

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

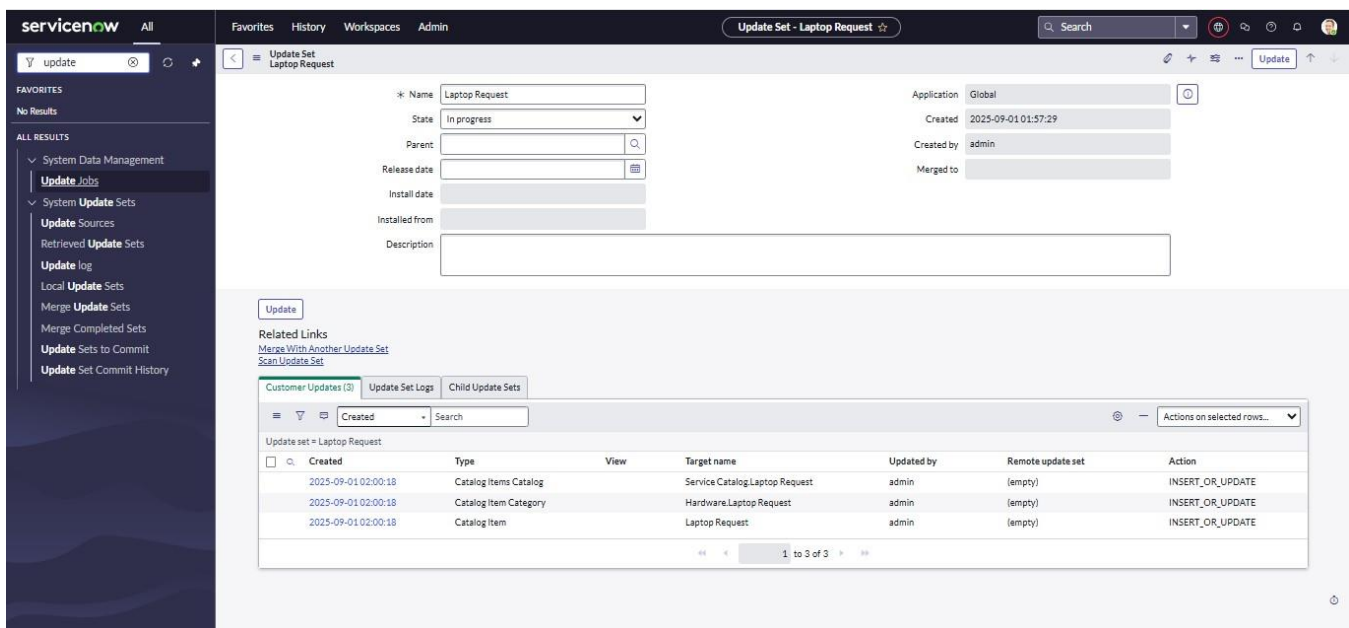
Features

- ☐ 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.



The screenshot displays the ServiceNow interface for creating a new local update set. The main form includes the following fields:

- Name:** Laptop Request
- State:** In progress
- Parent:** (empty field)
- Release date:** (empty field)
- Install date:** (empty field)
- Installed from:** (empty field)
- Description:** (empty text area)
- Application:** Global
- Created:** 2025-09-01 01:57:29
- Created by:** admin
- Merged to:** (empty field)

Below the form, there are sections for 'Related Links' and 'Customer Updates'.

