

Laptop Request Catalog Item

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Team Members: 4

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Problem Statement: Employees need a quicker, more reliable way to request laptops. The current manual process causes delays and lacks dynamic guidance. A Service Catalog item should be created with interactive fields, clear instructions, reset options, and full change tracking for governance and deployment.

Objective: Implement a Service Catalog item to streamline laptop requests by replacing the manual process with a faster, dynamic, and user-friendly form that includes interactive fields, clear instructions, reset functionality, and full change tracking to ensure accuracy, governance, and smooth deployment.

Skills: ServiceNow Service Catalog configuration, Catalog Client Scripts, ServiceNow UI Policies and UI Policy Actions

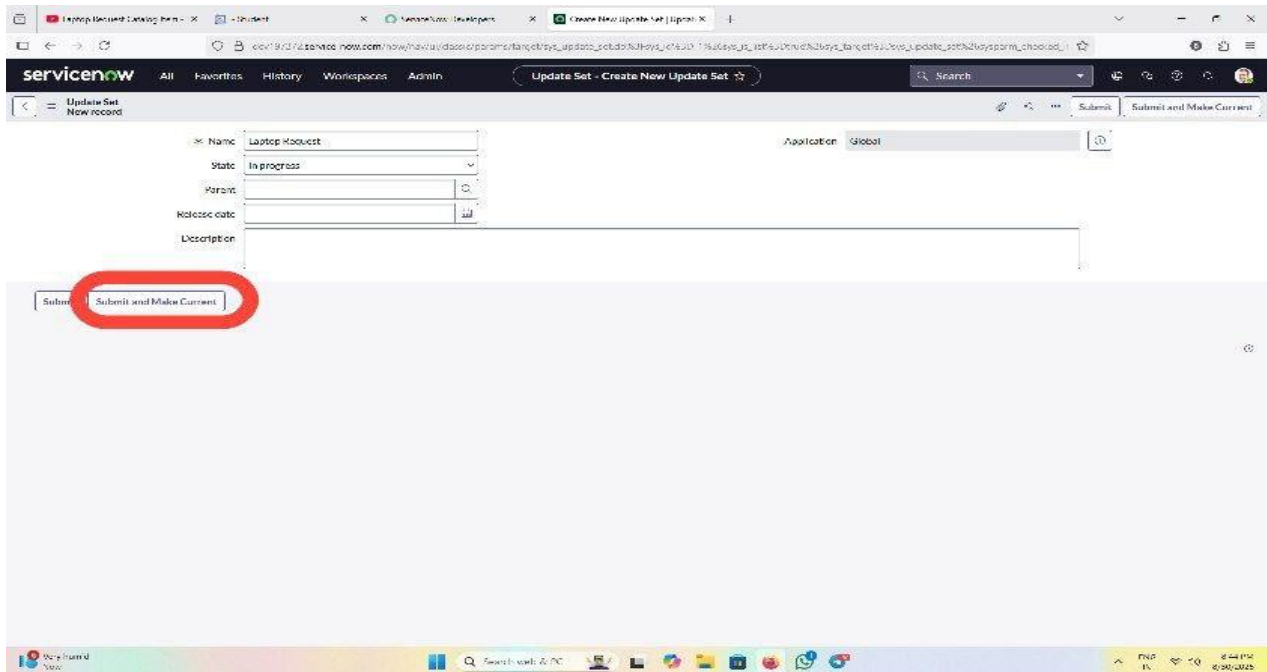
TASK INITIATION

Milestone 1 : Update set

Activity 1: Create Local Update set

1. Open ServiceNow.
2. Click All >> search for Update Sets.
3. Under System Update Sets, select Local Update Sets.
4. Click New.
5. Enter name "Laptop Request.

6. Click Submit and Make Current.
7. The update set becomes active.



The screenshot shows the 'Create New Update Set' form in ServiceNow. The form has the following fields:

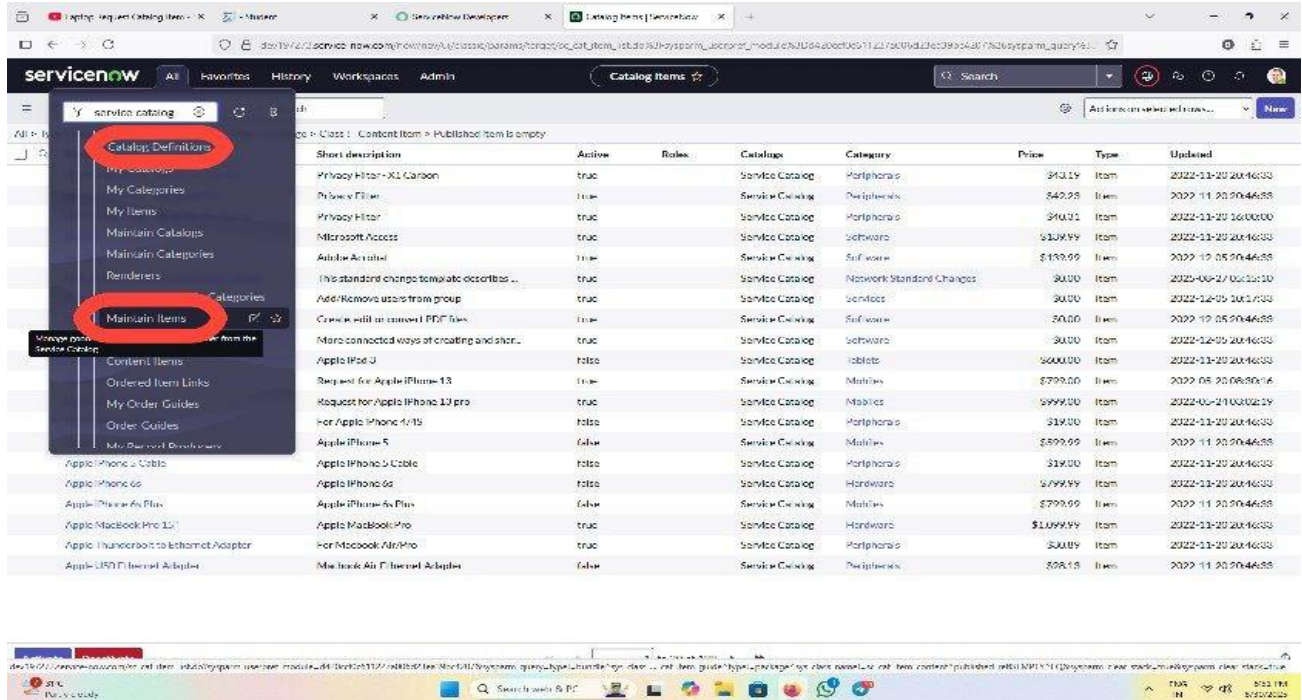
- Name:** Laptop Request
- State:** In progress
- Parent:** (empty)
- Release date:** (empty)
- Description:** (empty)
- Application:** Global

At the bottom left of the form, the 'Submit and Make Current' button is highlighted with a red circle. The top navigation bar includes 'Update Set - Create New Update Set' and a search bar. The bottom status bar shows the user's name 'Vijay Kumar' and the time '6:44 PM'.

