

# 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.

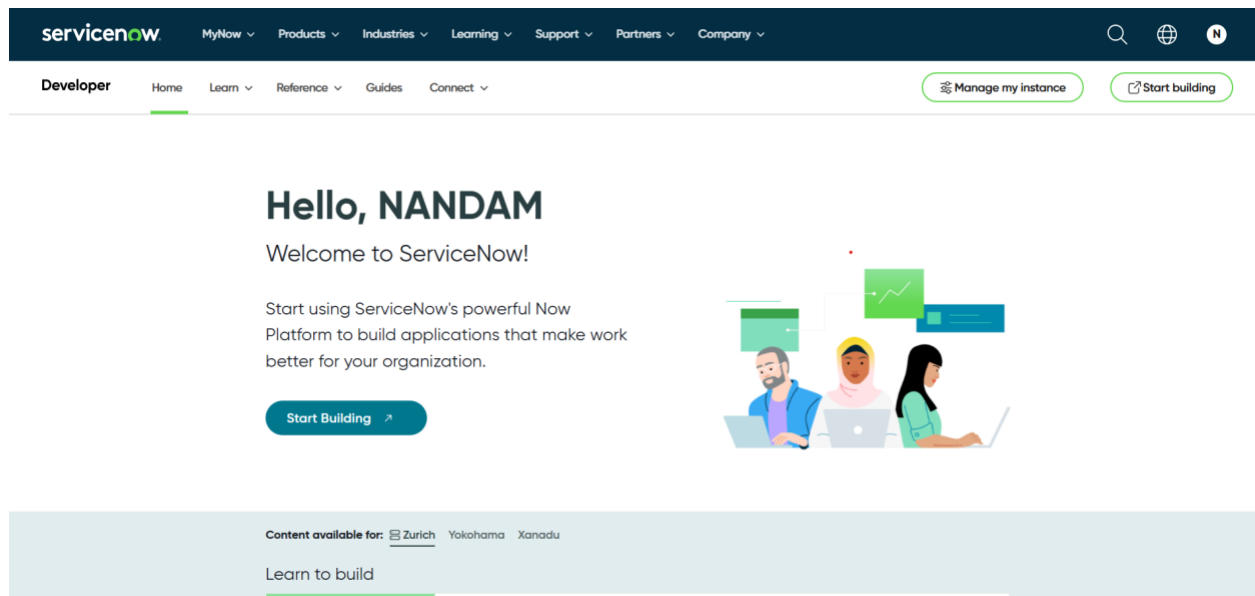
## Setting Up the ServiceNow Instance

### Sign Up for a Developer Account

- Visit the ServiceNow Developer Portal at <https://developer.servicenow.com>.
- Create a new developer account by providing the required information.

### Request a Personal Developer Instance

- Log in to your developer account.
- Navigate to the “Manage > Instance” section.
- Click “Request Instance” and choose the latest available release.



## 1. Create Local Update Set

### Steps:

1. Open ServiceNow instance.
2. Navigate to: All → Update Sets → Local Update Sets
3. Click on New.
4. Fill in the following details: o Name: Laptop Request
5. Click Submit.
6. Click Make Current on the created update set.

Note: Perform all actions under this "Laptop Request" update set only.

