

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

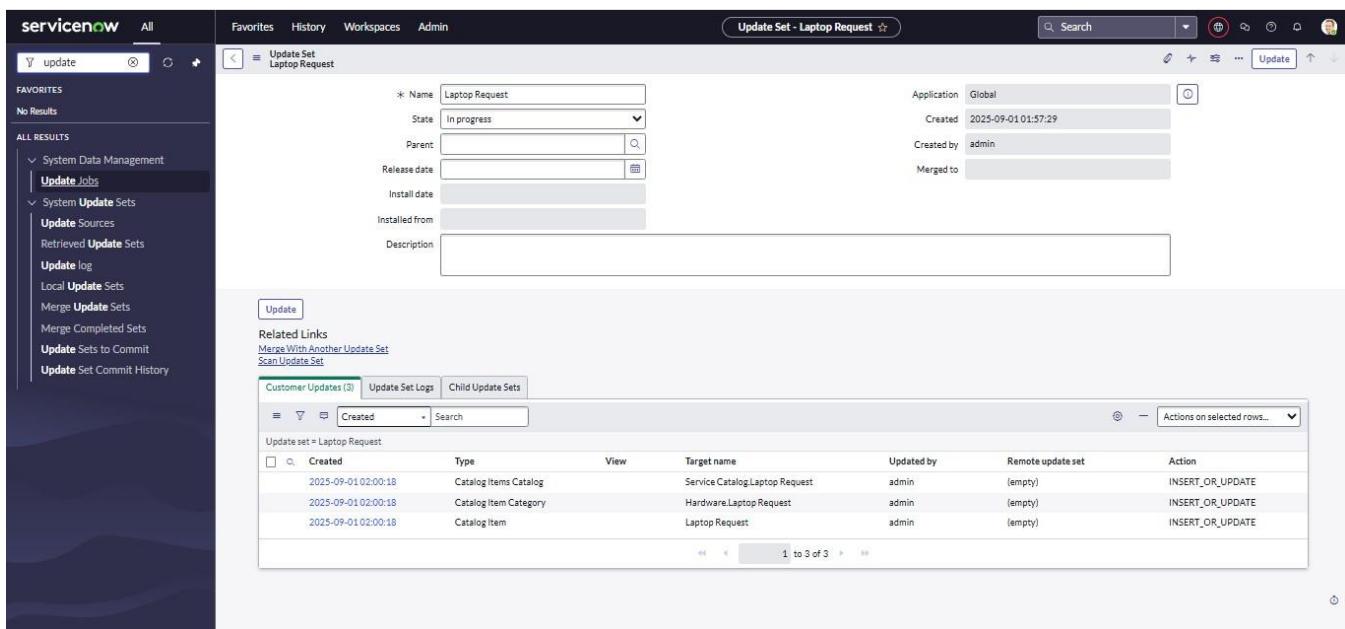
Features

- 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

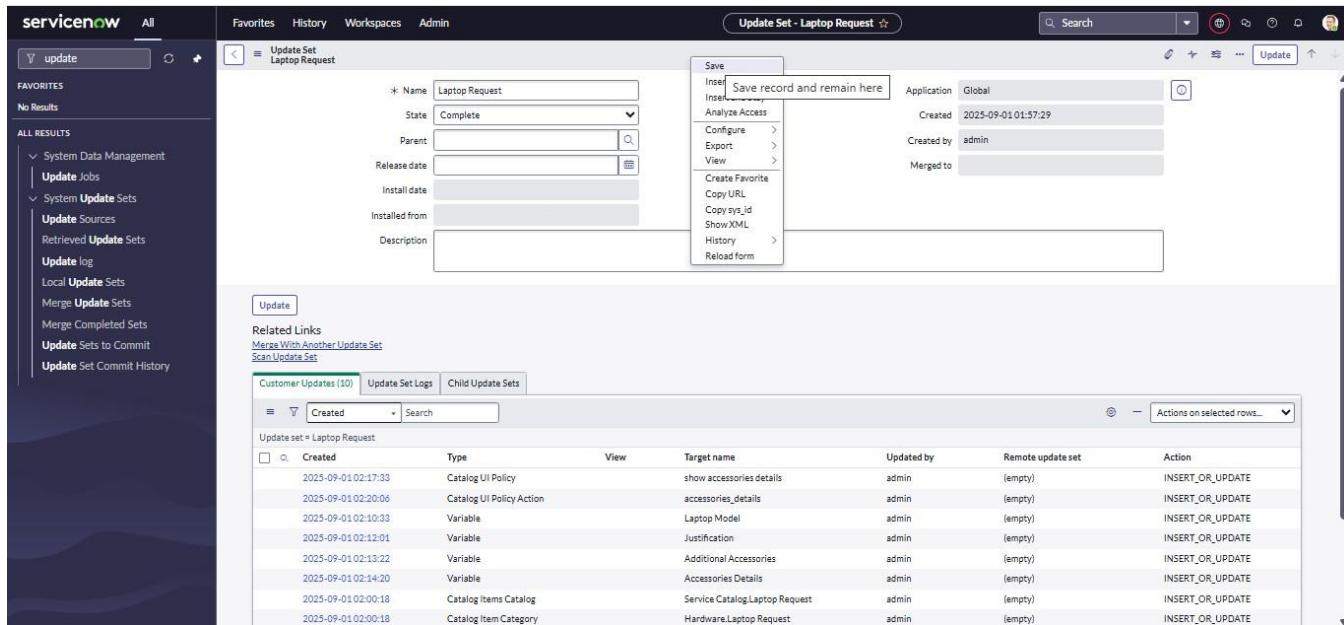
Setup Steps

Step 1: Create Local Update Set

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



The screenshot shows the ServiceNow interface for creating a new update set. The left sidebar navigation bar includes 'servicenow' and 'All' buttons, followed by 'Favorites', 'History', 'Workspaces', and 'Admin'. Under 'ALL RESULTS', 'System Data Management' is expanded, showing '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 content area is titled 'Update Set - Laptop Request' with a star icon. It contains fields for 'Name' (Laptop Request), 'State' (In progress), 'Parent' (dropdown menu), 'Release date' (text input), 'Install date' (text input), 'Installed from' (text input), 'Description' (text area), and metadata like 'Application' (Global), 'Created' (2025-09-01 01:57:29), 'Created by' (admin), and 'Merged to' (text input). Below the form is a 'Related Links' section with 'Merge With Another Update Set' and 'Scan Update Set' options. At the bottom, there are tabs for 'Customer Updates (3)', 'Update Set Logs', and 'Child Update Sets'. A table lists 'Customer Updates' with columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. The table shows three entries: '2025-09-01 02:00:18 Catalog Items Catalog ServiceCatalog.Laptop Request admin (empty) INSERT_OR_UPDATE', '2025-09-01 02:00:18 Catalog Item Category Hardware.Laptop Request admin (empty) INSERT_OR_UPDATE', and '2025-09-01 02:00:18 Catalog Item Laptop Request admin (empty) INSERT_OR_UPDATE'. Navigation buttons at the bottom include arrows, a search bar, and an 'Actions on selected rows...' dropdown.

