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# **Laptop Request Catalog Item**

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**Team Size: 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.

# 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”

Click on submit and make current

1. By clicking on the button it activates the update set .

**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.

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

Name: Laptop Request

Catalog: service Catalog

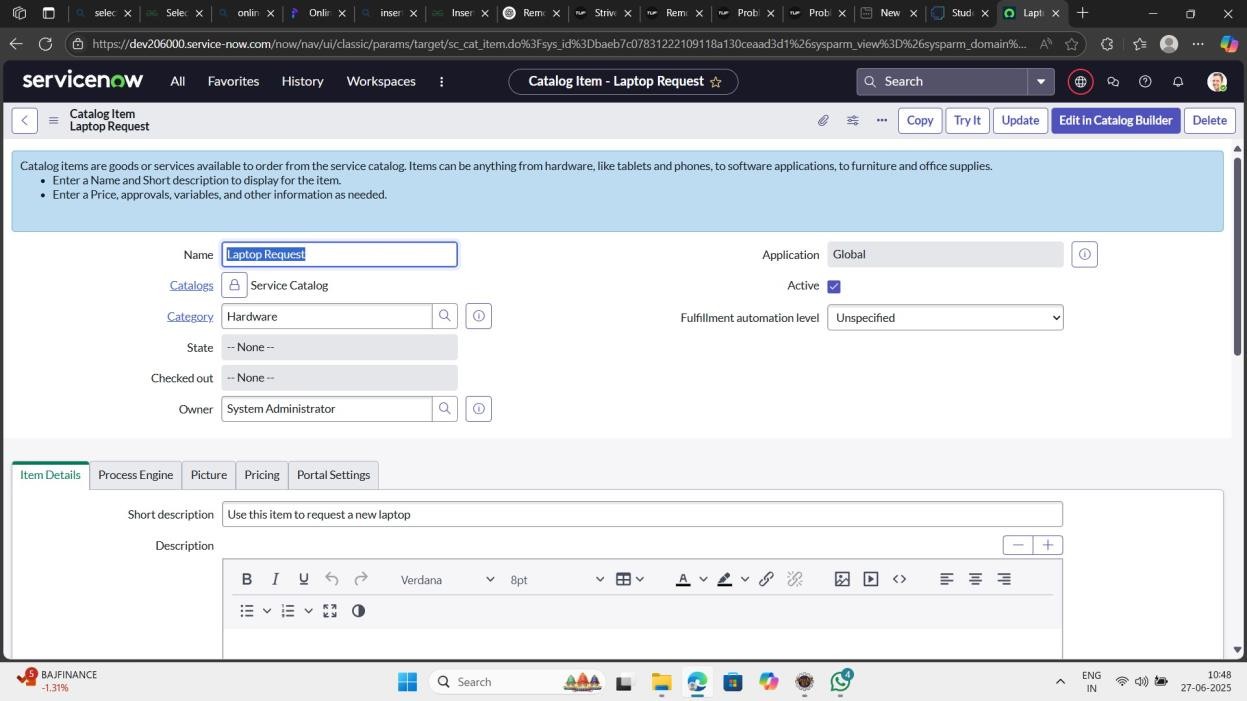
Category: Hardware

Short Description: Use this item to request a new laptop

1. Click on ‘SAVE’







## 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



A screenshot of a computer

AI-generated content may be incorrect.

1. Variable 2:Justification Type: Multi line text

Name: justification

Order:200

1. Variable 3:Additional Accessories Type: Checkbox

Name: additional\_accessories

Order:300

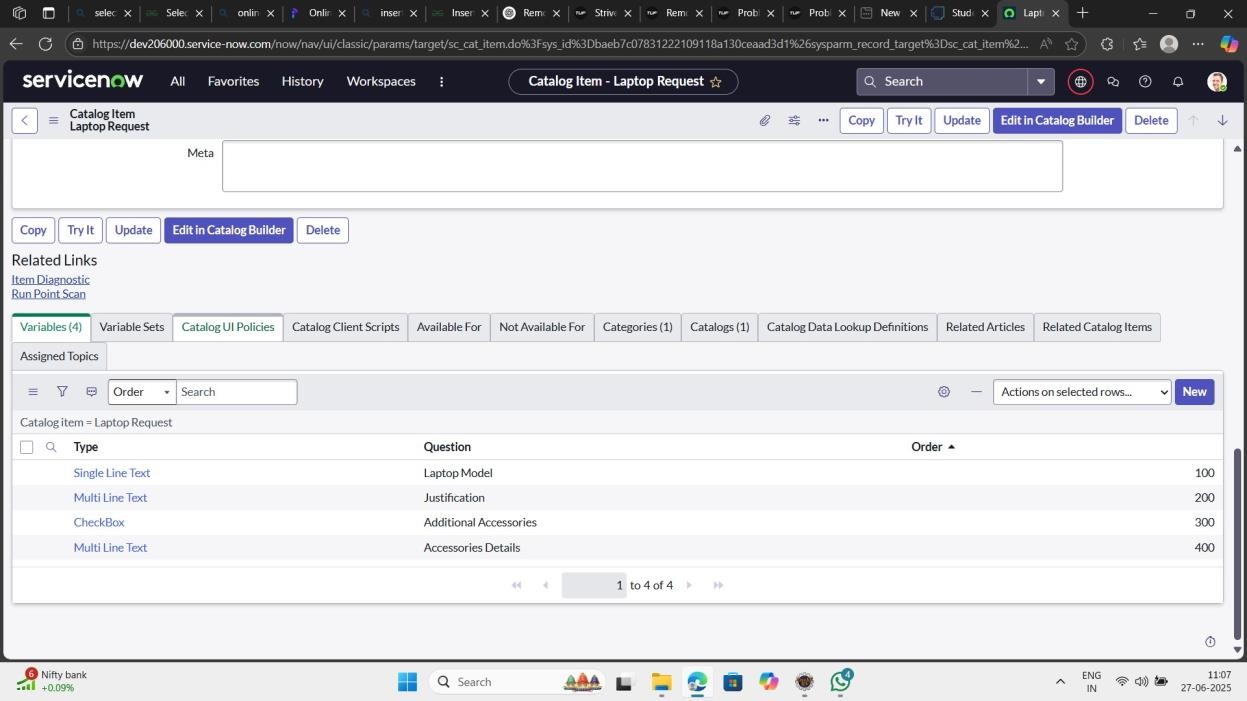
1. Variable 4: Accessories Details Type: Multi line text

Name:accessories\_details Order:400 **Step2:**

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







### 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]



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1. Click on **save**.(do not click on submit)
2. 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