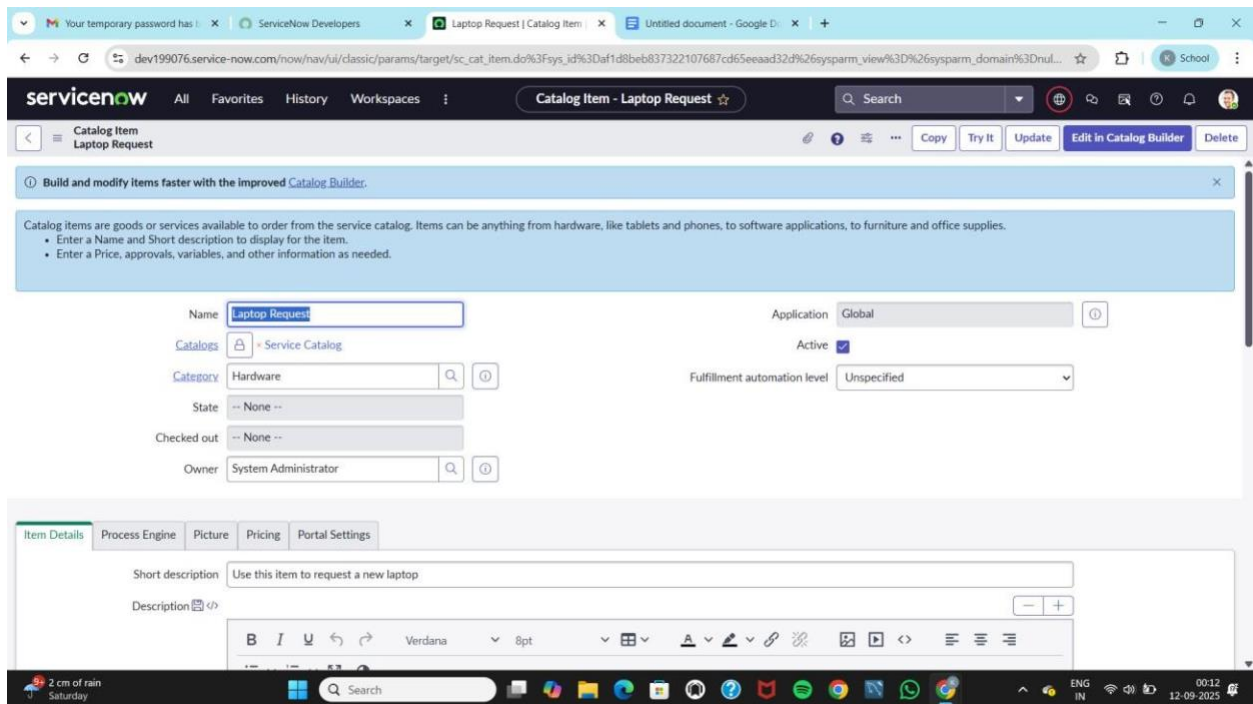
ServiceNow Update Sets interface showing a list of update sets. The table below represents the data visible in the screenshot:

Name	Application	State	Installed from	Created	Created by
CB_Standard items in Service Catalog_lph...	Global	Complete		2025-08-25 00:00:54	admin
Default	Security Center	In progress		2025-03-06 03:19:30	system
Default	Pipeline	In progress		2025-08-07 09:26:55	system
Default	Global	In progress		2025-03-06 01:14:36	system
Default	Now Assist Troubleshooting	In progress		2025-03-06 03:20:41	admin
DevChanges	Global	Complete		2025-08-13 10:42:09	admin
Laptop Request	Global	In progress		2025-09-11 11:39:05	admin

## 2. Create Service Catalog Item

### Steps

1. Go to: All → Service Catalog → Maintain Items
2. Click on New.
3. Fill in the form:
  - Name: Laptop Request
  - Catalog: Service Catalog
  - Category: Hardware
  - Short Description: Use this item to request a new laptop
4. Click Save (not Submit).



### 3. Add Variables

#### Step 1:

1. After saving the Laptop Request catalog item, scroll down to the Variables related list (at the bottom of the form).
2. Click on the New button to add a variable.
3. Add the first variable with the following details:
  - Variable Name: Laptop Model
  - Type: Single Line Text
  - Name: laptop\_model

→ Order: 100

4. Click Submit.

The screenshot shows the ServiceNow interface for configuring a variable named 'Laptop Model'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The variable is currently set to 'Global' and 'Single Line Text' type. The 'Catalog item' is set to 'Laptop Request'. The 'Order' field is empty. The 'Active' checkbox is checked. Below the variable configuration, there is a 'Question' tab selected, showing a text area for the question and fields for 'Name' (laptop\_model), 'Conversational label', 'Tooltip', and 'Example Text'. The bottom of the screen shows the Windows taskbar with the date and time as 12-09-2025, 00:16.

