

Laptop Request Catalog Item (ServiceNow)

Team Id: NM2025TMID14982

Team Members: 4

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Problem Statement:

Objective:

To automate and streamline the laptop request process using ServiceNow, ensuring faster requests, accurate data collection, and improved user experience.

Skills:

- ServiceNow Catalog Item Creation
- UI Policies & UI Actions
- Update Set Management
- Testing & Deployment
- Team Collaboration

TASK INITIATION

Employees in the organization need a quick and efficient way to request laptops for work. The current manual process is prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection.

To solve this, a ServiceNow Catalog Item has been developed that includes:

- ☐ Dynamic fields
- ☐ Form reset functionality
- ☐ Clear instructions for users
- ☐ Full change tracking for governance and deployment

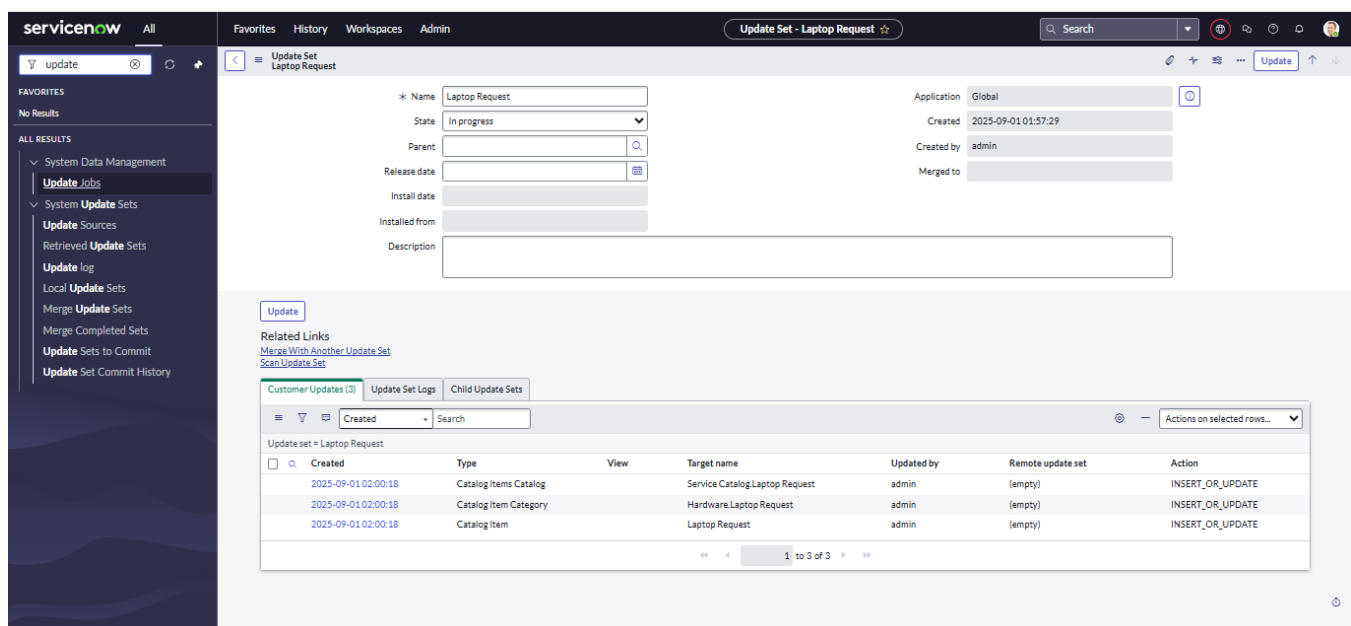
Features

- ☐ Service Catalog Item with user-friendly form to request laptops
- ☐ Dynamic field behavior using Catalog UI Policies
- ☐ Reset form functionality via UI Action
- ☐ Exportable update set for migration to other instances
- ☐ Tested on a different instance to ensure deployment integrity

