

LAPTOP REQUEST CATALOG ITEM IN SERVICENOW

Project Description

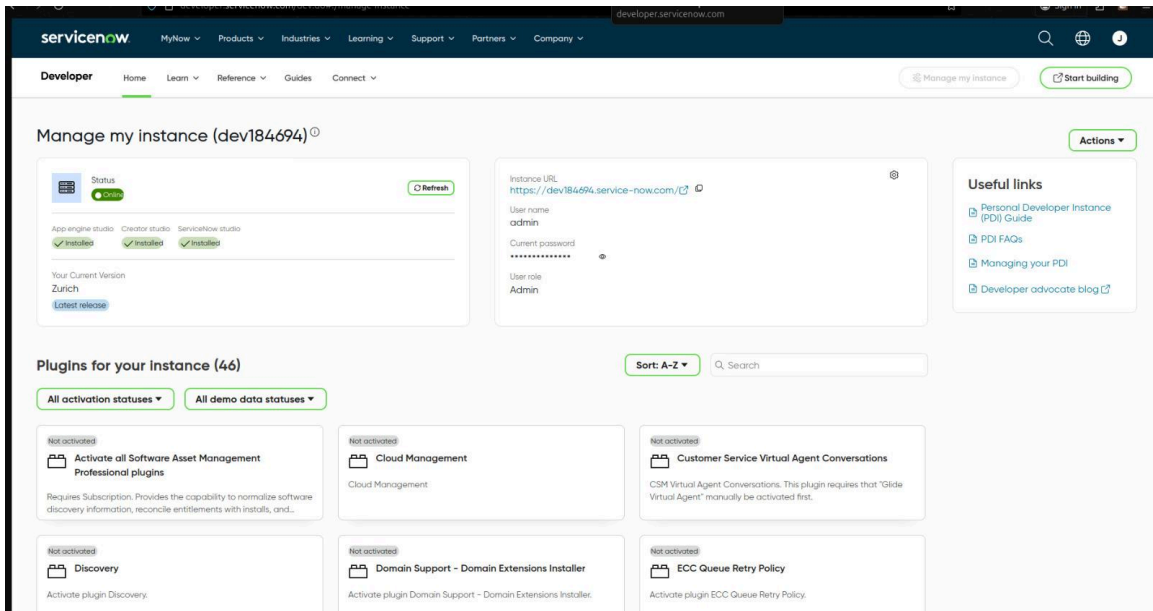
The project aims to design and implement a dynamic Laptop Request Catalog Item using ServiceNow. This catalog item will allow employees to easily request laptops for work while ensuring data accuracy, workflow automation, and approval tracking. The system will include features such as dynamic form behavior, reset functionality, approval workflows, automated notifications, and audit tracking. Using ServiceNow's catalog builder and flow designer, this solution will replace the manual process with an efficient, user-friendly digital form. The goal is to streamline laptop requests and improve transparency and governance in IT asset allocation.

Project Flow

- Milestone 1: Setting up ServiceNow instance.
- Milestone 2: Creation of new update set.
- Milestone 3: Creation of Laptop Request Catalog Item.
- Milestone 4: Adding variables
- Milestone 5: Configuring Catalog UI Policies.
- Milestone 6: Designing Flow for Approval and Notifications.
- Milestone 7:Exporting Changes to another instance
- Milestone 8: Retrieving the updated set
- Milestone 9: Conclusion.

Milestone 1: Setting Up ServiceNow Instance

Sign up for a developer account on the ServiceNow Developer site (<https://developer.servicenow.com>). Request a personal developer instance, log in using the credentials provided, and navigate to your instance. Ensure you have admin access to create catalog items and flows.



