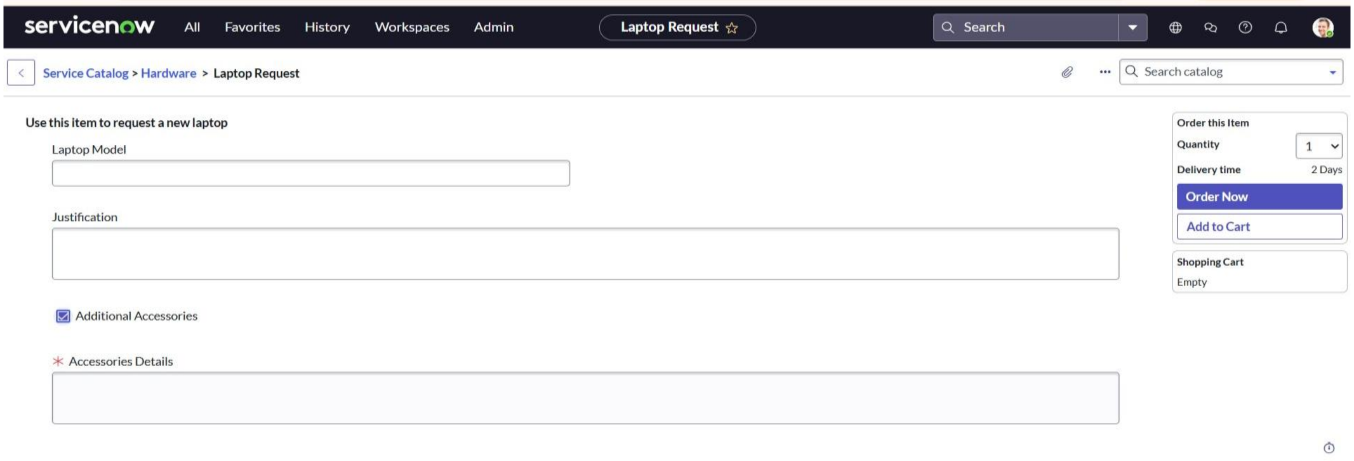
LAPTOP REQUEST CATALOG ITEM

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.

output:-



Use this item to request a new laptop

Laptop Model

Justification

☑ Additional Accessories

* Accessories Details

Quantity 1

Delivery time 2 Days

1.Project Overview

The *Laptop Request* catalog item in ServiceNow is designed to streamline the process of requesting laptops for employees within an organization. Instead of relying on manual communication or emails, users can submit a structured request directly through the Service Catalog.

The catalog item provides employees with a simple and user-friendly interface where they can specify their laptop requirements such as model type, operating system, accessories, or additional software. Once submitted, the request is automatically routed through predefined workflows, including approvals and task assignments for the IT fulfillment team.

The purpose of this catalog item is to:

- **Improve efficiency** by reducing manual effort in handling laptop requests.
- **Enhance user experience** with a guided and transparent request submission process.
- **Ensure compliance** with organizational policies by enforcing approval flows.

- **Provide tracking and visibility** to both requesters and approvers throughout the request lifecycle.

Ultimately, this project supports automation and standardization of IT asset requests, ensuring that employees receive the right devices quickly while IT maintains control and governance

2.Business Requirement / Objective

Modern organizations rely heavily on laptops as essential tools for daily operations. Traditionally, employees requested laptops through emails, phone calls, or in-person communication with the IT team, which often led to delays, lack of tracking, and inconsistent approvals. This manual process also made it difficult for IT to manage inventory, ensure compliance, and maintain service quality.

The *Laptop Request* catalog item in ServiceNow addresses these challenges by providing a **centralized, automated, and standardized process** for requesting laptops.

Objectives of the project:

- **Streamline request handling** by enabling employees to raise laptop requests directly through the Service Catalog.
- **Standardize information collection** using predefined variables (such as laptop type, configuration, and accessories).
- **Automate approval workflows** so that requests are reviewed and authorized by managers before fulfillment.
- **Enhance visibility and transparency** by allowing both requesters and approvers to track the status of requests in real time.
- **Improve IT efficiency** by generating fulfillment tasks automatically for the IT team.
- **Ensure compliance** with organizational policies regarding asset allocation and cost management.

This project ensures that the organization delivers laptops to employees in a timely, consistent, and controlled manner while reducing manual effort and improving user satisfaction.

3.Scope

The scope of this project defines what is covered under the *Laptop Request* catalog item and what falls outside its boundaries.

In-Scope

- Creation of a **Service Catalog Item** for Laptop Requests in ServiceNow.

- Configuration of **variables** to capture requester details and laptop requirements (e.g., laptop model, operating system, accessories, justification).
- Use of **Flow Designer / Workflow** to automate the approval and fulfillment process.
- Implementation of **manager approval** before request fulfillment.
- Automatic generation of **fulfillment tasks** for the IT support team to process the request.
- **Notifications** for requester, approver, and fulfillment team (e.g., submission confirmation, approval/rejection, completion).
- **Access control** to ensure only eligible users can submit requests.
- **Request tracking** via ServiceNow portal for end users.

Out-of-Scope

- Procurement of new laptops from external vendors (only internal stock is considered).
- Integration with third-party asset management or procurement systems.
- Automation of hardware delivery logistics outside the ServiceNow platform.
- Management of non-laptop assets (desktops, mobile devices, peripherals).
- Handling of software license requests (separate catalog items handle software).

4.Design / Implementation Details 4.1

updateset

Step 1: Create an Update Set

Before starting the configuration of the *Laptop Request* catalog item, an **Update Set** is created to capture all the customizations. This ensures that the work can be moved across environments (e.g., from development to test or production).

