Laptop Request Catalog Item (ServiceNow)

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Team Members: 4

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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.

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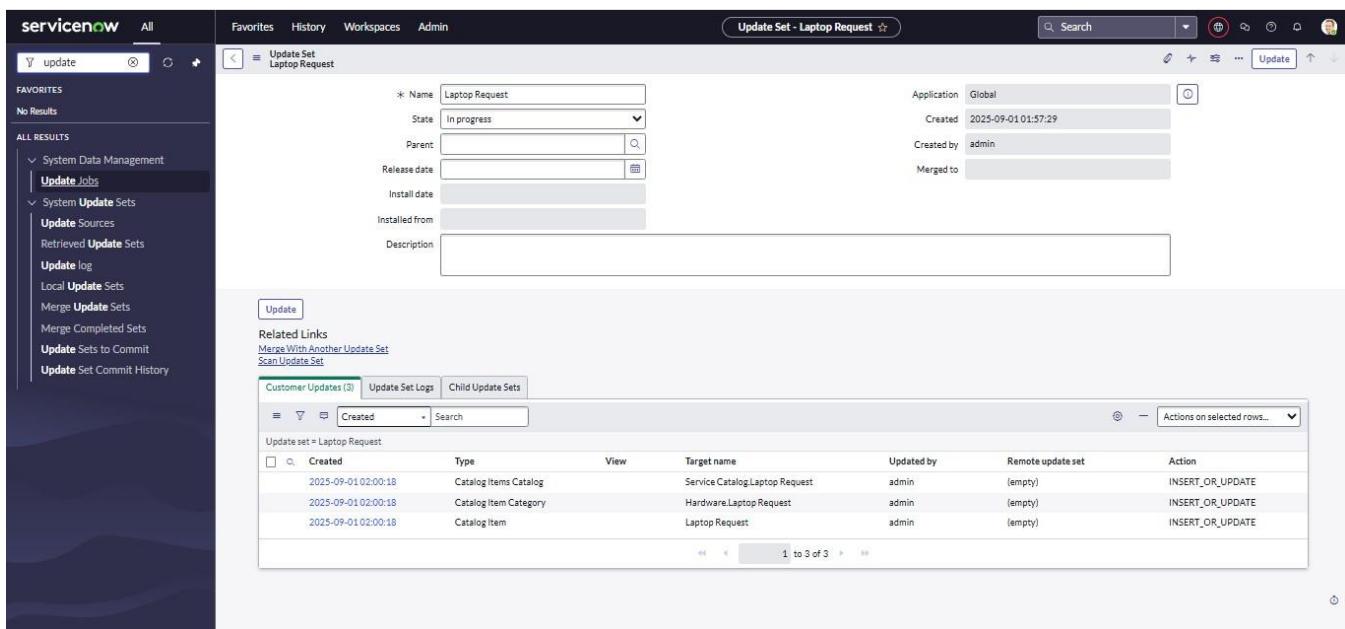
Features
☐ Service Catalog Item with user-friendly form to request laptops
☐ Dynamic field behavior using Catalog UI Policies
☐ Reset form functionality via UI Action
☐ Exportable update set for migration to other instances
☐ Tested on a different instance to ensure deployment integrity
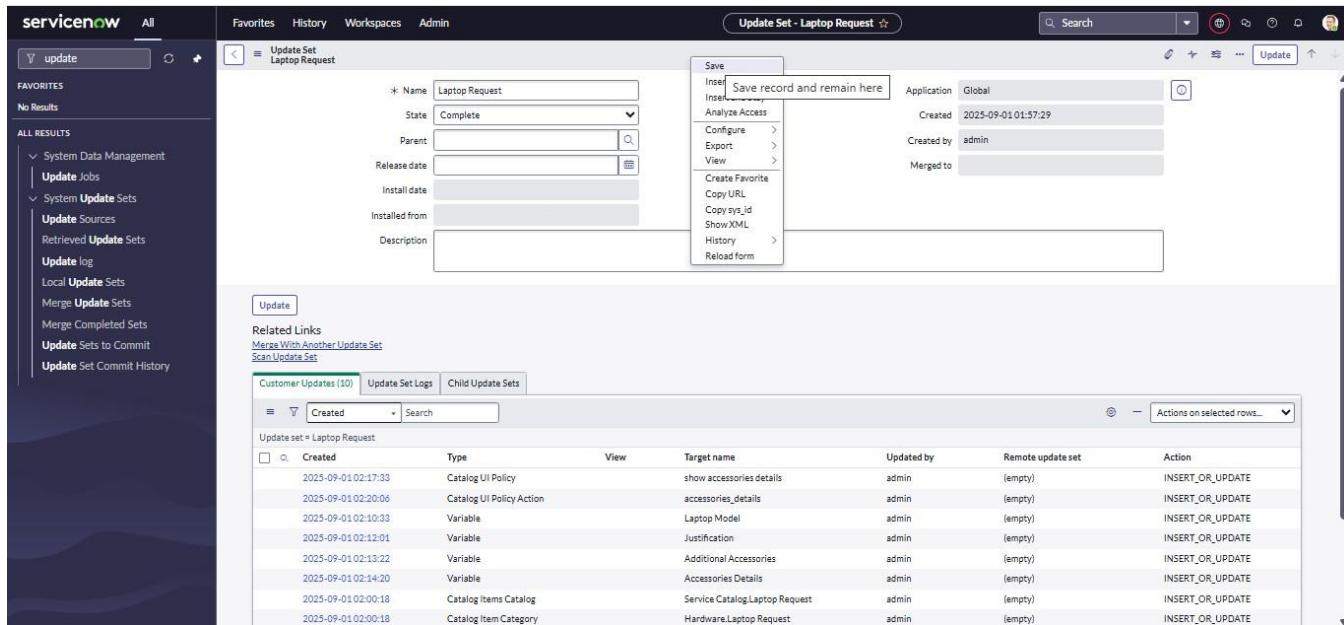
Setup Steps