ServiceNow Variable - Laptop Model

Application: Global

Type: Single Line Text

Catalog item: Laptop Request

Order:

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

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

\* Question: Laptop Model

\* Name: laptop\_model

Conversational label:

Tooltip:

Example Text:

Copy Update Delete

Related Links

Run Point Scan

(SNL) (1) Versions (1)

## Step 2:

Repeat the same process to add the remaining variables one by one:

### Variable 2

- **Variable Name:** Justification
- **Type:** Multi Line Text
- **Name:** justification
- **Order:** 200
- Click **Submit**.

### Variable 3

- **Variable Name:** Additional Accessories
- **Type:** Checkbox
- **Name:** additional\_accessories
- **Order:** 300
- Click **Submit**.
- 

### Variable 4

- **Variable Name:** Accessories Details
- **Type:** Multi Line Text
- **Name:** accessories\_details
- **Order:** 400
- Click **Submit**.

The screenshot shows the ServiceNow interface for a 'Catalog Item - Laptop Request'. The 'Assigned Topics' section is active, displaying a table of variables. The table has columns for 'Type', 'Question', and 'Order'. The variables listed are:

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

The interface also shows a search bar, a 'New' button, and a status bar at the bottom indicating the current date and time.

### Step 3:

Once all variables are added, click Save on the Laptop Request catalog item form to save the item along with its variables.

## 4. Create Catalog UI Policy

### Steps:

1. Navigate to:  
**All → Service Catalog → Maintain Items**
2. Open the Laptop Request catalog item.
3. Scroll down to **Catalog UI Policies** (Related List).
4. Click on **New**.
5. Fill the form:
  - **Short Description:** Show Accessories Details
  - **When to Apply:**  
**Field:** additional\_accessories  
**Operator:** is  
**Value:** true
6. Click **Save** (do not submit yet).

The screenshot shows the ServiceNow interface for creating a new Catalog UI Policy. The browser address bar shows the URL: `dev199076.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D4a47ef837322107687cd65eead399%26sysparm_view%3D%26sysparm_domain%3D...`. The page title is "Catalog UI Policy - Show Accessories Details".

**Applies to:** A Catalog Item (dropdown menu)  
\* Catalog item: Laptop Request (text field with search icon)  
\* Short description: Show Accessories Details (text field)