Steps to create an Update Set:

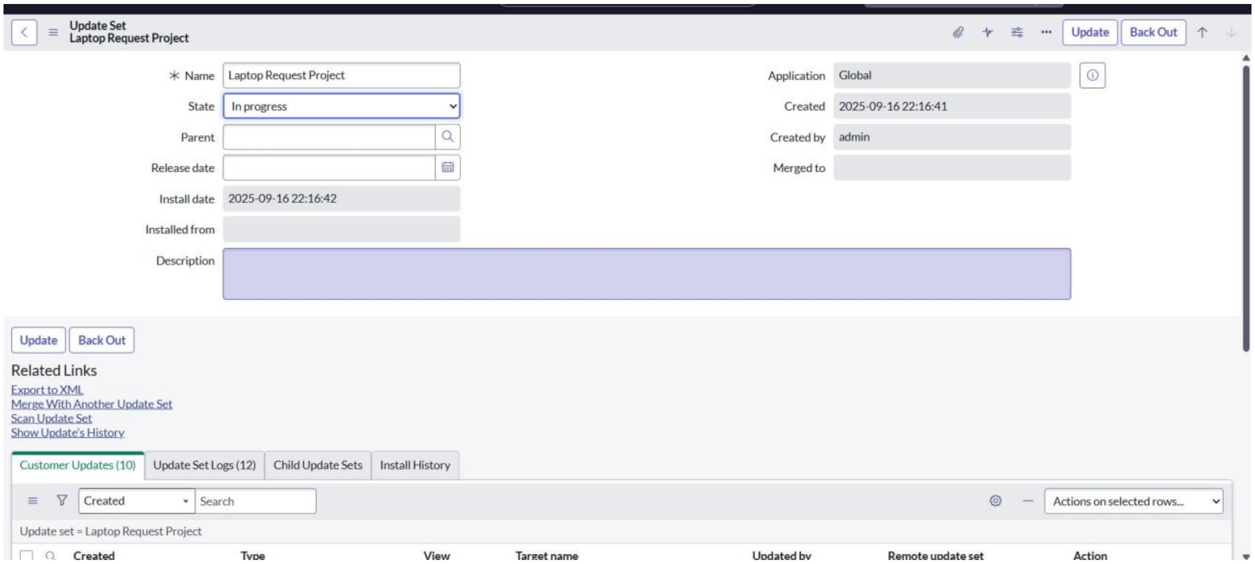
1. Log in to **ServiceNow** with the appropriate role (admin/developer).
2. In the left navigation pane, click on **All** and search for **Update Sets**.
3. Under **System Update Sets**, select **Local Update Sets**.
4. Click on **New** to create a new update set.
5. Enter the following details:

   ⍰ **Name**: Laptop Request

   ⍰ (Other fields such as Description can be filled as needed).
6. Click **Submit**.

7. Once created, open the update set record and click **Make Current**.

By making the update set current, all further configurations (catalog item, variables, workflows, etc.) will automatically be captured in this update set.



Update Set
Laptop Request Project

* Name	Laptop Request Project	Application	Global
State	In progress	Created	2025-09-16 22:16:41
Parent		Created by	admin
Release date		Merged to	
Install date	2025-09-16 22:16:42		
Installed from			
Description			

Related Links
Export to XML
Merge With Another Update Set
Scan Update Set
Show Update's History

Customer Updates (10) | Update Set Logs (12) | Child Update Sets | Install History

Update set = Laptop Request Project

Created	Type	View	Target name	Updated by	Remote update set	Action

4.2 Service Catalog Item

Step 1: Create Service Catalog Item

After setting up the update set, the next step is to create a new **Catalog Item** for the laptop request. This item will be available in the Service Catalog for end users to submit their requests.

Steps to create the Catalog Item:

1. Log in to **ServiceNow**.
2. In the left navigation pane, click on **All** and search for **Service Catalog**.
3. Under **Catalog Definitions**, select **Maintain Items**.
4. Click on **New** to create a new catalog item.
5. Fill in the following details:

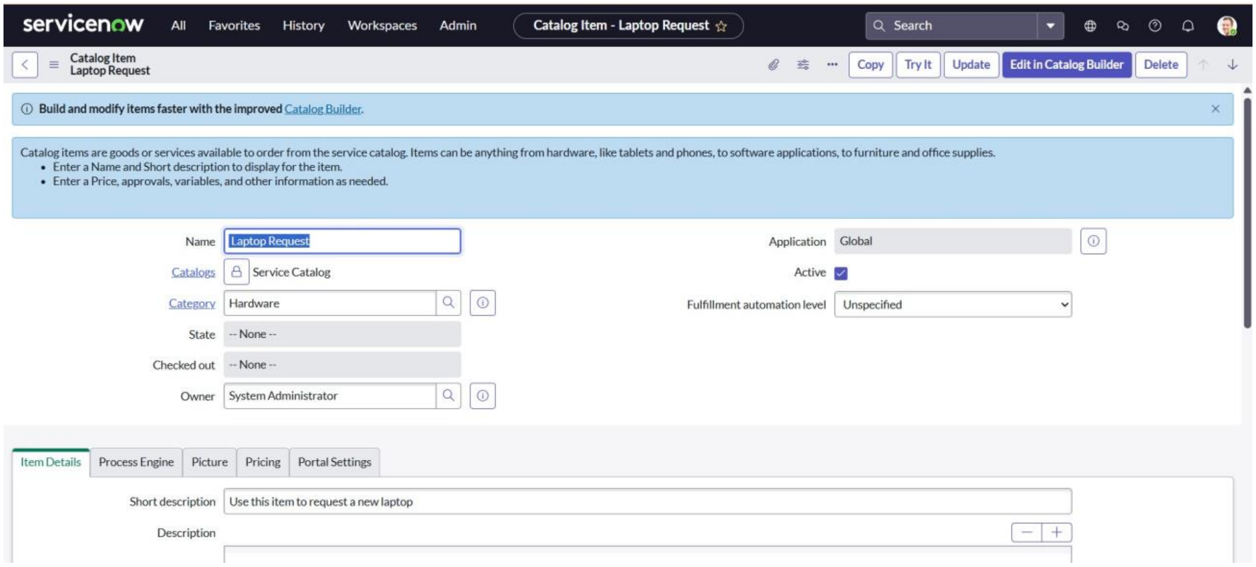
    Name: Laptop Request

    Catalog: Service Catalog

    Category: Hardware

    Short Description: Use this item to request a new laptop

6. Click on **Save** to create the item.



Build and modify items faster with the improved Catalog Builder.

