
LAPTOP REQUEST CATALOG ITEM

Project Description

The Laptop Request Catalog Item project was developed to streamline and automate the process of requesting laptops within the organization. Previously, employees used manual forms or emails to request laptops, resulting in delays, lack of tracking, and inefficiencies.

By leveraging ServiceNow's Service Catalog capabilities, this project implements a user-friendly, dynamic catalog item allowing employees to request laptops efficiently with structured data capture, dynamic field visibility, reset functionalities, and deployment-ready update sets.

This implementation enhances user experience, reduces errors, and improves overall service delivery within the organization.

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.

Current Challenges:

Manual forms leading to processing delays

Lack of field validation, causing data errors

No dynamic behavior (e.g., conditional fields)

No form reset option for users to modify inputs

Objective :

to address these challenges by creating a Service Catalog Item in ServiceNow that:

Allows users to easily request laptops

Uses dynamic fields with UI Policies

Provides a reset functionality with UI Actions

Captures all changes in Update Sets for deployment

Enhances employee satisfaction with intuitive

Technical Architecture:

Pre-requisites

ServiceNow Admin access

Understanding of Update Sets, Catalog Items, UI Policies, UI Actions

Knowledge of basic deployment processes in ServiceNow

GitHub for version control documentation

Microsoft Word or Canva for final report preparation

Overview Activities :

Update Set Creation - to capture all configurations

1. Catalog Item Development - building the Laptop Request form
2. UI Policy Implementation - to create dynamic field behaviors

Activities

3. UI Action Creation - to add reset functionality
4. Export and Import Update Sets - for deployment Testing - to validate function Overview
5. Update Set Creation - to capture all configurations
6. Catalog Item Development - building the Laptop Request form
7. UI Policy Implementation - to create dynamic field behaviors Activities
8. Update Set Creation - to capture all configurations
9. UI Action Creation - to add reset functionality
10. Export and Import Update Sets - for deployment
11. Testing - to validate functionality end-to-end

Milestone 1: Update Set

Activity 1.1: Create Update Set

Navigate to System Update Sets > Local Update Sets.

Click New.

Enter Name: Laptop Request Catalog Item.

Make it Active to capture all configurations performed under this project

Update Sets in ServiceNow allow tracking of all configurations made during development. This is crucial for deployment to other instances like testing or production environments. Always ensure your update set is active before beginning configurations to avoid missing changes.

Milestone 2: Service Catalog Item

Item Activity 2.1: Create Laptop Request Catalog

navigate to Service Catalog > Maintain Items.

Click New.

Enter the following details:

Name: Laptop Request

Catalog: Service Catalog

Category: Hardware

The catalog item acts as the main request form where users can initiate their laptop requests within the ServiceNow Service Catalog portal.

Activity 2.2: Add Variables to the Catalog Item

Add the following variables to capture user inputs:

1. Laptop Type (Choice)

Options: Dell, HP, MacBook, Lenovo

2. Purpose (Single Line Text)

Example: For project development, testing, research, etc.

3. Justification (Multi-line Text)

Users can explain the business justification for their laptop request.

4. Required By Date (Date Picker)

5. Select the expected delivery date for planning and fulfillment.

Arrange variables logically to ensure user-friendly data entry. Configure variable layout using the Variable Editor for neat display within the catalog item form.

Add the following variables to capture user inputs:

6. Laptop Type (Choice)

Options: Dell, HP, MacBook, Lenovo

7. Purpose (Single Line Text)

Example: For project development, testing, research, etc.

8. Justification (Multi-line Text)

Users can explain the business justification for their laptop request.

9. Required By Date (Date Picker)

Select the expected delivery date for planning and fulfillment.

Arrange variables logically to ensure user-friendly data entry. Configure variable layout using the Variable Editor for neat display within the catalog item form.

Add the following variables to capture user inputs:

10. Purpose (Single Line Text)

Example: For project development, testing, research, etc.

10. Justification (Multi-line Text)

Users can explain the business justification for their laptop request.

11. Required By Date (Date Picker)

Select the expected delivery date for planning and fulfillment.

re user inputs:

12. Laptop Type (Choice)

Options: Dell, HP, MacBook, Lenovo

Arrange variables logically to ensure user-friendly data entry. Configure variable layout using the Variable Editor for neat display within the catalog item form.