Related Links:

- Merge With Another Update Set
- Scan Update Set

Customer Updates:

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 table shows 3 items, with the first item selected. The page also includes a sidebar with navigation options and a top navigation bar.

servicenow All

Update Set - Laptop Request

Update Set: Laptop Request

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:

Update

Related Links

Merge With Another Update Set

Scan Update Set

Customer Updates (10) Update Set Logs Child Update Sets

Update set = Laptop Request

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

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Catalog Item - Laptop Request

Catalog Item: Laptop Request

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

Catalog: Service Catalog

Category: Hardware

State: -- None --

Checked out: -- None --

Owner: System Administrator

Active: ☒

Fulfillment automation level: Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Description:

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maintain

FAVORITES
No Results

ALL RESULTS

- Service Catalog
- Catalog Definitions
 - Maintain Catalogs
 - Maintain Categories
 - Maintain Dynamic Categories
 - Maintain Items
 - Maintain Cart Layouts
- Service Catalog Wizards
- Maintain Wizards

Variable - New Record

Application: Global

Type: Single Line Text

Catalog Item: Laptop Request

Order: 100

Save

- Configure
- Export
- Create Favorite
- Copy URL
- Copy sys_id
- Reload form

Active ☒

Mandatory ☐

Read only ☐

Hidden ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

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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maintain

FAVORITES
No Results

ALL RESULTS

- Service Catalog
- Catalog Definitions
 - Maintain Catalogs
 - Maintain Categories
 - Maintain Dynamic Categories
 - Maintain Items
 - Maintain Cart Layouts
- Service Catalog Wizards
- Maintain Wizards

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 Diagnostic 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 Search

Actions on selected rows...

Catalog Item = Laptop Request

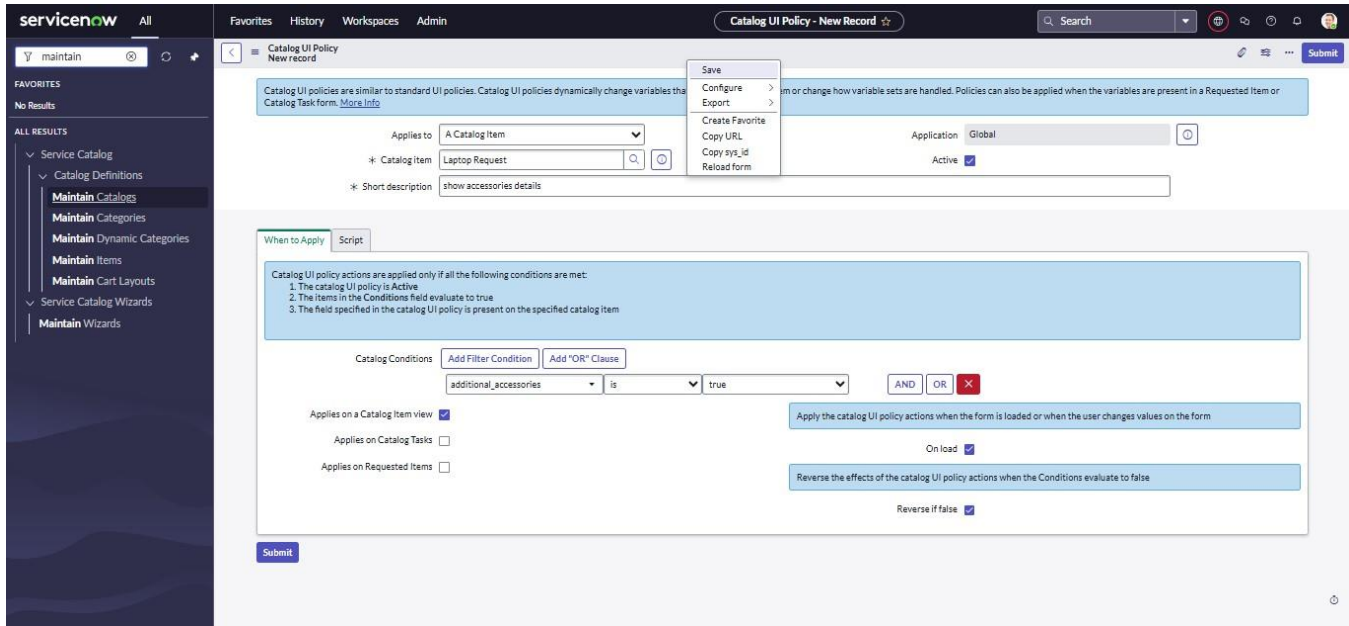
Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