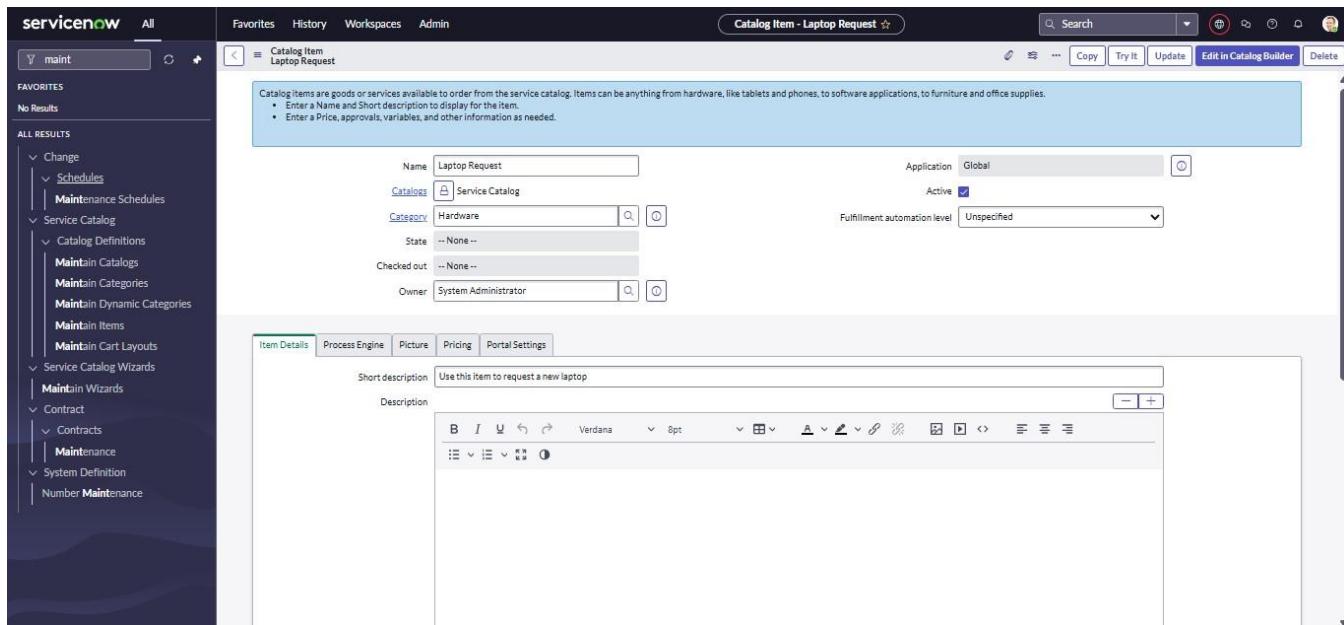


The screenshot shows the ServiceNow interface for managing update sets. A context menu is open over a record named "Laptop Request". The menu includes options like "Save", "Insert", "Save record and remain here", "Analyze Access", "Configure", "Export", "View", "Create Favorite", "Copy URL", "Copy sys_id", "Show XML", "History", and "Reload form". The main pane displays the "Update Set - Laptop Request" details, including fields like Name, State, Parent, Release date, Install date, Installed from, and Description. Below this, a table lists "Customer Updates (10)" related to the update set. The table columns include Created, Type, View, Target name, Updated by, Remote update set, and Action. All entries show "INSERT_OR_UPDATE" as the action.

