

# 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.

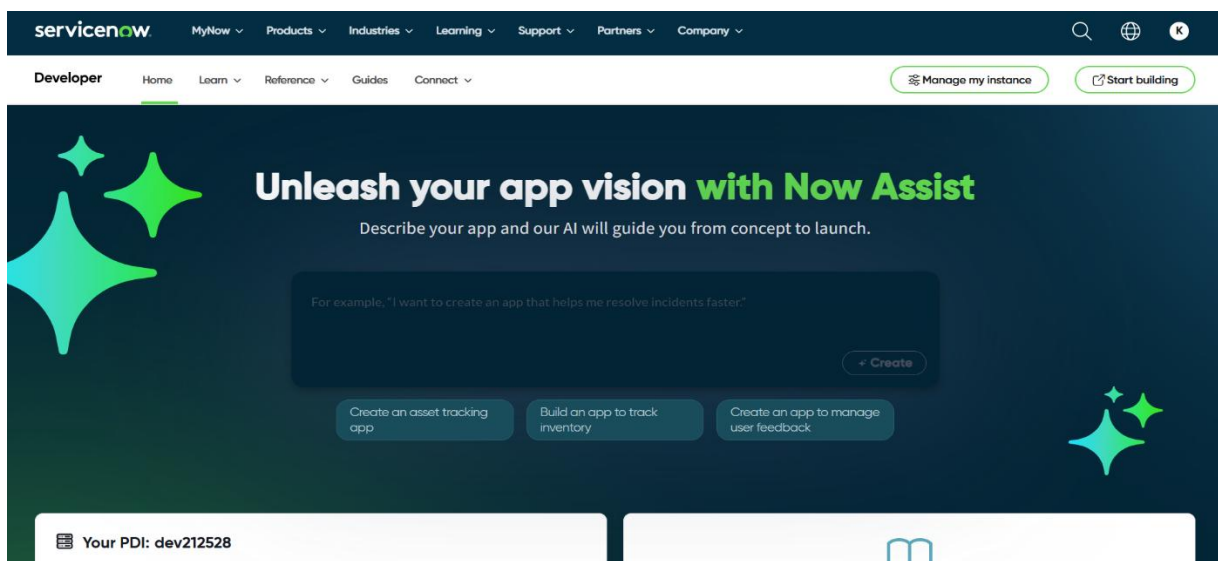
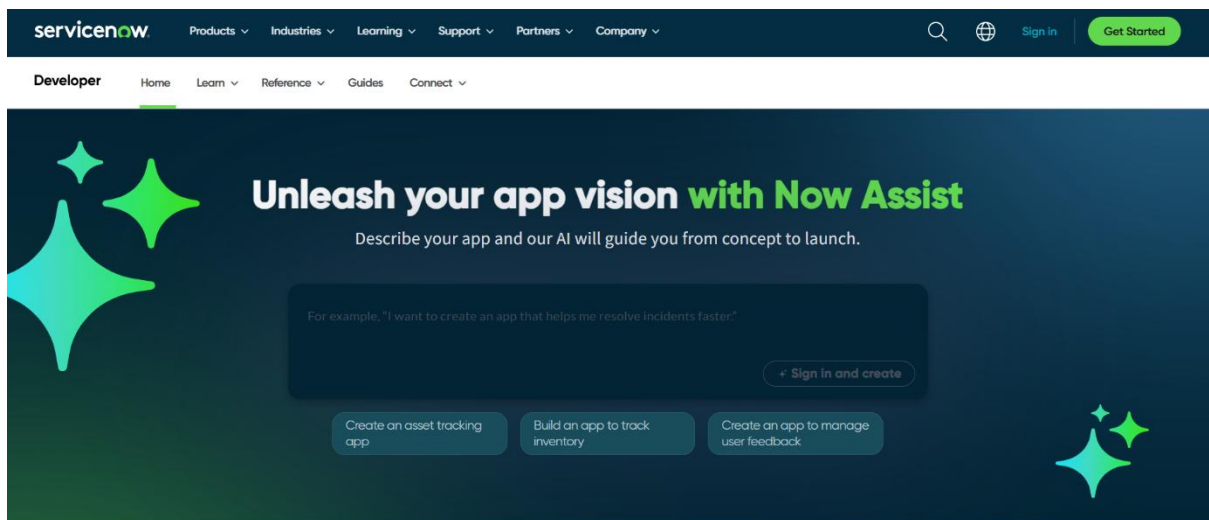
## Project Flow:

