

LAPTOP REQUEST CATALOG ITEM



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.

Introduction

In today's fast-paced work environment, ensuring employees have timely access to the necessary tools—such as laptops—is crucial for productivity and onboarding efficiency. However, the current laptop request process in the organization is manual, inconsistent, and often leads to delays due to incomplete or inaccurate submissions.

To streamline and modernize this workflow, a **Service Catalog item** will be developed within the IT Service Management (ITSM) platform. This catalog item will serve as a self-service interface where employees can easily and accurately request laptops. It will feature:

- **Dynamic form behavior** (fields that show/hide based on user input)
- **Clear instructions** and field validations for error-free submissions
-  **Reset functionality** to quickly clear and restart the form if needed
-  **Change tracking and deployment support** for governance and auditability

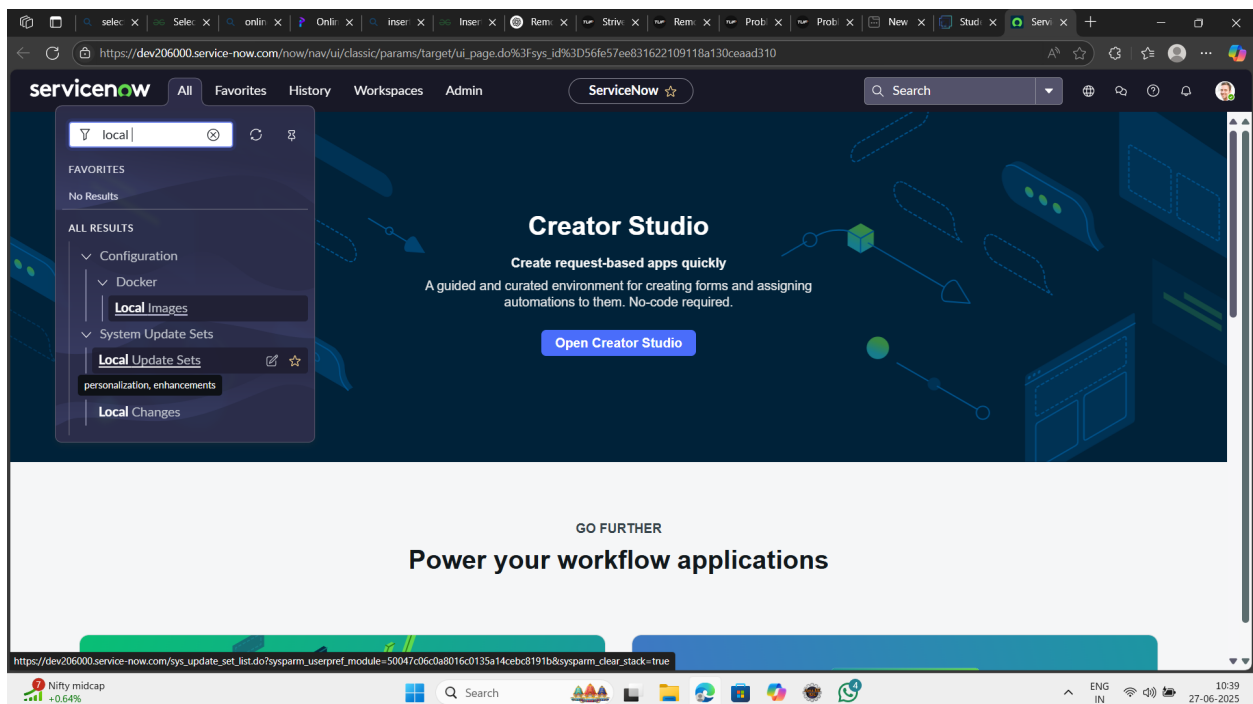
By implementing this solution, the organization will significantly reduce processing time, improve data accuracy, and enhance the overall user experience when requesting essential equipment like laptops.

🔧 Project Steps: Laptop Request Catalog Item

To ensure a successful and efficient implementation of the Laptop Request Catalog Item, the project is divided into the following key steps:

1. Create Local Update set

1. Open service now.
2. Click on All >> search for update sets
3. Select local update sets under system update sets
4. Click on new
5. Fill the following details to create a update set as: “Laptop Request”
6. Click on submit and make current
7. By clicking on the button it activates the update set .



Update Set - Laptop Request Project

* Name:

State:

Application:

Created:

Created by:

Merged to:

Release date:

Install date:

Installed from:

Description:

[Update](#)

Related Links

[Merge With Another Update Set](#)

[Scan Update Set](#)

Customer Updates | **Update Set Logs** | **Child Update Sets**

Created | Search

Update set = Laptop Request Project

Created	Type	View	Target name	Updated by	Remote update set	Action

NOTE: Perform all actions under this newly created update set only.