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



ServiceNow Catalog UI Policy - New Record

Applies to: A Catalog Item

* Catalog item: Laptop Request

* Short description: show accessories details

Application: Global

Active: ☒

When to Apply Script

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: Add Filter Condition Add "OR" Clause

additional_accessories is true

Applies on a Catalog Item view: ☒

Applies on Catalog Tasks: ☐

Applies on Requested Items: ☐

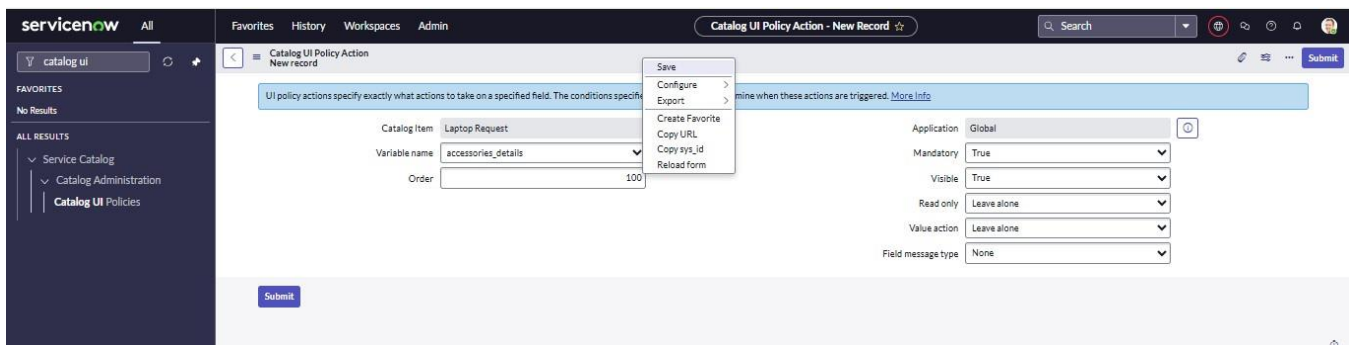
Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load: ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false: ☒

Submit



ServiceNow Catalog UI Policy Action - New Record

UI policy actions specify exactly what actions to take on a specified field. The conditions specify when these actions are triggered. [More Info](#)