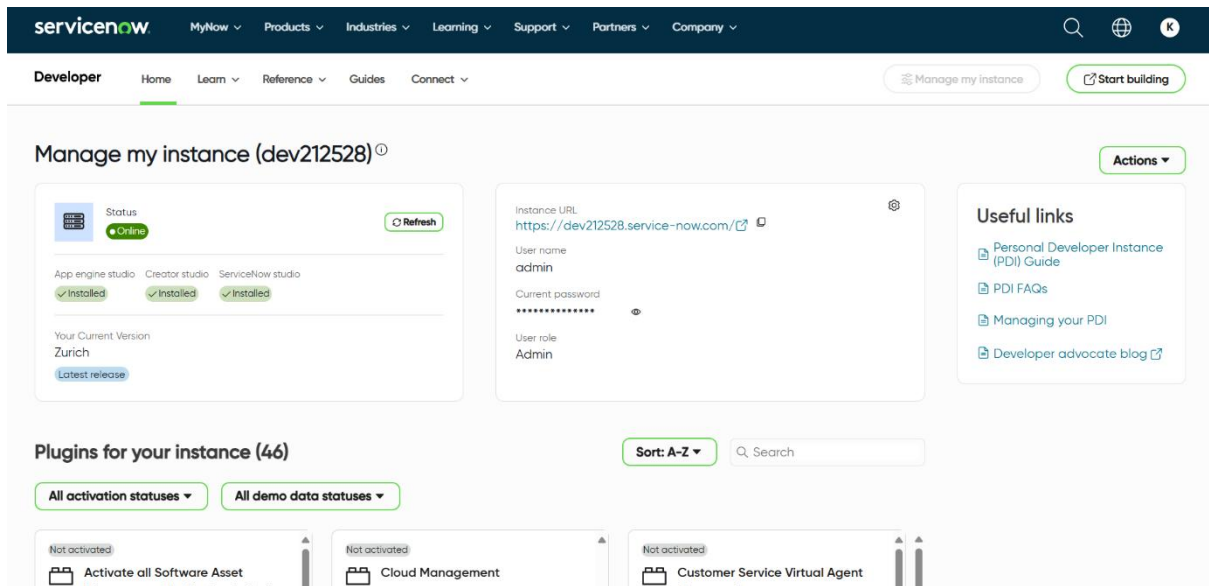
Milestone 1	Setting up service now instance.
Milestone 2	Creation of new update set.
Milestone 3	Creation of Service Catalog Item.
Milestone 4	Adding variables to the Item.
Milestone 5	Creation of Catalog Ui Policies.
Milestone 6	Creation of Ui Action.
Milestone 7	Exporting Changes To Another Instances.
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.





## 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 .

**servicenow** All Favorites History Workspaces **Update Set - Create Laptop Request Project 2** Search

Update Set  
New record

\* Name  Application

State

Parent

Release date

Description

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.

**servicenow** All Favorites History Workspaces Admin **Catalog Items** Search

Catalog Items  Search

All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty

<input type="checkbox"/>	Q	Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
<input type="checkbox"/>		3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
<input type="checkbox"/>		3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
<input type="checkbox"/>		3M Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
<input type="checkbox"/>		Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
<input type="checkbox"/>		Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
<input type="checkbox"/>		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
<input type="checkbox"/>		Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
<input type="checkbox"/>		Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
<input 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
<input type="checkbox"/>		Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
<input type="checkbox"/>		Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2024-08-08 02:16:16
<input type="checkbox"/>		Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2024-08-08 02:16:16
<input type="checkbox"/>		Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
<input type="checkbox"/>		Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
<input type="checkbox"/>		Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
<input type="checkbox"/>		Apple iPhone 6s	Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33
<input type="checkbox"/>		Apple iPhone 6s Plus	Apple iPhone 6s Plus	false		Service Catalog	Mobiles	\$799.99	Item	2022-11-20 20:46:33