**Application:** Global (dropdown menu)  
**Active:** ☒

**When to Apply** (tab selected) | Script (tab)  
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:** ☐

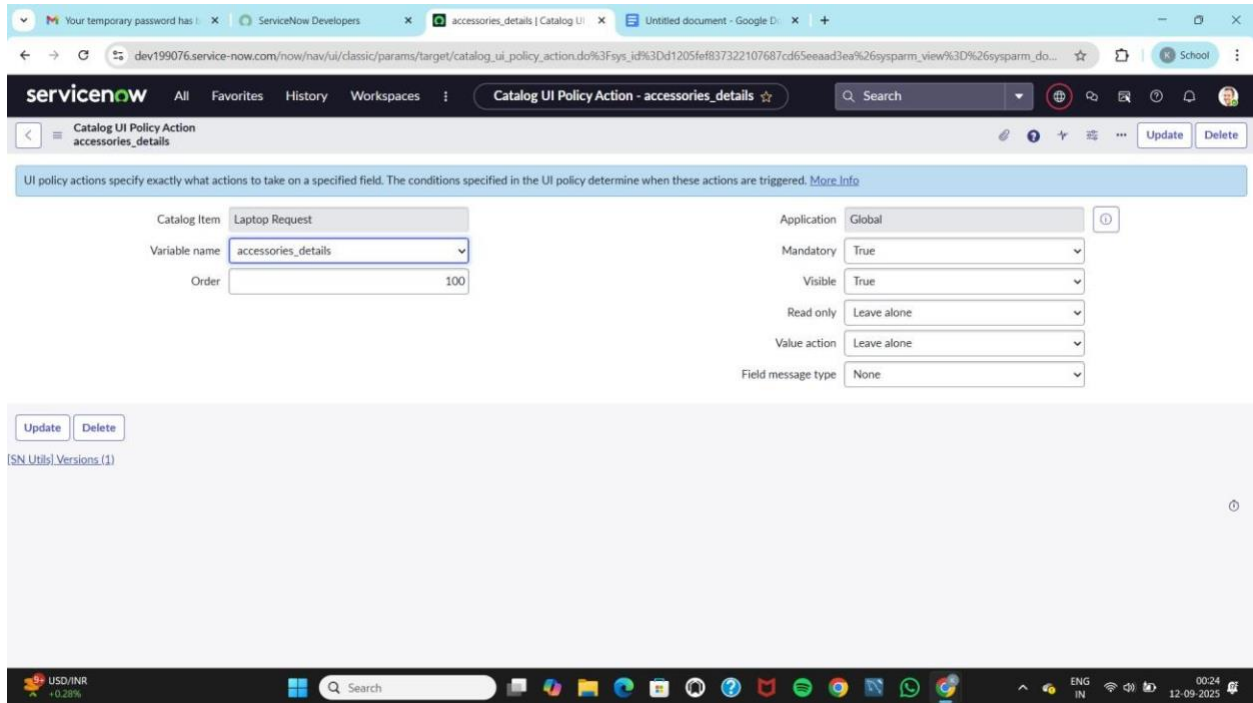
**On load:** ☒  
Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form  
Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

## 5. Create Catalog UI Policy Action

### Steps:

1. In the same UI Policy form, scroll to **Catalog UI Policy Actions**.
2. Click **New**.
3. Fill in the form:
  - Variable Name:** accessories\_details
  - Order:** 100 o **Mandatory:** True
  - Visible:** True
4. Click **Save**.
5. Then click **Save** again on the UI Policy form.





