

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.

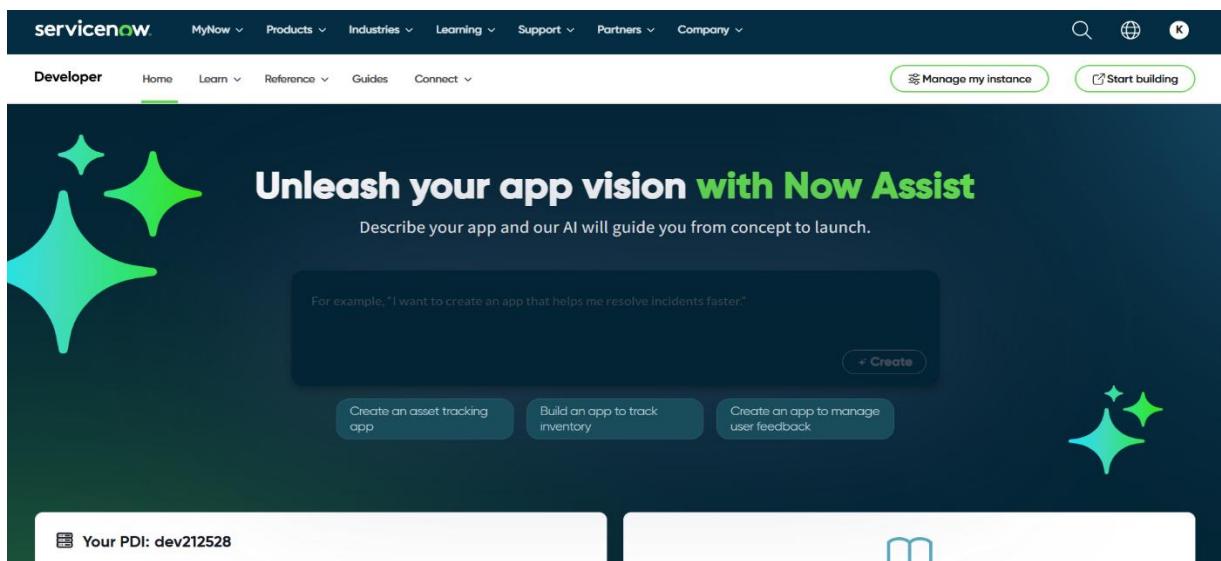
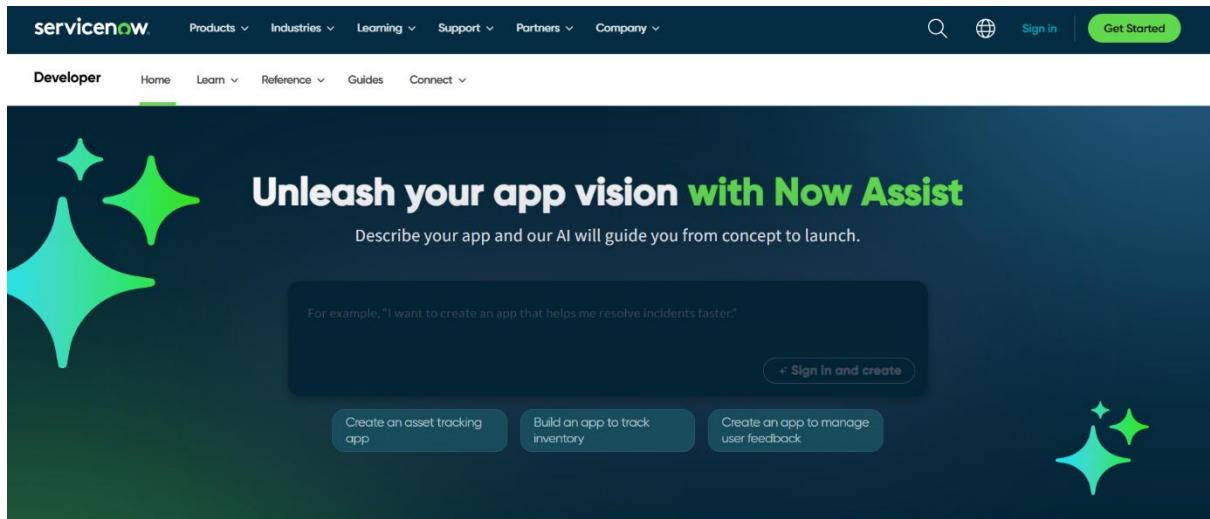
Project Flow:

- | | |
|--------------|---|
| Milestone 1 | Setting up service now instance. |
| Milestone 2 | Creation of new update set. |
| Milestone 3 | Creation of Service Catalog Item. |
| Milestone 4 | Adding variables to the Item. |
| Milestone 5 | Creation of Catalog Ui Policies. |
| Milestone 6 | Creation of Ui Action. |
| Milestone 7 | Exporting Changes To Another Instances. |
| Milestone 8 | Retrieving The Update Set. |
| Milestone 9 | Testing Catalog Item. |
| Milestone 10 | Conclusion |

Milestone 1: Setting Up ServiceNow Instance

- Sign up for a developer account on the ServiceNow Developer site "<https://developer.servicenow.com>".
- Once logged in, navigate to the "Personal Developer Instance" section.
- Click on "Request Instance" to create a new ServiceNow instance.
- Fill out the required information and submit the request.
- You'll receive an email with the instance details once it's ready.
- Log in to your ServiceNow instance using the provided credentials.