Catalog item: Laptop Request

Variable name: accessories_details

Order: 100

Application: Global

Mandatory: True

Visible: True

Read only: Leave alone

Value action: Leave alone

Field message type: None

Submit

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

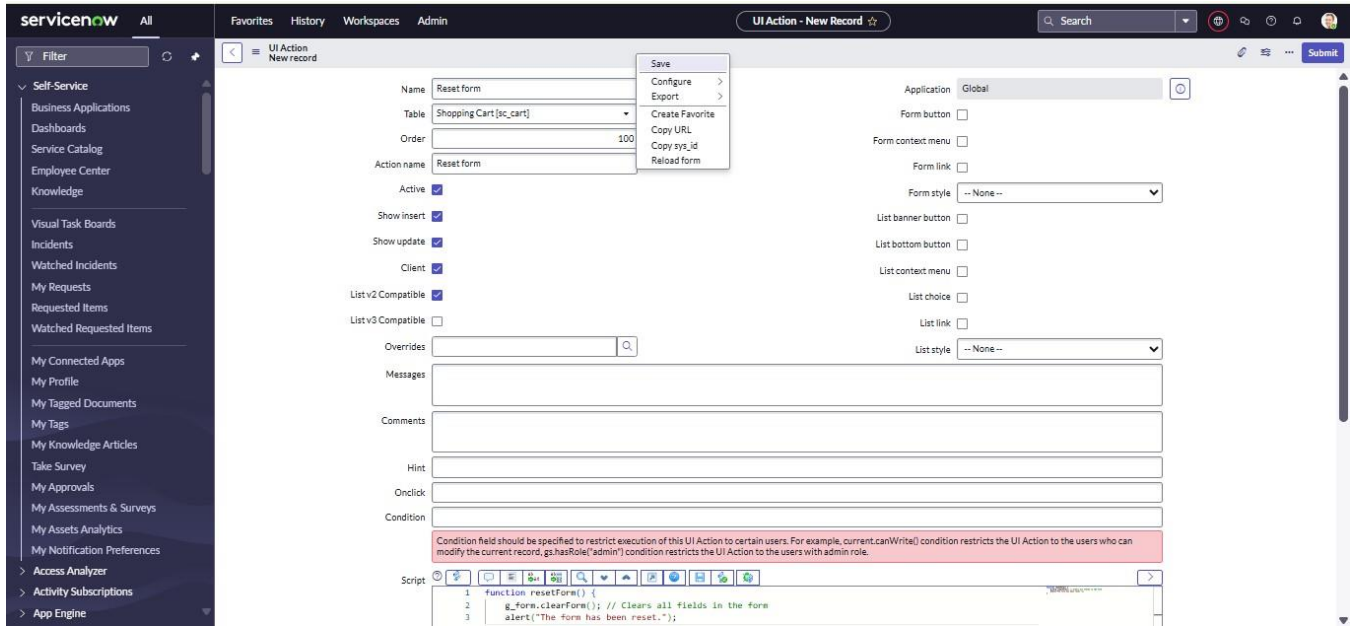
Action name: Reset form

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' configuration page in ServiceNow. The left sidebar contains navigation links for Self-Service, Business Applications, Dashboards, Service Catalog, Employee Center, Knowledge, Visual Task Boards, Incidents, Watched Incidents, My Requests, Requested Items, Watched Requested Items, My Connected Apps, My Profile, My Tagged Documents, My Tags, My Knowledge Articles, Take Survey, My Approvals, My Assessments & Surveys, My Assets Analytics, My Notification Preferences, Access Analyzer, Activity Subscriptions, and App Engine.

The main form includes the following fields:

- 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:** (Searchable)
- Messages:** (Text area)
- Comments:** (Text area)
- Hint:** (Text area)
- OnClick:** (Text area)
- Condition:** (Text area)
- Script:**

```

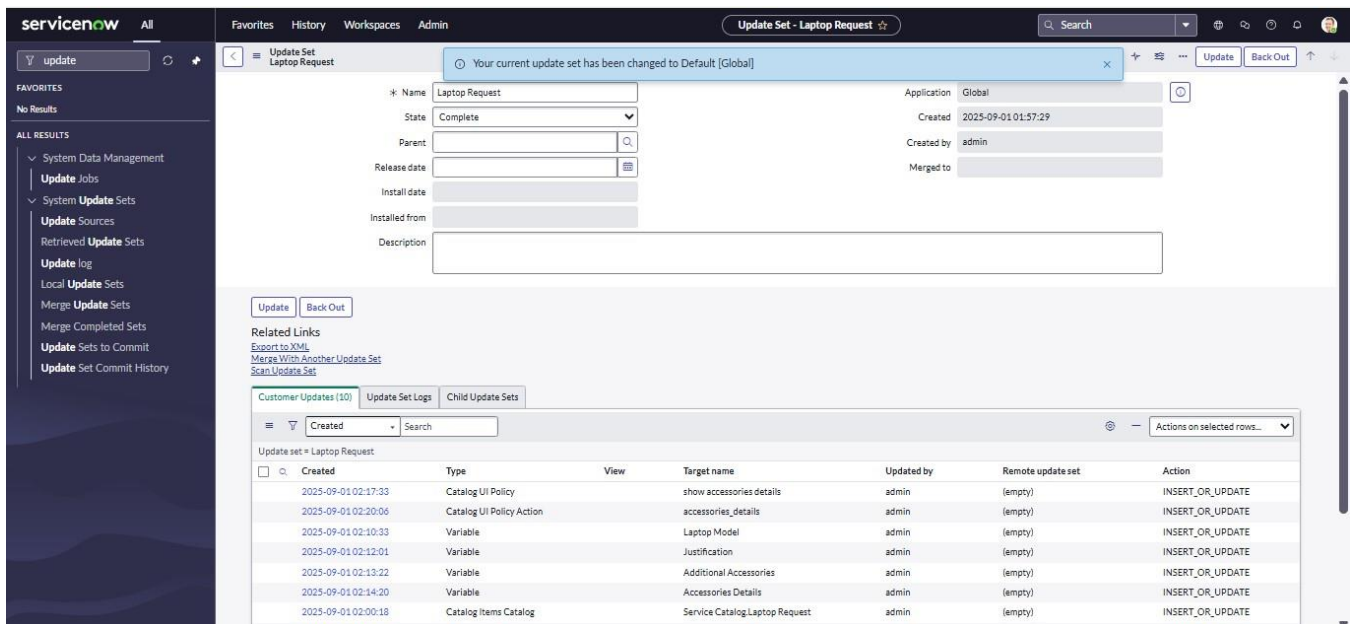
1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
}