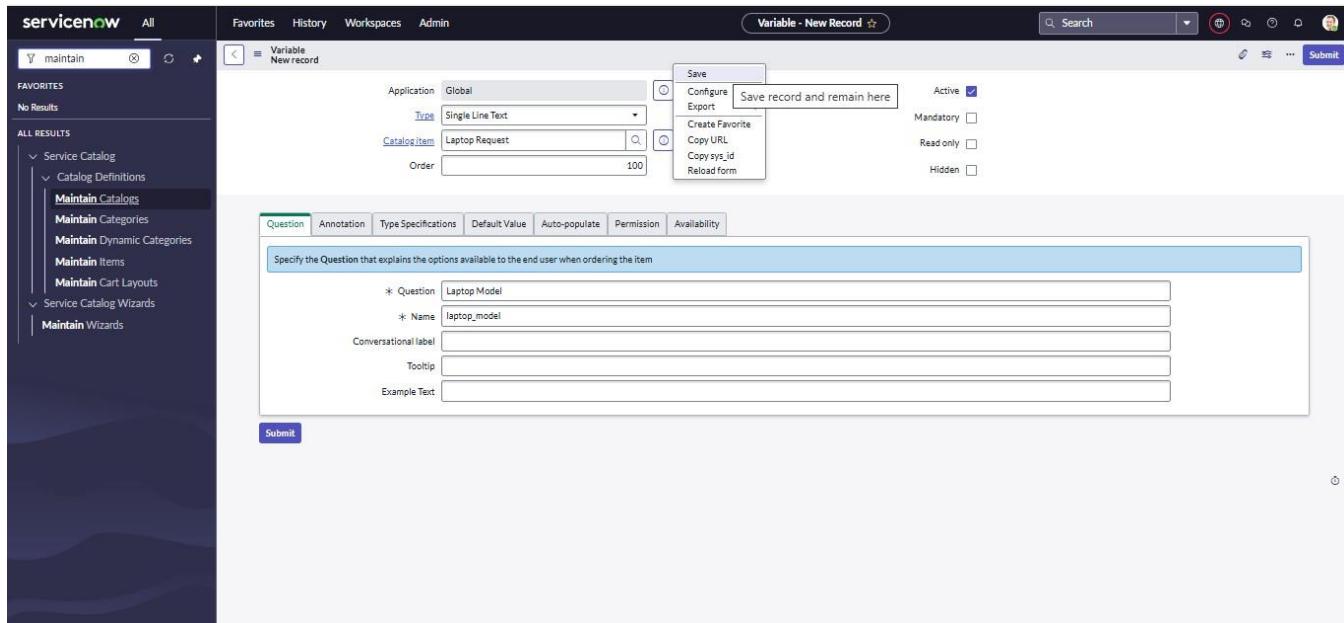
Step 2: Create Service Catalog Item

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

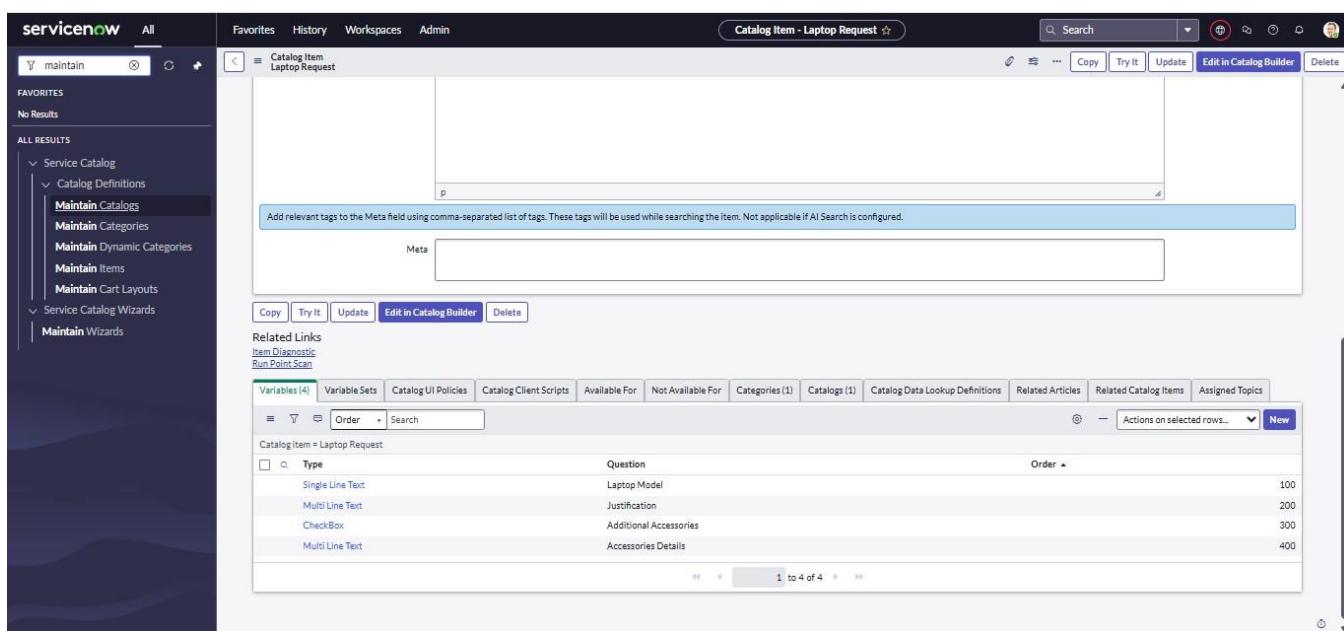
- Laptop Model
- Justification
- Additional Accessories
- Accessories Details



The screenshot shows the ServiceNow interface for creating a new catalog item. The title is "Catalog Item - Laptop Request". The form fields include Name (Laptop Request), Catalog (Service Catalog), Category (Hardware), Application (Global), Active (checked), and Fulfillment automation level (Unspecified). The "Item Details" tab is active, showing a short description ("Use this item to request a new laptop") and a rich text editor for the description. Other tabs available are Process Engine, Picture, Pricing, and Portal Settings.



The screenshot shows the ServiceNow interface for creating a new record. The title bar says "Variable - New Record". The main form has fields for Application (Global), Type (Single Line Text), Catalog Item (Laptop Request), and Order (100). Action buttons include Save, Configure, Export, Create Favorite, Catalog Item, Copy URL, Copy sys_id, Reload form, Active (checked), Mandatory (unchecked), Read only (unchecked), and Hidden (unchecked). Below the main form is a sub-form titled "Specify the Question that explains the options available to the end user when ordering the item". It contains fields for Question (Laptop Model), Name (laptop_model), Conversational label, Tooltip, and Example Text. A "Submit" button is at the bottom.



