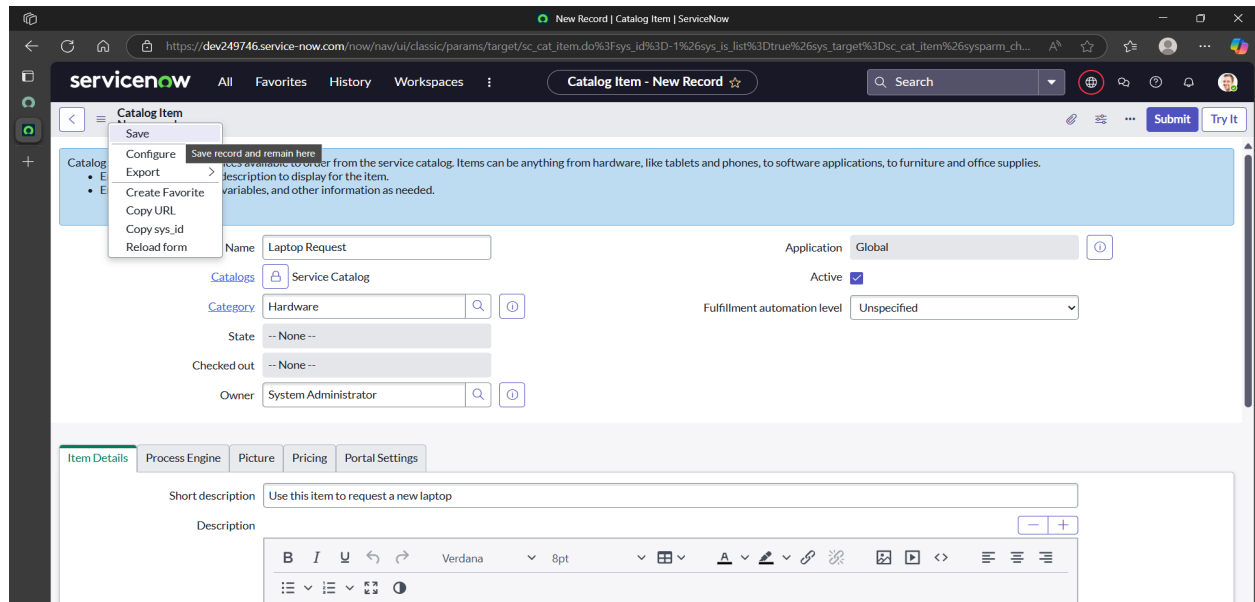


NOTE: Perform all actions under this newly created update set only.

Service Catalog Item

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'



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 :Laptop Model
 - Type: Single line text
 - Name: laptop_model
 - Order:100
- Click on submit

The screenshot shows the 'Variable - New Record' form in ServiceNow. The 'Application' is set to 'Global'. The 'Type' is 'Single Line Text'. The 'Catalog item' is 'Laptop Request'. The 'Order' is '100'. The 'Active' checkbox is checked. The 'Mandatory', 'Read only', and 'Hidden' checkboxes are unchecked. The 'Question' tab is selected, and the 'Question' field is populated with 'Laptop Model'. The 'Name' field is populated with 'laptop_model'. The 'Conversational label', 'Tooltip', and 'Example Text' fields are empty.

Application: Global

Type: Single Line Text

Catalog item: Laptop Request

Order: 100

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Question: Laptop Model

Name: laptop_model

Conversational label:

Tooltip:

Example Text:

- Again click on new and add Remaining variables in the above process

2. Variable :Justification

Type: Multi line text

Name: justification

Order:200

The screenshot shows the 'Variable - New Record' form in ServiceNow. The 'Application' is set to 'Global'. The 'Type' is 'Multi Line Text'. The 'Catalog item' is 'Laptop Request'. The 'Order' is '200'. The 'Active' checkbox is checked. The 'Mandatory', 'Read only', and 'Hidden' checkboxes are unchecked. The 'Question' tab is selected, and the 'Question' field is populated with 'Justification'. The 'Name' field is populated with 'justification'. The 'Conversational label', 'Tooltip', and 'Example Text' fields are empty.