```
- 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 states: "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' configuration page in ServiceNow. The left sidebar contains navigation links for Favorites, 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, and Update Set Commit History.

The main form includes the following fields:

- Name:** Laptop Request
- State:** Complete
- Parent:** (Searchable)
- Release date:** (Calendar icon)
- Install date:** (Calendar icon)
- Installed from:** (Text area)
- Description:** (Text area)
- Application:** Global
- Created:** 2025-09-01 01:57:29
- Created by:** admin
- Merged to:** (Text area)

Buttons: Update, Back Out

Related Links: Export to XML, Merge With Another Update Set, Scan Update Set

Customer Updates (10) | Update Set Logs | Child Update Sets

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

Search

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

XML file sys_remote_u...ofeaad322.xml

Step 2: Upload the file

servicenow All

update

FAVORITES
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 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: [Search]
Parent: [Search]
State: Loaded
Loaded: 2025-09-01 22:56:15
Description: [Text Area]
Application name: Global

Update Delete Preview Update Set

Related Links
[Export to XML](#)

Customer Updates (10) Child Update Sets

Remote update set = Laptop Request

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_a95aa9483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3c251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba15883772210d266f7b6fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE

servicenow All

update

FAVORITES
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 Set - Laptop Request

Update Set Preview

Succeeded 100%

Success! - Succeeded in 2 Seconds

Close

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

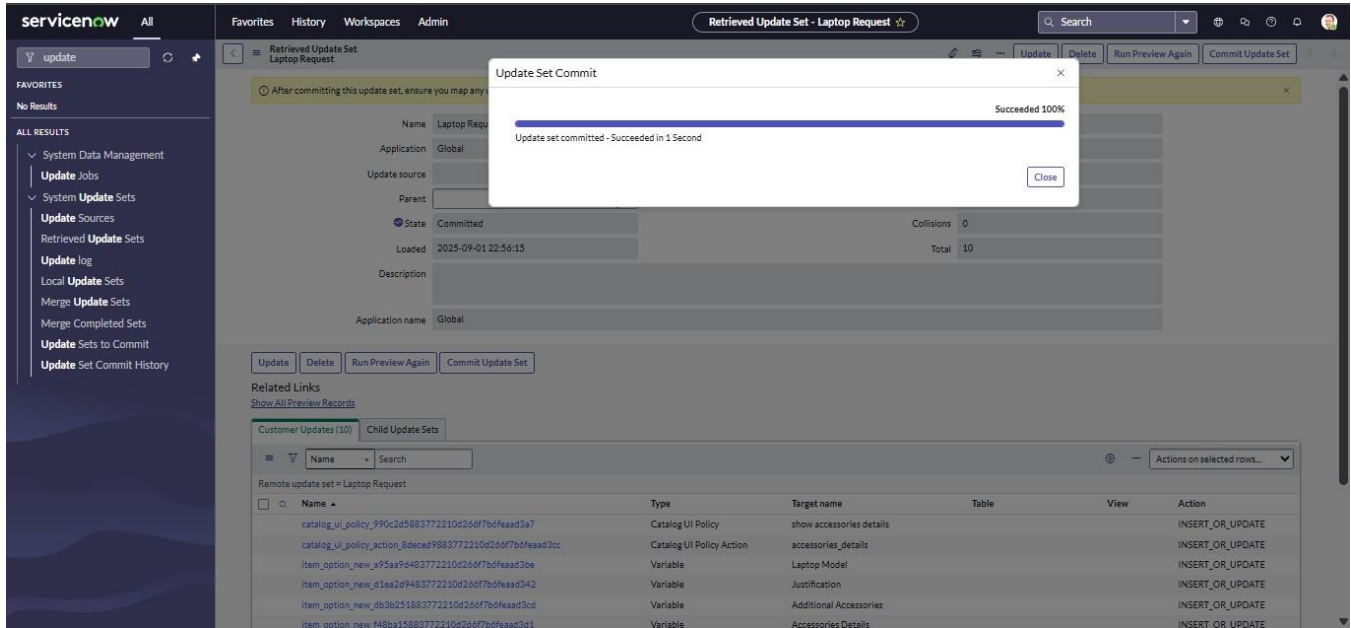
Update Delete Preview Update Set

Related Links
[Export to XML](#)

Customer Updates (10) Child Update Sets

Remote update set = Laptop Request

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_a95aa9483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3c251883772210d266f7b6fead3cd	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

Succeeded 100%

Close

Name	Application	Update source	Parent	State	Collisions	Total
Laptop Request	Global			Committed	0	10

Related Links

Show All Preview Records

Customer Updates (10) Child Update Sets

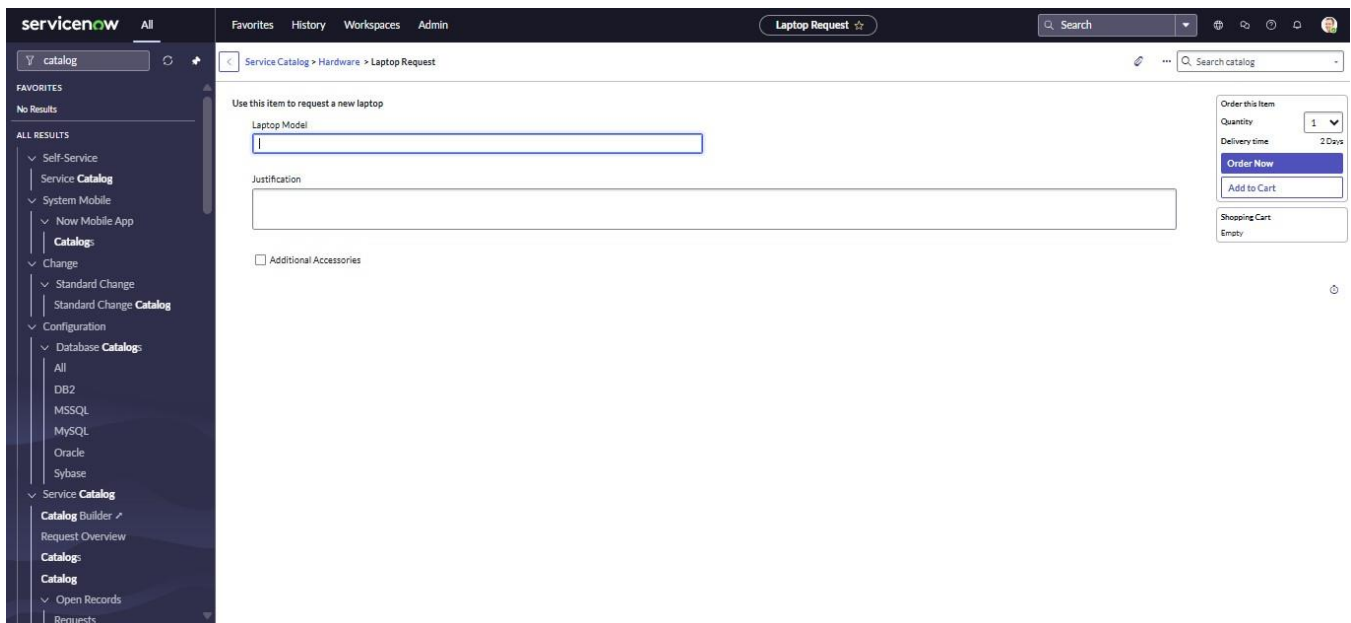
Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d266f7b6feaad3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8deca9883772210d266f7b6feaad3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_s95aa9d483772210d266f7b6feaad3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6feaad342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_d83b251883772210d266f7b6feaad3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba15883772210d266f7b6feaad3d1	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