Milestone 3: UI Policy

Activity 3.1: Create UI Policy for Dynamic Behavior

Navigate to Service Catalog > Catalog Policy > UI Policies.

Click New.

Configure: Description: Show Justification field when Laptop Type is MacBook

Activity 3.2: Add UI Policy Actions

Under UI Policy Actions:

Select Field Name: Justification

Set Visible: True

Set Mandatory: True

Condition: Laptop Type is MacBook

UI Policies make forms interactive and dynamic. In this example, the Justification field is displayed and mandatory only if the Laptop Type selected is MacBook. Similar policies can be created for other laptop types based on organizational requirement

Milestone 4: UI Action

Activity 4.1: Create UI Action for Reset Functionality

Navigate to System UI > UI Actions.

Click New.

Configure:

Name: Reset Form

Table: Catalog Item or specific Laptop Request table

Action name: reset_form

Form button: True

Activity 4.2: Add Client Script

Include a script in the UI Action to clear fields when clicked. Example:

```
function resetForm() {  
    g_form.clearValue('laptop_type');  
  
    g_form.clearValue('purpose');  
  
    g_form.clearValue('justification');  
  
    g_form.clearValue('required_by_date');  
  
}
```

The reset functionality improves usability by allowing users to clear their inputs and re-enter details without reloading the entire form.

Milestone 5: Export Update Set

Activity 5.1: Export Update Set for Deployment Navigate to System Update Sets > Local Update Sets. Open the active update set created earlier.

Click Export to XML.

Save the exported XML file locally with proper naming (e.g., LaptopRequestCatalogItem.xml).

Exporting Update Sets ensures all configurations are packaged for import into other instances like testing or production environments, maintaining deployment consistency.

Milestone 6: Import Update Set

Activity 6.1: Import Update Set in Target Instance

Log in to the target instance (e.g., UAT or Production).

Navigate to System Update Sets > Retrieved Update Sets.

Click Import Update Set from XML.

Choose the exported XML file and upload.

After import, Preview the update set to check for any issues.

Click Commit to apply the changes to the instance.

Importing and committing Update Sets ensures that all your configurations are transferred securely and systematically between instance

Milestone 7: Testing

Activity 7.1: Validate the Catalog Item Functionality

After deployment, test the Laptop Request Catalog Item end-to-end:

Navigate to Service Catalog > Can Request Items.

Open the Laptop Request item.

Test:

Visibility of fields based on UI Policy conditions

Reset button functionality to clear inputs

Form submission flow generates a proper request record

Testing ensures all configured functionalities work as expected, providing a seamless user experience.

Exploring Application Features

Features Implemented

1. Dynamic Form Behavior - UI Policies to show/hide fields
2. Reset Functionality - UI Action with clear scripts
3. Structured Deployment - Update Set export/import process
4. User-Centric Design - Logical variable arrangement
5. Governance Ready - All changes captured systematically for deployment

These features combine to automate the manual laptop request process, ensuring accuracy and efficiency within IT service delivery.

Screenshots:

Screenshots to Include in Report

1. Update Set creation screen
2. Catalog Item creation page with all variables added
3. UI Policy configuration for dynamic fields
4. UI Action creation for Reset functionality
5. Export Update Set confirmation
6. Import Update Set preview and commit
7. Testing results - submitted request form with field output

SmartInternz Credentials for Sh... ServiceNow Developers ServiceNow

dev350666.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D3fe5eb3183462210f5cde330cead3a7

serviceNow All Favorites History Workspaces Admin ServiceNow Search

service catalog

FAVORITES
No Results

ALL RESULTS

- Self-Service
- Service Catalog
- Service Catalog
 - Catalog Builder
 - Request Overview
 - Catalogs
 - Catalog
- Open Records

Creator Studio

Create request-based apps quickly

A guided and curated environment for creating forms and assigning automations to them. No-code required.

Open Creator Studio

GO FURTHER

Power your workflow applications

Activate Windows
Go to Settings to activate Windows.

https://dev350666.service-now.com/catalogs_home.do?sysparm_view=catalogs_default

Type here to search

SmartInternz Credentials x SmartInternz x ServiceNow Developers x laptop requestt | Catalo: x laptop Requestt | Update x

dev350666.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D02b6890683dee250f5cde330cead393%26sysparm_record_ta...

serviceNow All Favorites History Workspaces Admin Catalog Item - laptop requestt Search

< Catalog Item laptop requestt

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.