2. Create Service Catalog Item

1. Open service now.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions
4. Click on New.

service catalog

Maintain Items

Manage goods and services available to order from the Service Catalog

short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-06-25 19:50:05
Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2022-05-20 08:30:16
Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 03:02:19
For Apple iPhone 4/4s	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33
Apple iPhone 6s Plus	false		Service Catalog	Mobiles	\$799.99	Item	2022-11-20 20:46:33

5. Fill the following details to create a new catalog item

Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6. Click on 'SAVE'

The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form. The form is titled 'Catalog Item - Laptop Request' and includes a search bar and navigation tabs: 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active. The form contains the following fields:

- Name:** Laptop Request
- Application:** Global
- Catalogs:** Service Catalog
- Category:** Hardware
- Active:** ☒
- Fulfillment automation level:** Unspecified
- State:** -- None --
- Checked out:** -- None --
- Owner:** System Administrator

Below the form fields, there is a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a rich text editor. The rich text editor has a toolbar with options for bold, italic, underline, link, unlink, list, and image. The bottom of the screen shows the Windows taskbar with the date and time 10:48 on 27-06-2025.

Add variables

Step1:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below

1. Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

- Click on submit
- Again click on new and add Remaining variables in the above process

ServiceNow Variable - New Record form. Fields include Application (Global), Type (Single Line Text), Catalog Item (Laptop Request), and Order (100). The form is active. Below the form fields, there is a section for 'Question' with tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab is selected, showing a text area for the question and input fields for 'Name', 'Conversational label', 'Tooltip', and 'Example Text'. A 'Submit' button is at the bottom left.

2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

4. Variable 4: Accessories Details

Type: Multi line text

Name:accessories_details

Order:400

Step2:

- After adding above variable which are added to newly created catalog item
- Then save the catalog item form

ServiceNow Catalog Item - Laptop Request

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... New

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

3. Create Catalog Ui policies

1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for 'laptop request' which is created before
4. Select 'laptop request' and scroll down click on "Catalog Ui policies"
5. In the catalog ui policies related list tab click on new
6. Give short description as: show accessories details
7. Set the Catalog Condition in the related list tab 'when to apply'
[field: additional_accessories, operator: is, value: true]

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The browser address bar shows a URL from dev206000.service-now.com. The page title is 'Catalog UI Policy - show accessories details'. The main form includes the following fields and options:

- Applies to:** A Catalog Item (dropdown)
- * Catalog Item:** Laptop Request (text field with search icon)
- * Short description:** show accessories details (text field)
- Application:** Global (dropdown)
- Active:** ☒
- When to Apply:** Script (tab selected)
- Catalog Conditions:**
 - Buttons: Add Filter Condition, Add "OR" Clause
 - Condition: additional_accessories is true
 - Logic: AND, OR, X (buttons)
- Applies on a Catalog Item view:** ☒
 - Action: Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form
- Applies on Catalog Tasks:** ☐
- Applies on Requested Items:** ☐
- On load:** ☒
 - Action: Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

The bottom of the page shows a Windows taskbar with the date 27-06-2025 and time 11:12.

8. Click on **save**.(do not click on submit)

9. Scroll down and select 'catalog ui action'

10. Then click on new button

11. Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

12. Click on save and again click save button of the catalog ui policy form

Top Screenshot: Catalog UI Policy Action - New Record

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine 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

Bottom Screenshot: Catalog UI Policy - show accessories details

Catalog Conditions: additional_accessories is true
 AND OR

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 ☒

Update Delete

Related Links
[Run Point Scan](#)

Catalog UI Policy Actions Order Search

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

1 to 1 of 1

4. Create ui action

1. Open service now.
2. Click on All >> search for ui action
3. Select ui actions under system definition

Comments	Form action	List action	Active	Order	Condition	Updated
	true	false	true		current.getValue('state') === 'AVAILABLE'	2022-02-13 21:34:26
Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	!current.isNewRecord() && current.canWri...	2025-06-04 08:43:28
Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.canCreate() && current.isNewReco...	2025-06-04 08:43:31
Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-06-04 08:43:26
Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() && current.canDe...	2025-06-04 08:43:26
Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer.	false	true	true	-1,000	current.canCreate() && !RPgetListContro...	2025-06-04 08:43:27
Clears the template applied field values	true	false	true	-1,000	current.canWrite()	2025-06-04 08:43:27
Saves an existing record and redirects back to current screen (context version)	true	false	true	-1,000	!(current.isNewRecord()) && !current.canC...	2025-06-04 08:43:27

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

servicenow All Favorites History Workspaces Admin UI Action - New Record Search Submit

UI Action New record

Name

Table

Order

Action name

Active ☒

Show insert ☒

Show update ☒

Client ☒

List v2 Compatible ☒

List v3 Compatible ☐

Overrides

Messages

Comments

Hint

Application

Form button ☐

Form context menu ☐

Form link ☐

Form style

List banner button ☐

List bottom button ☐

List context menu ☐

List choice ☐

List link ☐

List style

News for you Learning like a...