## 6. Create UI Action (Reset Button)

### Steps:

1. Navigate to:

**All → System Definition → UI Actions**

2. Click on **New**.

3. Fill in the following:

- **Table:** sc\_cart (Shopping 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.");
}
```

#### 4. Click **Save**.

The screenshot shows the ServiceNow UI Action configuration interface. The browser address bar displays the URL: `dev199076.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3Df750d32383b322107687cd65eead360%26sysparm_view%3D%26sysparm_domain%3Dn...`. The page title is "UI Action - Reset form". The configuration fields are as follows:

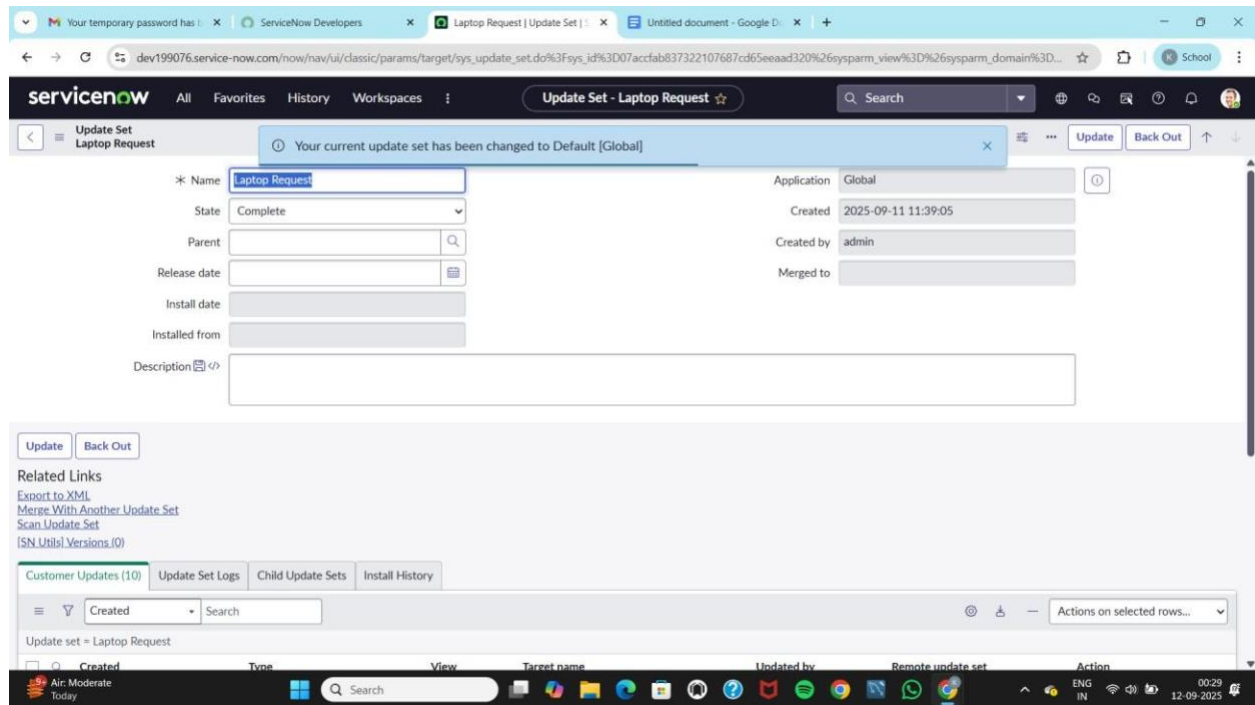
- Name:** Reset form