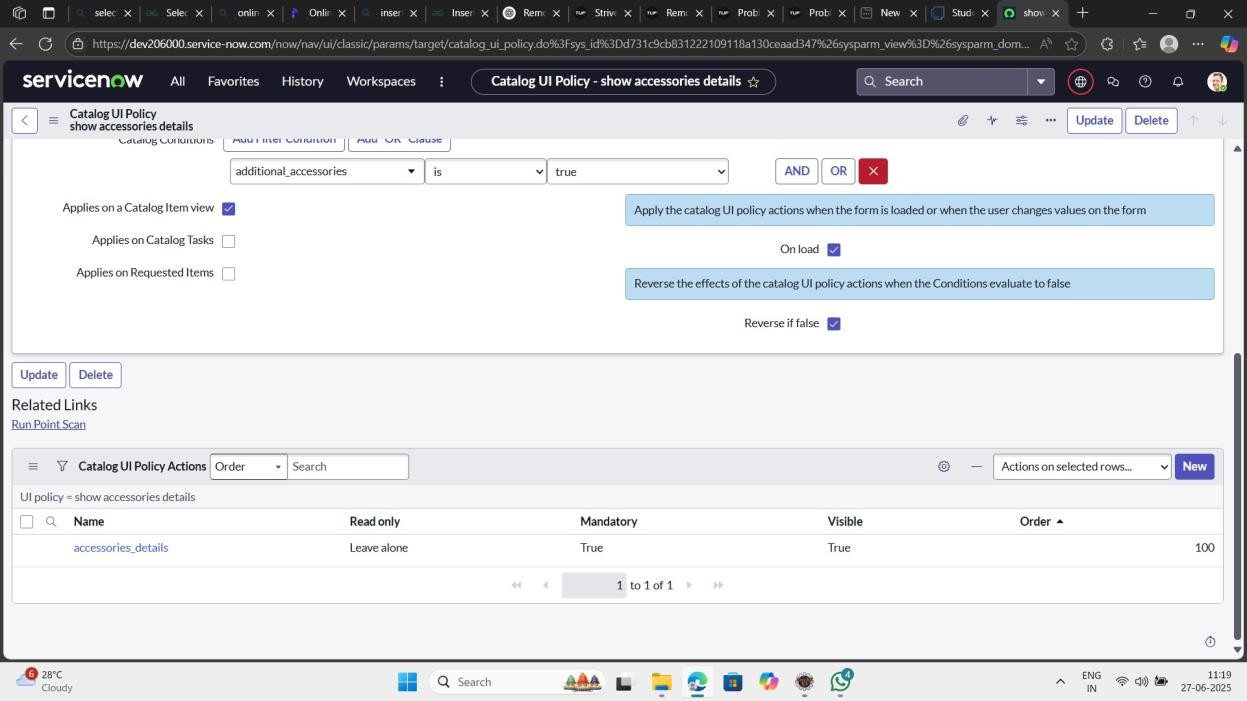
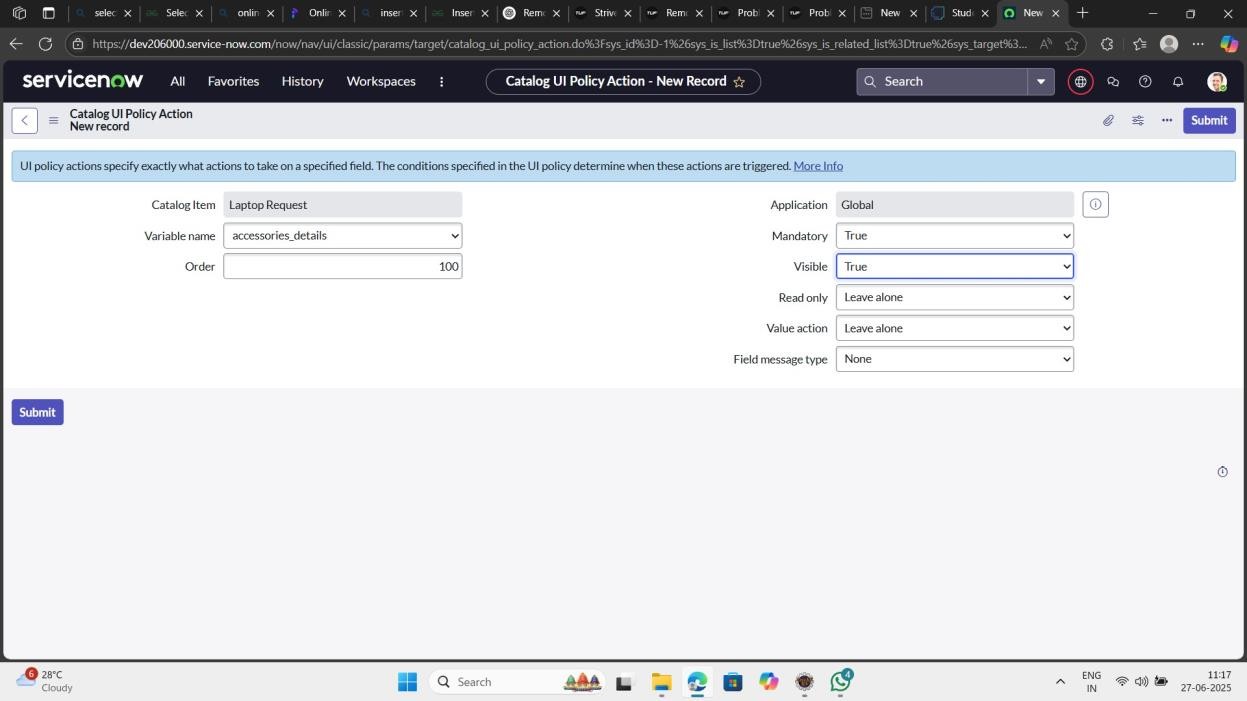
12.Click on save and again click save button of the catalog ui policy form