The screenshot shows the ServiceNow interface for managing catalog items. The title bar says "Catalog Item - Laptop Request". The main area shows a large text input field for tags and a "Meta" field. Action buttons include Copy, Try It, Update, Edit in Catalog Builder (highlighted in blue), and Delete. Below the buttons is a "Related Links" section with links to Item Diagnostic, Run Point Scan, and Catalog Data Lookup Definitions. A navigation bar at the bottom includes 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, and Assigned Topics. A table titled "Catalog item = Laptop Request" lists UI policies by type and question. The table includes columns for Type, Question, and Order. The data is as follows:

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

Step 3: Add Catalog UI Policies

Create UI policies to:

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

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Favorites History Workspaces Admin Catalog UI Policy - New Record

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that Catalog Task form. [More Info](#)

Applies to: A Catalog Item

* Catalog item: Laptop Request

* Short description: show accessories details

Save Configure > 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](#)

Create Favorite Copy URL Copy sys_id Reload form 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

additional_accessories is true AND OR X

Applies on a Catalog Item view Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

Applies on Catalog Tasks On load

Applies on Requested Items Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false

Submit

servicenow All

Favorites History Workspaces Admin Catalog UI Policy Action - New Record

UI policy actions specify exactly what actions to take on a specified field. The conditions specific to this action are defined below. [More Info](#)

Catalog Item: Laptop Request

Variable name: accessories_details

Order: 100

Save Configure > or define when these actions are triggered. [More Info](#)