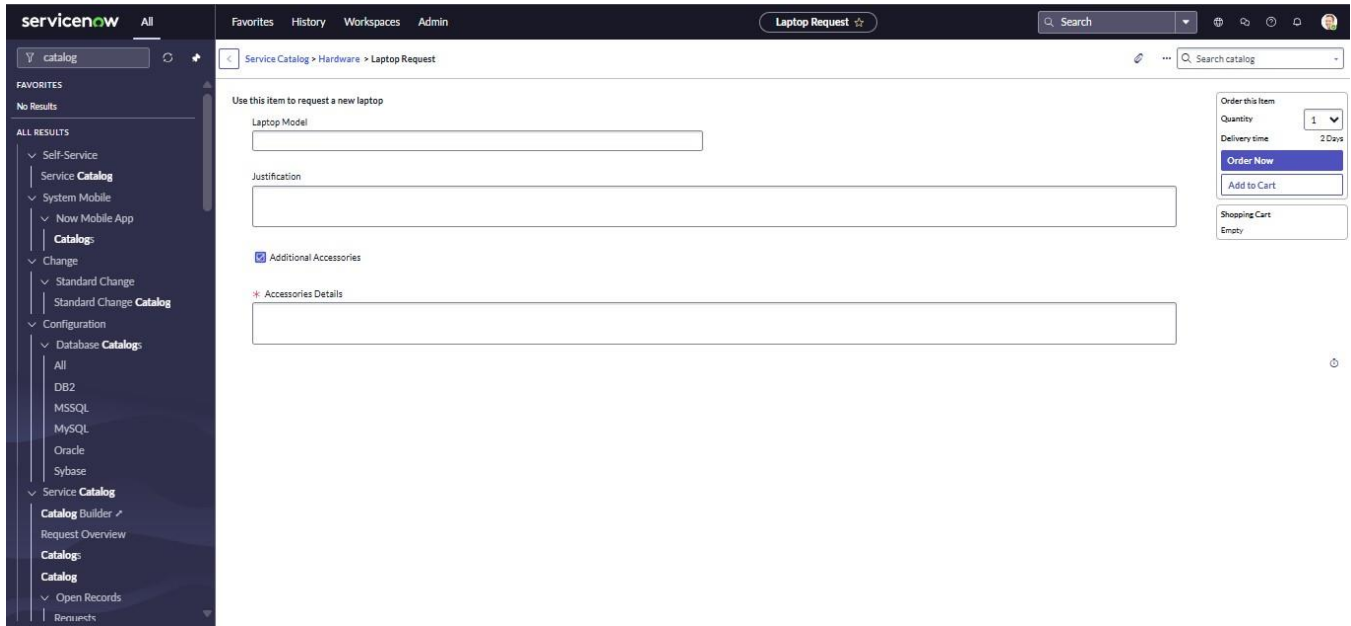
Quantity: 1

Delivery time: 2 Days

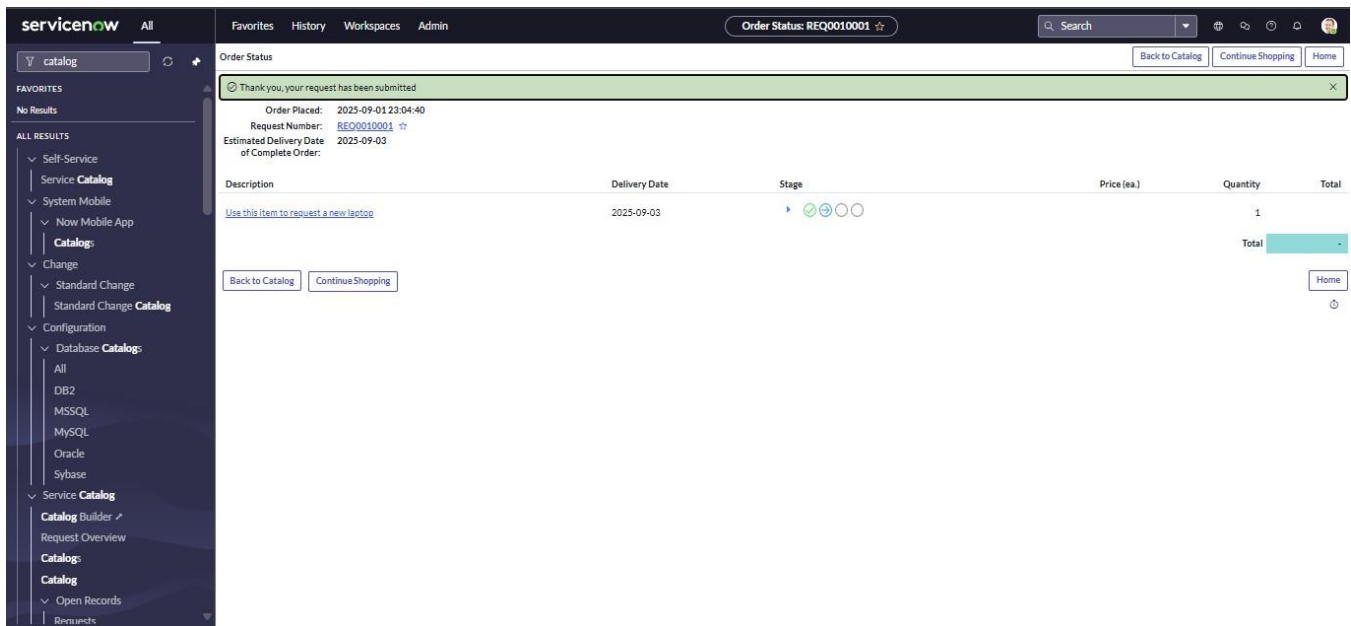
Order Now

Add to Cart

Shopping Cart: Empty



The screenshot shows the 'Laptop Request' catalog item form in ServiceNow. The left sidebar contains a navigation menu with categories like 'Self-Service', 'System Mobile', 'Change', 'Configuration', and 'Database Catalogs'. The main form area is titled 'Laptop Request' and includes fields for 'Laptop Model', 'Justification', and 'Additional Accessories'. A 'Shopping Cart' section on the right shows the item being added. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'.



The screenshot shows the 'Order Status' page for request REQ0010001. The page displays a confirmation message: 'Thank you, your request has been submitted'. Below this, it shows the order details: 'Order Placed: 2025-09-01 23:04:40', 'Request Number: REQ0010001', and 'Estimated Delivery Date of Complete Order: 2025-09-03'. A table lists the order items, showing a single item for 'Laptop Request' with a quantity of 1 and a total price of 1. The table has columns for 'Description', 'Delivery Date', 'Stage', 'Price (ea.)', 'Quantity', and 'Total'.

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

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.