

# Laptop Request Catalog Item – Project Documentation

## 1. Project Title

**Laptop Request Catalog Item – ServiceNow Implementation**

## 2. Problem Statement

Employees in the organization require a quick and efficient way to request laptops for work. The existing manual process is time-consuming, error-prone, and lacks dynamic form behavior to guide users and ensure accurate data collection. There is no proper mechanism to track changes, apply governance, or deploy updates smoothly across instances.

To overcome these limitations, a Service Catalog Item in ServiceNow is designed and implemented to automate and streamline the laptop request process using dynamic variables, UI policies, UI actions, and update sets for deployment.

## 3. Project Objectives

- To automate the laptop request process using ServiceNow Service Catalog.
- To provide a user-friendly and dynamic request form.
- To reduce manual effort, delays, and data errors.
- To implement dynamic form behavior using catalog UI policies.
- To add additional functionality using UI Actions.

- To ensure proper change management and deployment using Update Sets.

## 4. Tools and Technologies Used

- **Platform:** ServiceNow
- **Modules Used:**
  - Service Catalog
  - Catalog Items
  - Variables
  - Catalog UI Policies
  - UI Actions
  - Local Update Sets

## 5. System Workflow Overview

1. Create a Local Update Set.
2. Create a Service Catalog Item.
3. Add form variables.
4. Configure Catalog UI Policies.
5. Create UI Actions (Reset Form).
6. Export Update Set.
7. Import Update Set into another instance.
8. Validate the catalog item in the target instance.

## 6. Implementation Steps

## 6.1 Create Local Update Set

1. Open ServiceNow.
2. Click **All → Search → Update Sets**.
3. Select **Local Update Sets** under System Update Sets.
4. Click **New**.
5. Enter the name: **Laptop Request**.
6. Click **Submit** and click **Make Current**.

This activates the update set and tracks all changes performed during the project.

The screenshot shows the 'Update Set - Create New Update Set' page in ServiceNow. The 'Name' field is populated with 'Laptop Request Project'. The 'State' dropdown is set to 'In progress'. The 'Release date' field contains a date and a calendar icon. The 'Submit' and 'Submit and Make Current' buttons are located at the bottom of the form.

## 6.2 Create Service Catalog Item

1. Open ServiceNow.
2. Click **All → Service Catalog**.
3. Select **Maintain Items** under Catalog Definitions.
4. Click **New**.

5. Enter details for the catalog item:

- Name: Laptop Request
- Category: Hardware

6. Click **Submit**.

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### 6.3 Add Variables

After saving the catalog item, scroll down and add variables using the **Variables** related list.

#### Example Variable:

- **Variable Name:** Laptop Model
- **Type:** Single Line Text
- **Name:** laptop\_model
- **Order:** 100

Repeat the same process to add remaining required variables such as:

- Employee Name
- Employee ID
- Department
- Required Configuration
- Additional Accessories (Checkbox)

The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes links for All, Favorites, History, Admin, and Catalog Items. A search bar is present at the top right. The main content area displays a table titled "Catalog Items" with the following columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The table lists various items such as privacy filters, software, and network changes. At the bottom of the table, there are buttons for "Activate" and "Deactivate". Below the table, a pagination control shows "1 to 20 of 190".

<input type="checkbox"/>	Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
	3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
	3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
	3M Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
	Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
	Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
	Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2026-02-18 13:25:42
	Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
	Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33

## 6.4 Create Catalog UI Policies

1. Click **All → Search → Service Catalog**.
2. Select **Maintain Items** under Catalog Definitions.
3. Search and open **Laptop Request** item.
4. Scroll down and click **Catalog UI Policies**.
5. Click **New**.

### UI Policy Details:

- Short Description: Show accessories details

### Catalog Condition (When to Apply):

- Field: Additional Accessories
- Operator: is
- Value: true

This ensures that accessory-related fields appear only when users select additional accessories.

The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes 'All', 'Favorites', 'History', and a search bar. The main title is 'Catalog Item - Laptop Request'. Below the title, there are links for 'Item Diagnostic' and 'Run Point Scan'. A toolbar with actions like 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete' is visible. The main content area displays a table of variables, with columns for 'Type', 'Question', and 'Order'. The table contains four rows:

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

At the bottom of the table, a pagination bar shows '1 to 4 of 4'.

## 6.5 Create UI Action (Reset Form)

1. Open ServiceNow.
2. Click **All → Search → UI Actions**.
3. Select **UI Actions** under System Definition.
4. Click **New**.

### UI Action Details:

- 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 Save.**

The screenshot shows the ServiceNow UI Action configuration page for an action named "shopping cart(sc\_cart)". The "Name" field is set to "shopping cart(sc\_cart)". The "Table" dropdown is set to "-- None --". The "Order" field is set to 100. The "Action name" field contains "Reset Form". The "Active" checkbox is checked. Other checked options include "Show insert", "Show update", "Client", and "List v2 Compatible". The "Overrides" field contains "javascript:void(0)". The "Messages" field is empty. On the right side, there are various style and context menu options like "Application", "Form button", "Form context menu", etc., all with their checkboxes unchecked. The top navigation bar includes "All", "Favorites", "History", "UI Action - shopping cart(sc\_cart)", "Search", and "Update/Delete" buttons.

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## 6.6 Exporting the Update Set

1. Click **All → Search → Update Sets**.
  2. Select **Local Update Sets**.
  3. Open the update set: **Laptop Request Project**.
  4. Change state to **Complete**.
  5. In the **Updates** related list, verify all captured changes.
  6. Click **Export to XML** to download the update set file.
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## 6.7 Importing the Update Set (Target Instance)

1. Open another ServiceNow instance in an incognito window.
2. Login using valid credentials.
3. Click **All → Search → Update Sets**.
4. Select **Retrieved Update Sets** under System Update Sets.

5. Click **Import Update Set from XML**.
  6. Upload the downloaded XML file.
  7. Preview and commit the update set.
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## 6.8 Testing the Catalog Item

1. Search **Service Catalog** in the application navigator.
2. Open **Catalog → Hardware Category**.
3. Search for **Laptop Request**.
4. Open the catalog item and verify:
  - Variables
  - UI Policies
  - Reset Form button

Result: The catalog item displays required variables and dynamic behavior as expected.

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## 7. Results

- Automated laptop request workflow.
  - Dynamic form with conditional fields.
  - Improved accuracy of data collection.
  - Reduced processing time.
  - Easy deployment across multiple instances using update sets.
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## 8. 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 dynamic catalog items, UI policies, UI actions, and update sets, the solution provides a modern, efficient, and user-friendly request experience.

This project demonstrates how ServiceNow can transform manual and error-prone workflows into automated, reliable, and scalable solutions, thereby improving service delivery and enhancing employee satisfaction.

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## **9. Future Enhancements**

- Approval workflow integration.
  - Automatic asset assignment.
  - Email and notification alerts.
  - Integration with Asset Management module.
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