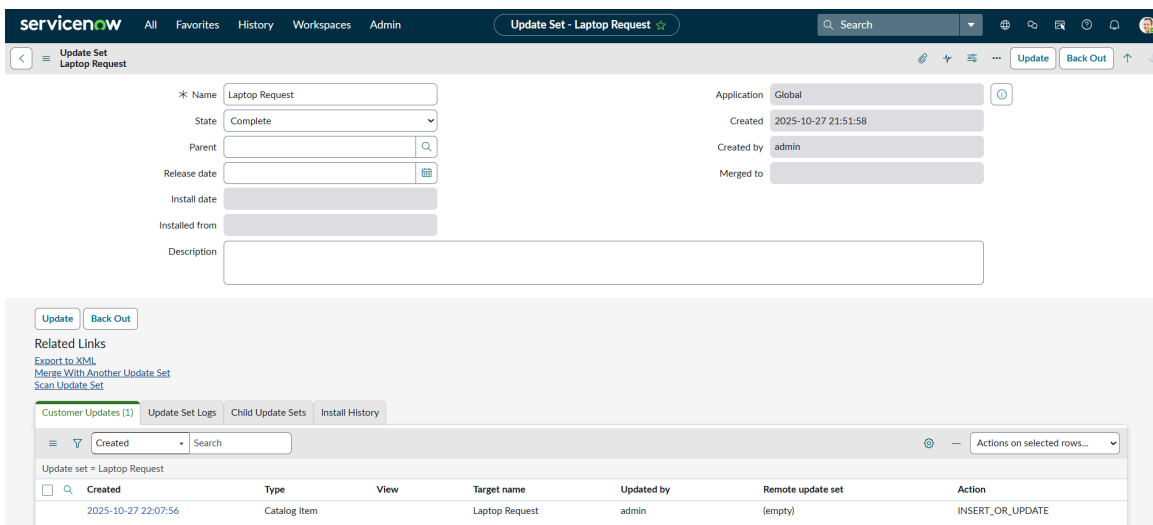
Milestone 2: Creation Of New Update Set

Navigate to All >> System Update Sets >> Local Update Sets >> New.

Enter the details:

Name: Laptop Request Catalog Item

Click Submit and make it the current update set to track your development changes.



Milestone 3: Creation Of Laptop Request Catalog Item

Go to Service Catalog >> Catalog Definitions >> Maintain Items >> New.

Enter the following details:

Name: Laptop Request

Catalog: Service Catalog

Category: Hardware Requests

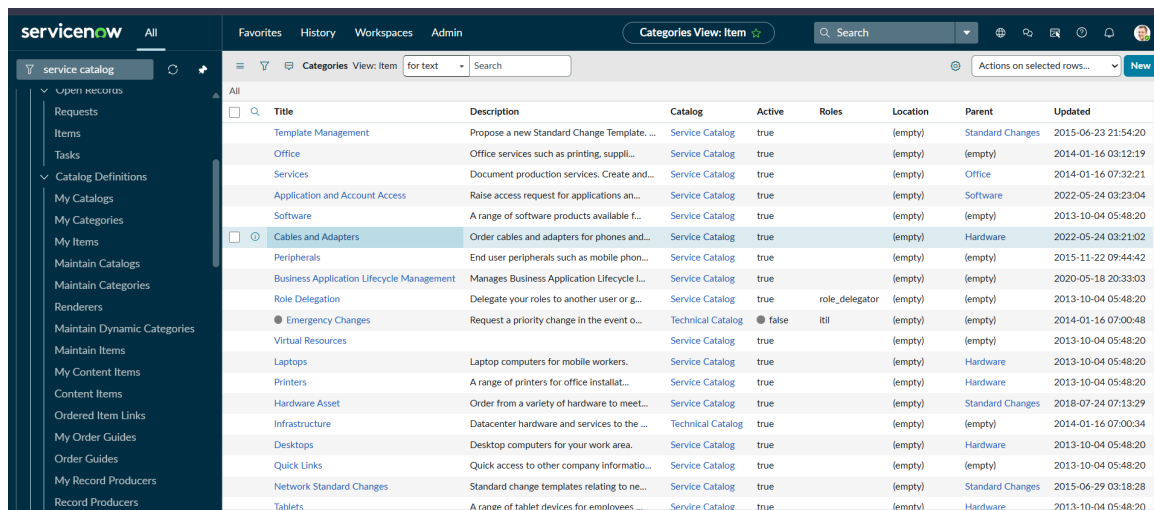
Short Description: Request a new laptop for official use.

Click Submit and then open the item again to start form customization.

Add variables for user input:

- Employee Name (Type: Reference - User Table)
- Department (Type: Reference - Department Table)
- Laptop Type (Type: Select Box - e.g., Standard / High-Performance)
- Storage Option (Type: Select Box - e.g., 256GB / 512GB / 1TB)
- Additional Accessories (Type: Checkbox)
- Justification (Type: Multi-line Text)

Save the catalog item after adding all variables.



Title	Description	Catalog	Active	Roles	Location	Parent	Updated
Template Management	Propose a new Standard Change Template...	Service Catalog	true		(empty)	Standard Changes	2015-06-23 21:54:20
Office	Office services such as printing, suppli...	Service Catalog	true		(empty)	(empty)	2014-01-16 03:12:19
Services	Document production services. Create and...	Service Catalog	true		(empty)	Office	2014-01-16 07:32:21
Application and Account Access	Raise access request for applications an...	Service Catalog	true		(empty)	Software	2022-05-24 03:23:04
Software	A range of software products available f...	Service Catalog	true		(empty)	(empty)	2013-10-04 05:48:20
Cables and Adapters	Order cables and adapters for phones and...	Service Catalog	true		(empty)	Hardware	2022-05-24 03:21:02
Peripherals	End user peripherals such as mobile phon...	Service Catalog	true		(empty)	(empty)	2015-11-22 09:44:42
Business Application Lifecycle Management	Manages Business Application Lifecycle L...	Service Catalog	true		(empty)	(empty)	2020-05-18 20:33:03
Role Delegation	Delegate your roles to another user or g...	Service Catalog	true	role_delegator	(empty)	(empty)	2013-10-04 05:48:20
Emergency Changes	Request a priority change in the event o...	Technical Catalog	false	ITIL	(empty)	(empty)	2014-01-16 07:00:48
Virtual Resources		Service Catalog	true		(empty)	(empty)	2013-10-04 05:48:20
Laptops	Laptop computers for mobile workers.	Service Catalog	true		(empty)	Hardware	2013-10-04 05:48:20
Printers	A range of printers for office installat...	Service Catalog	true		(empty)	Hardware	2013-10-04 05:48:20
Hardware Asset	Order from a variety of hardware to meet...	Service Catalog	true		(empty)	Standard Changes	2018-07-24 07:13:29
Infrastructure	Datacenter hardware and services to the ...	Technical Catalog	true		(empty)	(empty)	2014-01-16 07:00:34
Desktops	Desktop computers for your work area.	Service Catalog	true		(empty)	Hardware	2013-10-04 05:48:20
Quick Links	Quick access to other company informatio...	Service Catalog	true		(empty)	(empty)	2013-10-04 05:48:20
Network Standard Changes	Standard change templates relating to ne...	Service Catalog	true		(empty)	Standard Changes	2015-06-29 03:18:28
Tablets	A range of tablet devices for employees	Service Catalog	true		(empty)	Hardware	2013-10-04 05:48:20