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
Catalogs	Service Catalog	Active	☑
Category	Hardware	Fulfillment automation level	Unspecified
State	-- None --		
Checked out	-- None --		
Owner	System Administrator		

Short description: Use this item to request a new laptop

Description

Step 3: Add Variables to Catalog Item

Once the catalog item (*Laptop Request*) is created, the next step is to define **variables**. Variables capture user input when submitting the request and help the IT team understand the requirements clearly.

Steps to Add Variables:

Step 2: Create Variables

1. Open the newly created **Laptop Request** catalog item.
2. Scroll down to the **Variables** related list.
3. Click **New** to create a new variable.
4. Enter the following details for each variable:
5. **Variable 1: Laptop Model**
    - Type: *Single Line Text*
    - Name: laptop_model
    - Order: 100
    - Click **Submit**.
6. **Variable 2: Justification**
    - Type: *Multi Line Text*
    - Name: justification
    - Order: 200
    - Click **Submit**.

7. **Variable 3: Additional Accessories**

    - Type: *Checkbox*
    - Name: additional_accessories
    - Order: 300
    - Click **Submit**.

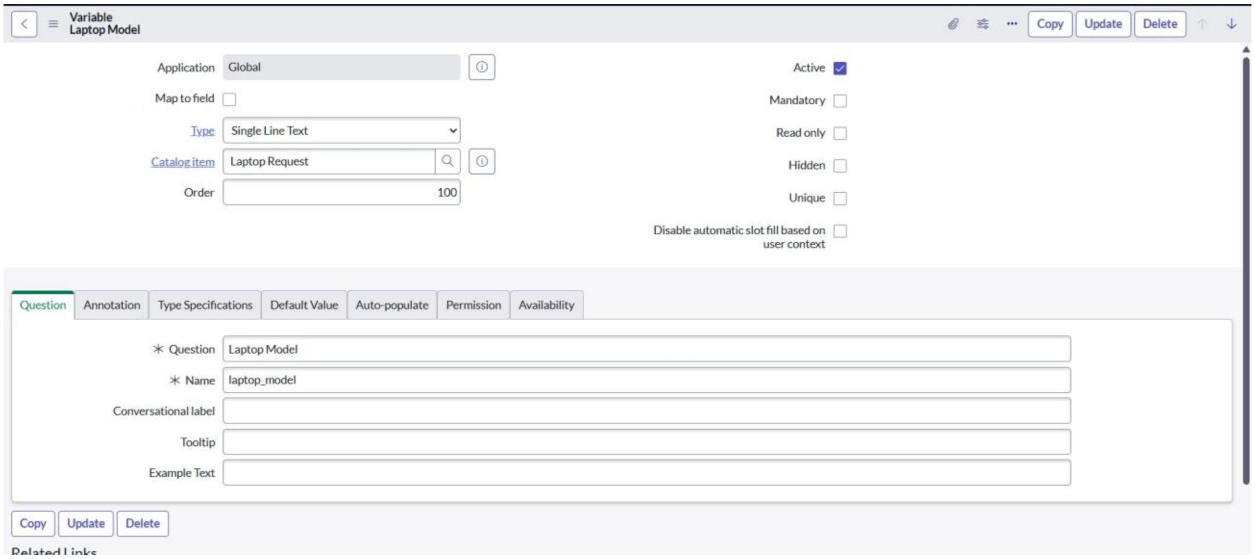
8. **Variable 4: Accessories Details**

    - Type: *Multi Line Text*
    - Name: accessories_details
    - Order: 400
    - Click **Submit**.

Step 3: Save the Catalog Item

- After all variables have been added, they are automatically linked to the *Laptop Request* catalog item.
- Finally, click **Save** on the catalog item form to confirm the changes.

These variables ensure that the requester provides all the necessary details (laptop specifications, justification, and accessories requirements) while submitting a request.



Variable
Laptop Model

Application: Global

Map to field ☐

Type: Single Line Text

Catalog item: Laptop Request

Order: 100

Active ☑

Mandatory ☐

Read only ☐

Hidden ☐

Unique ☐

Disable automatic slot fill based on user context ☐

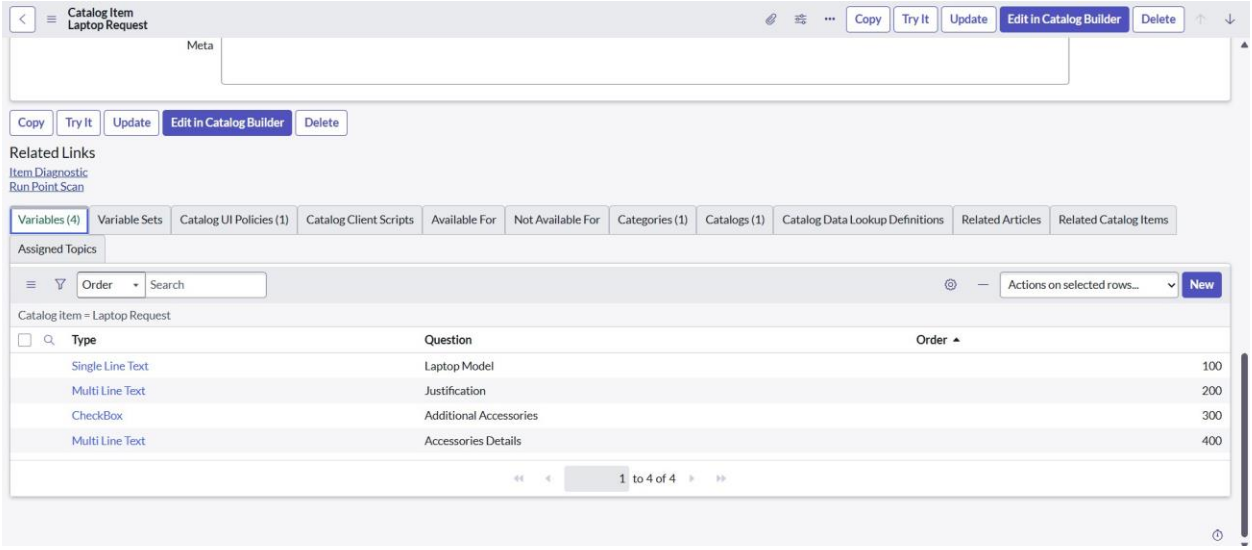
* Question: Laptop Model

* Name: laptop_model

Conversational label:

Tooltip:

Example Text:



Catalog item = Laptop Request

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

3)UI Policy

Step 1: Create Catalog UI Policies

Catalog UI Policies are used to dynamically control the behavior of variables (e.g., making them visible, mandatory, or read-only) based on conditions. For the *Laptop Request* catalog item, a UI policy is created to ensure that when a user selects **Additional Accessories**, they must provide details in the **Accessories Details** field.