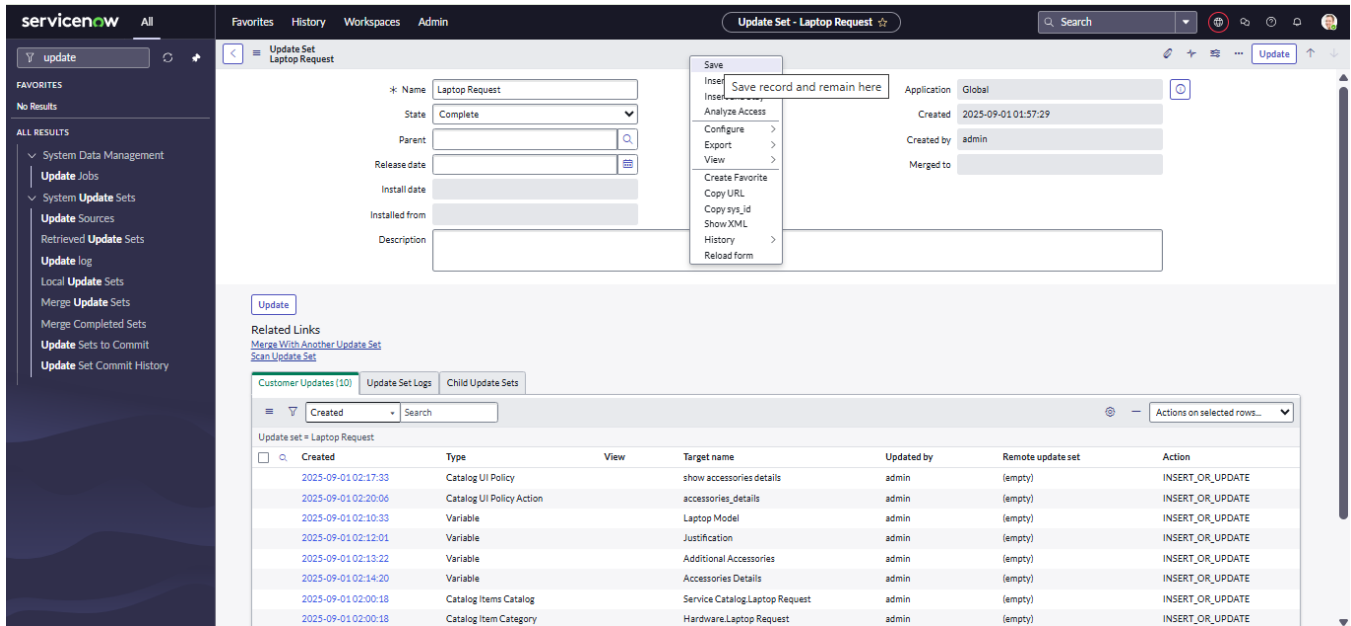
Setup Steps

Step 1: Create Local Update Set

Create a new local update set in ServiceNow to track all your changes.



Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-01 02:00:18	Catalog Items Catalog		Service Catalog Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Item Category		Hardware Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Item		Laptop Request	admin	(empty)	INSERT_OR_UPDATE



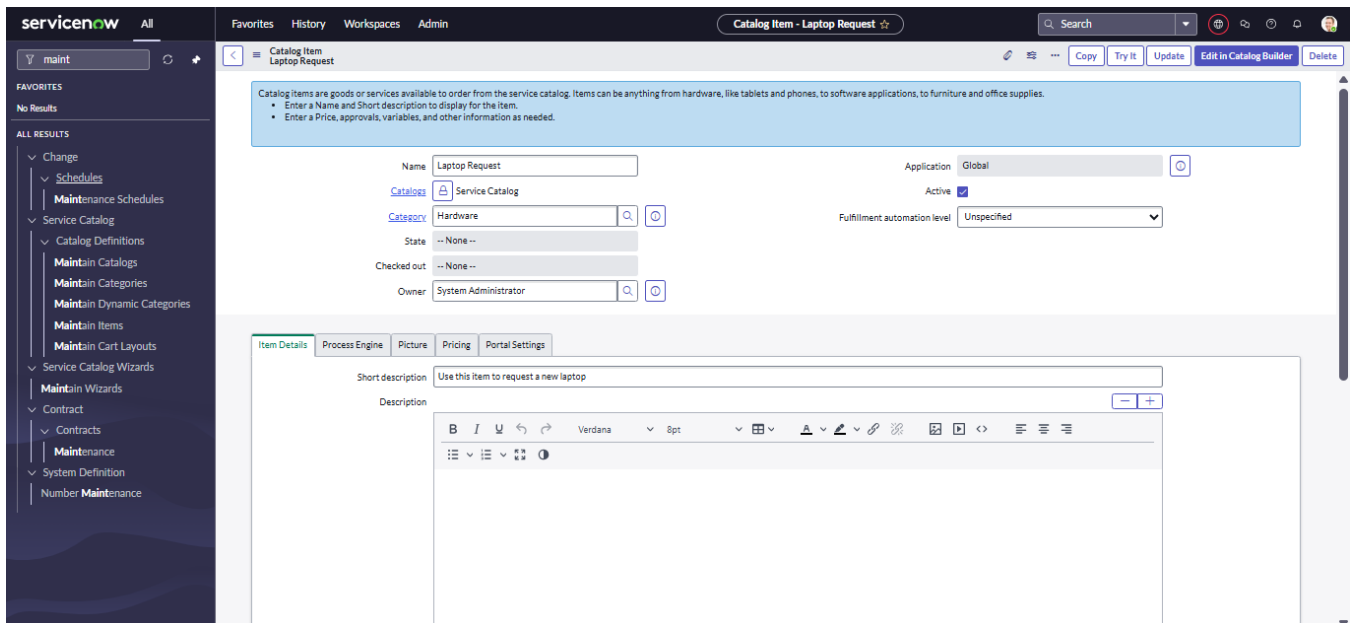
The screenshot shows the ServiceNow 'Update Set - Laptop Request' form. The left sidebar contains navigation links for 'update' and 'ALL RESULTS'. The main form area includes fields for Name (Laptop Request), State (Complete), Parent, Release date, Install date, Installed from, and Description. A context menu is open over the form, showing options like 'Save', 'Insert', 'Analyze Access', 'Configure', 'Export', 'View', 'Create Favorite', 'Copy URL', 'Copy sys_id', 'Show XML', 'History', and 'Reload form'. The right sidebar shows metadata: Application (Global), Created (2025-09-01 01:57:29), Created by (admin), and Merged to. Below the form, there are 'Related Links' and a table of 'Customer Updates (10)'.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-01 02:17:33	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:20:06	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:10:33	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:12:01	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:13:22	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:14:20	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Items Catalog		Service Catalog.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Item Category		Hardware.Laptop Request	admin	(empty)	INSERT_OR_UPDATE