Milestone 2 : Service Catalog Item

Activity 1: 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



Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Privacy Filter-XL Carlson	true		Service Catalog	Peripherals	\$40.19	Item	2022-11-20 20:16:03
Privacy Filter	true		Service Catalog	Peripherals	\$40.98	Item	2022-11-20 20:16:08
Privacy Filter	true		Service Catalog	Peripherals	\$10.11	Item	2022-11-20 16:00:00
Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:16:03
Antivirus Antimal	true		Service Catalog	Software	\$199.99	Item	2022-12-05 20:16:08
This standard change template describes...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2022-09-27 00:10:10
Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:03
Create will or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:16:08
More connected ways of creating and stor...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:16:03
Apple iPod U	false		Service Catalog	ioblets	\$600.00	Item	2022-11-20 20:16:03
Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2022-05-20 08:50:16
Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-20 08:50:19
for Apple iPhone 4/15	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:16:03
Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:16:08
Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:16:03
Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:16:03
Apple iPhone 6s Plus	false		Service Catalog	Mobiles	\$799.99	Item	2022-11-20 20:16:08
Apple MacBook Pro 13"	true		Service Catalog	Hardware	\$1,099.99	Item	2022-11-20 20:16:03
Apple Thunderbolt to Ethernet Adapter	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:16:03
Macbook Air Ethernet Adapter	false		Service Catalog	Peripherals	\$59.15	Item	2022-11-20 20:16:08

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

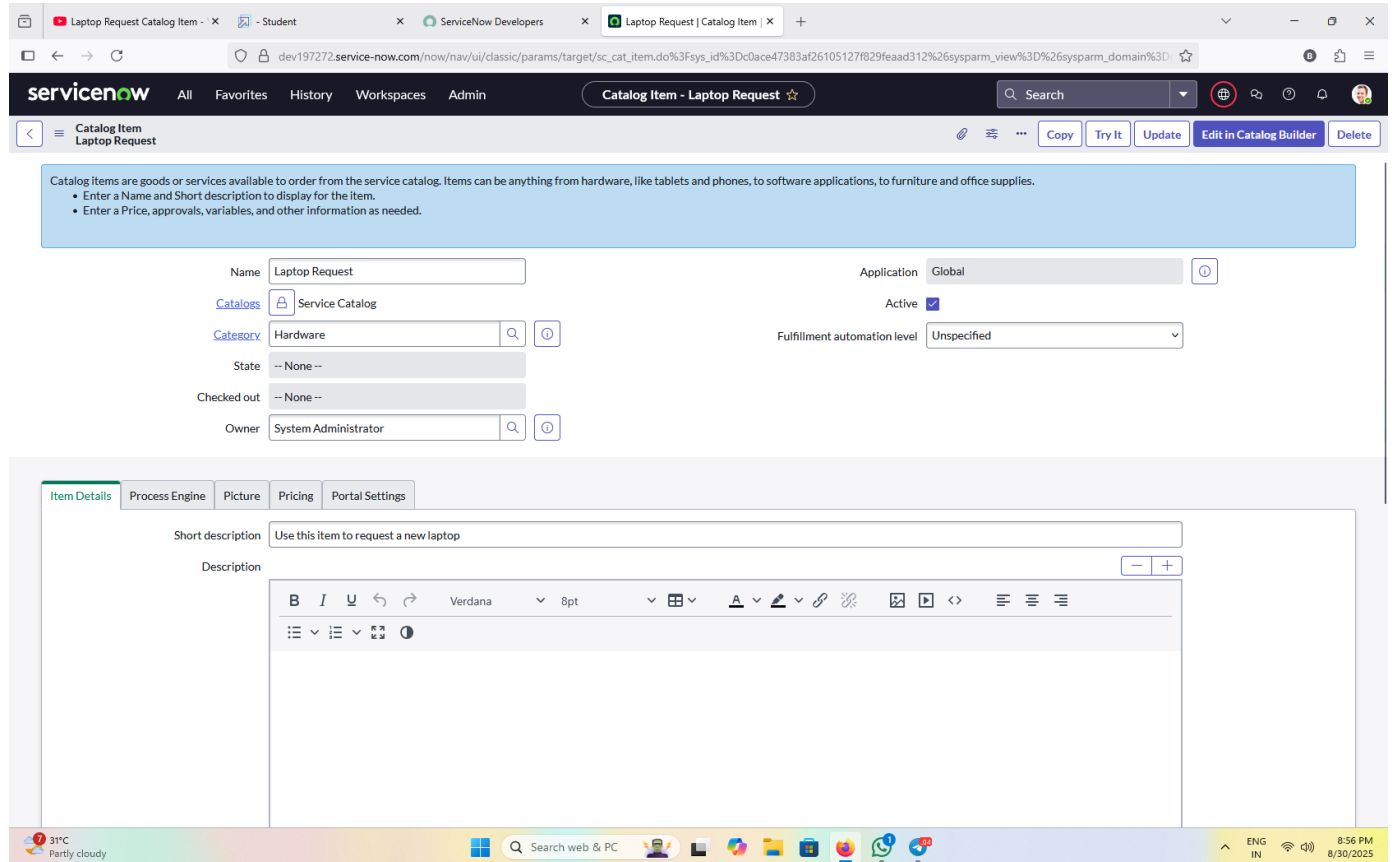
Name: Laptop Request

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 includes fields for Name, Application, Category, State, Checked out, and Owner. The 'Short description' field contains the text 'Use this item to request a new laptop'. The 'Description' field is a rich text editor with a toolbar. The form is titled 'Catalog Item - Laptop Request' and has tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'.