Steps to Create a Catalog UI Policy:

1. In the left navigation pane, click **All** and search for **Service Catalog**.
2. Under **Catalog Definitions**, select **Maintain Items**.
3. Search for the previously created item: **Laptop Request**.
4. Open the *Laptop Request* catalog item record.
5. Scroll down to the **Catalog UI Policies** related list and click **New**.
6. Fill in the details:

   ⍰ **Short Description**: Show Accessories Details

   ⍰ **Catalog Conditions** (When to Apply):

   - ○ Field: additional_accessories
   - ○ Operator: is
   - ○ Value: true

7. Click **Save** (do not click Submit yet).

Step 2: Configure Catalog UI Policy Actions

1. Scroll down to the **Catalog UI Policy Actions** related list.
2. Click **New** to add an action.
3. Fill in the details:

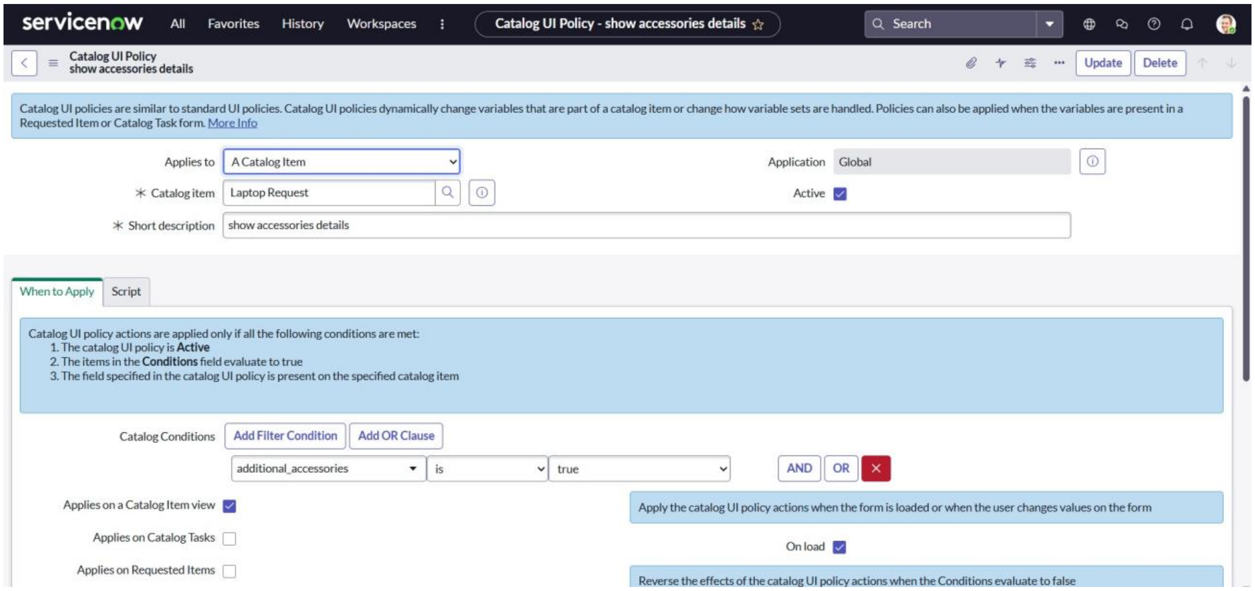
   ⍰ **Variable Name**: accessories_details

   ⍰ **Order**: 100

   ⍰ **Mandatory**: True

   ⍰ **Visible**: True
4. Click **Save**.
5. Return to the Catalog UI Policy form and click **Save** again to confirm the policy.

Result:
When the requester selects the **Additional Accessories** checkbox, the **Accessories Details** field will automatically become visible and mandatory. If unchecked, the field will remain hidden.



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 Request

Active: ☑

* Short description: show accessories details

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: additional_accessories | is | true

Applies on a Catalog Item view ☑

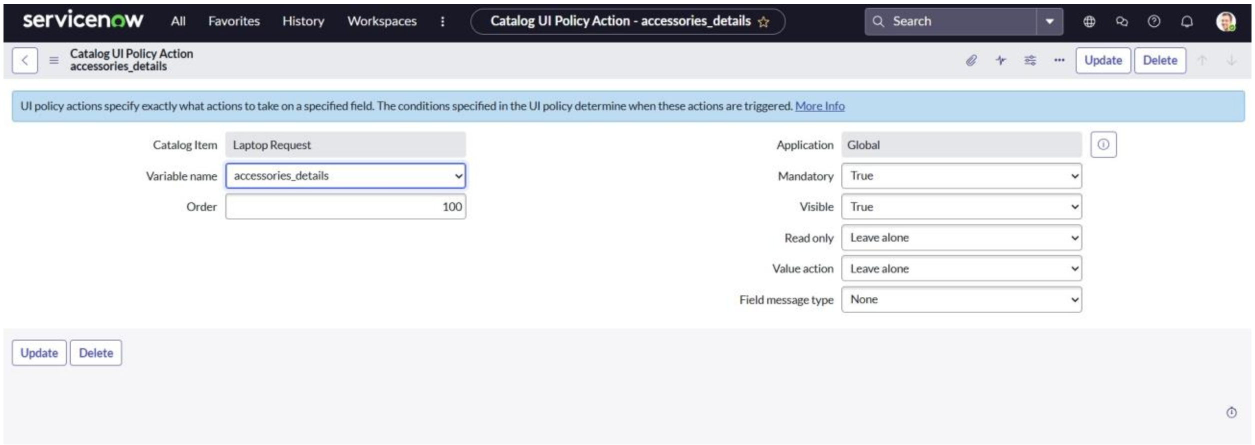
Applies on Catalog Tasks □

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



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	Application	Global
Variable name	accessories_details	Mandatory	True
Order	100	Visible	True
		Read only	Leave alone
		Value action	Leave alone
		Field message type	None