Step 2: Create Service Catalog Item

Create a catalog item named Laptop Request and add required variables such as:

- ☐ Laptop Model
- ☐ Justification
- ☐ Additional Accessories
- ☐ Accessories Details



The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form. The left sidebar contains navigation links for 'maint' and 'ALL RESULTS'. The main form area includes fields for Name (Laptop Request), Application (Global), Catalogs (Service Catalog), Category (Hardware), State (None), Checked out (None), and Owner (System Administrator). The right sidebar shows 'Active' (checked) and 'Fulfillment automation level' (Unspecified). Below the form, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' and a 'Description' field with a rich text editor.

Short description: Use this item to request a new laptop

Description: [Rich text editor with formatting options]

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Variable - New Record

Application: Global

Type: Single Line Text

Catalog Item: Laptop Request

Order: 100

Save record and remain here

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Question: Specify the Question that explains the options available to the end user when ordering the item

* Question: Laptop Model

* Name: laptop_model

Conversational label:

Tooltip:

Example Text:

Submit

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Catalog Item - Laptop Request

Copy Try It Update Edit in Catalog Builder Delete

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 Diagnostics Run Point Scan

Variables (4)

Variable Sets	Catalog UI Policies	Catalog Client Scripts	Available For	Not Available For	Categories (1)	Catalogs (1)	Catalog Data Lookup Definitions	Related Articles	Related Catalog Items	Assigned Topics
Order										

Catalog Item = Laptop Request

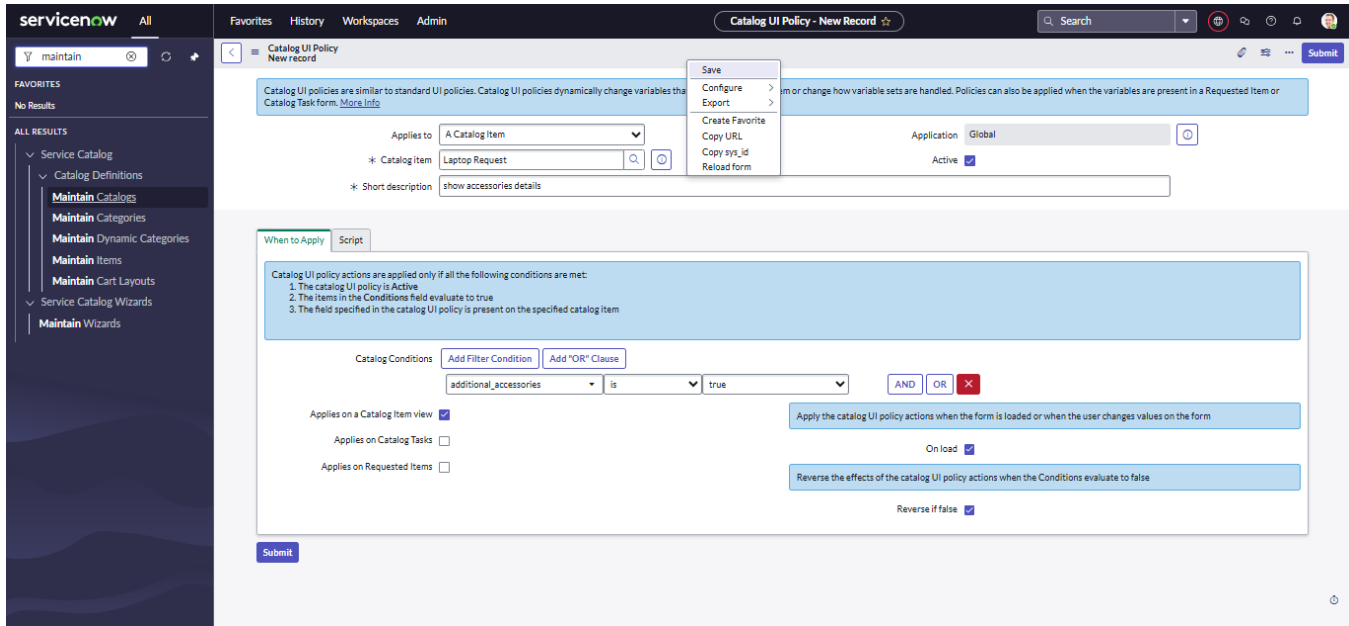
Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