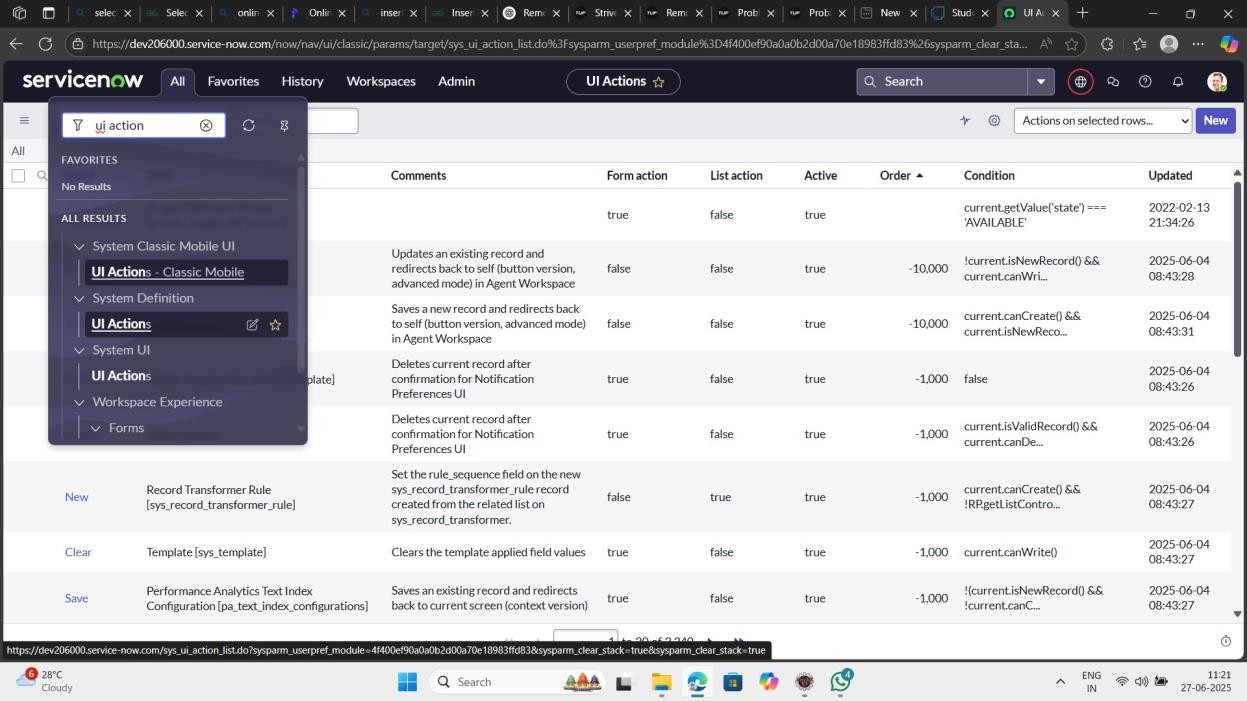




### 

### 4.Create ui action

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



1. Click on new
2. Fill the following details to create ui action

Table: shopping cart(sc\_cart)

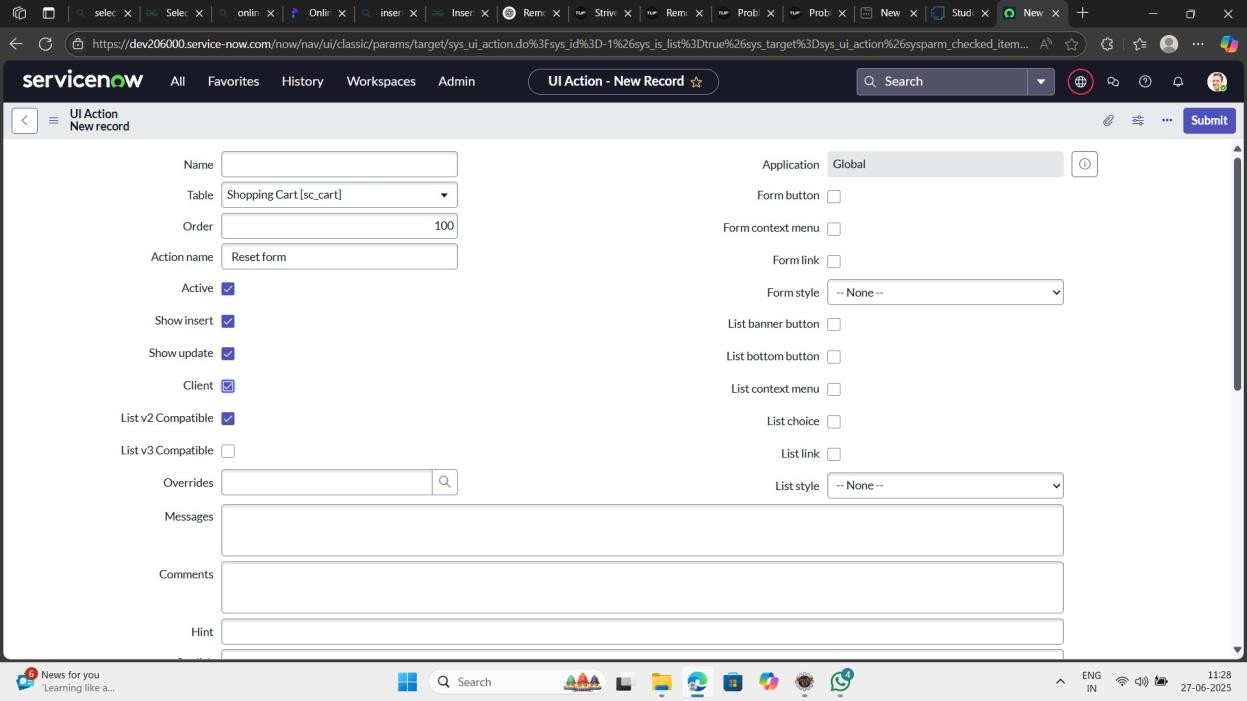
Order:100



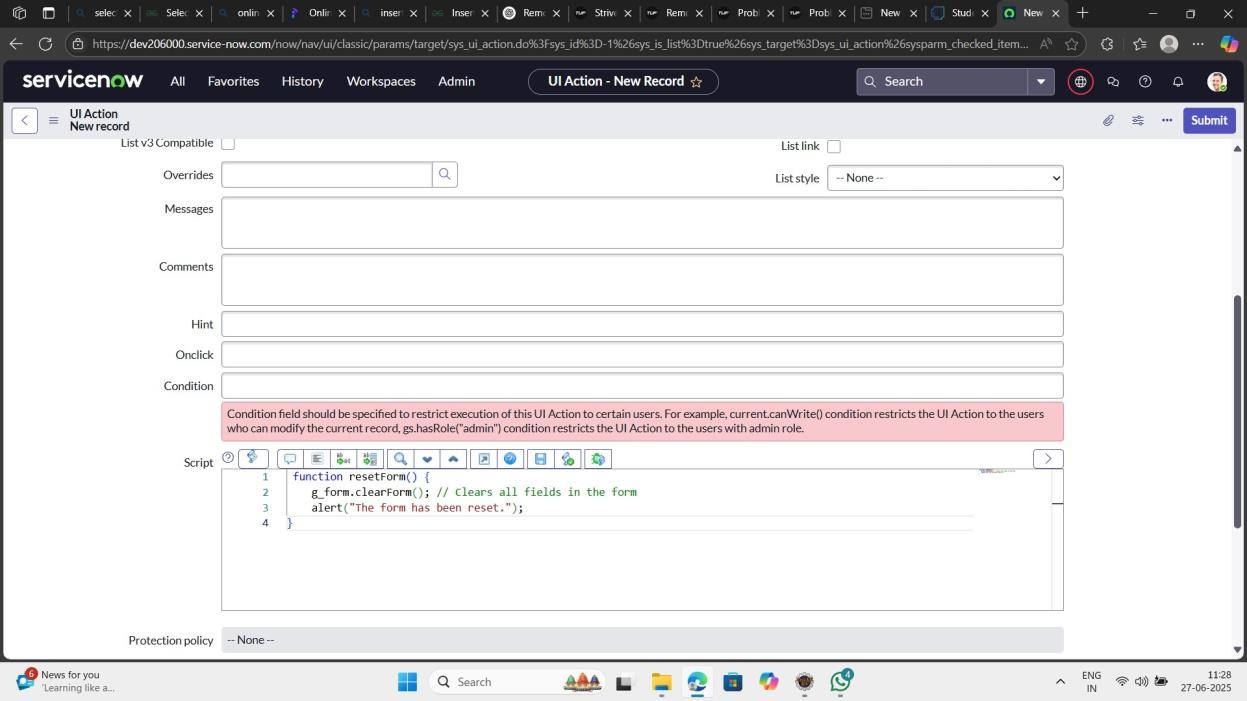
Action name: Reset form Client : checked Script: function resetForm() { g\_form.clearForm(); // Clears all fields in the form alert("The form has been reset.");