4)UI Action

Step 1: Create UI Action

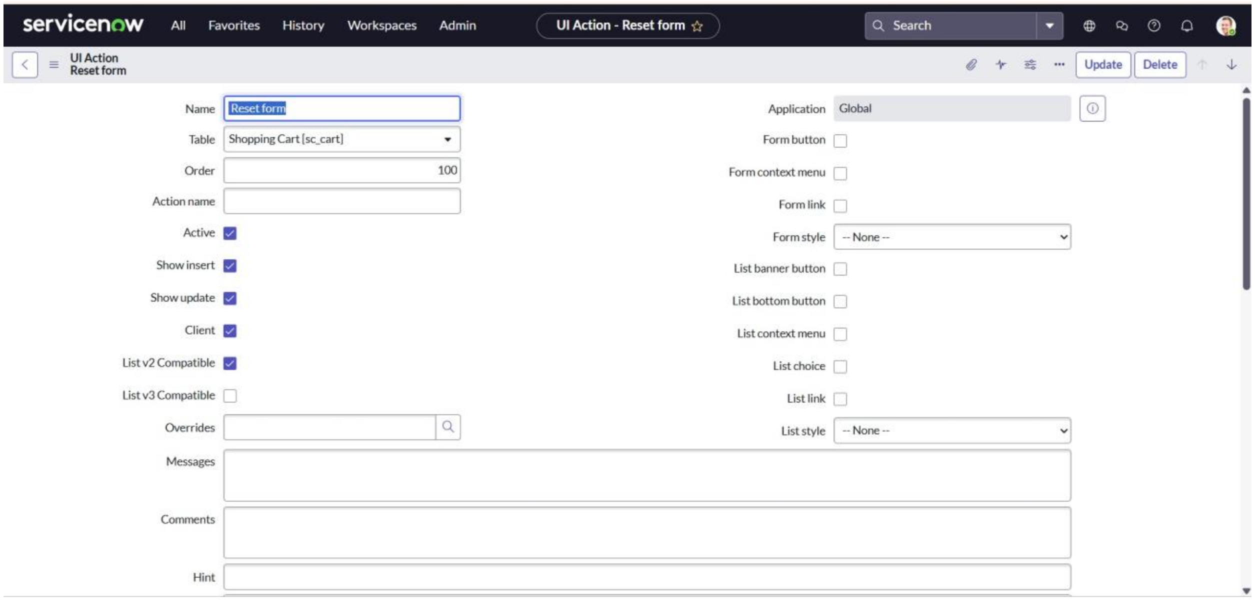
UI Actions in ServiceNow are used to add custom buttons, links, or context menu items to forms and lists. For the *Laptop Request* catalog item, a UI Action is created to allow users to **reset the form**, clearing all entered values.

Steps to Create a UI Action:

1. In the left navigation pane, click **All** and search for **UI Actions**.
2. Under **System Definition**, select **UI Actions**.
3. Click on **New** to create a new UI Action.
4. Fill in the following details:
   - **Table**: Shopping Cart (sc_cart)
   - **Order**: 100
   - **Action Name**: Reset form
   - **Client**: Checked
5. In the **Script** field, enter the following client-side script:
6. function resetForm() {
   ```
     g_form.clearForm(); // Clears all fields in the form
     alert("The form has been reset.");
   }
   ```
7. Click **Save** to create the UI Action.

Result:

A **Reset Form** button will now be available on the Shopping Cart form. When clicked, it clears all entered values and alerts the user that the form has been reset.



Name	Reset form	Application	Global
Table	Shopping Cart [sc_cart]	Form button	□
Order	100	Form context menu	□
Action name		Form link	□
Active	☑	Form style	-- None --
Show insert	☑	List banner button	□
Show update	☑	List bottom button	□
Client	☑	List context menu	□
List v2 Compatible	☑	List choice	□
List v3 Compatible	□	List link	□
Overrides		List style	-- None --
Messages			
Comments			
Hint			

5)Export Update set

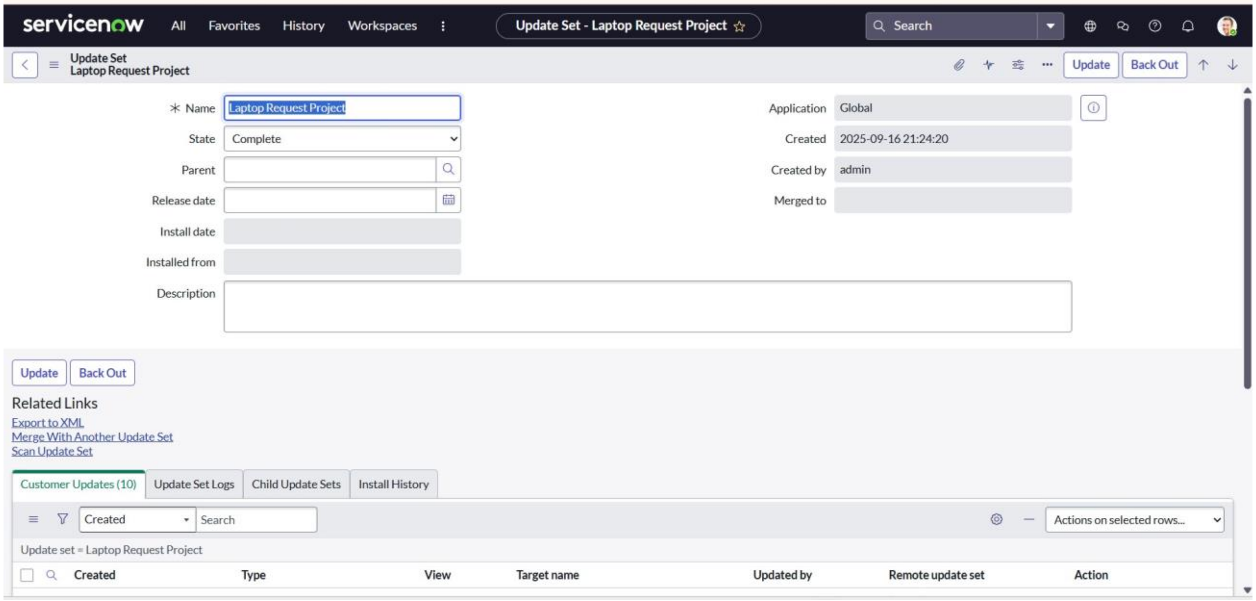
Step 1: Exporting Changes to Another Instance