1 to 4 of 4

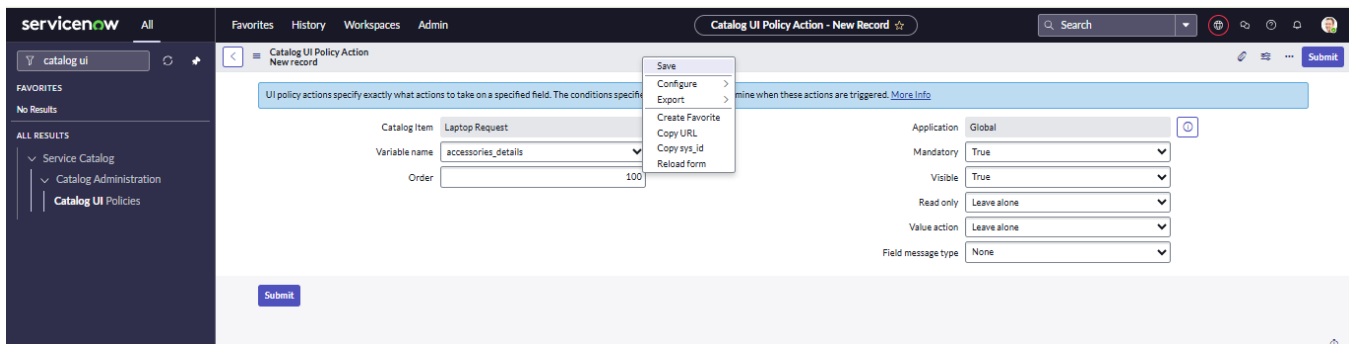
Step 3: Add Catalog UI Policies

Create UI policies to:

- ☐ Show/hide fields based on selections
- ☐ Make fields mandatory dynamically



The screenshot shows the 'Catalog UI Policy - New Record' form in ServiceNow. The left sidebar contains a search bar with 'maintain' and a list of categories under 'Service Catalog'. The main form area has a title bar with 'Catalog UI Policy - New Record' and a search bar. Below the title bar, there's a description: 'Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are displayed on a form 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](#)'. The form is divided into two tabs: 'When to Apply' and 'Script'. The 'When to Apply' tab is active, showing a list of conditions. The conditions are: '1. The catalog UI policy is Active', '2. The items in the Conditions field evaluate to true', and '3. The field specified in the catalog UI policy is present on the specified catalog item'. Below the conditions, there's a section for 'Catalog Conditions' with a dropdown menu set to 'additional_accessories', a dropdown menu set to 'is', and a dropdown menu set to 'true'. There are buttons for 'AND', 'OR', and 'X'. Below this, there are checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). On the right side, there are dropdown menus for 'Application' (set to 'Global') and 'Active' (checked). There are also buttons for 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'. At the bottom, there are buttons for 'Submit' and 'Cancel'.



The screenshot shows the 'Catalog UI Policy Action - New Record' form in ServiceNow. The left sidebar contains a search bar with 'catalog ui' and a list of categories under 'Service Catalog'. The main form area has a title bar with 'Catalog UI Policy Action - New Record' and a search bar. Below the title bar, there's a description: 'UI policy actions specify exactly what actions to take on a specified field. The conditions specify when these actions are triggered. [More Info](#)'. The form is divided into two tabs: 'When to Apply' and 'Script'. The 'When to Apply' tab is active, showing a list of conditions. The conditions are: '1. The catalog UI policy is Active', '2. The items in the Conditions field evaluate to true', and '3. The field specified in the catalog UI policy is present on the specified catalog item'. Below the conditions, there's a section for 'Catalog Conditions' with a dropdown menu set to 'additional_accessories', a dropdown menu set to 'is', and a dropdown menu set to 'true'. There are buttons for 'AND', 'OR', and 'X'. Below this, there are checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). On the right side, there are dropdown menus for 'Application' (set to 'Global'), 'Mandatory' (set to 'True'), 'Visible' (set to 'True'), 'Read only' (set to 'Leave alone'), 'Value action' (set to 'Leave alone'), and 'Field message type' (set to 'None'). There are also buttons for 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'. At the bottom, there are buttons for 'Submit' and 'Cancel'.

Step 4: Create UI Action (Reset Form)

Add a Reset Form button using a client-side UI Action to clear the form inputs.

Step 5: UI Action Create

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: shopping cart(sc_cart)