Activity 2: 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

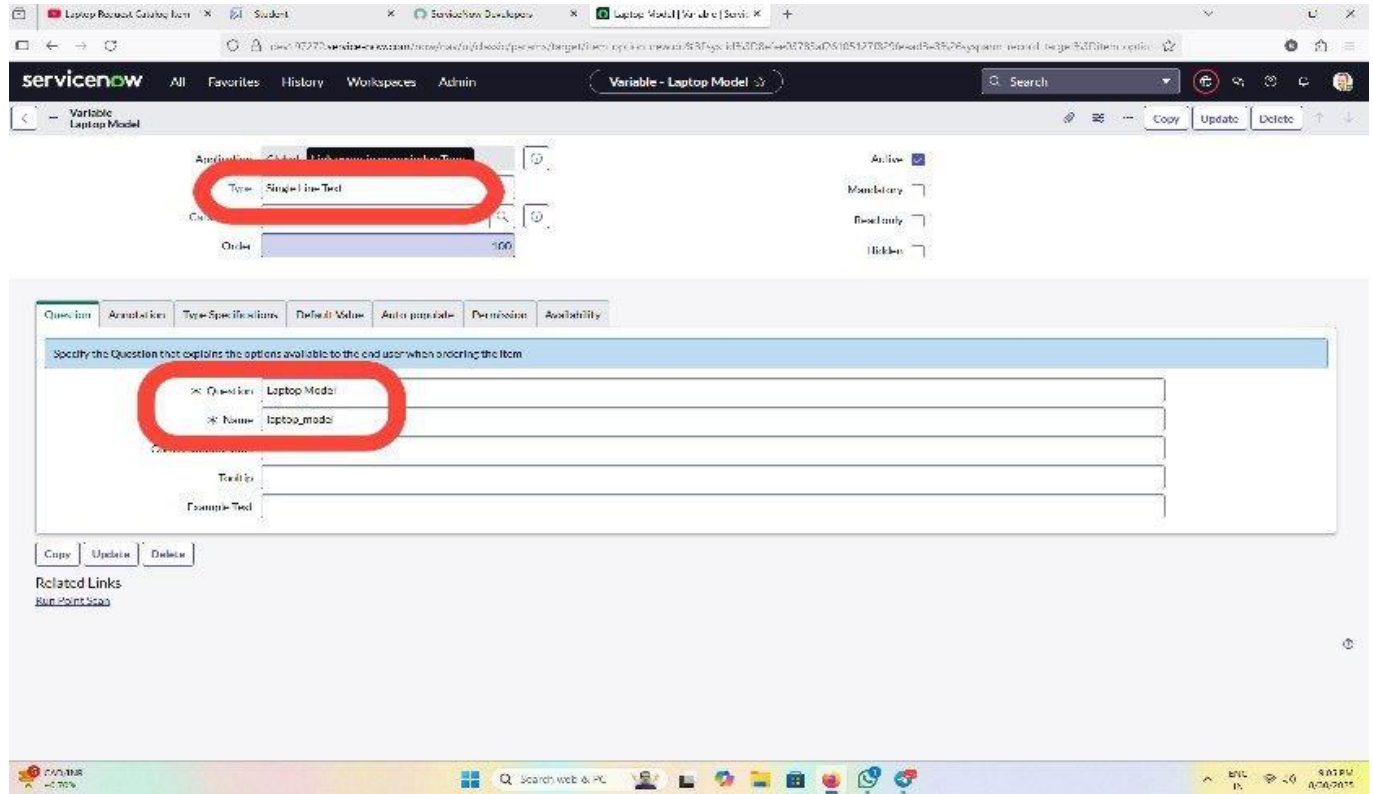
1. Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

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



Variable - Laptop Model

Type: Single line text

Order: 100

Question: Specify the Question that explains the options available to the end user when ordering the item.

Options:

- Question: Laptop Model
- Name: laptop_model

Related Links

Run Point Scan

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

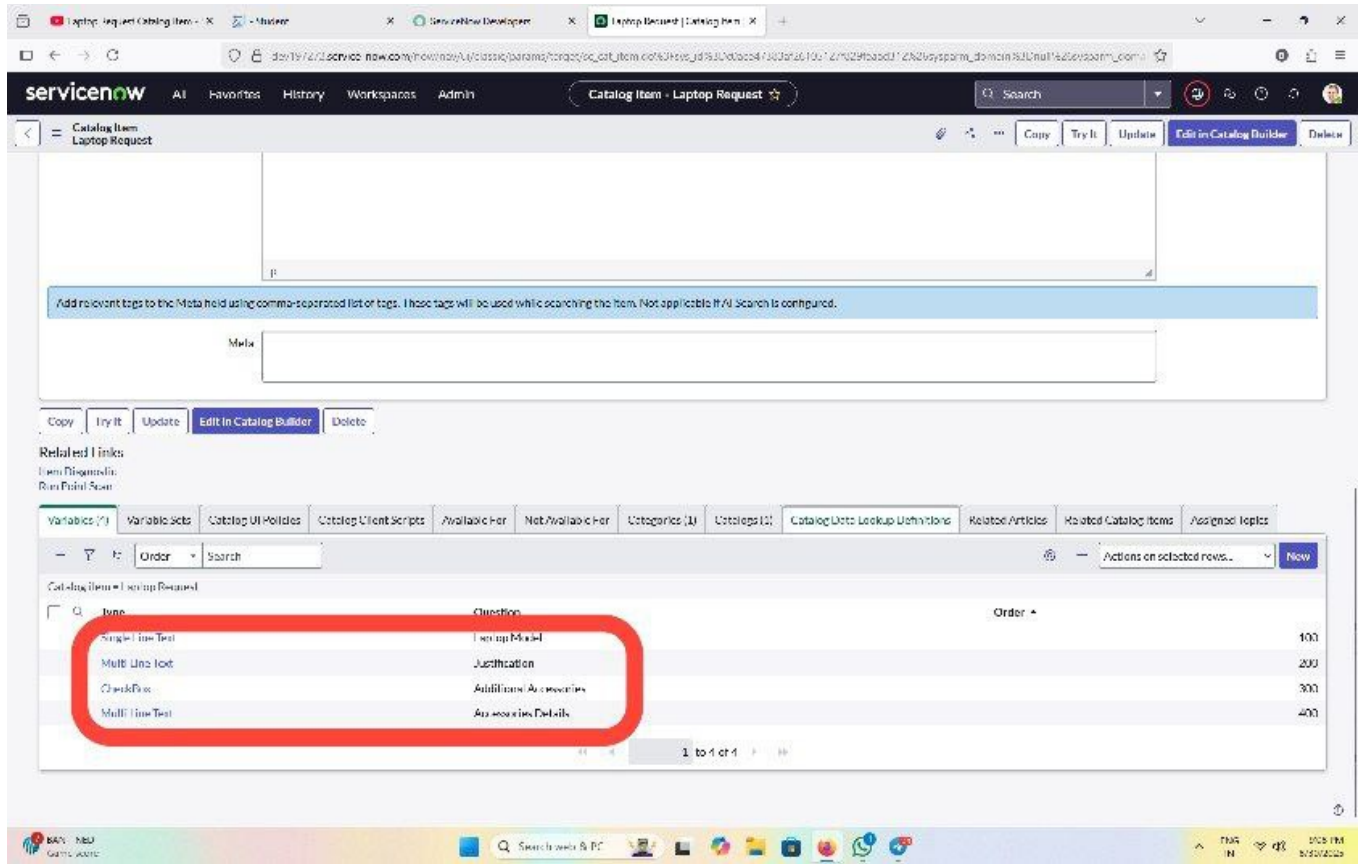
Type: Multi line text

Name:accessories_details

Order:400

Step2:

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



The screenshot shows the ServiceNow interface for a 'Catalog Item - Laptop Request'. The 'Related Links' tab is selected, displaying a table of related items. A red box highlights the first two items in the table:

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

Milestone 3 : UI Policy

Activity 1: Create Catalog Ui policies

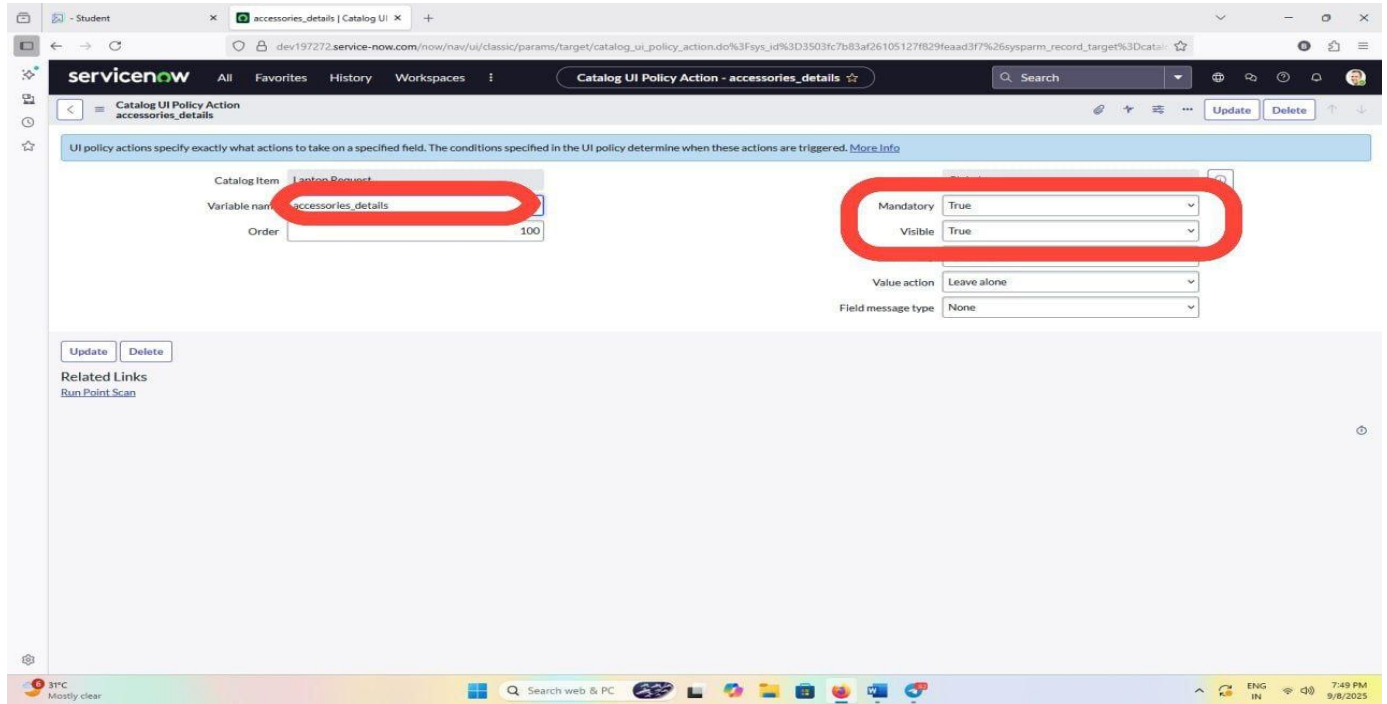
1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for 'laptop request' which is created before
4. Select 'laptop request' and scroll down click on "Catalog Ui policies"
5. In the catalog ui policies related list tab click on new
6. Give short description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