Meta

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic Run Point Scan

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 Related Catalog Items Assigned Topics

Order Search

Actions on selected rows... New

Catalog item = laptop requestt

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

1 to 4 of 4

Activate Windows
Go to Settings to activate Windows.

SmartInternz Credentials for Sh... x Smartinternz x ServiceNow Developers x show accessories details | Catal...

dev350666.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D7a38854683dee250f5cde330ceaad382%26sysparm_rec...

servicenow All Favorites History Workspaces Catalog UI Policy - show accessories details

Catalog UI Policy show accessories details

Update Delete

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. [More Info](#)

Applies to A Catalog Item Application Global

* Catalog Item laptop requestt Active

* Short description show accessories details

When to Apply Script

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

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

SmartInternz Credentials for Sh... x Smartinternz x ServiceNow Developers x accessories_details | Catalog UI

dev350666.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy_action.do%3Fsys_id%3Dc009c9c683dee250f5cde330ceaad31b%26syspar...

servicenow All Favorites History Workspaces Catalog UI Policy Action - accessories_details

Catalog UI Policy Action accessories_details

Update Delete

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 requestt

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

Activate Windows
Go to Settings to activate Windows.

SmartInternz Credentials for Sh... Smartinternz ServiceNow Developers Reset form | UI Action | Service...

dev350666.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3Dd942ed2c831e2e10f5cde330ceaad38e%26sysparm_record...

servicenow All Favorites History Workspaces Admin UI Action - Reset form Search Update Delete

UI Action
Reset form

Name

Table

Order

Action name

Active ☒

Show insert ☒

Show update ☒

Client ☒

List v2 Compatible ☒

List v3 Compatible ☐

Overrides

Messages

Comments

Hint

Application

Form button ☐

Form context menu ☐

Form link ☐

Form style

List banner button ☐

List bottom button ☐

List context menu ☐

List choice ☐

List link ☐

List style

Activate Windows
Go to Settings to activate Windows.

SmartInternz Credentials for Sh... Smartinternz ServiceNow Developers laptop Requestt | Update Set |

dev350666.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fsys_id%3D6a4ccdca83dee250f5cde330ceaad3d0%26sysparm_recor...

servicenow All Favorites History Workspaces Admin Update Set - laptop Requestt Search Update Back Out

Update Set
laptop Requestt

* Name

State

Parent

Release date

Install date

Installed from

Description

Application

Created

Created by

Merged to

Update Back Out

Related Links

[Export to XML](#)

[Merge With Another Update Set](#)

[Scan Update Set](#)

[Show Update's History](#)

Customer Updates (13) Update Set Logs (15) Child Update Sets Install History

Created Search

Update set = laptop Requestt

Created	Type	View	Target name	Updated by	Remote update set	Action
---------	------	------	-------------	------------	-------------------	--------

Activate Windows
Go to Settings to activate Windows.

SmartInternz Credentials for Sh... Smartinternz ServiceNow Developers ServiceNow

dev350666.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D3fe5eb3183462210f5cde330cead3a7

servicenow All Favorites History Workspaces Admin ServiceNow Search

update sets

FAVORITES
No Results

ALL RESULTS

- System Update Sets
 - Update Sources
 - Retrieved Update Sets
 - Update log
 - Local Update Sets
 - personalization, enhancements
 - Merge Completed Sets
 - Update Sets to Commit

Creator Studio

Create request-based apps quickly

A guided and curated environment for creating forms and assigning automations to them. No-code required.

Open Creator Studio

GO FURTHER

Power your workflow applications

Activate Windows
Go to Settings to activate Windows.

https://dev350666.service-now.com/sys_update_set_list.do?sysparm_userpref_module=50047c06c0a8016c0135a14ceb8191b&sysparm_clear_stack=true&sysparm_clear_stack=true&sysparm_clear_stack=true

Type here to search

SmartInternz Credentials for Sh... Smartinternz ServiceNow Developers ServiceNow

dev350666.service-now.com/now/nav/ui/classic/params/target/upload.do%3Fsysparm_referring_url%3Dsys_remote_update_set_list.do%253Fsysparm_fixe...

servicenow All Favorites History Workspaces Admin ServiceNow Search

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file Choose File No file chosen

Step 2: Upload the file

Upload

Activate Windows
Go to Settings to activate Windows.