Order:100

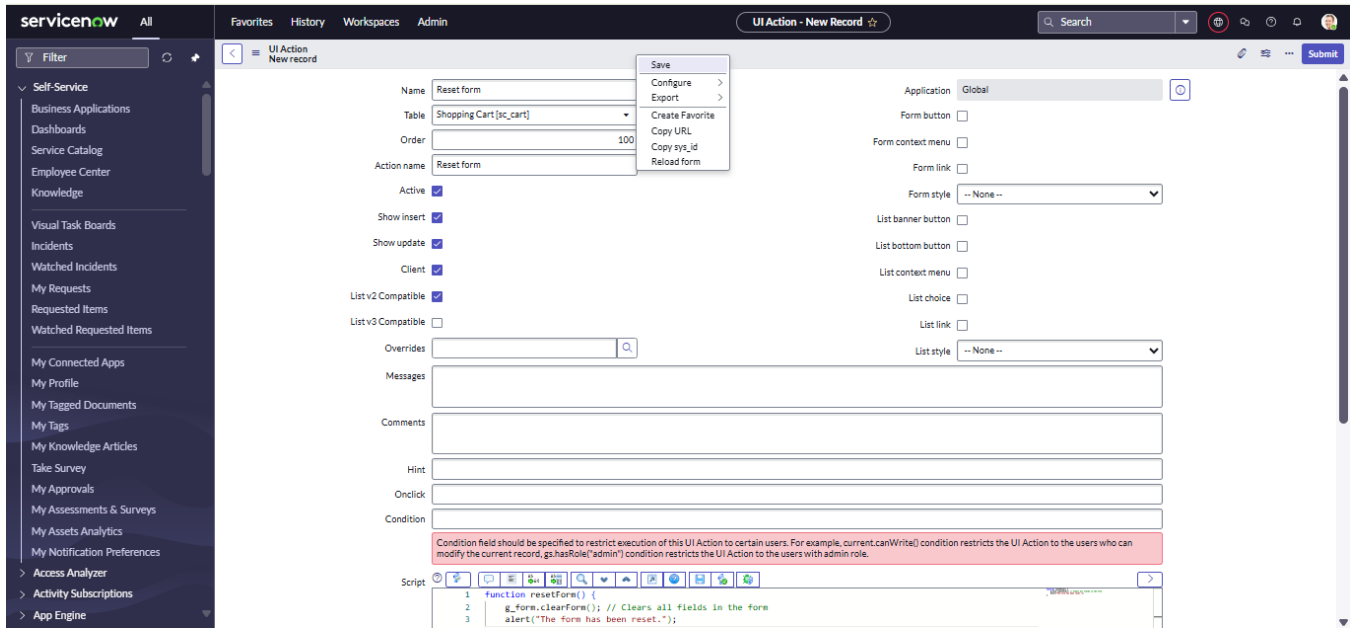
Action name: Reset form

Client : checked

Script:

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

Click on save



The screenshot shows the 'UI Action - New Record' form in ServiceNow. The form is titled 'UI Action - New Record' and has a 'Submit' button. The form contains several fields and sections:

- Name:** Reset form
- Table:** Shopping Cart [sc_cart]
- Order:** 100
- Action name:** Reset form
- Active:** ☒
- Show insert:** ☒
- Show update:** ☒
- Client:** ☒
- List v2 Compatible:** ☒
- List v3 Compatible:** ☐
- Overrides:**
- Messages:**
- Comments:**
- Hint:**
- OnClick:**
- Condition:**
- Script:**

```

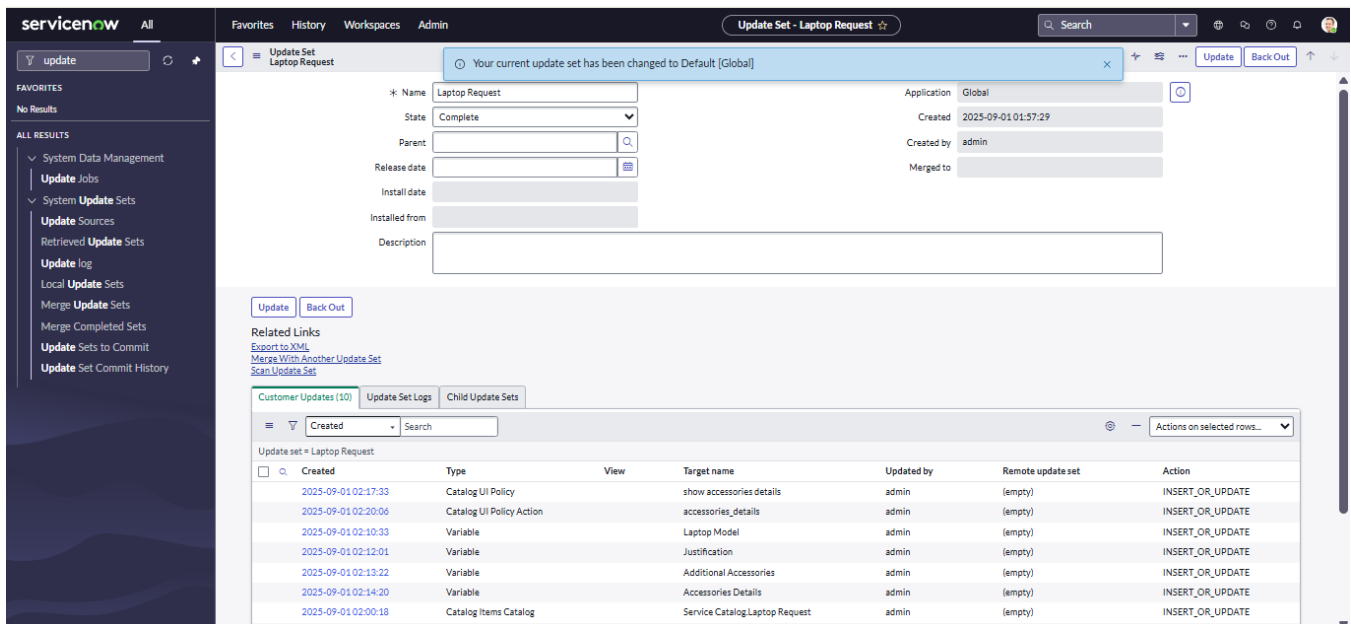
1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
}

```
- Application:** Global
- Form button:** ☐
- Form context menu:** ☐
- Form link:** ☐
- Form style:** -- None --
- List banner button:** ☐
- List bottom button:** ☐
- List context menu:** ☐
- List choice:** ☐
- List link:** ☐
- List style:** -- None --

A red warning message is displayed at the bottom of the form: "Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record, gs.hasRole('admin') condition restricts the UI Action to the users with admin role."