}

Click on save



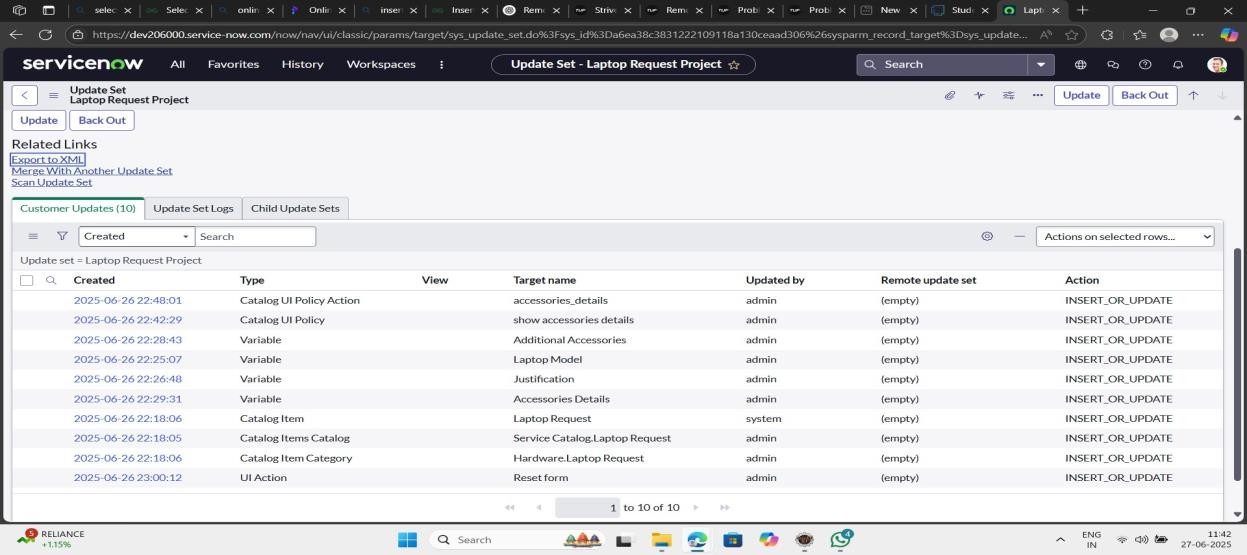
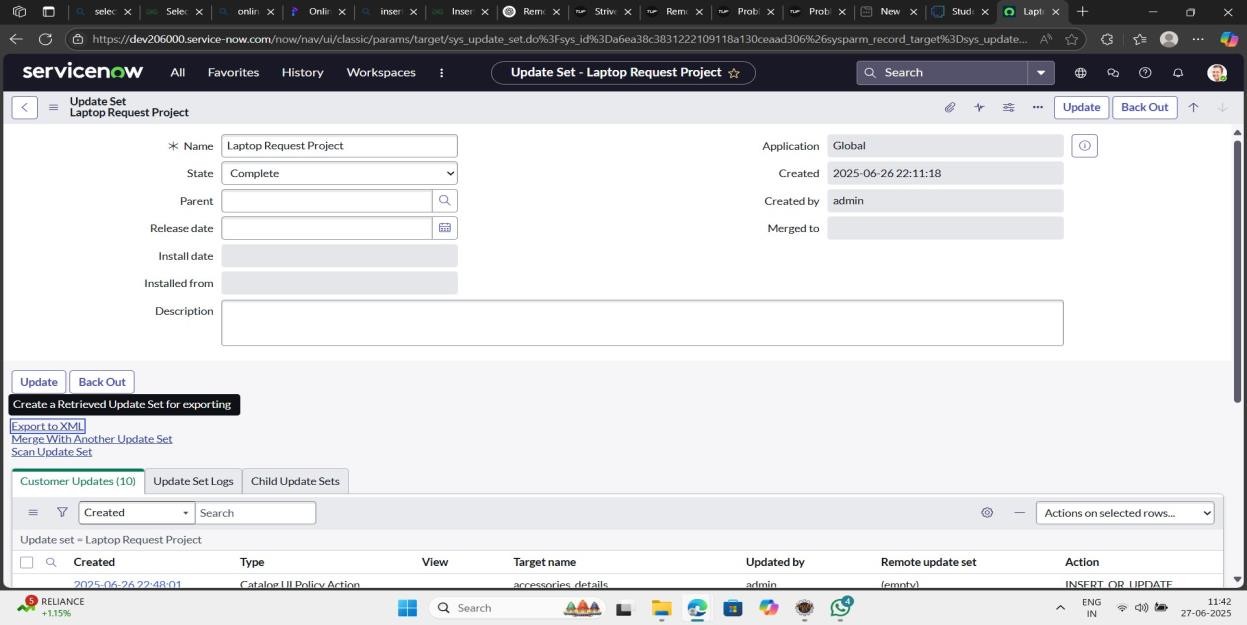