Once all configurations (catalog item, variables, UI policies, and UI actions) are completed in the development instance, the changes must be exported to another instance (e.g., Test or Production). This is done using **Update Sets**.

Steps to Export Update Set:

1. In the left navigation pane, click **All** and search for **Update Sets**.
2. Select **Local Update Sets**.
3. Open the update set created earlier: **Laptop Request Project**.
4. Change the **State** of the update set to Complete.
5. Scroll down to the **Updates** related list tab to verify all captured updates (catalog item, variables, UI policies, UI actions, etc.).
6. From the header, click **Export to XML**.
7. The system will generate and download an **XML file** containing all the changes made under this update set.

This XML file can then be imported into another ServiceNow instance to migrate the *Laptop Request* project configurations.



Update Set
Laptop Request Project

* Name	Laptop Request Project	Application	Global
State	Complete	Created	2025-09-16 21:24:20
Parent		Created by	admin
Release date		Merged to	
Install date			
Installed from			
Description			

Update set = Laptop Request Project

Created	Type	View	Target name	Updated by	Remote update set	Action

6)Login to another Instance

Step 1: Retrieving the Update Set

After exporting the update set from the development instance, the next step is to import it into another instance (e.g., Test, UAT, or Production). This ensures that all configurations are replicated in the target instance.

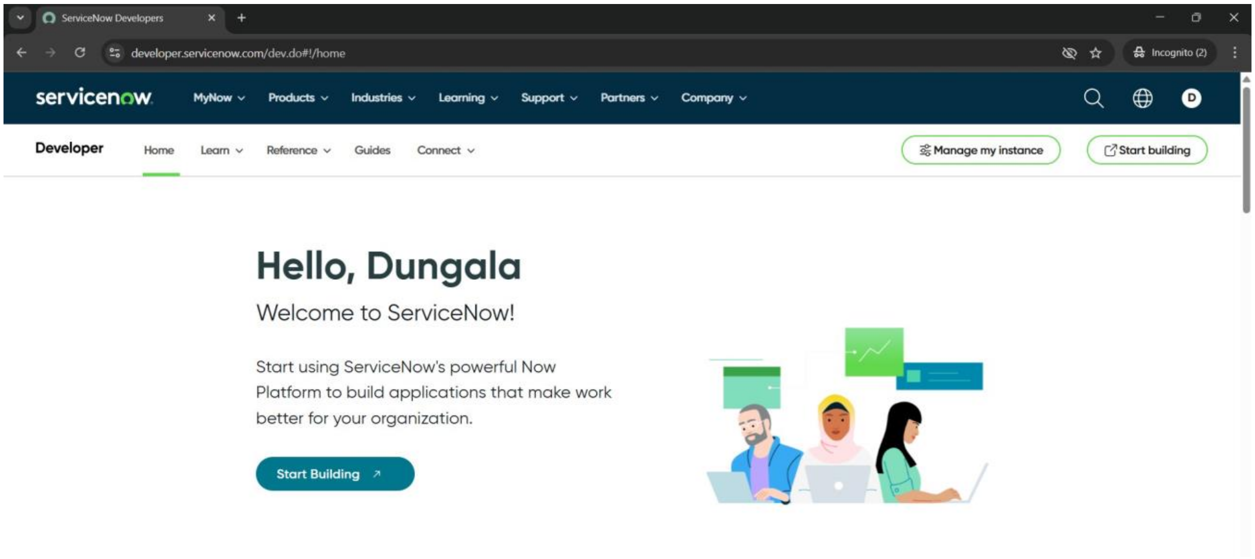
Steps to Retrieve and Commit the Update Set:

1. Open the target ServiceNow instance (recommended: use an incognito/private window).
2. Log in with the appropriate credentials.
3. In the left navigation pane, click **All** and search for **Update Sets**.
4. Under **System Update Sets**, select **Retrieved Update Sets**.
5. On the Retrieved Update Sets list view, scroll down and click **Import Update Set from XML**.
6. Upload the previously downloaded XML file of the update set (*Laptop Request Project*).
7. Click **Upload**. The update set is now available in the list of retrieved update sets.
8. Open the retrieved update set record (**Laptop Request Project**).
9. Click on **Preview Update Set** to validate changes and check for errors or collisions.
10. If the preview is successful, click **Commit Update Set** to apply the changes in this instance.

11. Verify the **Updates** related list tab to confirm all configurations (catalog item, variables, UI policies, UI actions, etc.) have been migrated.

Result:

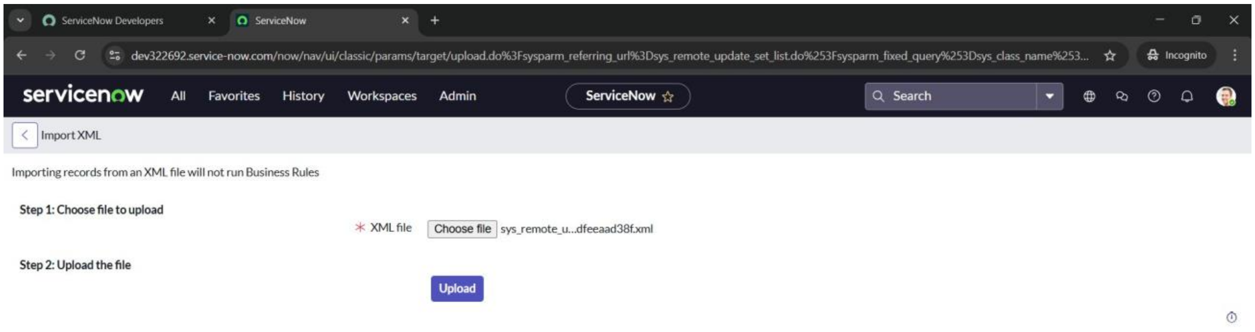
After committing the update set, the *Laptop Request Project* catalog item and all related configurations are now available in the new instance, ensuring consistency across environments.