Step 5: Export Changes

Export the update set to an XML file for reuse in other ServiceNow instances.



The screenshot shows the 'Update Set - Laptop Request' form in ServiceNow. The form is titled 'Update Set - Laptop Request' and has a 'Submit' button. The form contains several fields and sections:

- Name:** Laptop Request
- State:** Complete
- Parent:**
- Release date:**
- Install date:**
- Installed from:**
- Description:**
- Application:** Global
- Created:** 2025-09-01 01:57:29
- Created by:** admin
- Merged to:**

A blue notification message is displayed at the top: "Your current update set has been changed to Default [Global]".

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 'Customer Updates (10)' tab is selected, showing a table of updates:

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-01 02:17:33	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:20:06	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:10:33	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:12:01	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:13:22	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:14:20	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Items Catalog		Service Catalog Laptop Request	admin	(empty)	INSERT_OR_UPDATE

Step 6: Import to Another Instance

Log in to a different ServiceNow instance and retrieve the update set.

servicenow

All

update

No Results

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit


Update Set Commit History

Retrieved Update Sets

Name

Search

All > Class = Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
 <div>No records to display</div>								

Related Links

[Import Update Set from XML](#)

servicenow

All

update

No Results

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

ServiceNow

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

XML file

Choose file

sys_remote_u...ofeasd322.xml

Step 2: Upload the file

Upload

servicenow All

Retrieved Update Set - Laptop Request

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name: Laptop Request
Application: Global
Update source: [Empty]
Parent: [Empty]
State: Loaded
Loaded: 2025-09-01 22:56:15
Description: [Empty]
Application name: Global

Update Delete Preview Update Set

Related Links
[Export to XML](#)

Customer Updates (10) Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d266f7b6fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_80ced9883772210d266f7b6fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba15883772210d266f7b6fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE

servicenow All

Retrieved Update Set - Laptop Request

Update Set Preview

Succeeded 100%

Success! - Succeeded in 2 Seconds

Close

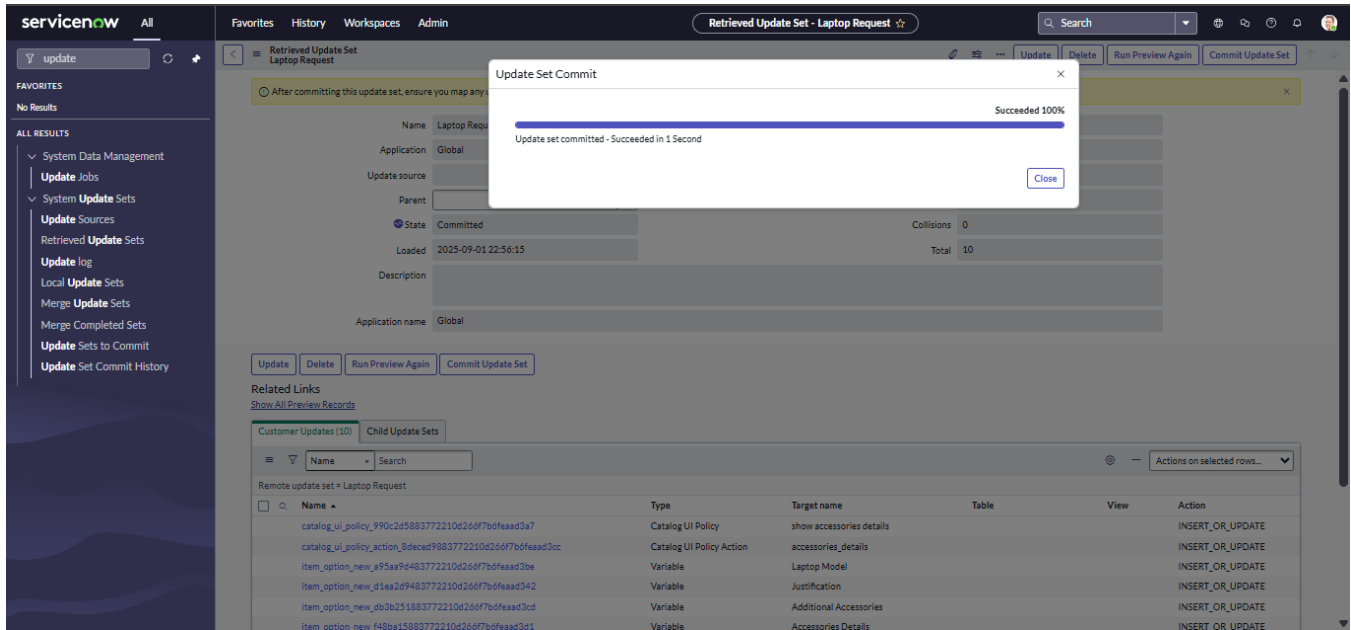
Name: Laptop Request
Application: Global
Update source: [Empty]
Parent: [Empty]
State: Previewed
Loaded: 2025-09-01 22:56:15
Description: [Empty]
Application name: Global

Update Delete Preview Update Set

Related Links
[Export to XML](#)