- Now you will navigate to the ServiceNow.



The screenshot shows the ServiceNow developer instance management interface. At the top, there's a navigation bar with links like MyNow, Products, Industries, Learning, Support, Partners, and Company. Below that is a sub-navigation for 'Developer' with options Home, Learn, Reference, Guides, and Connect. On the right side of the header are buttons for 'Manage my instance' and 'Start building'. The main content area has a title 'Manage my instance (dev212528)'. It includes sections for 'Status' (with a refresh button), 'Instance URL' (https://dev212528.service-now.com/), 'User name' (admin), 'Current password' (redacted), and 'User role' (Admin). To the right is a 'Actions' dropdown and a 'Useful links' sidebar with links to PDI Guide, PDI FAQs, Managing your PDI, and the Developer advocate blog. Below these are sections for 'Plugins for your instance (46)' and a search bar.

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
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 .

No templates are available [Create A New One?](#)

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.

<input type="checkbox"/>	Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
	3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
	3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
	3M Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
	Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
	Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
	Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-11-05 11:41:26
	Add/Remove user- from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
	Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
<input checked="" type="checkbox"/>	Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
	Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
	Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2024-08-08 02:16:16
	Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2024-08-08 02:16:16
	Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
	Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
	Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
	Apple iPhone 6s	Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33
	Apple iPhone 6s Plus	Apple iPhone 6s Plus	false		Service Catalog	Mobiles	\$799.99	Item	2022-11-20 20:46:33

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 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

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

2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

4. Variable 4: Accessories Details

Type: Multi line text

Name:accessories_details

Order:400

Catalog Items

Name: [Input Field]

Application: Global

Active:

Catalogs: [Input Field]

Category: [Input Field]

State: -- None --

Checked out: -- None --

Owner: System Administrator

Fulfillment automation level: Unspecified

Item Details

Short description: [Input Field]

Description: [-] [+]

Meta: [Input Field]

Step2:

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

Catalog Item - Laptop Request

Meta: [Input Field]

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 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						

No templates are available Create A New One?

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)
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

	Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
<input type="checkbox"/>	show accessories details	(empty)		true	true	false	2025-11-06 22:35:43	100

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:shoppingcart(sc_cart)

Order:100

Actionname: Resetform

Client : checked

Script:

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

Click on save

servicenow All Favorites History Workspaces : Catalog Item - Laptop Request

Catalog UI Policy
New record

Applies to: A Catalog Item Application: Global

* Catalog item: Laptop Request Active:

* Short description:

When to Apply: Script

Catalog Conditions:

Applies on a Catalog Item view: On load:

Applies on Catalog Tasks: Reverse if false:

Applies on Requested Items:

Applies on the Target Record:

servicenow All Favorites History Workspaces Admin UI Action - New Record

UI Action
New record

Script: Turn on ECMAScript 2021 (ES12) mode

Protection policy: -- None --

Workspace: Requires role

Workspace Form Button: Format for Configurable Workspace:

Workspace Form Menu:

Submit

No templates are available. [Create A New One?](#)

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

The screenshot shows the ServiceNow interface for managing an update set. At the top, the title bar reads "Update Set - Laptop Request Project". The main form contains the following fields:

* Name: Laptop Request Project	Application: Global
State: Complete	Created: 2025-11-06 21:55:49
Parent: (empty)	Created by: admin
Release date: (empty)	Merged to: (empty)
Install date: (empty)	
Installed from: (empty)	
Description: (empty)	

Below the form, there are "Update" and "Back Out" buttons. Under "Related Links", there are links for "Export to XML", "Merge With Another Update Set", and "Scan Update Set".

The bottom section shows a related list titled "Customer Updates (13)". It includes columns for "Created" and "Search". A message indicates "No templates are available" and provides a link to "Create A New One?".

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

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
4. Select laptop request item and open it
5. It shows three variables only

6. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
7. Now see the results,it fulfills our requirements

The screenshot shows the ServiceNow Service Catalog > Hardware > Laptop Request page. At the top, there are navigation links for All, Favorites, History, Workspaces, Admin, and a search bar. Below the header, the page title is "Laptop Request". The main content area contains fields for "Laptop Model" and "Justification", both represented by input text boxes. A checkbox labeled "Additional Accessories" is checked, which triggers the visibility of a new field labeled "Accessories Details". To the right of the form, there is a sidebar titled "Order this Item" with dropdowns for "Quantity" (set to 1) and "Delivery time" (set to 2 Days). It also features a large blue "Order Now" button, an "Add to Cart" button, and a "Shopping Cart" section indicating it is empty.

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.