Milestone 4: Adding Dynamic variables

Navigate to Service Catalog >> Catalog Client Scripts >> New.

Configure the script to show or hide specific fields dynamically based on user selections.

For example, if Laptop Type = High-Performance, display a new field for 'Manager Approval Reason'.

Use the script type 'onChange' to trigger field visibility changes.

Milestone 5: Configuring Catalog UI Policies

Go to Service Catalog >> Catalog UI Policies >> New.

Add conditions to make certain fields mandatory or read-only based on other selections.

Example:

If 'Additional Accessories' is checked, make the 'Justification' field mandatory.

This ensures that users provide a valid reason for additional requests.

The screenshot shows the 'Category Laptops' configuration page. It includes fields for Title (Laptops), Application (Global), Catalog (Service Catalog), Location, Description (Laptop computers for mobile workers), and Parent (Hardware). There are also buttons for Update, Delete, and a search icon. Below the form, there is a section for 'Related Links' with links like 'Make available for Item Designer' and 'Run Point Scan'. At the bottom, there is a table with columns: Catalog item, Short description, Active, Roles, Price, and Type. The table is currently empty.

Milestone 6: Designing Flow For Approval And Notifications

Go to Flow Designer >> New >> Flow.

Name: Laptop Request Workflow.

Trigger: When Catalog Item 'Laptop Request' is submitted.

Add actions:

1. Create Approval - Send to user's manager.
2. Send Email Notification - Confirm receipt and approval outcome.
3. Update Record - Assign task to IT fulfillment team once approved.

Save and activate the flow.

UI Actions									
Order search									
Actions on selected rows... NEW									
Name	Table	Comments	Form action	List action	Active	Order	Condition	Updated	
View in Workspace	Project Definition Version [promin_model_def_version]		true	false	true		current.getValue('state') == 'AVAILABLE...	2025-01-30 00:59:29	
Save	Template [sys_template]	Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	!current.isNewRecord() && current.canWri...	2025-09-08 21:30:57	
Save	Template [sys_template]	Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.canCreate() && current.isNewReco...	2025-09-08 21:31:02	
Delete	Article Template [kb_article_template]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-09-08 21:30:54	
Delete	Global [global]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() && current.canDe...	2025-09-08 21:30:54	
New	Record Transformer Rule [sys_record_transformer_rule]	Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer.	false	true	true	-1,000	current.canCreate() && !RP.getListContro...	2018-10-04 15:53:16	
Clear	Template [sys_template]	Clears the template applied field values	true	false	true	-1,000	current.canWrite()	2025-09-08 21:30:56	

Milestone 7: Exporting changes to another instance

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

Update Set
Laptop Request

* NameLaptop Request

StateComplete

Parent

Release date

Install date

Installed from

Description

ApplicationGlobal

Created2025-10-27 21:51:58

Created byadmin

Merged to

UpdateBack Out

UpdateBack Out

Related Links

[Export to XML](#)
[Merge With Another Update Set](#)
[Can Update Set](#)

Customer Updates (1)Update Set LogsChild Update SetsInstall History

CreatedSearch

Actions on selected rows...

Update set = Laptop Request

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-27 22:07:56	Catalog Item		Laptop Request	admin	(empty)	INSERT_OR_UPDATE

Milestone 8: Retrieving the Updated 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

Milestone 9: Conclusion

The project 'Laptop Request Catalog Item in ServiceNow' successfully demonstrates the automation of the laptop request process. By leveraging ServiceNow's catalog capabilities, client scripts, UI policies, and flow designer, the organization can replace the manual process with a dynamic and efficient digital solution. The added reset functionality, automated approvals, and audit tracking enhance user experience, reduce errors, and ensure governance. Overall, this project highlights the flexibility of ServiceNow in building intelligent service request systems.