Customer Updates (10) Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d266f7b6fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_80ced9883772210d266f7b6fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba15883772210d266f7b6fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE



Update Set Commit

Update set committed - Succeeded in 1 Second

Close

Name	Application	Update source	Parent	State	Collisions	Loaded	Total	Description
Laptop Request	Global			Committed	0	2025-09-01 22:56:15	10	

Application name: Global

Buttons: Update, Delete, Run Preview Again, Commit Update Set

Related Links: Show All Preview Records

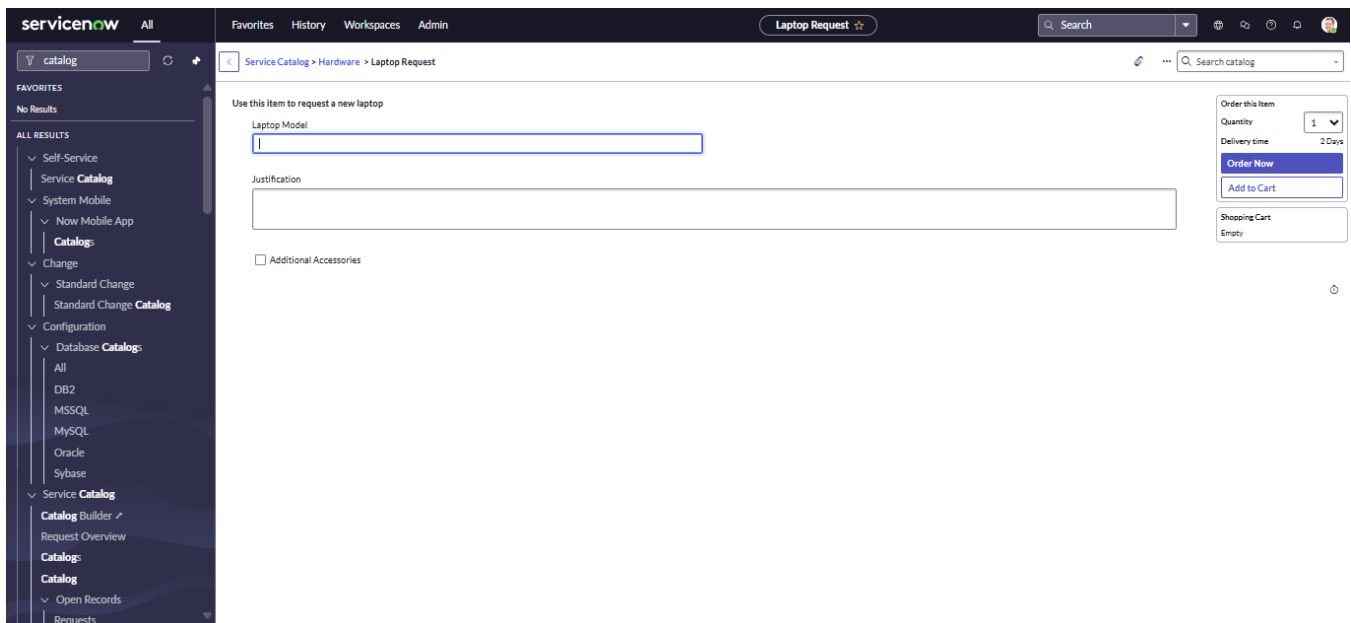
Customer Updates (10) | Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d266f7b6fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8deced9883772210d266f7b6fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_x95aa9d483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ea15883772210d266f7b6fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE

Step 7: Test the Catalog Item

Submit a test request and verify:

- ☐ Workflow triggers
- ☐ Form behavior
- ☐ Request visibility in ServiceNow portal



Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model:

Justification:

☐ Additional Accessories

Order this Item

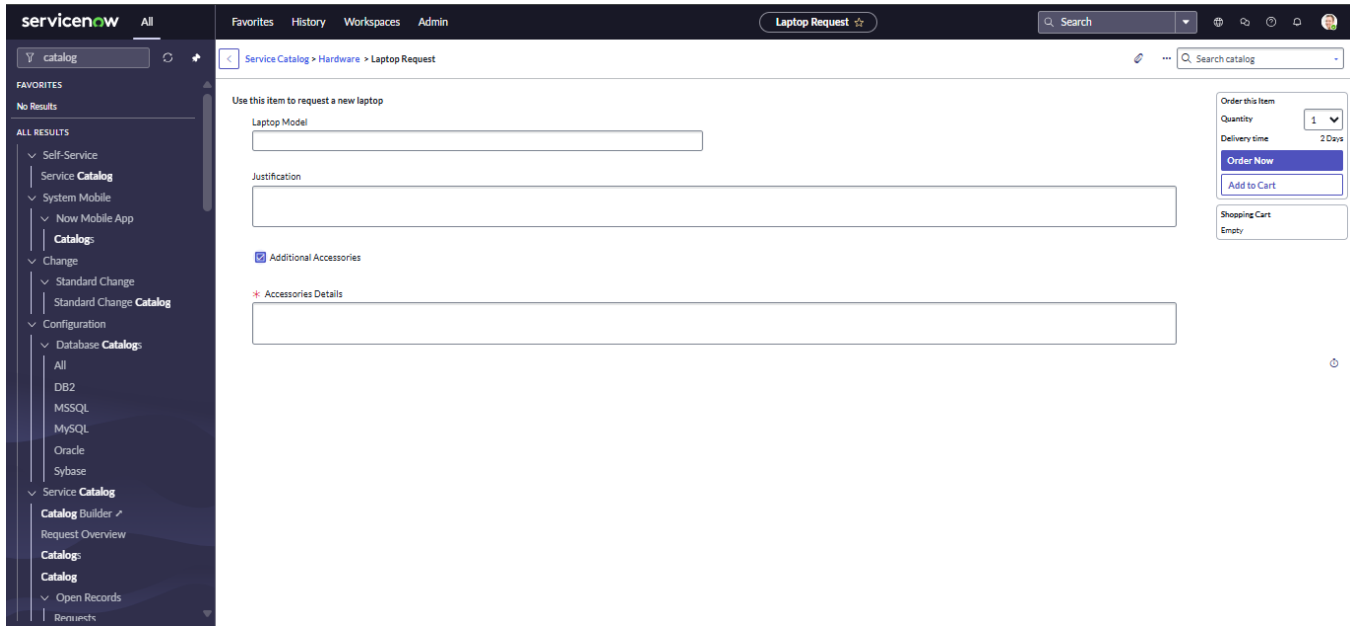
Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart: Empty