Search

ENG IN 11:28 27-06-2025

servicenow All Favorites History Workspaces Admin UI Action - New Record Search Submit

UI Action New record

List v3 Compatible ☐

Overrides

Messages

Comments

Hint

OnClick

Condition

Script ☒

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.

```
1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
4 }
```

Protection policy

News for you Learning like a...

Search

ENG IN 11:28 27-06-2025

5. Exporting changes to another instances

1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file

Update Set - Laptop Request Project

Name: Laptop Request Project
State: Complete
Parent:
Release date:
Install date:
Installed from:
Description:
Application: Global
Created: 2025-06-26 22:11:18
Created by: admin
Merged to:
Update | Back Out

Create a Retrieved Update Set for exporting
[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
2025-06-26 22:48:01	Catalog UI Policy Action	accessories_details		admin	(empty)	INSERT_OR_UPDATE

Update Set - Laptop Request Project

Update | Back Out

Related Links
[Export to XML](#)
[Merge With Another Update Set](#)
[Scan Update Set](#)

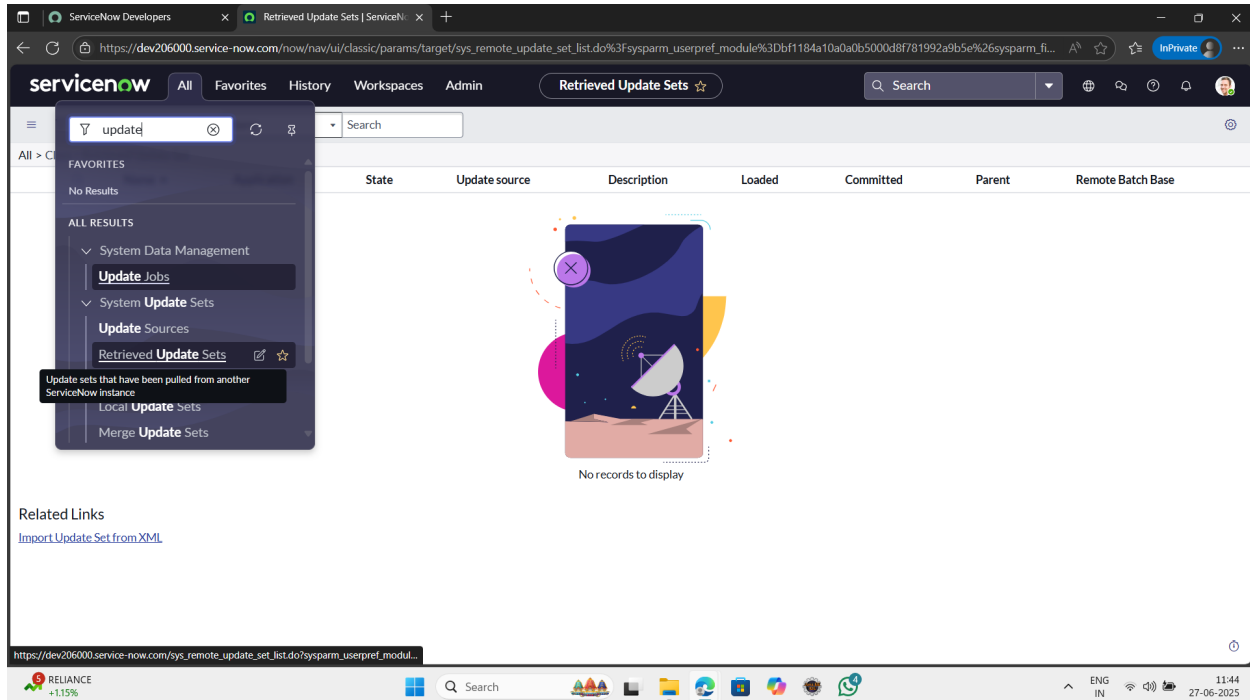
Customer Updates (10) | Update Set Logs | Child Update Sets

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-06-26 22:48:01	Catalog UI Policy Action	accessories_details		admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:42:29	Catalog UI Policy	show accessories details		admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:28:43	Variable	Additional Accessories		admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:25:07	Variable	Laptop Model		admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:26:48	Variable	Justification		admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:29:31	Variable	Accessories Details		admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:18:06	Catalog Item	Laptop Request		system	(empty)	INSERT_OR_UPDATE
2025-06-26 22:18:05	Catalog Items Catalog	Service Catalog.Laptop Request		admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:18:06	Catalog Item Category	Hardware.Laptop Request		admin	(empty)	INSERT_OR_UPDATE
2025-06-26 23:00:12	UI Action	Reset form		admin	(empty)	INSERT_OR_UPDATE