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

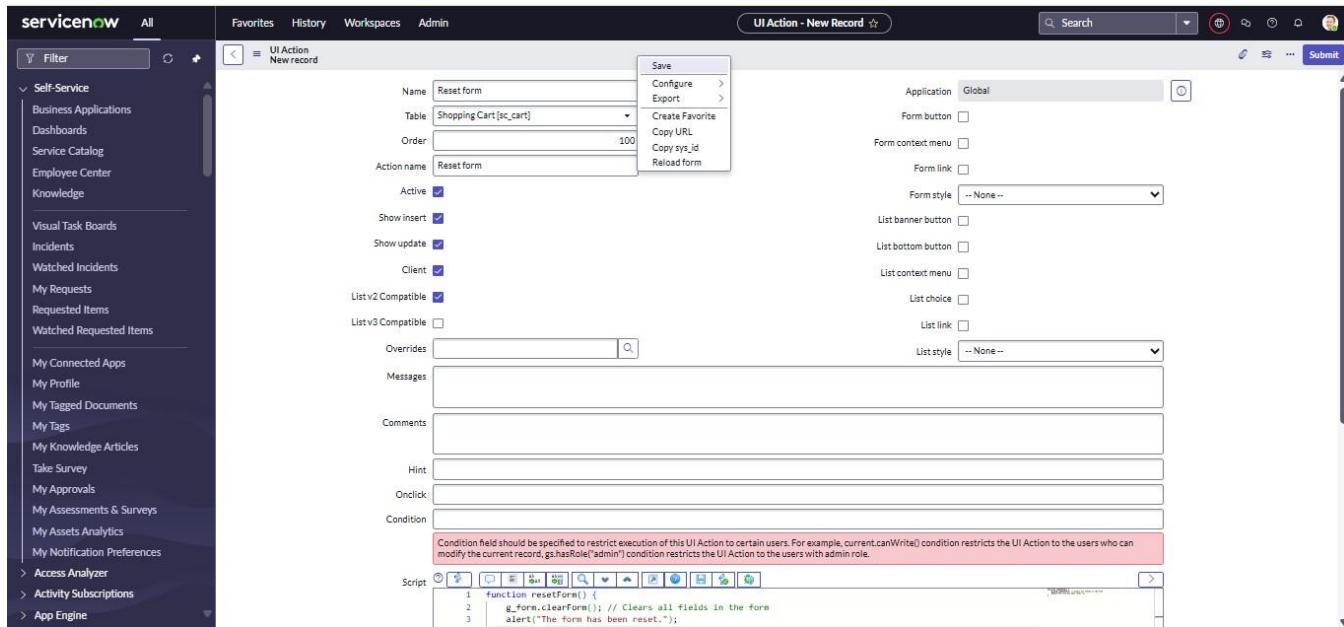
Action name: Reset form

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' page in ServiceNow. The 'Name' field is set to 'Resetform'. The 'Table' dropdown is set to 'Shopping Cart [sc_cart]'. The 'Order' field is set to 100. The 'Action name' dropdown is set to 'Reset form'. The 'Active' checkbox is checked. Under 'List v2 Compatible', the 'Overrides' field is empty. The 'Script' field contains the following code:

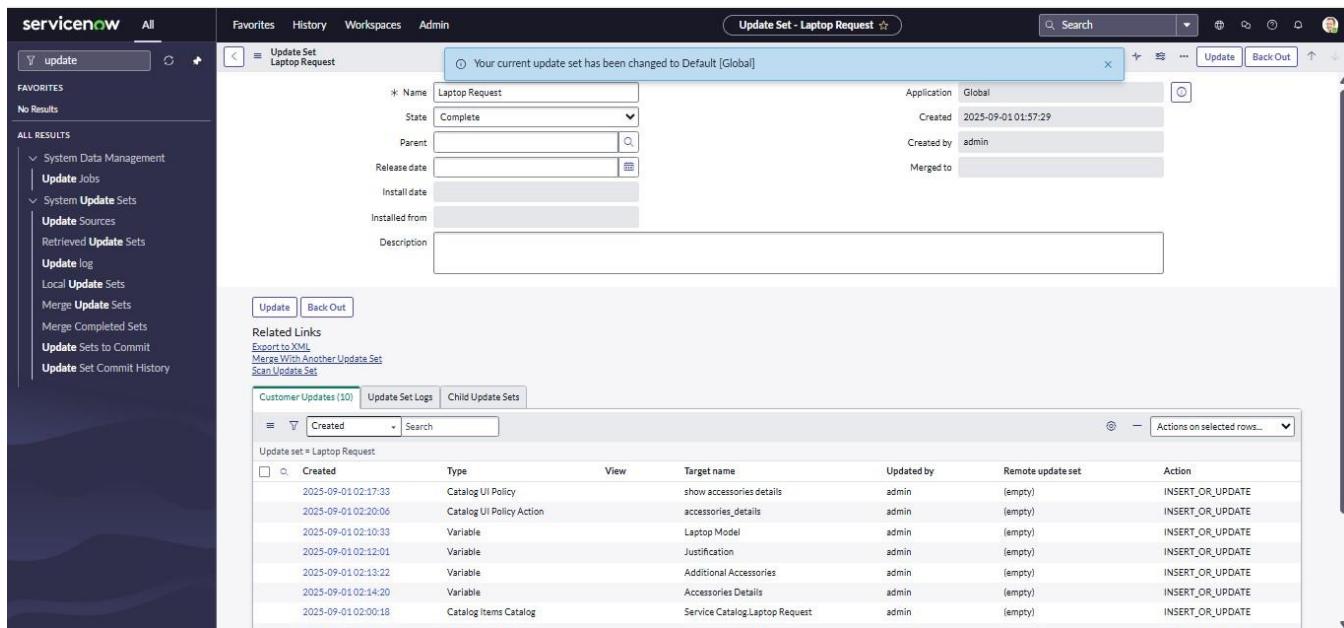
```

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