servicenow All

Favorites History Workspaces Admin

Laptop Request

Search

Service Catalog > Hardware > Laptop Request

Search catalog

Use this item to request a new laptop

Laptop Model

Justification

☒ Additional Accessories

* Accessories Details

Order this Item

Quantity 1

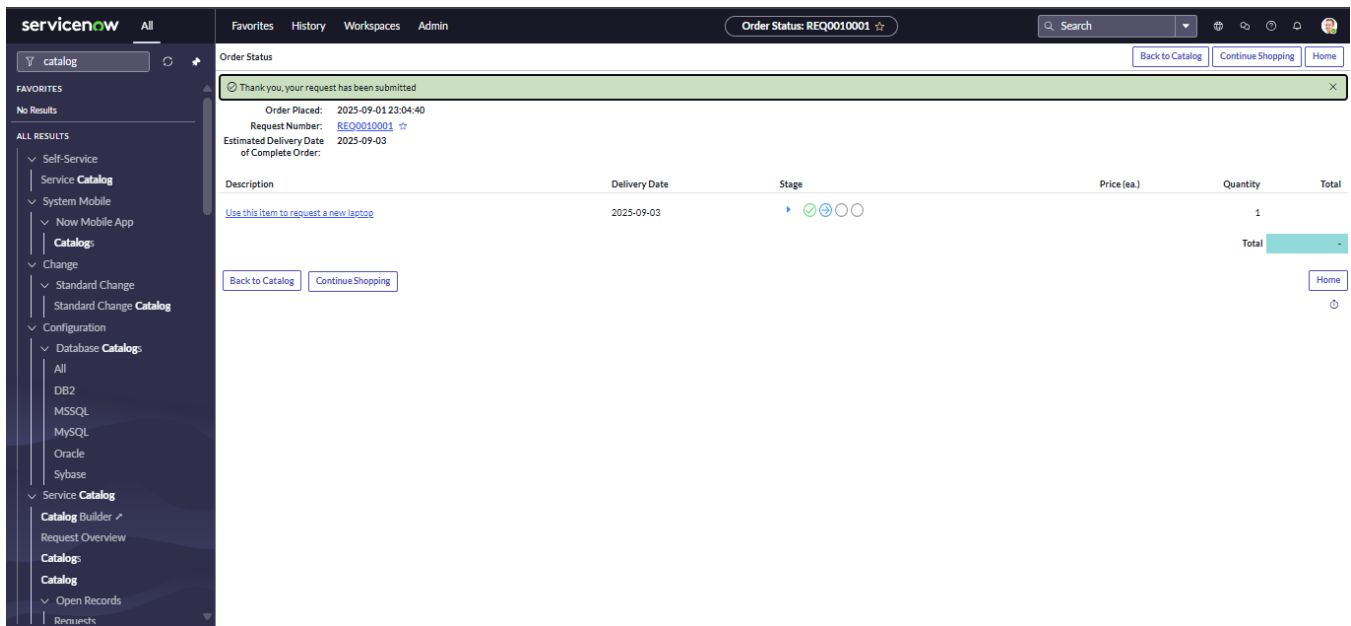
Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart

Empty



servicenow All

Favorites History Workspaces Admin

Order Status: REQ0010001

Search

Order Status

Back to Catalog Continue Shopping Home

Thank you, your request has been submitted

Order Placed: 2025-09-01 23:04:40

Request Number: [REQ0010001](#)

Estimated Delivery Date of Complete Order: 2025-09-03

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-09-03	▶ ● ● ● ●		1	
				Total	1

Back to Catalog Continue Shopping Home

Conclusion

The Laptop Request Catalog Item project streamlines the laptop request process in the organization. By leveraging ServiceNow's powerful Service Catalog capabilities, this solution:

- ☐ Enhances efficiency and reduces errors
- ☐ Replaces outdated manual processes
- ☐ Improves employee satisfaction with a modern interface