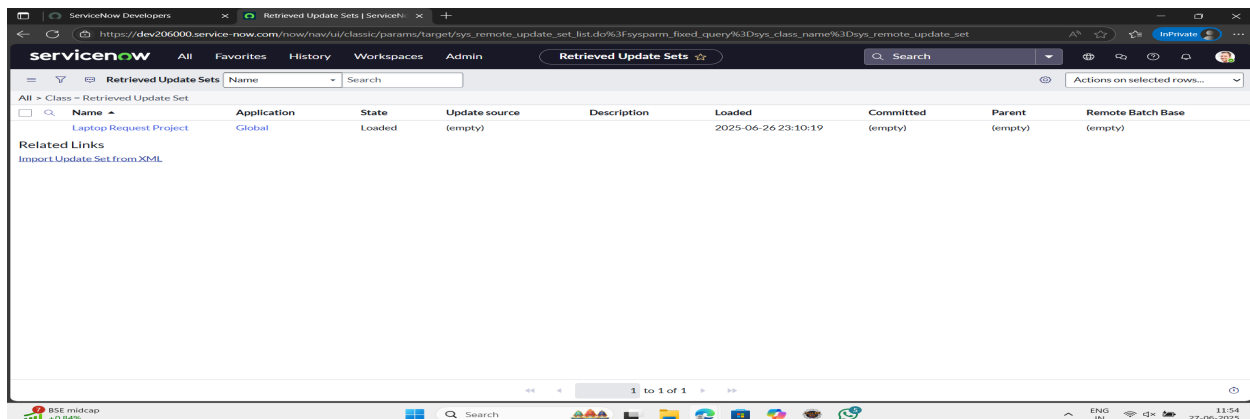
1 to 10 of 10

6. Retrieving the update set

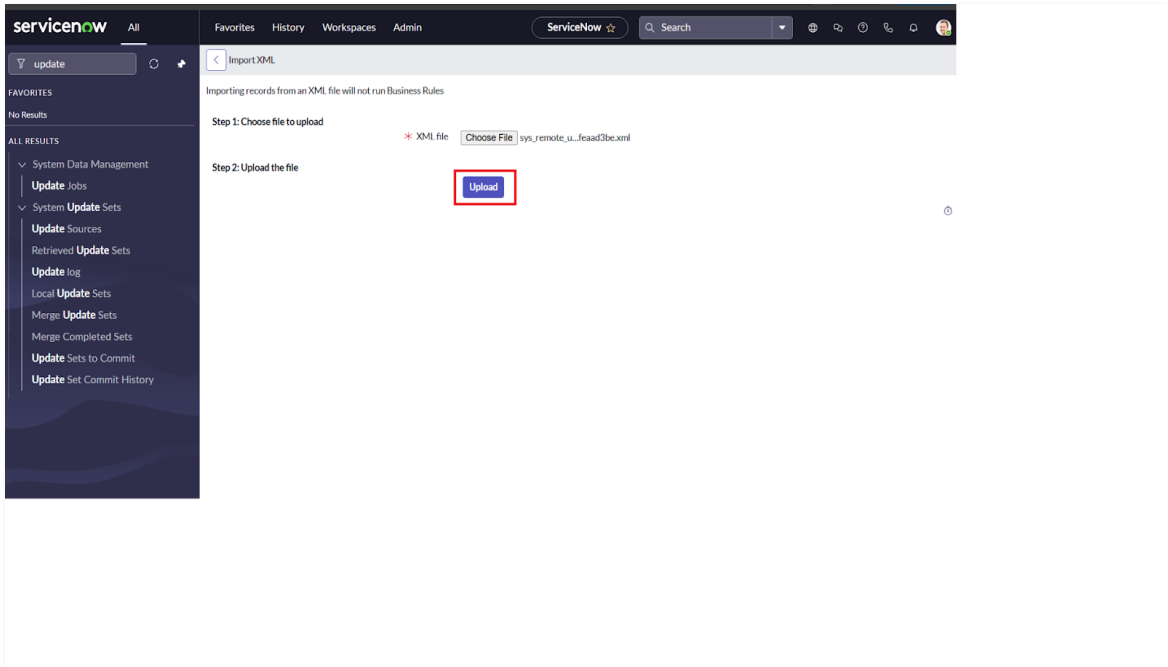
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set