Hello, Dungala

Welcome to ServiceNow!

Start using ServiceNow's powerful Now Platform to build applications that make work better for your organization.



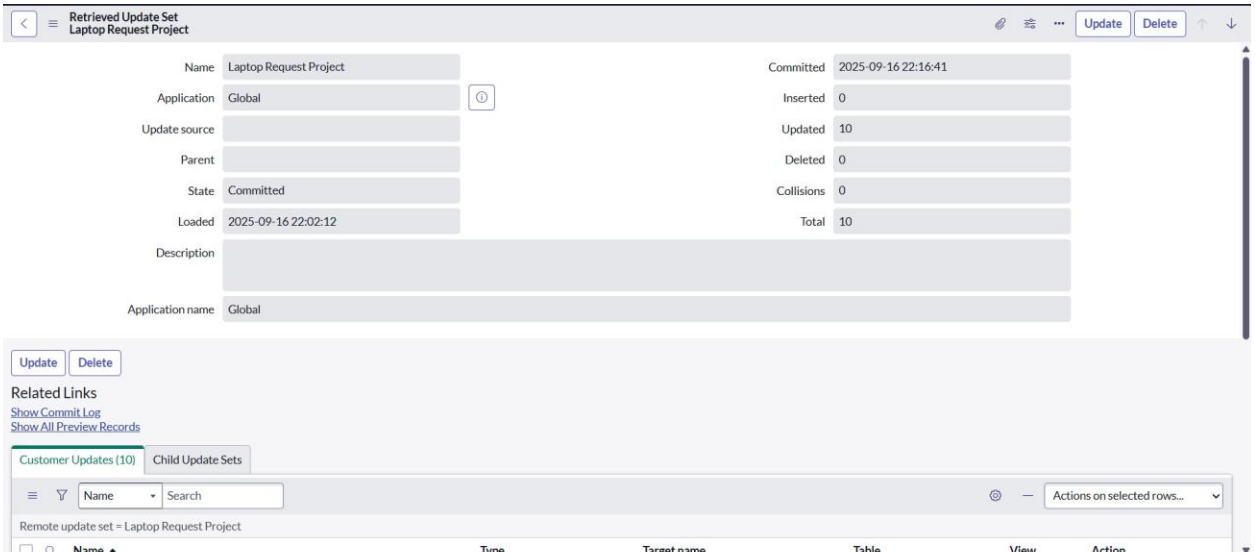
dev322692.service-now.com/now/nav/ui/classic/params/target/upload.do%3Fsysparm_referring_url%3Dsys_remote_update_set_list.do%253Fsysparm_fixed_query%253Dsys_class_name%253...

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

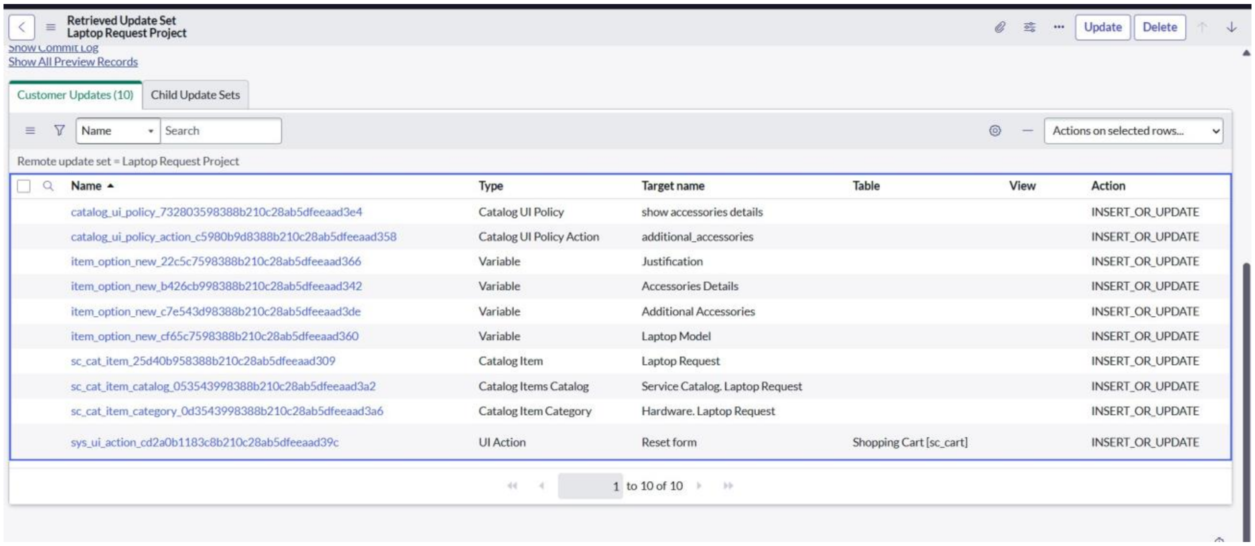
* XML file: Choose file sys_remote_u...dfeeaad38f.xml

Step 2: Upload the file



Name	Laptop Request Project	Committed	2025-09-16 22:16:41
Application	Global	Inserted	0
Update source		Updated	10
Parent		Deleted	0
State	Committed	Collisions	0
Loaded	2025-09-16 22:02:12	Total	10
Description			
Application name	Global		