```

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' page. The update set is named 'Laptop Request', has a state of 'Complete', and was created by 'admin' on '2025-09-01 01:57:29'. The 'Customer Updates (10)' tab is selected, showing the following table:

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

Favorites History Workspaces Admin

Retrieved Update Sets

All > Class = Retrieved Update Set

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

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

FAVORITES

No Results

Related Links

[Import Update Set from XML](#)

servicenow All

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ServiceNow

Import:XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file

Step 2: Upload the file

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

FAVORITES

No Results

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Favorites History Workspaces Admin

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	Committed
Application	Global	Inserted
Update source		Deleted
Parent		
State	Loaded	
Loaded	2025-09-01 22:56:15	
Description		
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_990c2d5883772210d266f7b0fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8deced9883772210d266f7b0fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b0fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b0fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db30251883772210d266f7b0fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ha15883772210d7a67hnaaad3d1	Variable	Accessories Details			INSERT_OR_UPDATE

servicenow All

Favorites History Workspaces Admin

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.

Succeeded 100%

Success! - Succeeded in 2 Seconds

Close

Name	Laptop Request	Committed
Application	Global	Inserted
Update source		Deleted
Parent		
State	Previewed	
Loaded	2025-09-01 22:56:15	
Description		
Application name	Global	

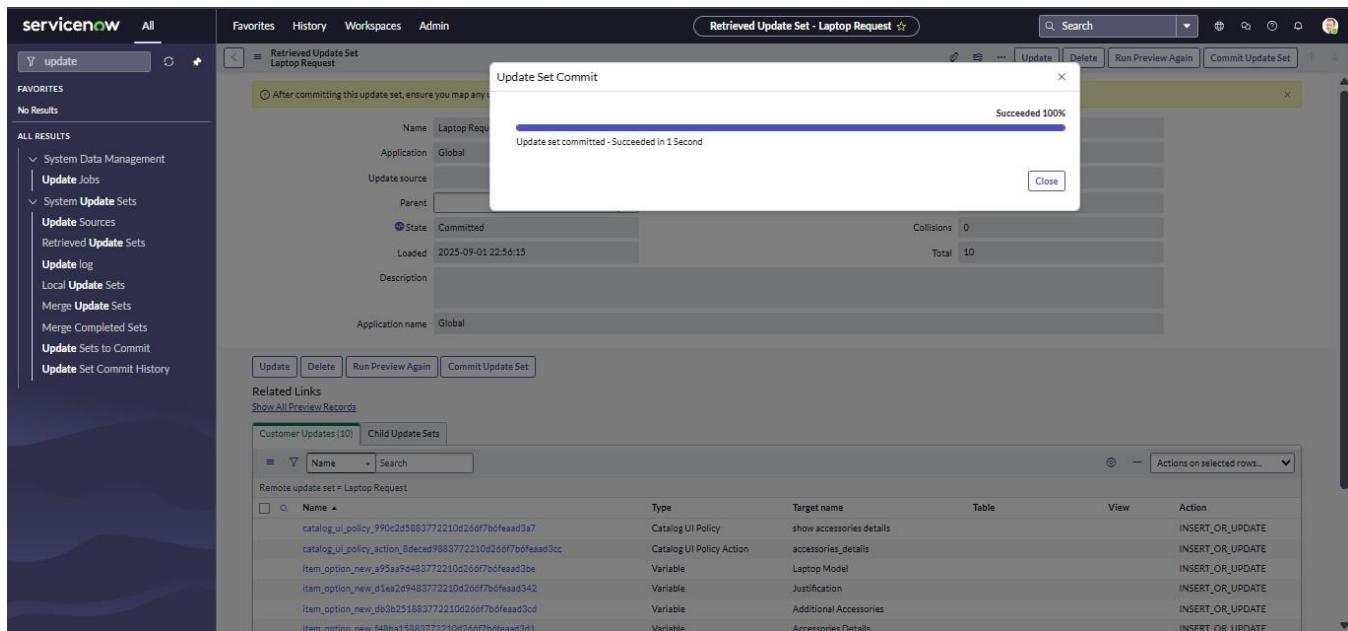
Update Delete Preview Update Set

Related Links

Export to XML

Customer Updates (10) Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d266f7b0fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8deced9883772210d266f7b0fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b0fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b0fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db30251883772210d266f7b0fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ha15883772210d7a67hnaaad3d1	Variable	Accessories Details			INSERT_OR_UPDATE