5. It open retrieved update set list and scroll down
6. Click on Import update set from XML

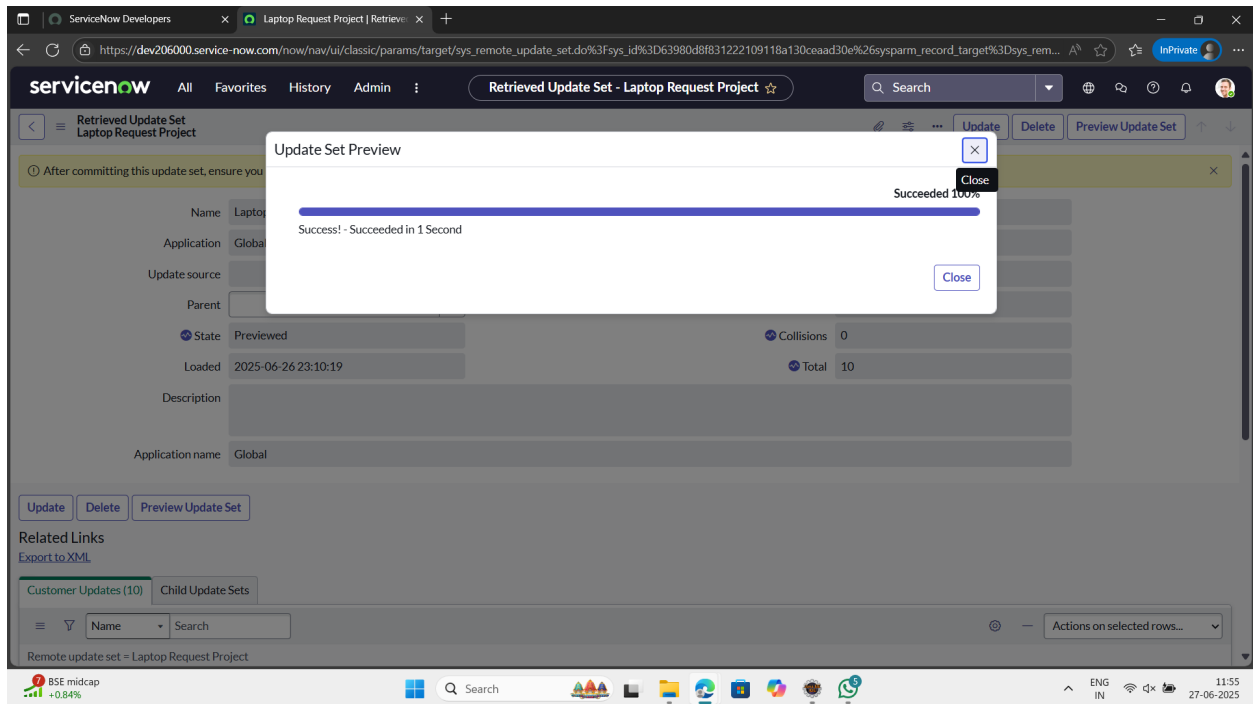


7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.



9. Open retrieved update set 'laptop request project'

10. Click on preview update set



11. And click on commit update set

12. And also see the related tab updates

13. After committing update set in this instance we get all updates which are done in the previous instance

servicenow

Retrieved Update Set - Laptop Request Project

Update Delete Run Preview Again Commit Update Set

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 Project
Application: Global
Update source:
Parent:
State: Previewed
Loaded: 2025-01-27 22:14:51
Description:
Application name: Global

Committed:
Inserted: 11
Updated: 0
Deleted: 0
Collisions: 0
Total: 11

Update Delete Run Preview Again Commit Update Set

Related Links
Show All Preview Records

Customer Updates (11) Child Update Sets

Name Search Actions on selected rows...

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Laptop Request Project | Retrieved Update Set

Retrieved Update Set - Laptop Request Project

Update Delete Run Preview Again Commit Update Set

Update Set Commit

Succeeded 100%

Update set committed - Succeeded in 3 Seconds

Close

Name: Laptop Request Project
Application: Global
Update source:
Parent:
State: Committed
Loaded: 2025-06-26 23:10:19
Description:
Application name: Global

Committed:
Collisions: 0
Total: 10

Update Delete Run Preview Again Commit Update Set

Related Links
Show All Preview Records

Customer Updates (10) Child Update Sets

Name Search Actions on selected rows...

Remote update set = Laptop Request Project

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Laptop Request Project | Retrieved Update Set