Application: Global

Type: Multi Line Text

Catalog item: Laptop Request

Order: 200

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Question: Justification

Name: justification

Conversational label:

Tooltip:

Example Text:

3. Variable :Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

ServiceNow Variable - New Record

Application: Global

Type: **CheckBox**

Catalog item: Laptop Request

Order: 300

Active: ☒

Selection Required: ☐

Read only: ☐

Hidden: ☐

Question tab active. Specify the Question that explains the options available to the end user when ordering the item

* Question: Additional Accessories

* Name: additional_accessories

Conversational label:

Tooltip:

Submit

4. Variable : Accessories Details

Type: Multi line text

Name:accessories_details

Order:400

ServiceNow Variable - New Record

Application: Global

Type: **Multi Line Text**

Catalog item: Laptop Request

Order: 400

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Question tab active. Specify the Question that explains the options available to the end user when ordering the item

* Question: Accessories Details

* Name: accessories_details

Conversational label:

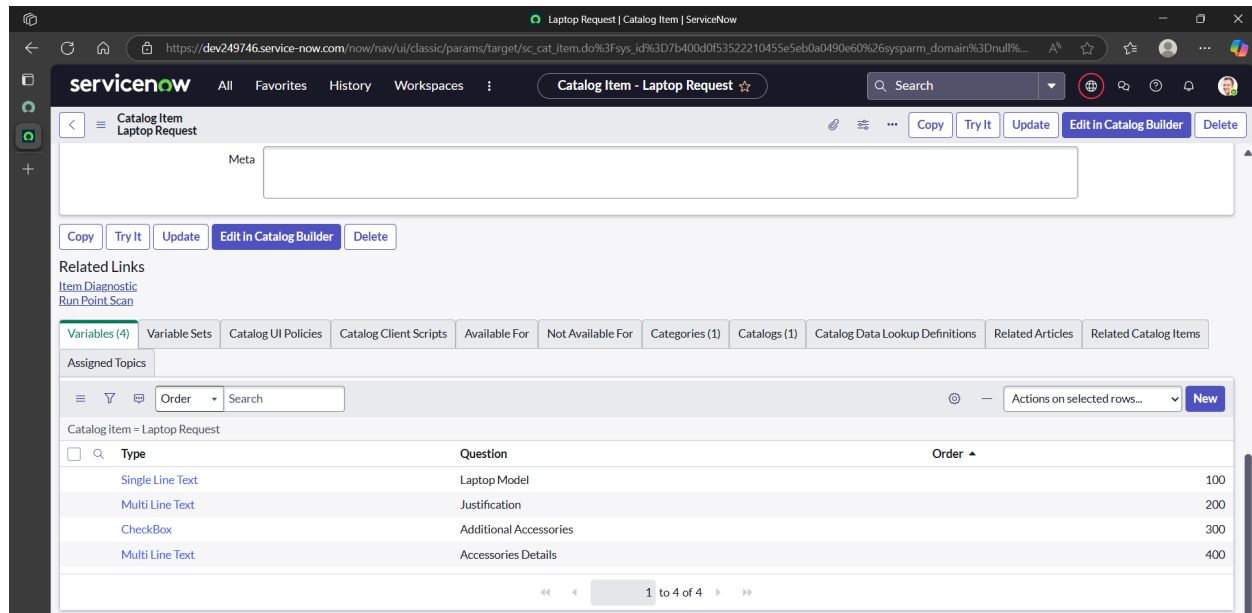
Tooltip:

Example Text:

Submit

Step2:

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



UI Policy

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)

ServiceNow Catalog UI Policy - New Record

* Catalog Item: Laptop Request

* Short description: show accessories details

Active: ☒

When to Apply

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is Active
2. The items in the Conditions field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: Add Filter Condition Add *OR* Clause

additional_accessories is true

AND OR X

Applies on a Catalog Item view: ☒

Applies on Catalog Tasks: ☐

Applies on Requested Items: ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load: ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false: ☒

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

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

ServiceNow Catalog UI Policy Action - accessories_details

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

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

Update Delete

Related Links

[Run Point Scan](#)