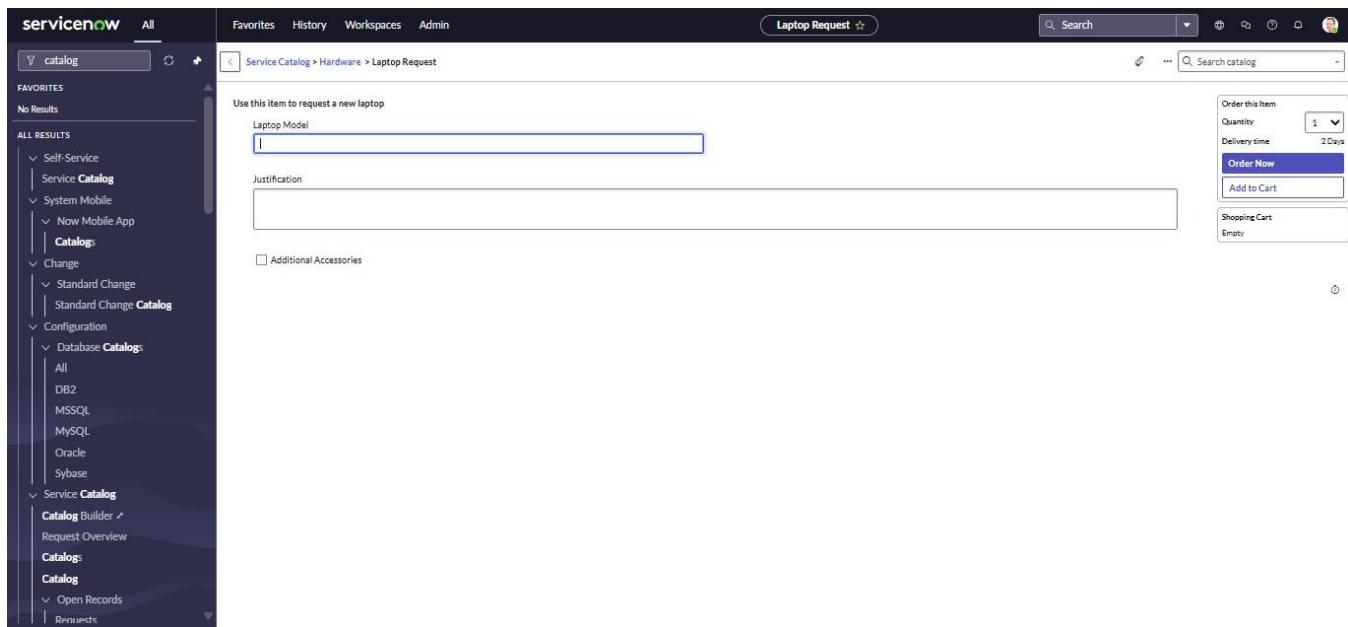


The screenshot shows the ServiceNow interface with the 'Update' search bar selected. The main pane displays a list of 'Update Sets' under 'System Update Sets'. A modal window titled 'Update Set Commit' is open, showing the message 'Update set committed - Succeeded in 1 Second'. Below the modal, a table provides details about the update set, including its name ('Laptop Request'), application ('Global'), state ('Committed'), and load time ('2025-09-01 22:50:15'). The table also shows 'Collisions' (0) and 'Total' (10). At the bottom of the modal, there is a 'Close' button.