Retrieved Update Set - Laptop Request Project

Update Delete

Related Links
Show Commit Log
Show All Preview Records

Customer Updates (10) Child Update Sets

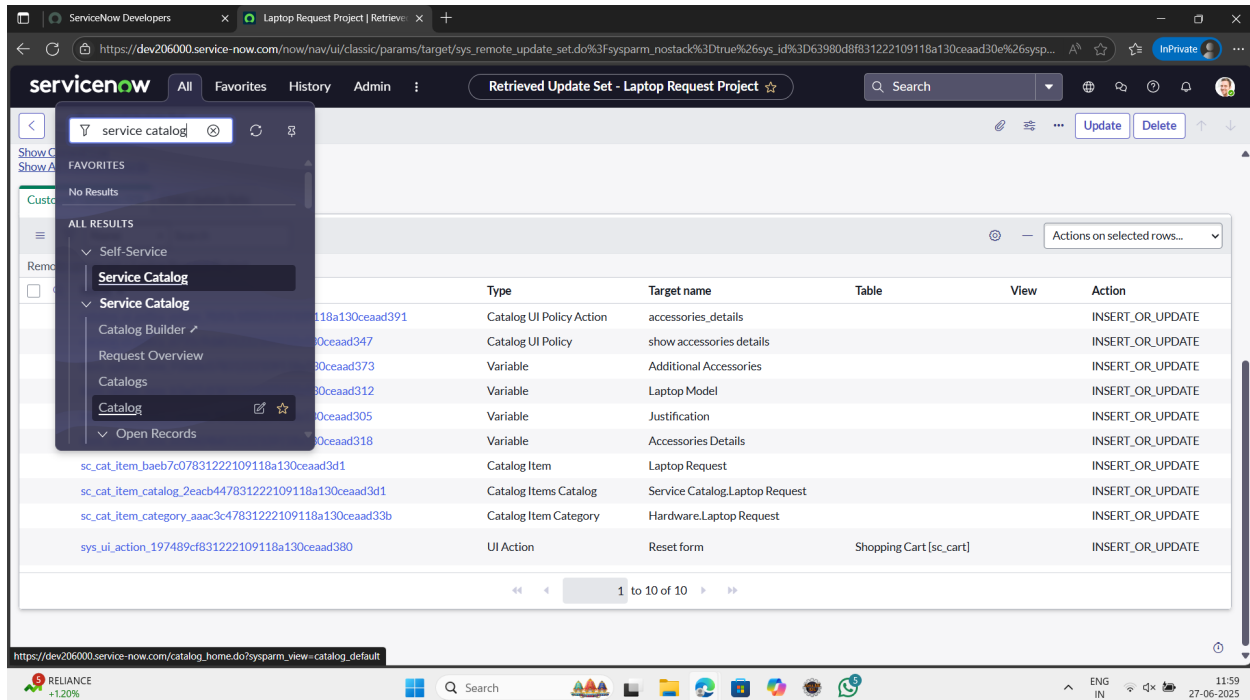
Name Search Actions on selected rows...

Remote update set = Laptop Request Project

Name	Type	Target name	Table	View	Action
catalog_ui_policy_action_7643c18f831222109118a130ceaad391	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
catalog_ui_policy_d731c9cb831222109118a130ceaad347	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
item_option_new_91bebc078931222109118a130ceaad379	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_b3ad7c83831222109118a130ceaad312	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_ca5eb4c7831222109118a130ceaad305	Variable	Justification			INSERT_OR_UPDATE
item_option_new_e02fb04b831222109118a130ceaad318	Variable	Accessories Details			INSERT_OR_UPDATE
sc_cat_item_baeb7c078931222109118a130ceaad3d1	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_2eac347831222109118a130ceaad3d1	Catalog Items Catalog	Service Catalog:Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_aaac3c47831222109118a130ceaad33b	Catalog Item Category	Hardware:Laptop Request			INSERT_OR_UPDATE
sys_ui_action_197489cf831222109118a130ceaad380	UI Action	Reset form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

7. Test Catalog Item

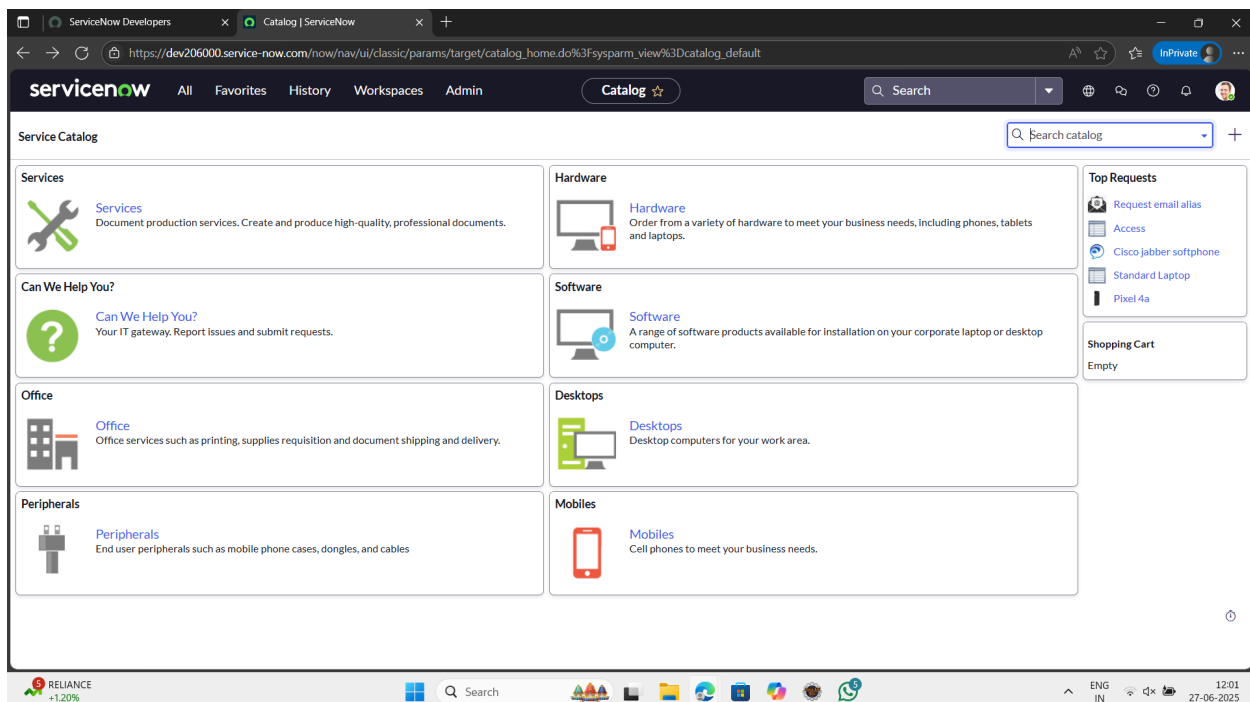
1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog



The screenshot shows the ServiceNow interface with the 'Retrieved Update Set - Laptop Request Project' table. A search filter 'service catalog' is applied, and a dropdown menu is open showing 'Service Catalog' selected. The table lists various catalog items and actions.

ID	Type	Target name	Table	View	Action
118a130cead391	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
0cead347	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
0cead373	Variable	Additional Accessories			INSERT_OR_UPDATE
0cead312	Variable	Laptop Model			INSERT_OR_UPDATE
0cead305	Variable	Justification			INSERT_OR_UPDATE
0cead318	Variable	Accessories Details			INSERT_OR_UPDATE
sc_cat_item_baeb7c07831222109118a130cead3d1	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_2eac3447831222109118a130cead3d1	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_aaac3c47831222109118a130cead33b	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
sys_ui_action_197489cf831222109118a130cead380	UI Action	Reset form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

3. Select hardware category and search for 'laptop request' item



The screenshot shows the ServiceNow interface with the 'Catalog' page. The 'Hardware' category is selected, and the 'Laptop Request' item is visible in the 'Top Requests' section.

Services
Document production services. Create and produce high-quality, professional documents.

Can We Help You?
Your IT gateway. Report issues and submit requests.

Office
Office services such as printing, supplies requisition and document shipping and delivery.

Peripherals
End user peripherals such as mobile phone cases, dongles, and cables

Hardware
Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.

Software
A range of software products available for installation on your corporate laptop or desktop computer.

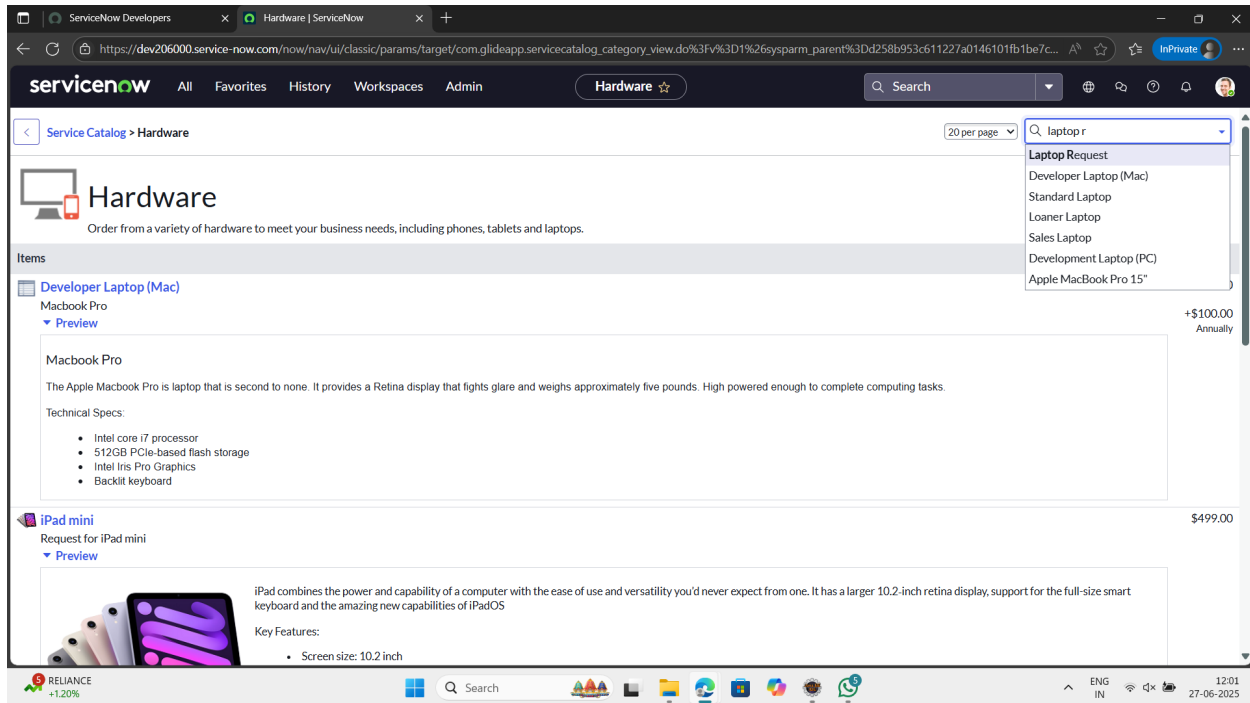
Desktops
Desktop computers for your work area.