Remote update set = Laptop Request Project



Remote update set = Laptop Request Project

Name ▲	Type	Target name	Table	View	Action
catalog_ui_policy_732803598388b210c28ab5dfeeaad3e4	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_c5980b9d8388b210c28ab5dfeeaad358	Catalog UI Policy Action	additional_accessories			INSERT_OR_UPDATE
item_option_new_22c5c7598388b210c28ab5dfeeaad366	Variable	Justification			INSERT_OR_UPDATE
item_option_new_b426cb998388b210c28ab5dfeeaad342	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_c7e543d98388b210c28ab5dfeeaad3de	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_cf65c7598388b210c28ab5dfeeaad360	Variable	Laptop Model			INSERT_OR_UPDATE
sc_cat_item_25d40b958388b210c28ab5dfeeaad309	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_053543998388b210c28ab5dfeeaad3a2	Catalog Items Catalog	Service Catalog. Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_0d3543998388b210c28ab5dfeeaad3a6	Catalog Item Category	Hardware. Laptop Request			INSERT_OR_UPDATE
sys_ui_action_cd2a0b1183c8b210c28ab5dfeeaad39c	UI Action	Reset form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

7)Testing

Step 1: Testing the Catalog Item

After migrating the update set to the target instance, the *Laptop Request* catalog item must be tested to ensure all configurations work as expected.

Steps to Test the Catalog Item:

1. In the target ServiceNow instance, search for **Service Catalog** in the application navigator.
2. Select **Catalog** under *Service Catalog*.
3. Open the **Hardware** category.
4. Locate and open the catalog item **Laptop Request**.
5. Verify that the form displays the defined variables:

⍰ **Laptop Model**

⍰ **Justification**

⍰ **Additional Accessories**

6. Test the **UI Policy functionality**:

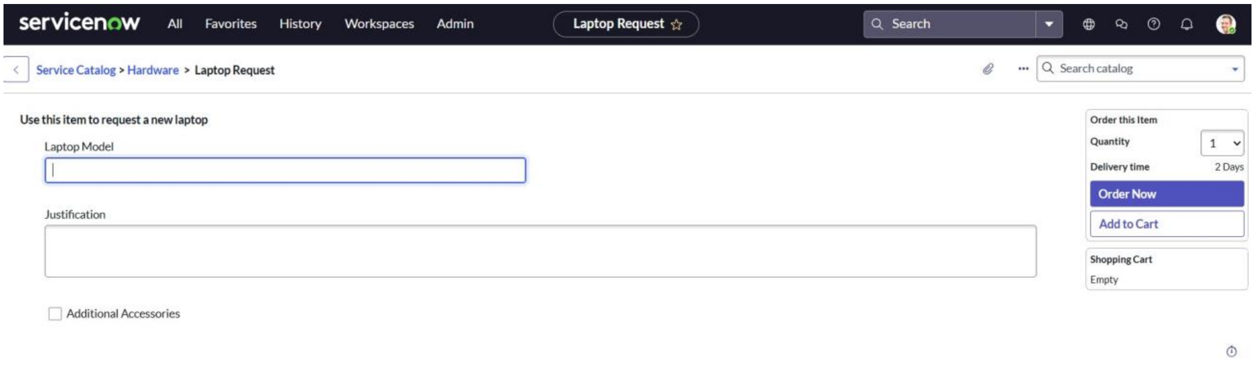
⍰ By default, only three variables are visible.

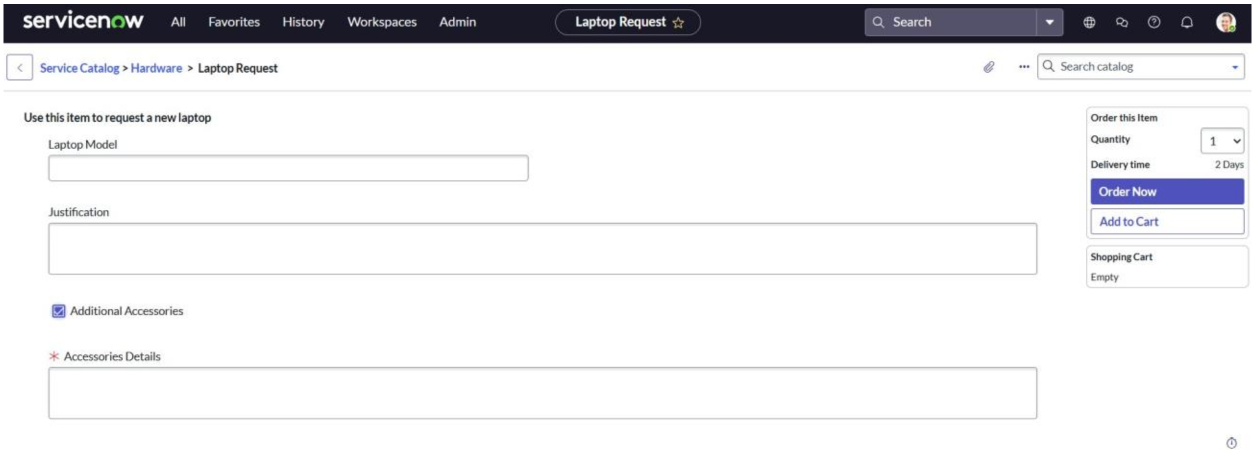
⍰ When the **Additional Accessories** checkbox is selected, the field **Accessories Details** should appear.

⍰ The **Accessories Details** field should also be **mandatory** when visible.

Result:

The test confirms that the catalog item behaves as expected. The *Laptop Request* item captures the necessary information, dynamically displays the **Accessories Details** field when required, and enforces mandatory input.





Conclusion

The *Laptop Request Catalog Item* project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalog capabilities. By creating a dynamic and automated catalog item, the project provides employees with an intuitive, user-friendly interface that minimizes errors, reduces manual effort, and improves overall efficiency.

The implementation of variables, UI policies, UI actions, and automated workflows ensures that requests are captured accurately, routed for necessary approvals, and fulfilled in a timely manner. Additionally, the migration of configurations through update sets demonstrates how ServiceNow supports smooth transitions between development, test, and production environments.

This project clearly highlights how ServiceNow can replace manual, error-prone processes with standardized, automated, and user-centric solutions. It not only improves service delivery and IT governance but also enhances employee satisfaction by offering a modern and transparent request experience.

Battula Jyosthna