### 5.Exporting changes to another instances

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

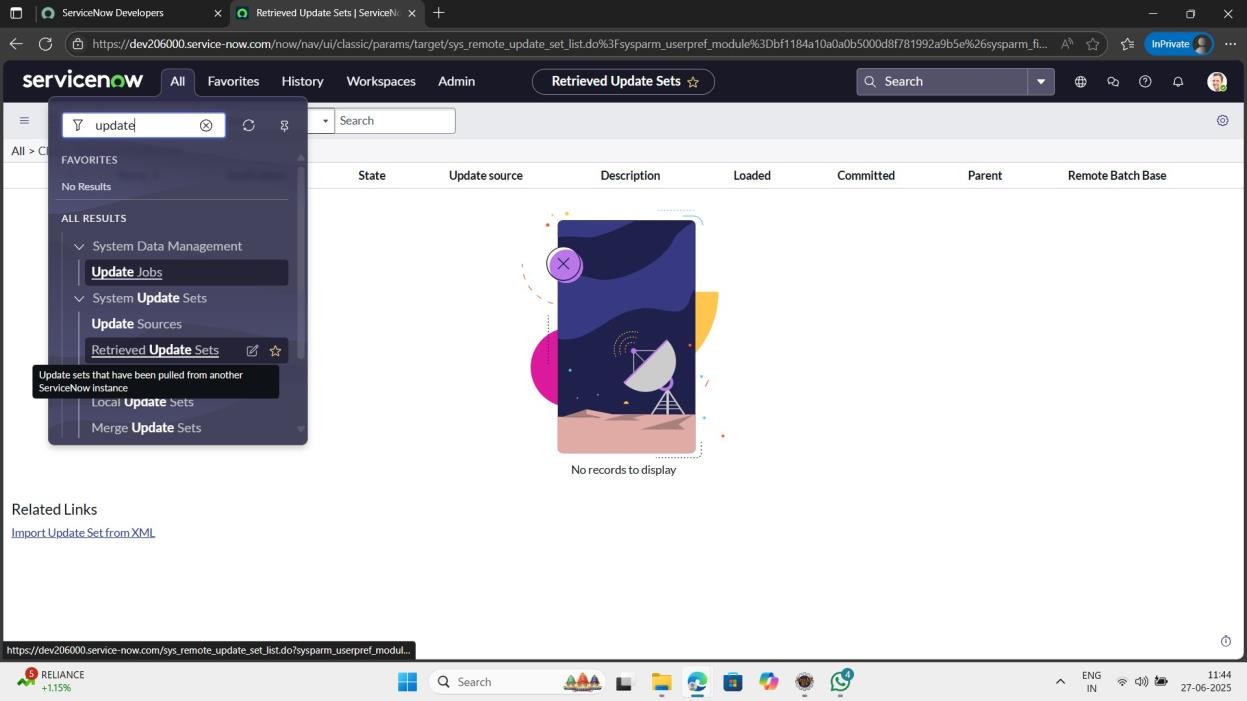






### 6.Retrieving the update set

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

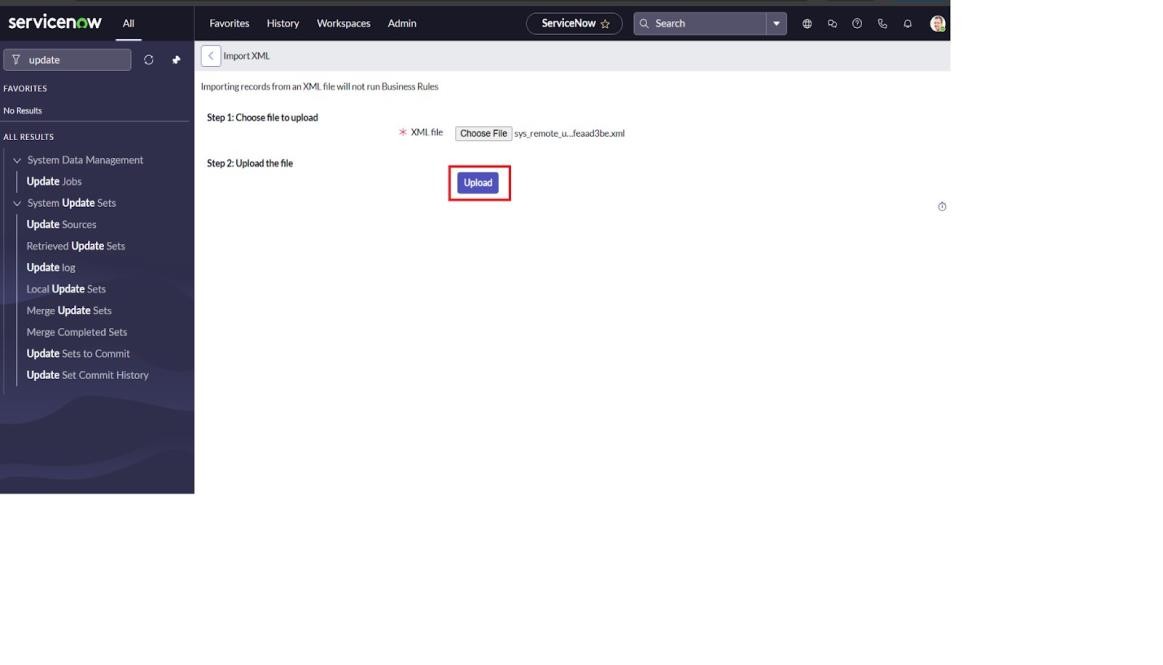


1. It open retrieved update set list and scroll down
2. Click on Import update set from XML
3. Upload the downloaded file in XML file
4. Click on Upload and it gets uploaded.