- Table:** Shopping Cart [sc\_cart]
- Order:** 100
- Action name:** Reset form
- Active:** ☒
- Show insert:** ☒
- Show update:** ☒
- Client:** ☒
- List v2 Compatible:** ☒
- List v3 Compatible:** ☐
- Overrides:** (empty search field)
- Messages:** (empty text area)
- Comments:** (empty text area)
- Hint:** (empty text area)
- Application:** Global
- Form button:** ☐
- Form context menu:** ☐
- Form link:** ☐
- Form style:** -- None --
- List banner button:** ☐
- List bottom button:** ☐
- List context menu:** ☐
- List choice:** ☐
- List link:** ☐
- List style:** -- None --

The bottom of the screen shows a Windows taskbar with the date and time: 00:26 12-09-2023.

## 7. Export Update Set to XML

### Steps:

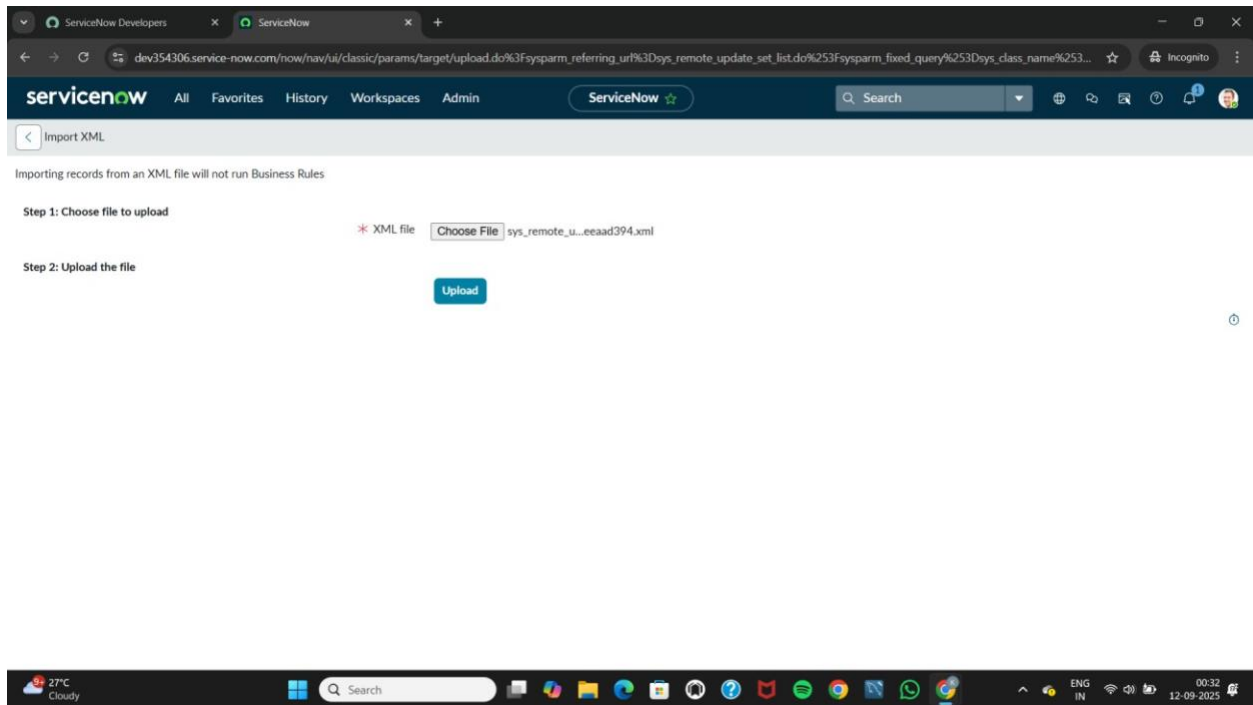
1. Navigate to:  
**All → Update Sets → Local Update Sets**
2. Open the update set: Laptop Request.
3. Set State to: **Complete**.
4. In the **Updates** related list tab, review all updates.
5. Click **Export to XML** to download the update set.



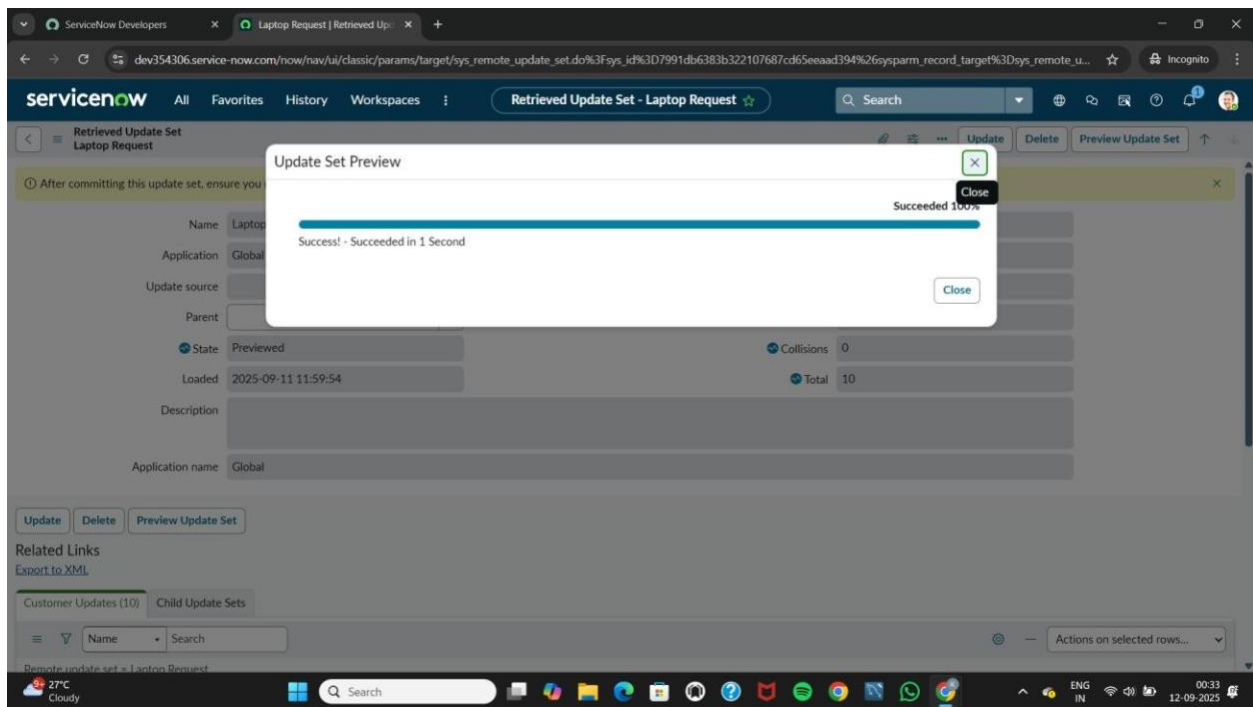
## 8. Retrieve Update Set in Another Instance

### Steps:

1. Open another ServiceNow instance in **Incognito Mode**.
2. Login with valid credentials.
3. Navigate to:  
**All → Update Sets → Retrieved Update Sets**
4. Click **Import Update Set from XML**.
5. Upload the previously downloaded .xml file.
6. Click **Upload**.



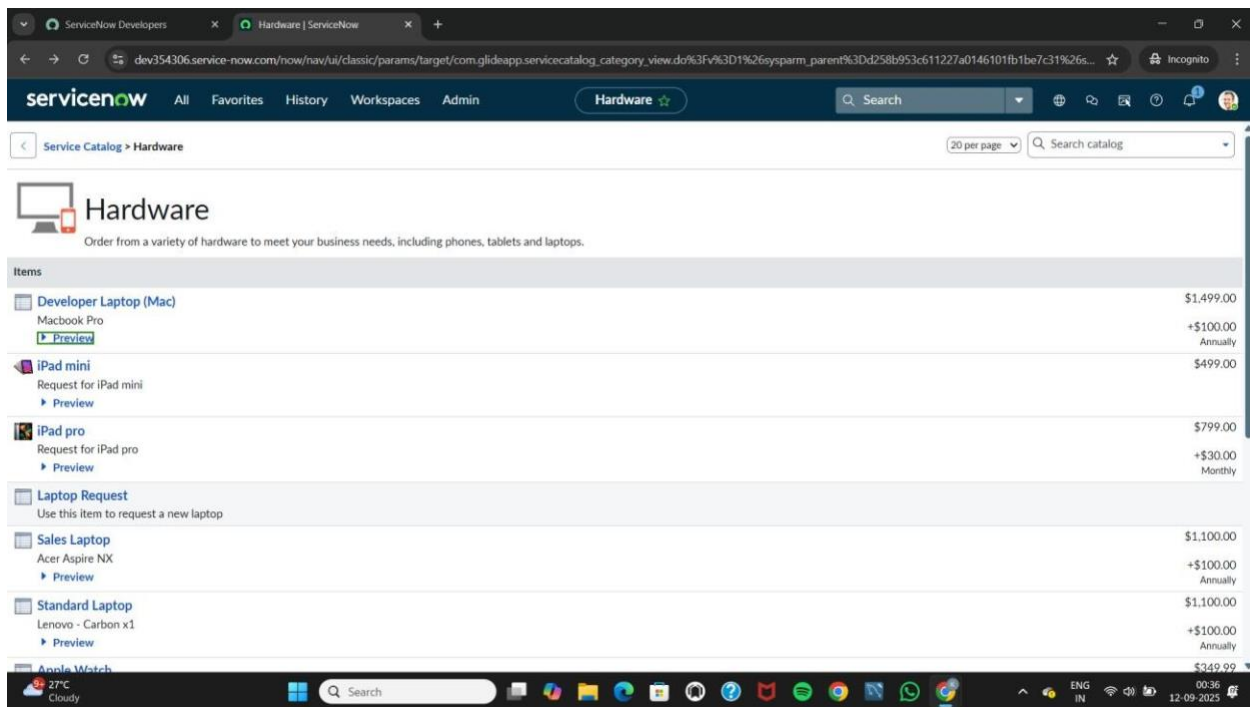