UI Action

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

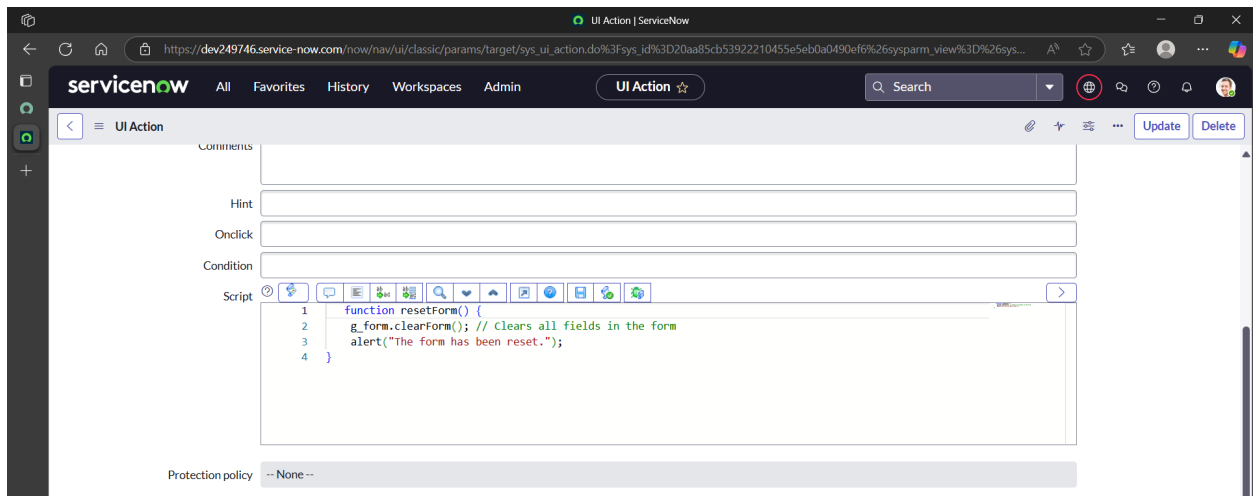
Action name: Reset form

Client : checked

Script:

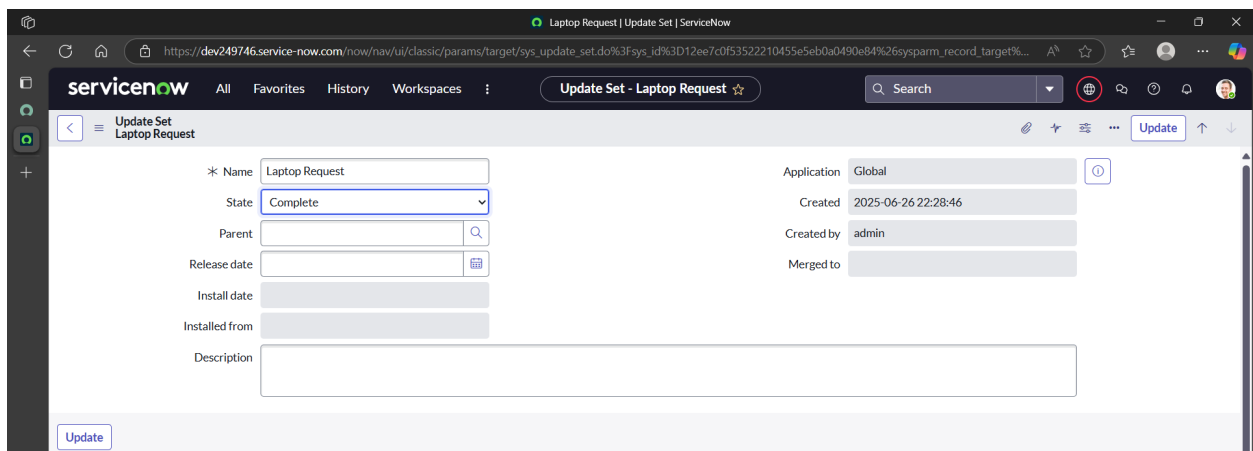
```
function resetForm() {  
  g_form.clearForm(); // Clears all fields in the form  
  alert("The form has been reset.");  
}
```

Click on save



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'



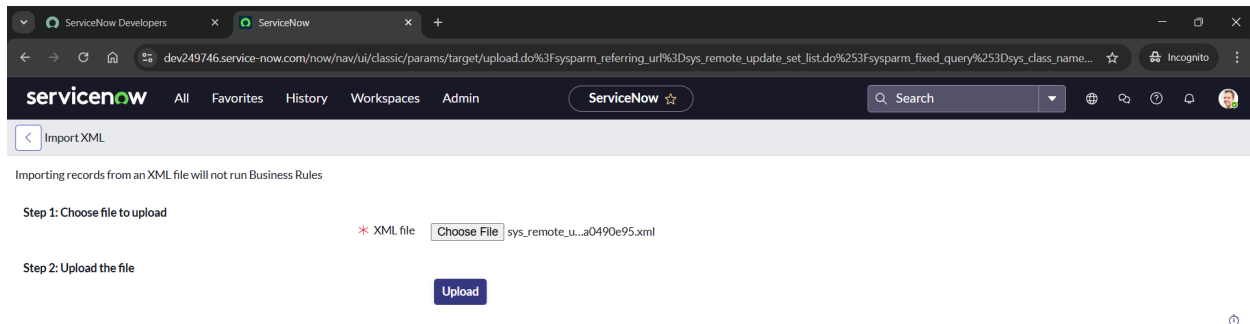
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML, it download one file - [File.xml](#)