1 to 20 of 190

## **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

**servicenow** All Favorites History Workspaces Admin **Catalog Items** Search

**Catalog Item**  
New record Submit Try It

**Build and modify items faster with the improved Catalog Builder.**

Name  Application **Global**  ⓘ

Catalogs  ⓘ Active ☒

Category  Roles  ⓘ

State -- None -- Fulfillment automation level **Unspecified**

Checked out -- None --

Owner **System Administrator**  ⓘ

**Item Details** Process Engine Picture Pricing Portal Settings

Short description

Description   - +

Meta

## Step2:

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

**servicenow** All Favorites History Workspaces **Catalog Item - Laptop Request** Search

**Catalog Item**  
Laptop Request Copy Try It Update Edit in Catalog Builder Delete

Meta

Copy Try It Update Edit in Catalog Builder Delete

**Related Links**  
[Item Diagnostic](#)  
[Run Point Scan](#)

**Assigned Topics**

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

**Catalog item = Laptop Request**

Type	Question	Order
<a href="#">Single Line Text</a>	Laptop Model	100
<a href="#">Multi Line Text</a>	Justification	200
<a href="#">CheckBox</a>	Additional Accessories	300
<a href="#">Multi Line Text</a>	Accessories Details	400

1 to 4 of 4

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

## 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

servicenow All Favorites History Workspaces Catalog Item - Laptop Request

Search

Copy Try It Update Edit in Catalog Builder Delete

Press Alt+0 for help

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

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

1 to 1 of 1

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

## 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



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AllFavoritesHistoryWorkspaces

Catalog Item - Laptop Request

Search

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Catalog UI Policy  
New record

🔗🔧⋮Submit

Applies toA Catalog Item

ApplicationGlobal ⓘ

\* Catalog itemLaptop Request 🔍 ⓘ

Active☒

\* Short description

When to ApplyScript

Catalog Conditions

Add Filter ConditionAdd OR Clause

Applies on a Catalog Item view☒

On load☒

Applies on Catalog Tasks☐

Reverse if false☒

Applies on Requested Items☐

Applies on the Target Record☐

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AllFavoritesHistoryWorkspacesAdmin

UI Action - New Record

Search

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UI Action  
New record

🔗🔧⋮Submit

Script

Turn on ECMAScript 2021 (ES12) mode ⓘ

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1

Protection policy

-- None --

WorkspaceRequires 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

**servicenow** All Favorites History Workspaces Update Set - Laptop Request Project

Update Set  
Laptop Request Project

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

Update Back Out

Related Links  
[Export to XML](#)  
[Merge With Another Update Set](#)  
[Scan Update Set](#)

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

Created Search Actions on selected rows...

Update set = Laptop Request Project

No templates are available [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

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request Project	Global	Committed	(empty)		2025-11-06 23:08:47	2025-11-06 23:17:50	(empty)	(empty)

Related Links

[Import Update Set from XML](#)

Retrieved Update Set - Laptop Request Project

Update Delete

Name: Laptop Request Project

Application: Global

Update source:

Parent:

State: Committed

Loaded: 2025-11-06 23:08:47

Description:

Application name: Global

Committed: 2025-11-06 23:17:50

Inserted: 0

Updated: 13

Deleted: 0

Collisions: 0

Total: 13

Update Delete

Related Links

[Show Commit Log](#)

[Show All Preview Records](#)

Customer Updates (13) Child Update Sets

Name Search

Actions on selected rows...

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

## 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 displays the ServiceNow interface for a 'Laptop Request' form. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a 'Laptop Request' button. A search bar is also present. The breadcrumb trail shows 'Service Catalog > Hardware > Laptop Request'. The main form area is titled 'Use this item to request a new laptop' and contains the following fields:

- Laptop Model:** A text input field.
- Justification:** A large text area.
- Additional Accessories:** A checkbox that is currently checked.
- Accessories Details:** A text input field that is highlighted with a light blue background, indicating it is a mandatory field.

On the right side of the form, there is a summary panel with the following information:

- Order this item:** A section containing a 'Quantity' dropdown set to '1' and a 'Delivery time' of '2 Days'.
- Buttons:** 'Order Now' (in a blue box) and 'Add to Cart'.
- Shopping Cart:** A section showing '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.