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

Mandatory: True

Visible: True

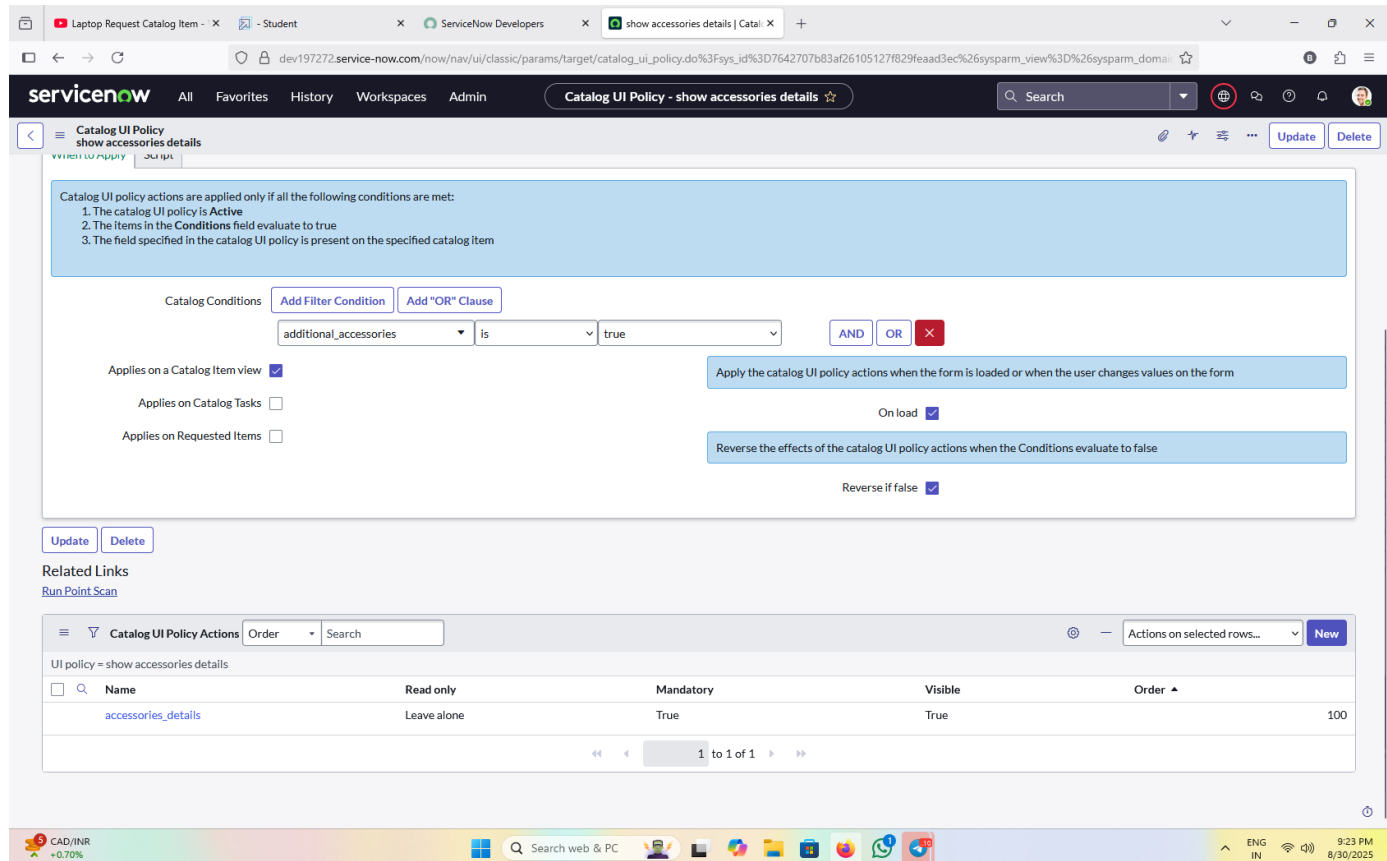
Value action: Leave alone

Field message type: None

[Update](#) [Delete](#)

Related Links

[Run Point Scan](#)



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

AND OR X

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 ☒

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](#)

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

1 to 1 of 1

Milestone 4 : UI Action

Activity 1: Create ui action

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

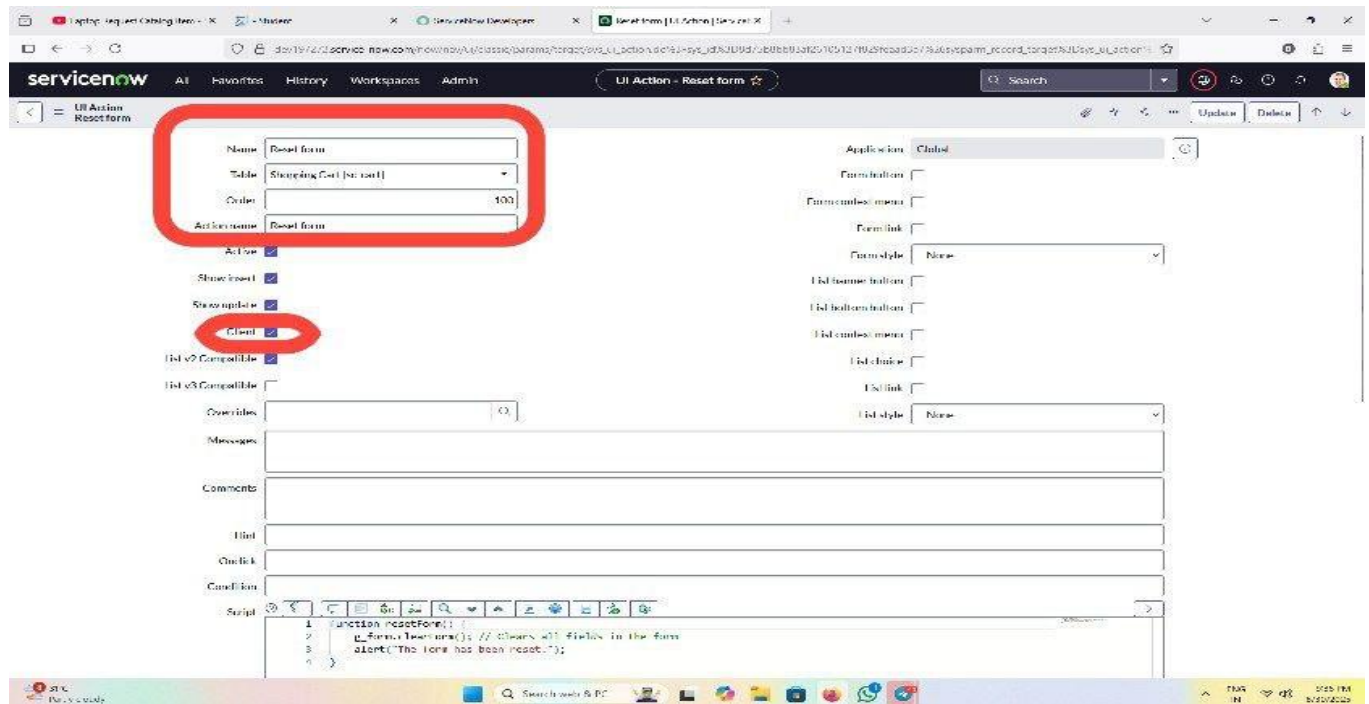
Action name: Reset form

Client : checked

Script:

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

Click on save



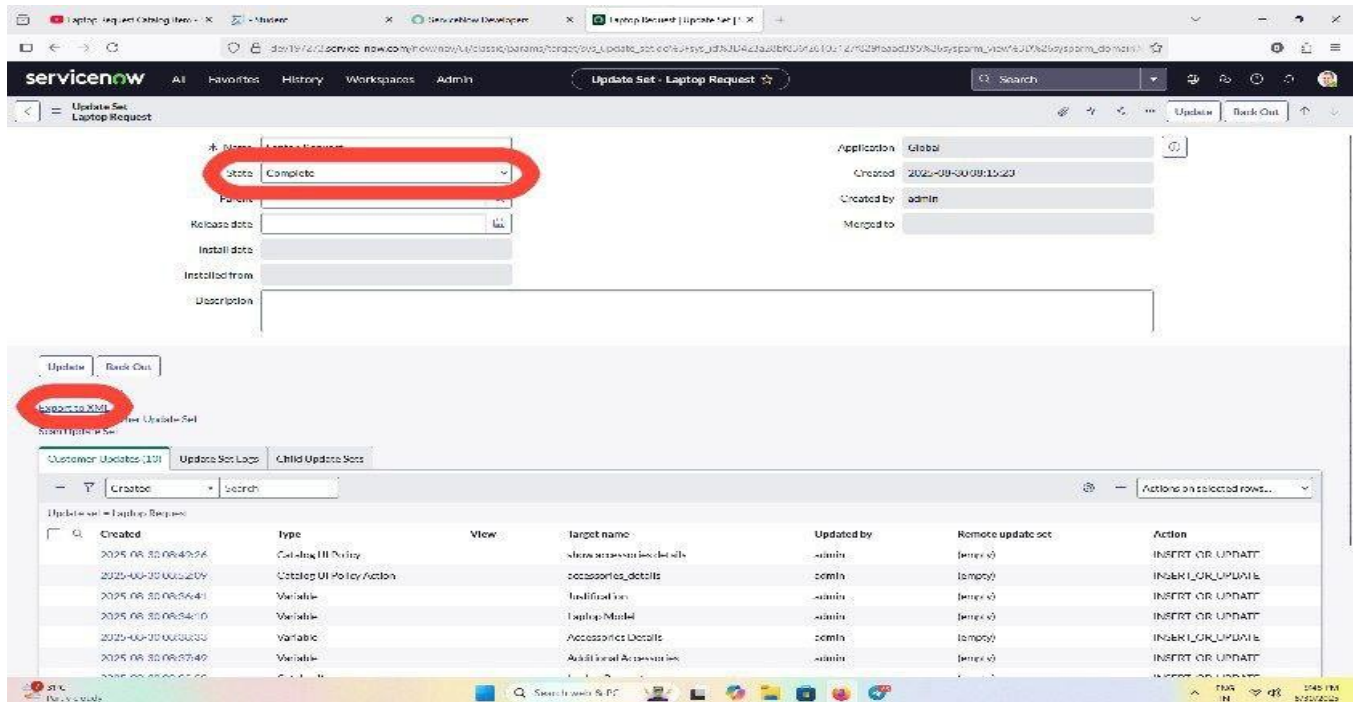
The screenshot shows the ServiceNow 'UI Action - Reset form' configuration page. The 'Name' field is 'Reset form', 'Table' is 'Shopping Cart (sc_cart)', 'Order' is '100', and 'Action name' is 'Reset form'. The 'Client' checkbox is checked and circled in red. The 'Script' field contains the provided JavaScript code.

Field	Value
Name	Reset form
Table	Shopping Cart (sc_cart)
Order	100
Action name	Reset form
Active	<input checked="" type="checkbox"/>
Sync to test	<input checked="" type="checkbox"/>
Sync to prod	<input checked="" type="checkbox"/>
Client	<input checked="" type="checkbox"/>
UI v2 Compatible	<input checked="" type="checkbox"/>
UI v3 Compatible	<input type="checkbox"/>
Overrides	
Messages	
Comments	
Hint	
OnClick	
Condition	
Script	<pre>function resetForm() { g_form.clearForm(); // Clears all fields in the form alert("The form has been reset."); }</pre>

Milestone 5 : Export Update set

Activity 1: 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



The screenshot shows the ServiceNow interface for an update set named 'Laptop Request'. The 'State' dropdown menu is set to 'Complete' and is highlighted with a red circle. Below the form, the 'Export to XML' button is also highlighted with a red circle. The 'Update Set Log' table is visible below the form, showing a list of updates with columns for Created, Type, View, Target name, Updated by, Remote update set, and Action.

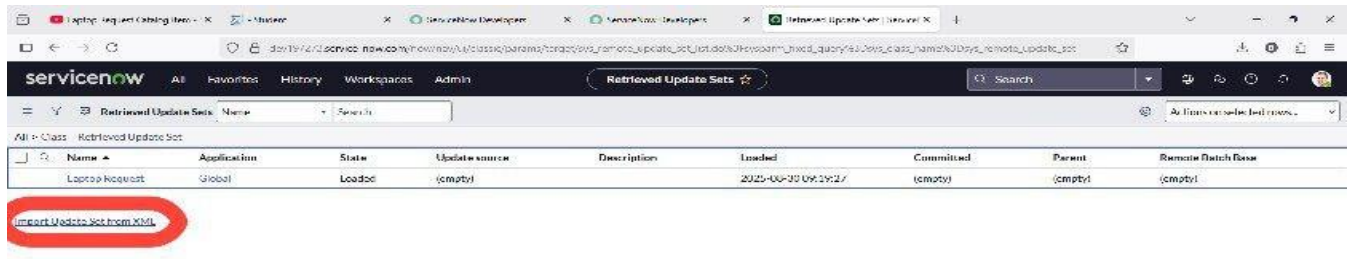
Created	Type	View	Target name	Updated by	Remote update set	Action
2025-08-30 09:47:56	Catalog UI Policy		show accessories for laptop details	admin	(empty)	INSERT OR UPDATE
2025-08-30 09:48:09	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT OR UPDATE
2025-08-30 09:56:41	Variable		laptop_model	admin	(empty)	INSERT OR UPDATE
2025-08-30 09:54:10	Variable		laptop_model	admin	(empty)	INSERT OR UPDATE
2025-08-30 09:53:33	Variable		accessories_details	admin	(empty)	INSERT OR UPDATE
2025-08-30 09:57:49	Variable		accessories_details	admin	(empty)	INSERT OR UPDATE
2025-08-30 09:57:56	Variable		accessories_details	admin	(empty)	INSERT OR UPDATE