Login to another Instance

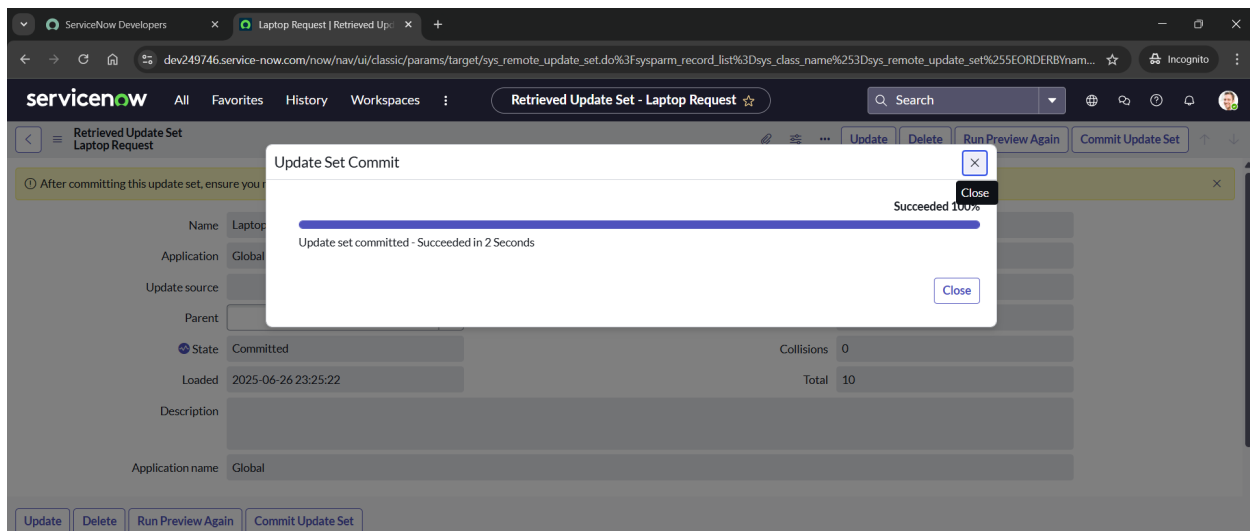
Retrieving the update set

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
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

ServiceNow Developers | Laptop Request | Retrieved Up: | +

dev249746.service-now.com/now/nav/ui/classic/params/target/sys_remote_update_set.do%3Fsysparm_nostack%3Dtrue%26sys_id%3Dc814f53922210455e5eb0a0490e95%26sysparm...

servicenow | All | Favorites | History | Workspaces | Retrieved Update Set - Laptop Request | Search

Retrieved Update Set
Laptop Request

Related Links
[Show Commit Log](#)
[Show All Preview Records](#)

Customer Updates (10) | Child Update Sets

Name Search Actions on selected rows...

Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
catalog_ui_policy_0909854b53922210455e5eb0a0490ea5	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_75a9818b53922210455e5eb0a0490efa	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_06374d4753922210455e5eb0a0490e0b	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_07f6c5cf53522210455e5eb0a0490e75	Variable	Justification			INSERT_OR_UPDATE
item_option_new_7536c94753922210455e5eb0a0490eb6	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_c0d7490353922210455e5eb0a0490ea1	Variable	Accessories Details			INSERT_OR_UPDATE
sc_cat_item_7b400d0f53522210455e5eb0a0490e60	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_33b1090353922210455e5eb0a0490ed5	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_37b1090353922210455e5eb0a0490eda	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
sys_ui_action_20aa85cb53922210455e5eb0a0490ef6	UI Action	Reset form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

1 to 10 of 10

Testing

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

ServiceNow Developers | Catalog | ServiceNow | +

dev249746.service-now.com/now/nav/ui/classic/params/target/catalog_home.do%3Fsysparm_view%3DCatalog_default

servicenow | All | Favorites | History | Workspaces | Admin | Catalog | Search

Service Catalog Search catalog +

Services

[Services](#)

Document production services. Create and produce high-quality, professional documents.