Step 1: Create Local Update Set
Create a new local update set in ServiceNow to track all your changes.

Step 2: Create Service Catalog Item

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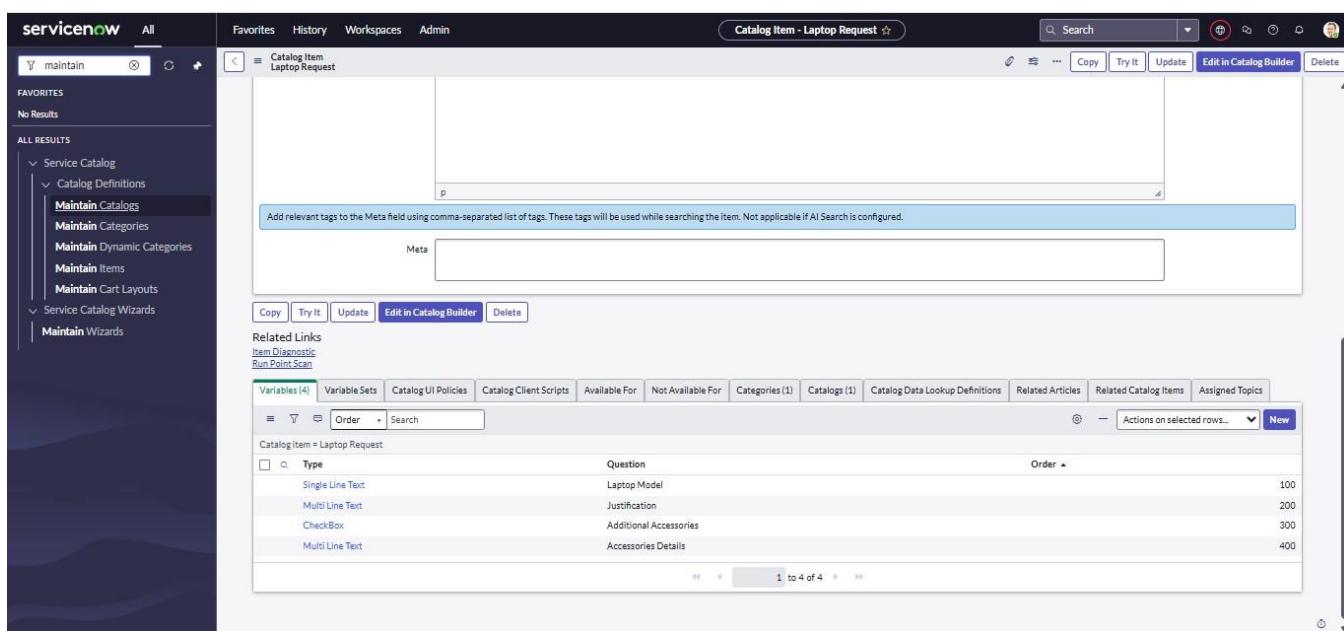
☐ Laptop Model