SmartInternz Credentials for Sh... ServiceNow Developers ServiceNow

dev350666.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D3fe5eb3183462210f5cde330cead3a7

servicenow All Favorites History Workspaces Admin ServiceNow Search

service catalog

FAVORITES
No Results

ALL RESULTS

- Self-Service
- Service Catalog
- Service Catalog
 - Catalog Builder
 - Request Overview
 - Catalogs
 - Catalog
 - Open Records

Creator Studio

Create request-based apps quickly

A guided and curated environment for creating forms and assigning automations to them. No-code required.

Open Creator Studio

GO FURTHER

Power your workflow applications

Activate Windows
Go to Settings to activate Windows.

https://dev350666.service-now.com/catalogs_home.do?sysparm_view=catalogs_default

Type here to search

SmartInternz Credentials for Sh... ServiceNow Developers laptop requestt | ServiceNow

dev350666.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id%3D02b6890683...

servicenow All Favorites History Workspaces Admin laptop requestt Search

Service Catalog > Hardware > laptop requestt Search catalog

Use this item to request a new laptop

Laptop Model

Justification

☐ Additional Accessories

Order this Item

Quantity 1

Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart

1 Laptop Request

Edit Cart

Proceed to Checkout

Continue Shopping

Activate Windows
Go to Settings to activate Windows.

SmartInternz Credentials for ShServiceNow Developerslaptop requesttt | ServiceNow

dev350666.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id%3D02b6890683...

servicenowAllFavoritesHistoryWorkspacesAdminlaptop requestttSearch

Service Catalog > Hardware > laptop requestttSearch catalog

Use this item to request a new laptop

Laptop Model

Justification

☒ Additional Accessories

* Accessories Details

Order this Item

Quantity1

Delivery time2 Days

Order Now

Add to Cart

Shopping Cart

1 Laptop Request

Edit Cart

Proceed to Checkout

Continue Shopping

ServiceNow Developerslaptop Requesttt | Update Set |

dev350666.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fsys_id%3D6a4ccdca83dee250f5cde330ceaad3d0%26sysparm_recor...

servicenowAllFavoritesHistoryWorkspacesAdminUpdate Set - laptop RequestttSearch

Update Setlaptop RequestttUpdateBack Out

* Name: laptop Requesttt

State: In progress

Parent:

Release date:

Install date: 2025-06-23 20:52:25

Installed from:

Description:

Application: Global

Created: 2025-06-23 20:52:25

Created by: admin

Merged to:

UpdateBack Out

Related Links

[Export to XML](#)

[Merge With Another Update Set](#)

[Scan Update Set](#)

[Show Update's History](#)

Customer Updates (13)Update Set Logs (15)Child Update SetsInstall History

CreatedSearch

Update set = laptop Requesttt

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-06-23 20:52:25	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-06-23 20:52:25	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE

Name	State	Installed from	Created	Created by	Parent	Batch Base
Center	In progress		2025-04-30 18:34:03	system	(empty)	(empty)
	In progress		2025-06-11 02:21:54	system	(empty)	(empty)
	In progress		2025-04-30 17:10:29	system	(empty)	(empty)
Test Troubleshooting	In progress		2025-04-30 18:33:00	admin	(empty)	(empty)
	In progress		2025-06-19 23:45:28	admin	(empty)	(empty)
	In progress		2025-06-23 20:25:45	admin	(empty)	(empty)
	Complete		2025-06-19 05:39:57	admin	(empty)	(empty)
	In progress		2025-06-23 08:57:02	admin	(empty)	(empty)
	Complete		2025-06-19 06:53:08	admin	(empty)	(empty)
	Complete		2025-06-23 20:52:25	admin	(empty)	(empty)

Video demo link:

https://drive.google.com/file/d/1x46l8UFFaloEhgsyosaTp29b1hBBDG0y/view?usp=drive_sdk

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 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.