Hardware

[Hardware](#)

Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.

Top Requests

- [Request email alias](#)
- [Access](#)
- [Cisco Jabber softphone](#)
- [Standard Laptop](#)
- [Pixel 4a](#)

Can We Help You?

[Can We Help You?](#)

Your IT gateway. Report issues and submit requests.

Software

[Software](#)

A range of software products available for installation on your corporate laptop or desktop computer.

Shopping Cart

Empty

Office

[Office](#)

Office services such as printing, supplies requisition and document shipping and delivery.

Desktops

[Desktops](#)

Desktop computers for your work area.

Peripherals

[Peripherals](#)

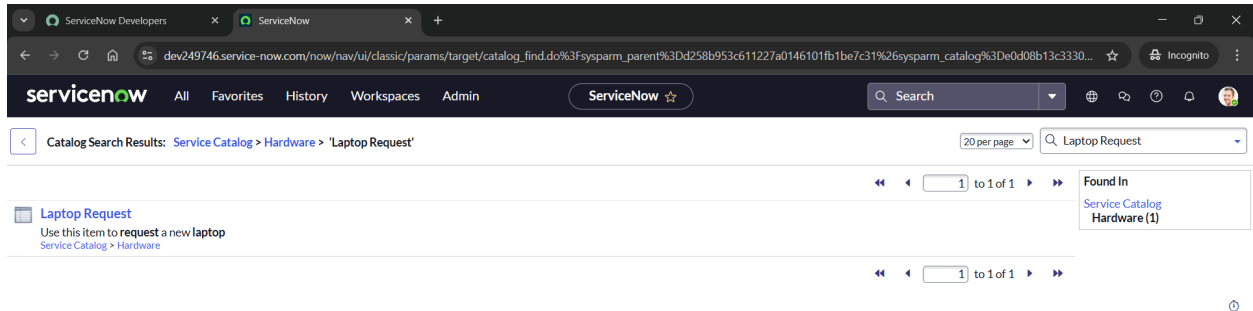
End user peripherals such as mobile phone cases, dongles, and cables

Mobiles

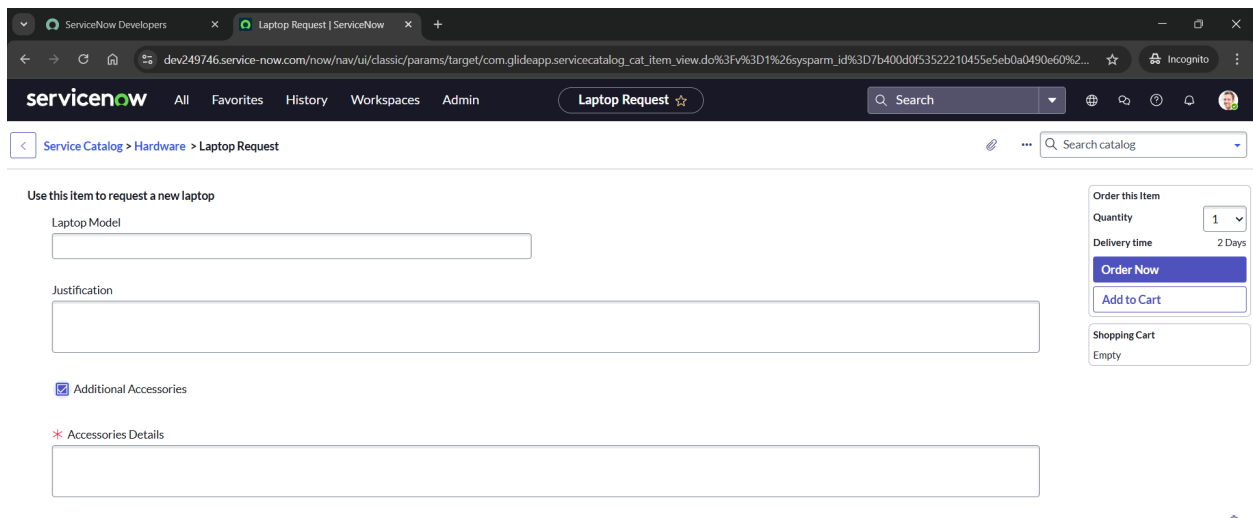
[Mobiles](#)

Cell phones to meet your business needs.

4. Select laptop request item and open it



5. It shows three variables only



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.