☐ Justification

☐ Additional Accessories

☐ Accessories Details

Step 3: Add Catalog UI Policies

Create UI policies to:

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

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
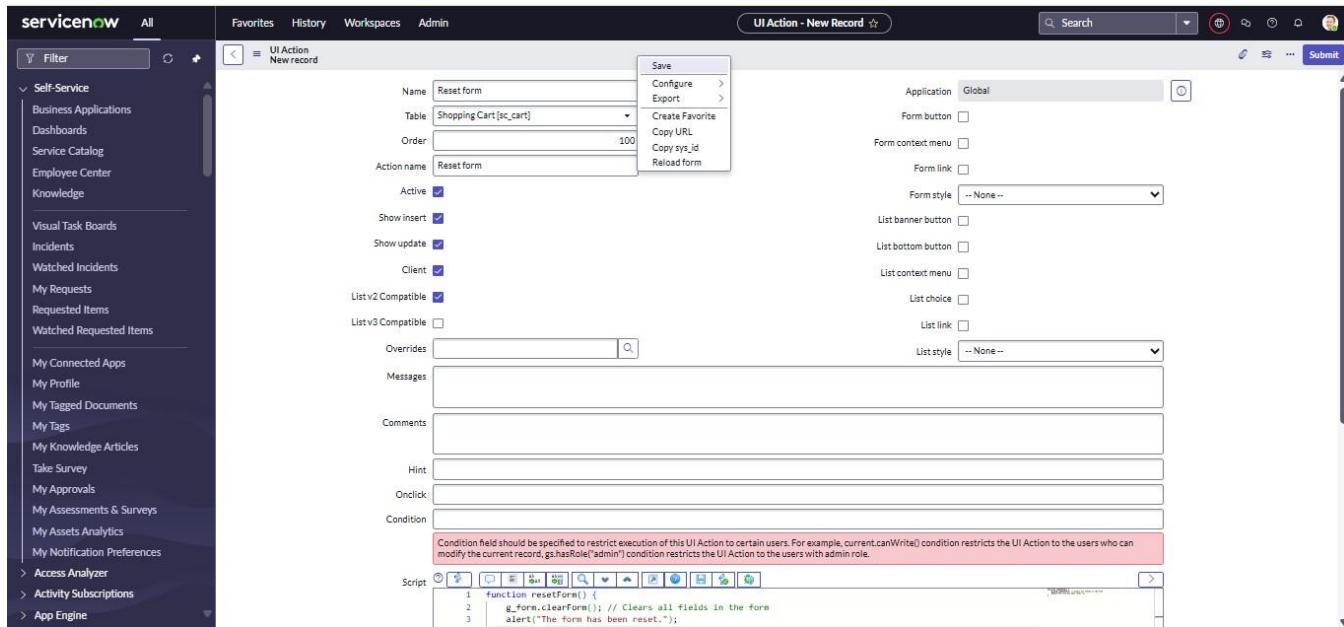
Action name: Reset form

Client : checked

Script:

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

Click on save

Step 5: Export Changes

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

Step 6: Import to Another Instance

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

Step 7: Test the Catalog Item

Submit a test request and verify:
 Workflow triggers
 Form behavior
 Request visibility in ServiceNow portal

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.