1. Open retrieved update set ‘laptop request project’
2. Click on preview update set







A screenshot of a computer

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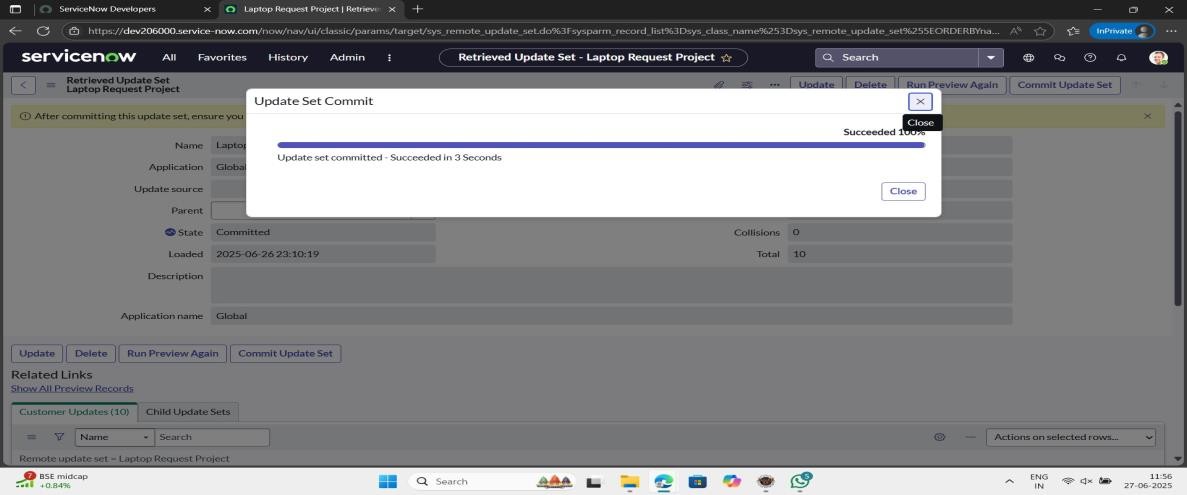
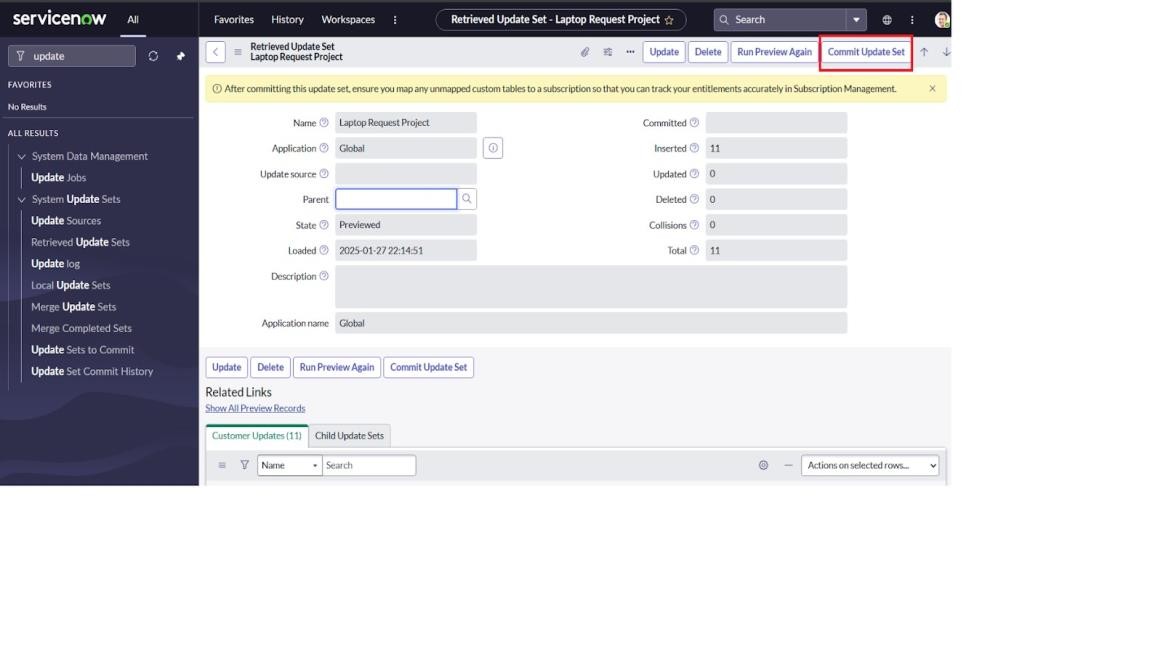
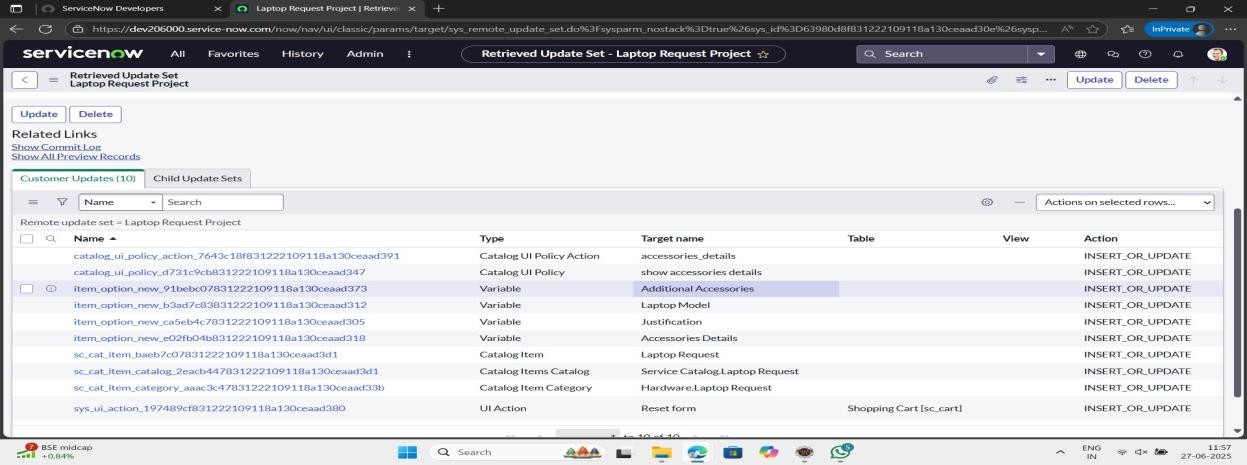
1. And click on commit update set
2. And also see the related tab updates
3. After commiting update set in this instance we get all updates which are done in the previous instance