Milestone 6 : Login to another Instance

Activity 1: Retrieving the update set

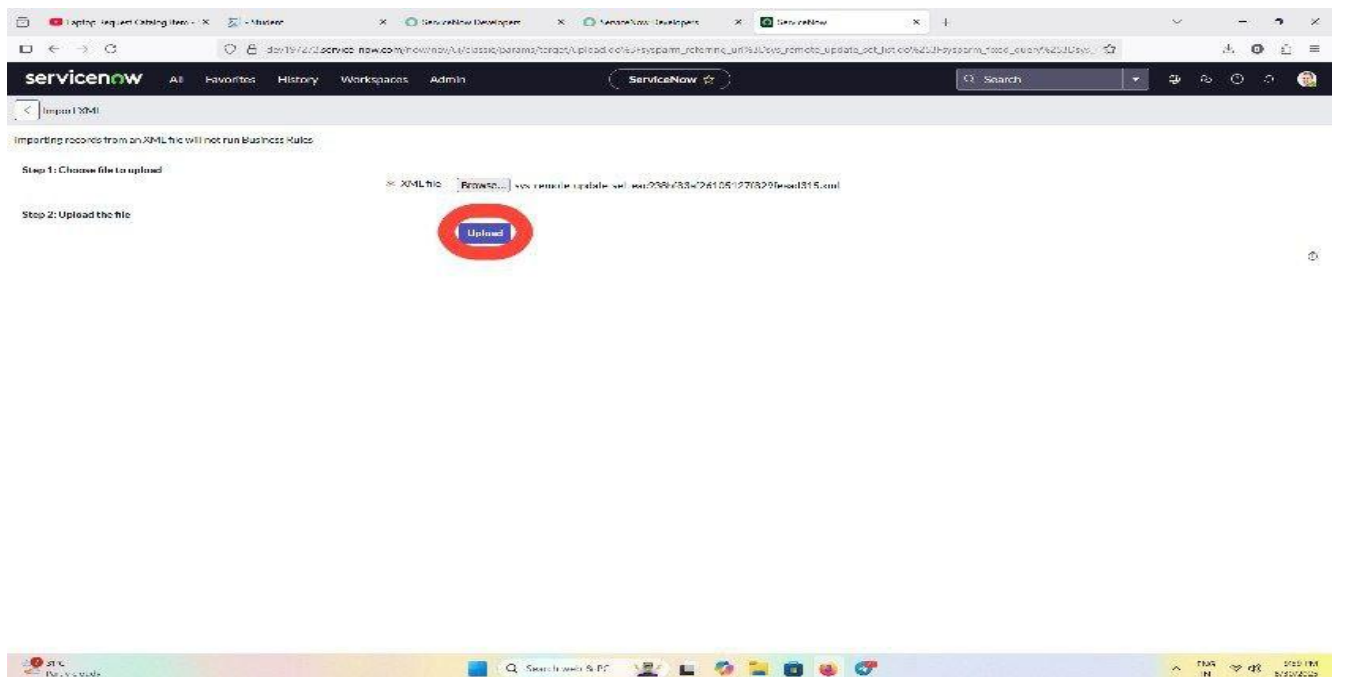
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select "Retrieved update set" under system update set
5. It open retrieved update set list and scroll down

6. Click on Import update set from XML



7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded



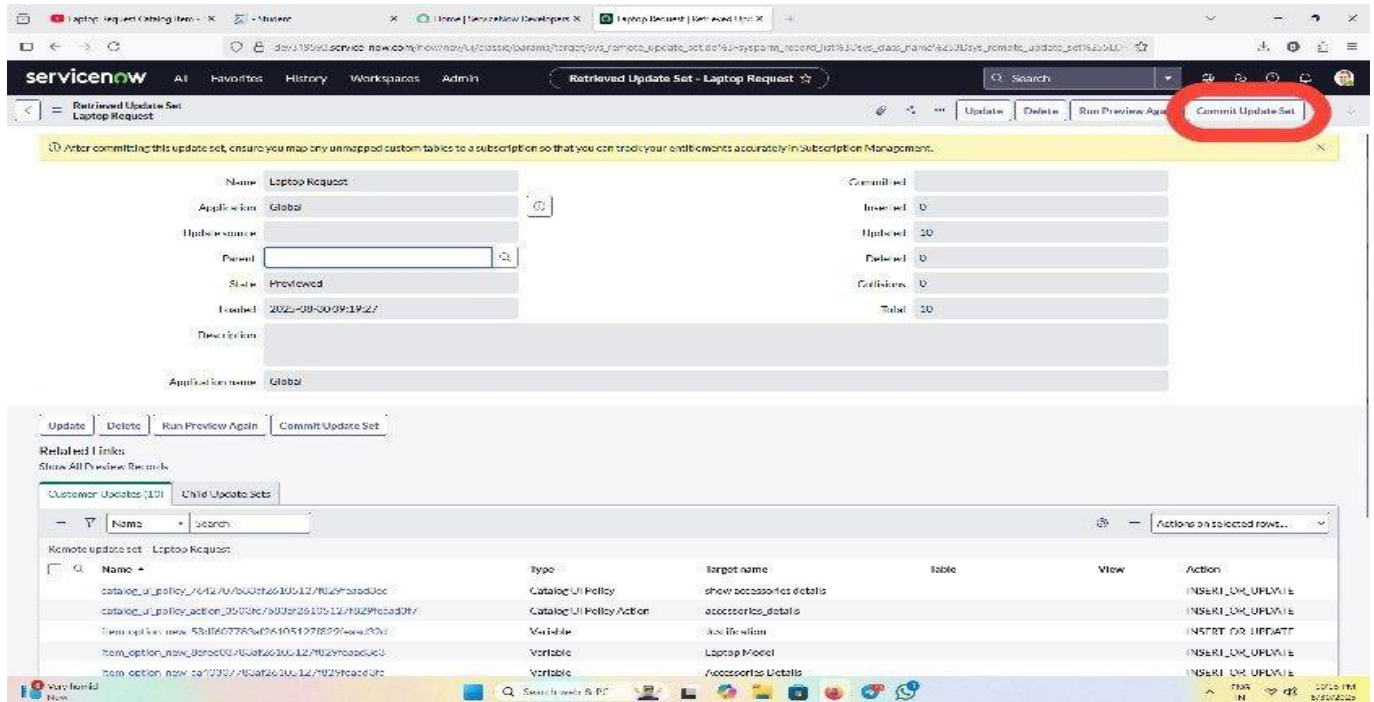
9. Open retrieved update set 'laptop request project'

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



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:
 Parent:
 State: Previewed
 Created: 2022-09-09 19:27
 Description:
 Applied for name: Global