7. Open the uploaded set Laptop Request Project.
8. Click **Preview Update Set**.
9. Click **Commit Update Set**.
10. Review all related **Updates** tab.



## 9. Test the Catalog Item

### Steps:

1. In the **Target Instance**, navigate to:  
**All → Service Catalog → Catalog**
2. Open **Hardware** category.
3. Search and open the item: Laptop Request.

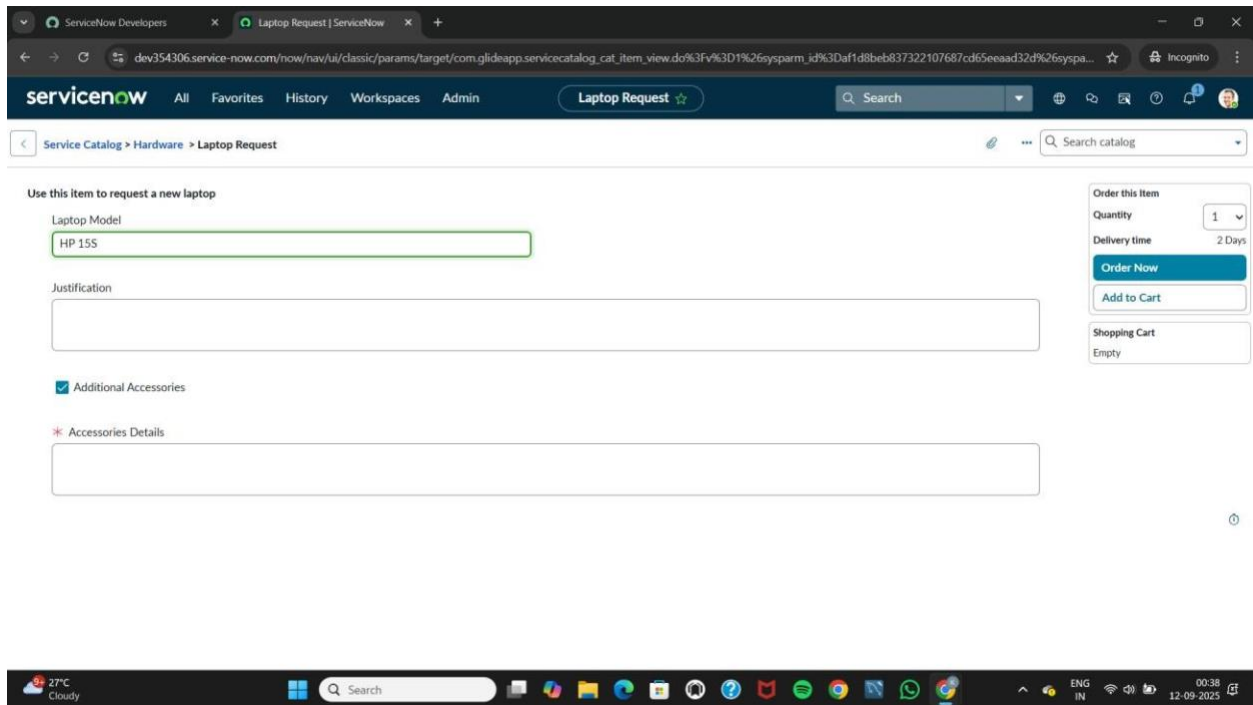


4. Observe the displayed variables:

- Laptop Model o Justification
- Additional Accessories

5. Scenario Test:

- **Check** the checkbox: Additional Accessories
- The field Accessories Details becomes **visible and mandatory**.



## 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.