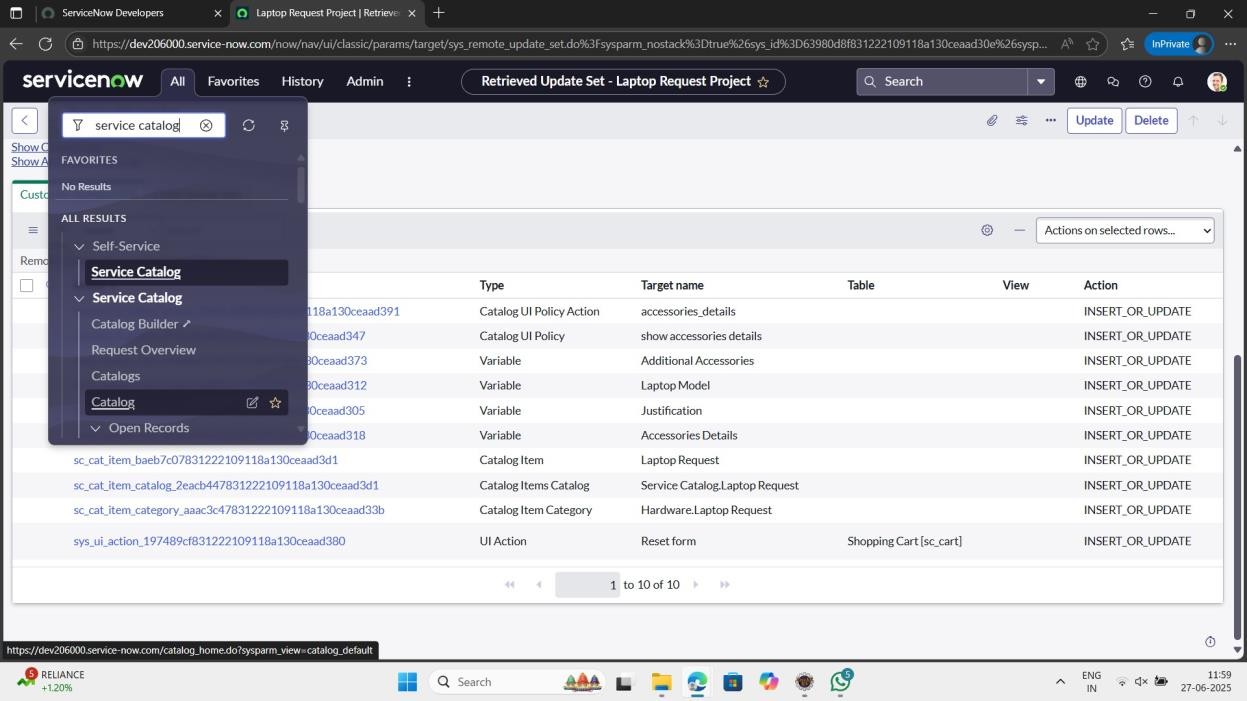


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### 7.Test Catalog Item

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

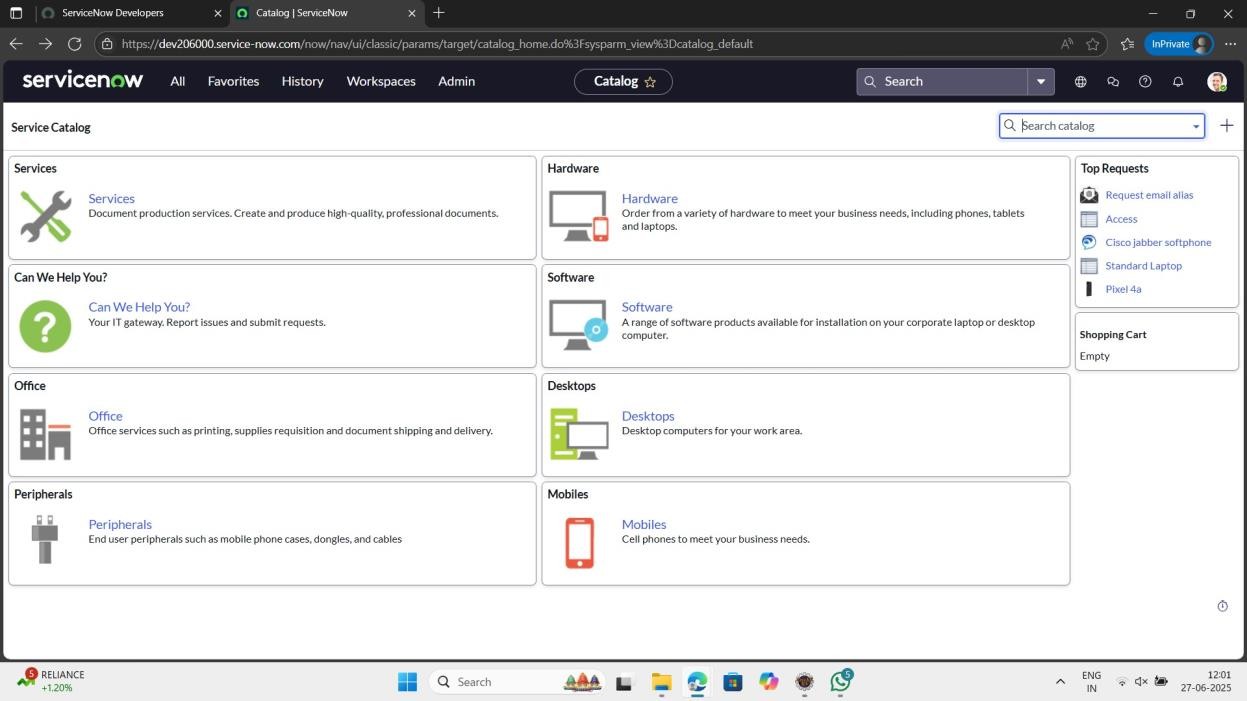


1. Select hardware category and search for ‘laptop request’ item

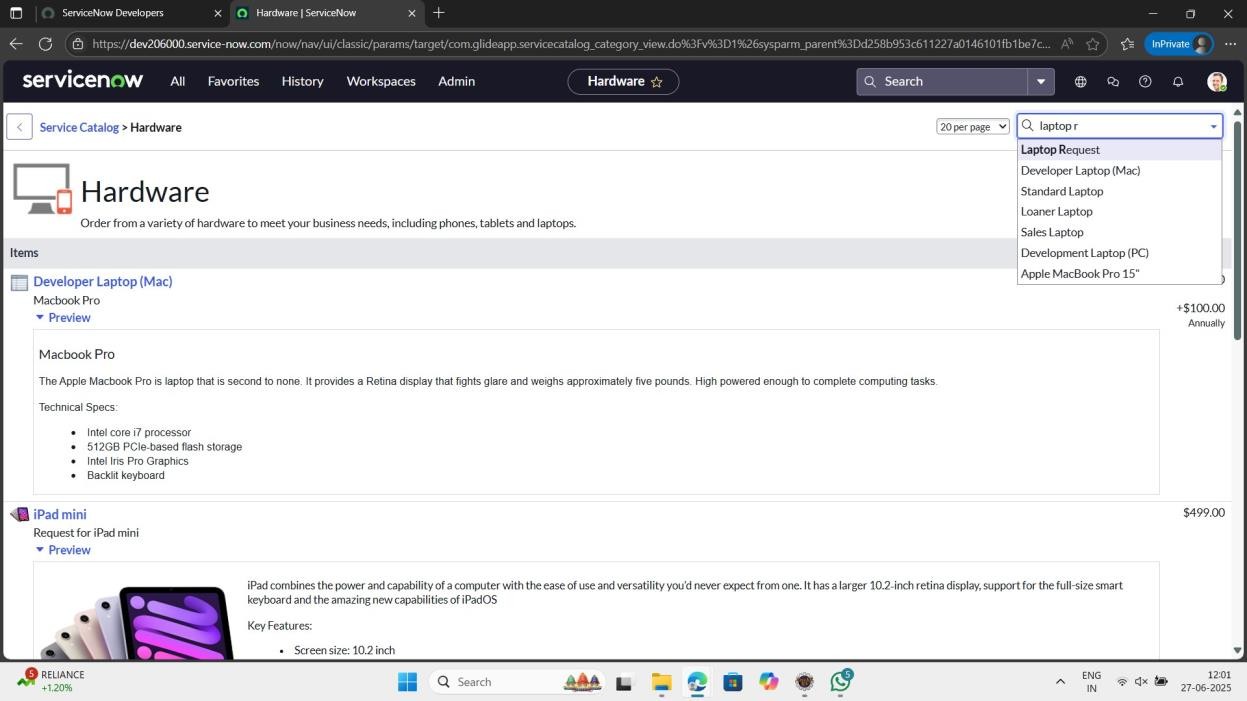