Buttons: Update, Delete, Run Preview Again, **Commit Update Set**

Related Links
 Show All Previous Records

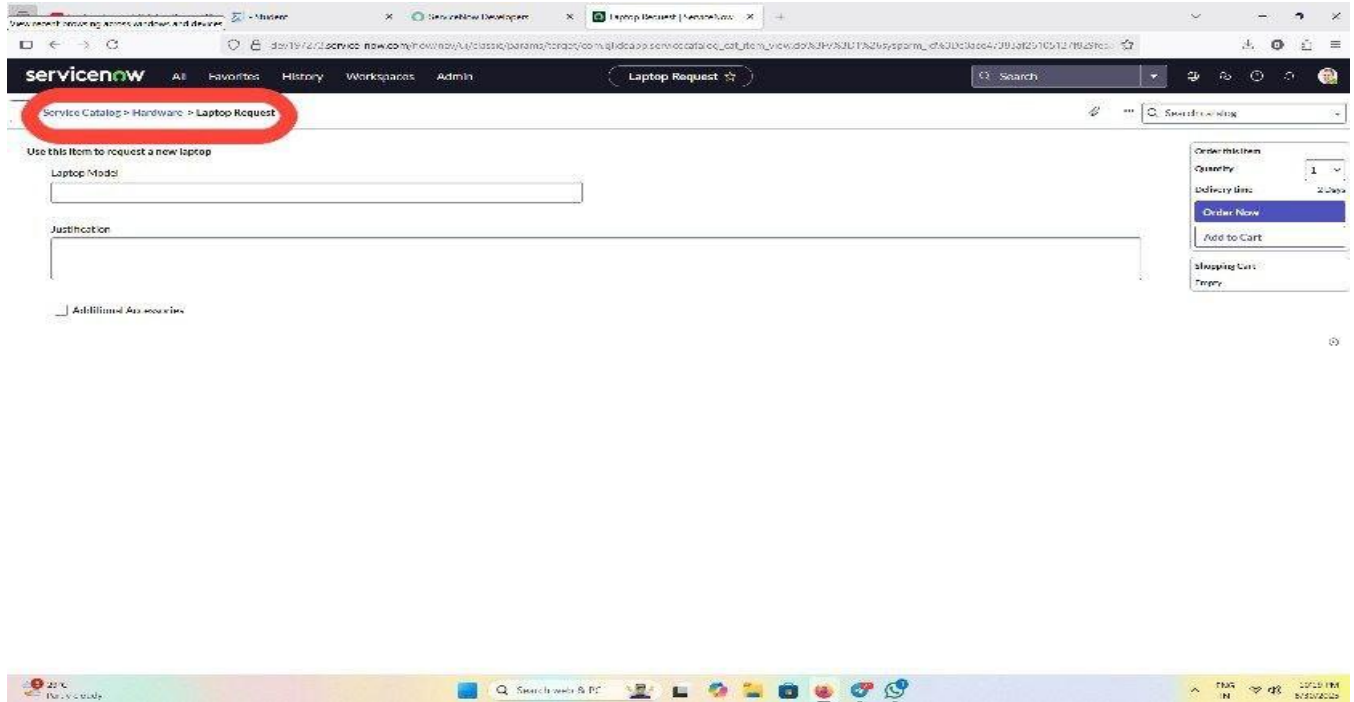
Customer Updates (21) | Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_741270/804072630512/7029f0ad307	Catalog UI Policy	show accessories details	accessories_details		INS&RI_LMS_UPDATE
catalog_ui_policy_action_35030c79303f2610512/7029f0ad307	Catalog UI Policy/Action	accessories_details			INS&RI_LMS_UPDATE
item_option_new_53d16077634d7610512/7029f0ad307	Variable	Accessories			INS&RI_LMS_UPDATE
item_option_new_80e0037804f630012/7029f0ad307	Variable	Laptop Model			INS&RI_LMS_UPDATE
item_option_new_c070377804f630012/7029f0ad307	Variable	Accessories Details			INS&RI_LMS_UPDATE

Milestone 7 : Testing

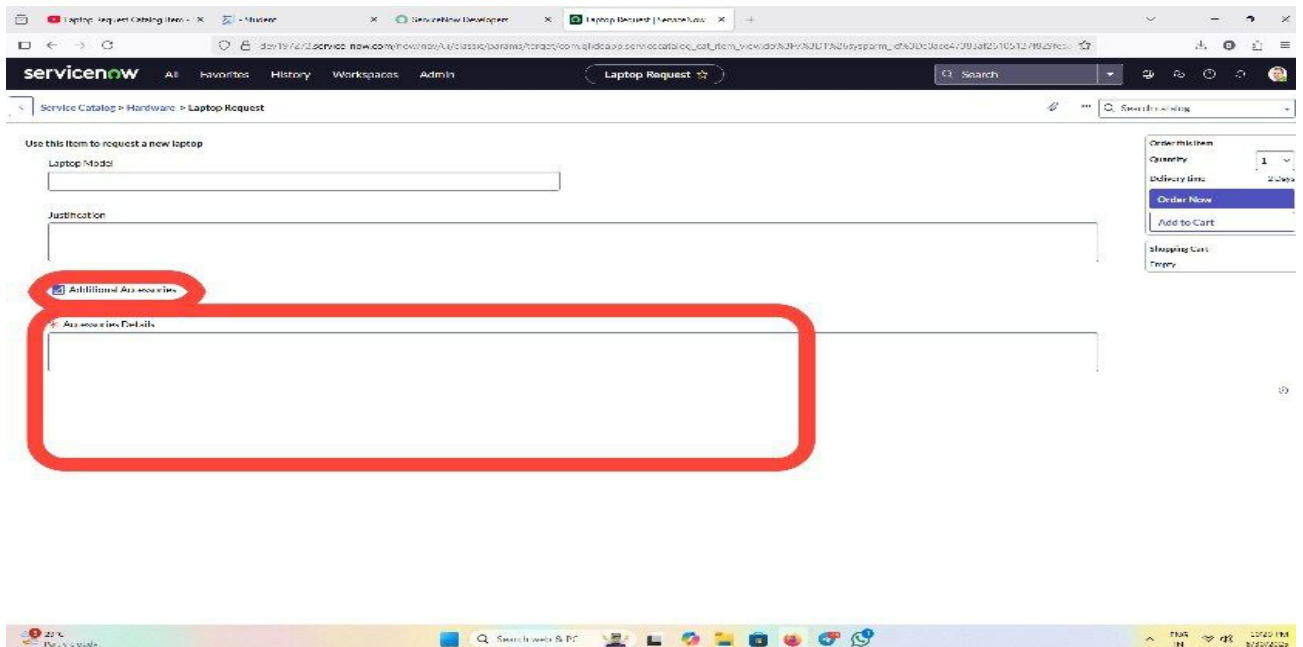
Activity 1: Test Catalog Item

1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
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 are visible and that should be mandatory

7. Now see the results, it fulfills our requirements.



Conclusion :

The Laptop Request Catalog Item project has successfully streamlined the laptop request process by leveraging ServiceNow's Service Catalog. Through the implementation of a dynamic and intuitive catalog item, the project reduces errors, enhances efficiency, and replaces manual processes with automated solutions. Ultimately, it not only strengthens service delivery but also improves employee satisfaction by providing a seamless and modern request experience.