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
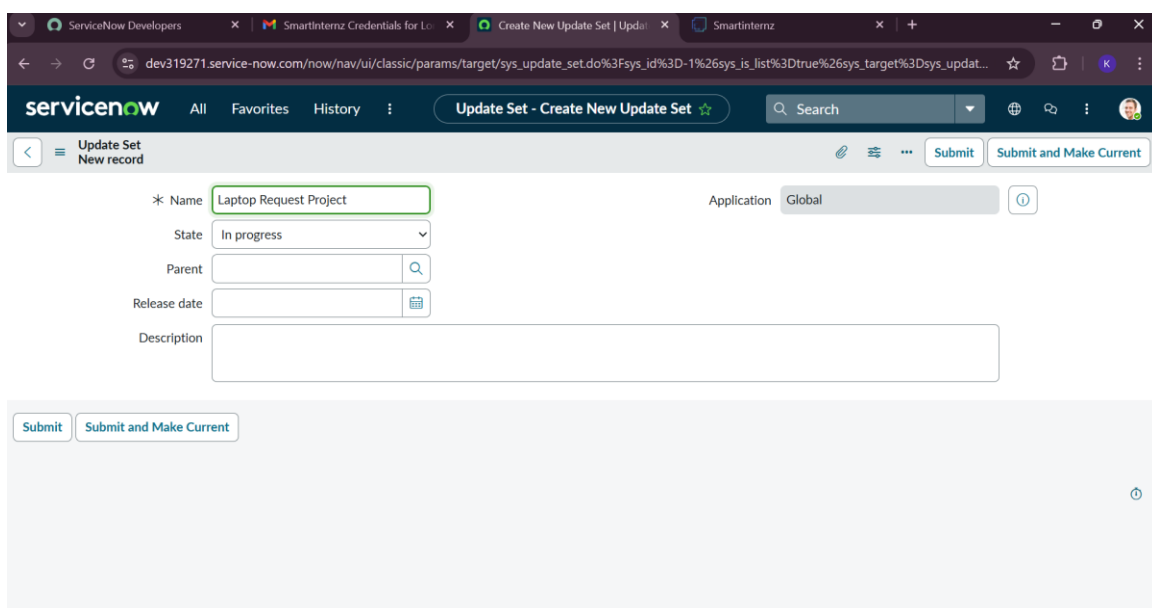 - Local Update Sets

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.

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:

   o Name: Laptop Request

   o Category: Hardware

6. Click **Submit**.

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)

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**.
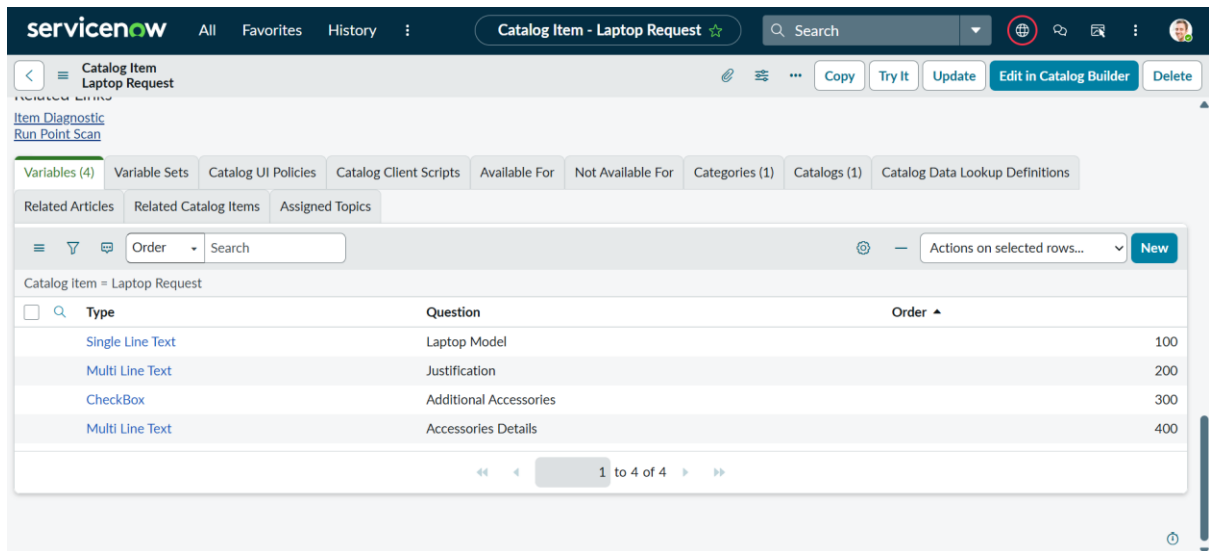
5. Click **New**.

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.

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**.

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.

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.

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:

   o Variables

   o UI Policies

   o 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.

End of Document