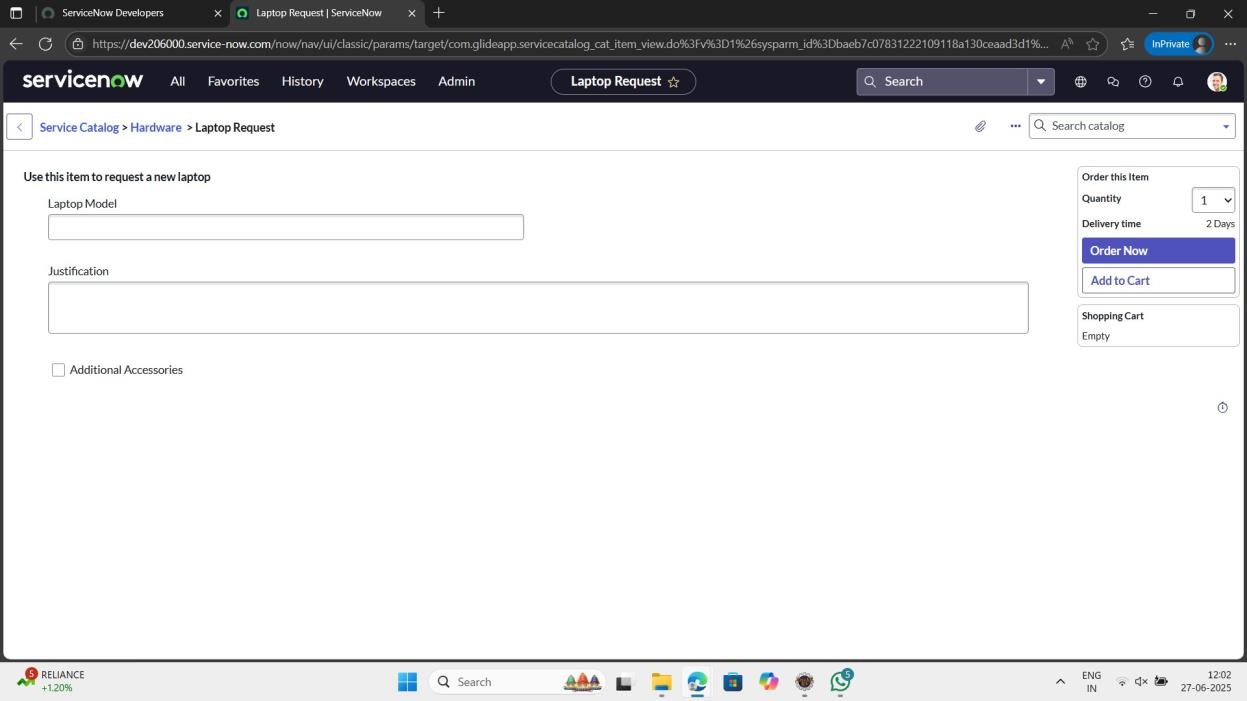


1. Select laptop request item and open it





1. It shows three variables only



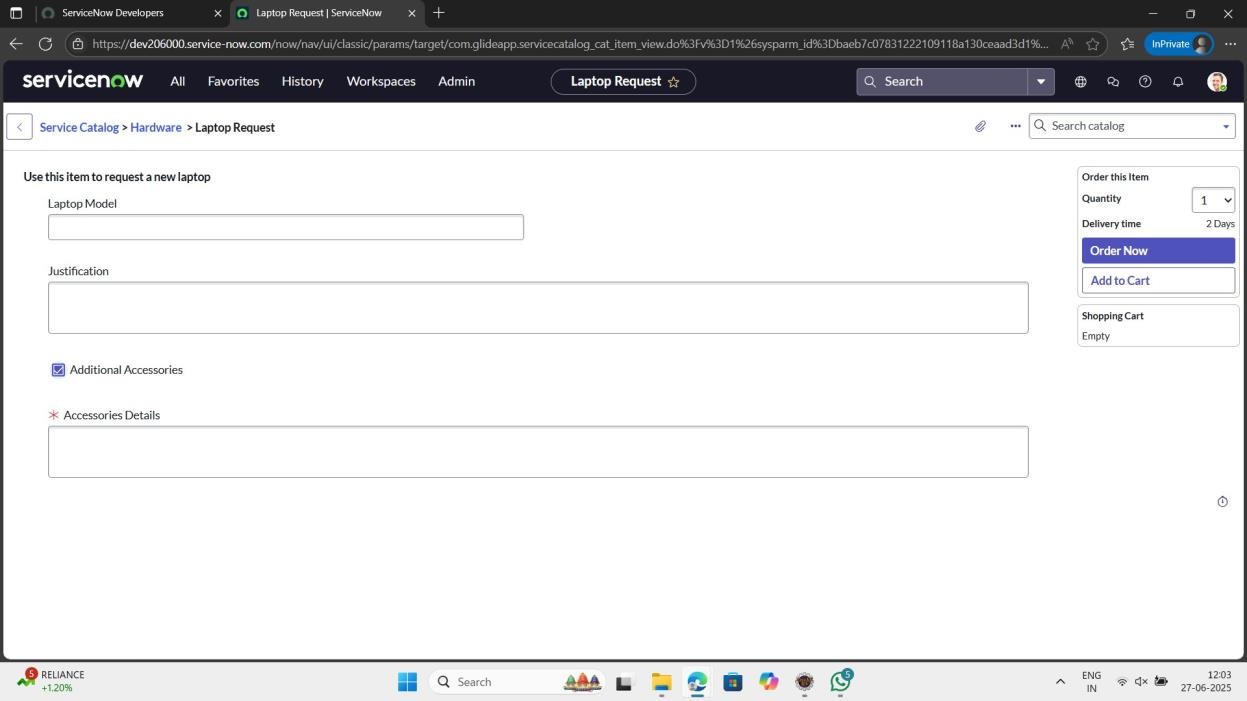
1. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
2. Now see the results,it fulfills our requirements.











### 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.