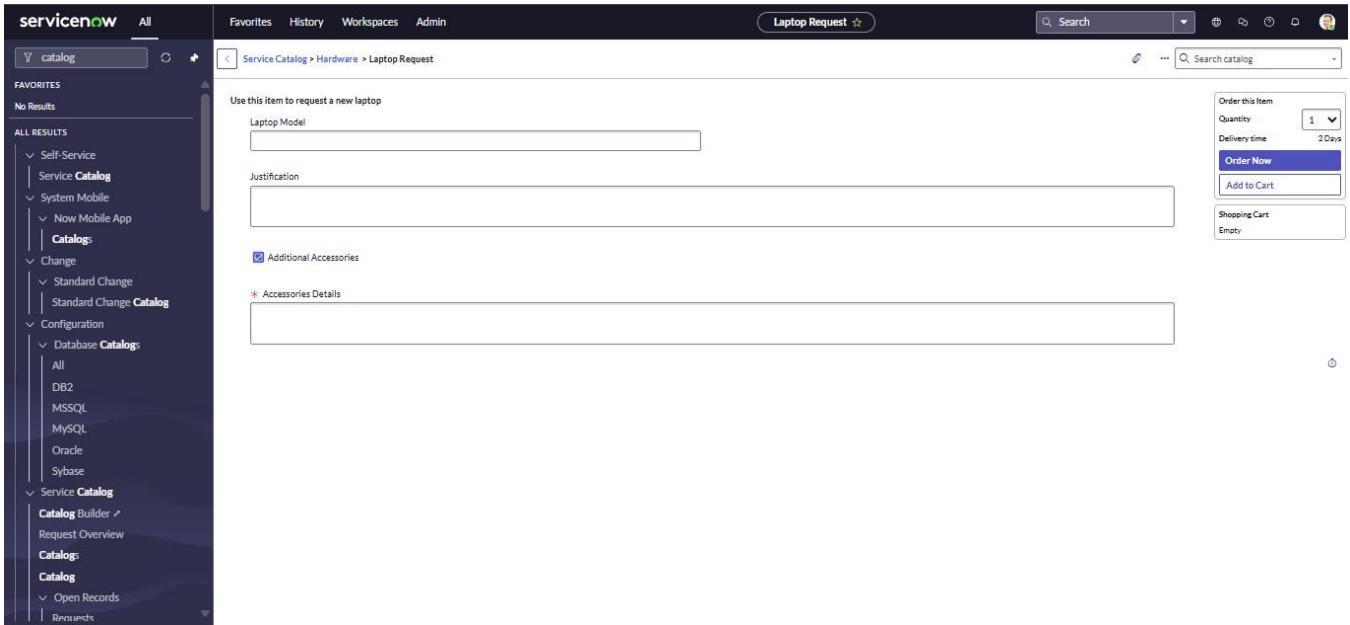
Step 7: Test the Catalog Item

Submit a test request and verify:

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



The screenshot shows the ServiceNow interface with the 'catalog' search bar selected. The main pane displays a catalog item for 'Laptop Request'. The form includes fields for 'Laptop Model' (with a text input field containing a placeholder), 'Justification' (with a large text area), and 'Additional Accessories' (with a checkbox). To the right of the form, there is a sidebar with options for ordering: 'Order this Item' (Quantity 1, Delivery time 2 Days), 'Order Now' (button), and 'Add to Cart' (button). Below the sidebar, there is a 'Shopping Cart' section indicating it is empty.



Laptop Request

Use this item to request a new laptop

Laptop Model:

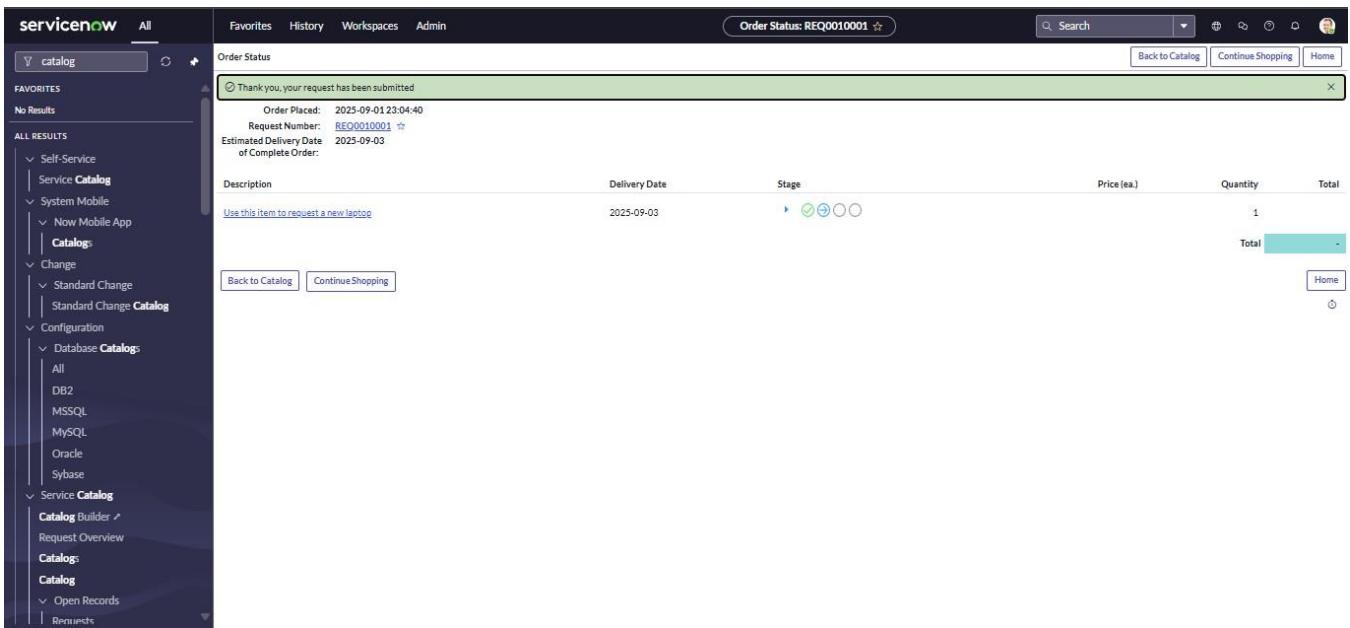
Justification:

Additional Accessories

* Accessories Details:

Order this Item
Quantity: 1
Delivery time: 2 Days
Order Now
Add to Cart

Shopping Cart: Empty



Order Status

Order Status: REQ0010001

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 <input type="text"/>

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.