Mobiles
Cell phones to meet your business needs.

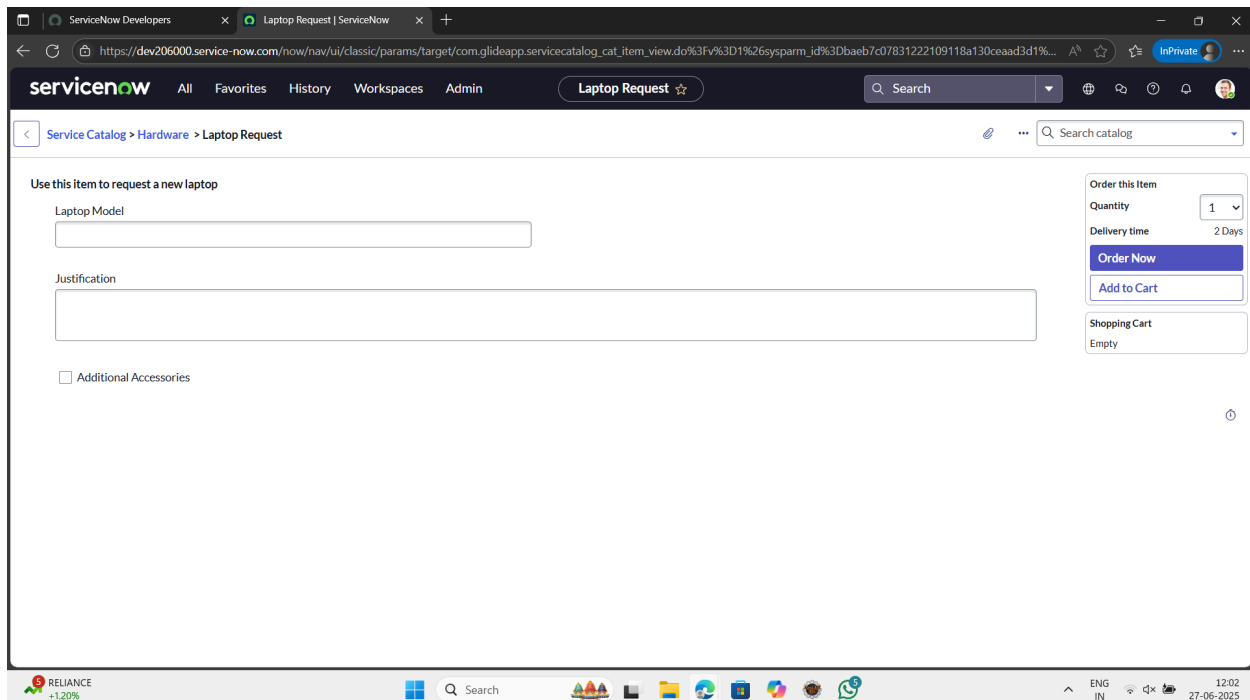
Top Requests
Request email alias
Access
Cisco Jabber softphone
Standard Laptop
Pixel 4a

Shopping Cart
Empty

4. Select laptop request item and open it



5. It shows three variables only



6. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
7. Now see the results, it fulfills our requirements.

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Laptop Request | ServiceNow

+

←

↻

https://dev206000.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id%3Dbae7cd7831222109118a130ceaad3d1%...

^

☆

☆

InPrivate

...

servicenow

All

Favorites

History

Workspaces

Admin

Laptop Request

Search

Search catalog

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model

Justification

☒ Additional Accessories

* Accessories Details

Order this Item

Quantity

Delivery time

Order Now

Add to Cart

Shopping Cart

Empty

RELIANCE

+1.20%

Search

ENG

IN

12:03

27-06-2025

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 a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, reducing errors and improving efficiency. This project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.