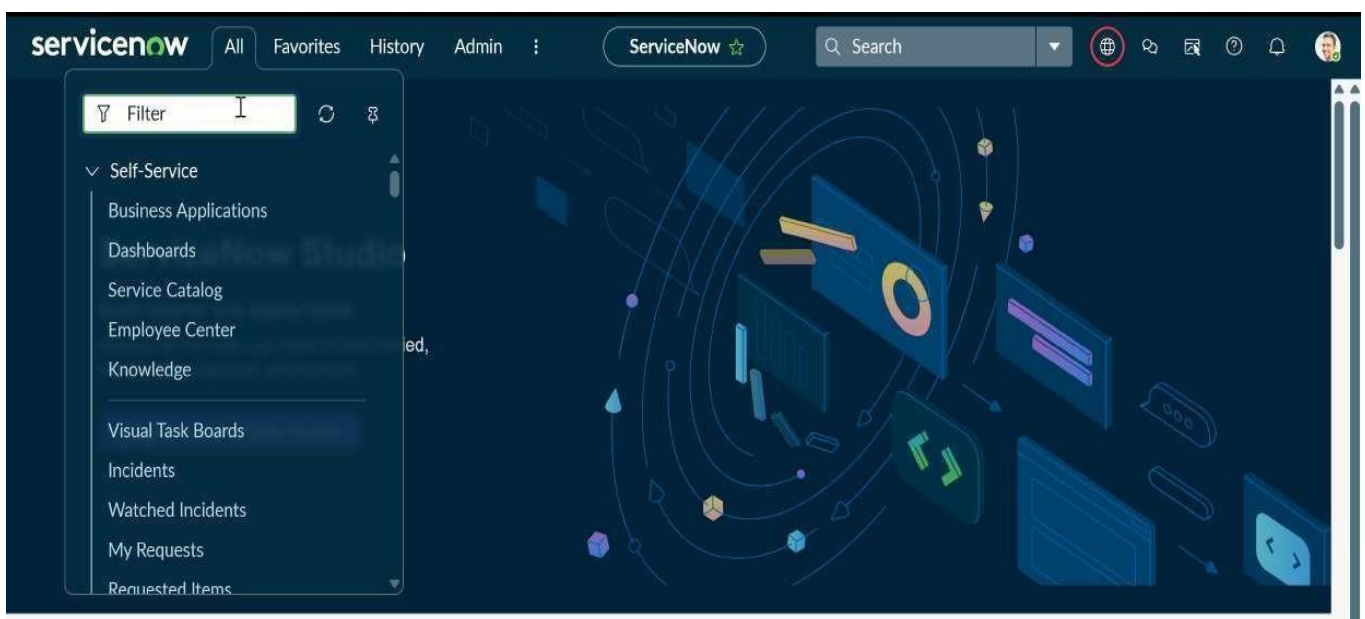


Laptop Request Catalog Item

Problem Statement:

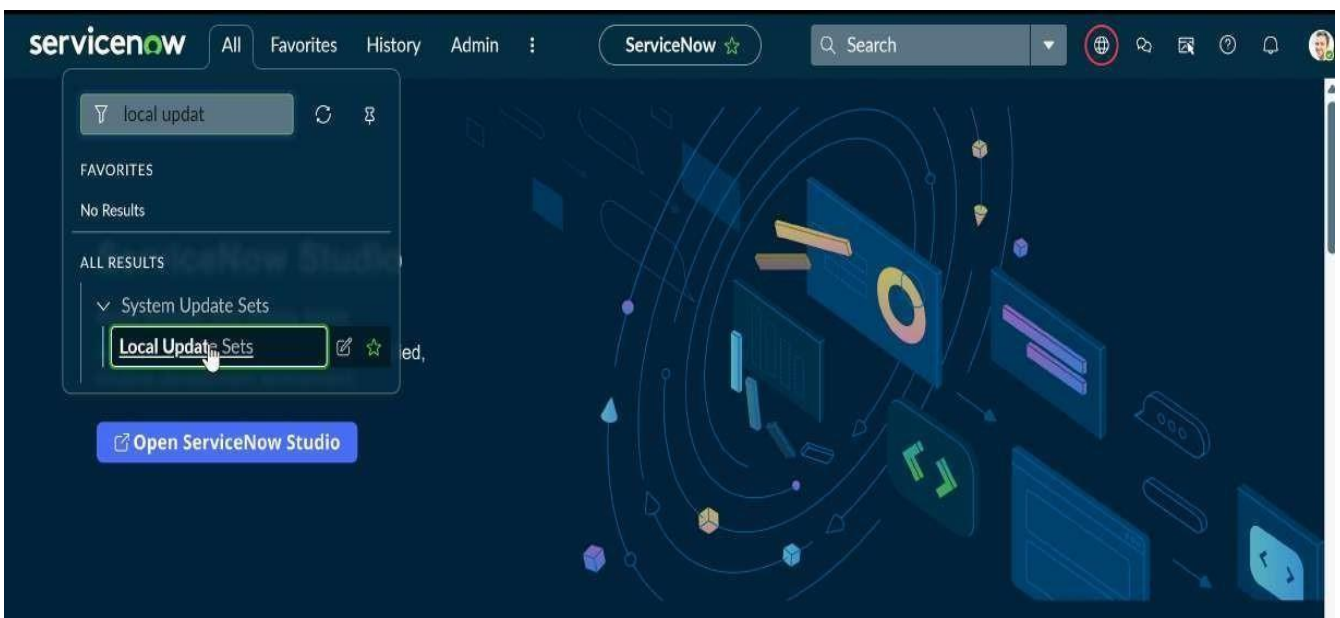
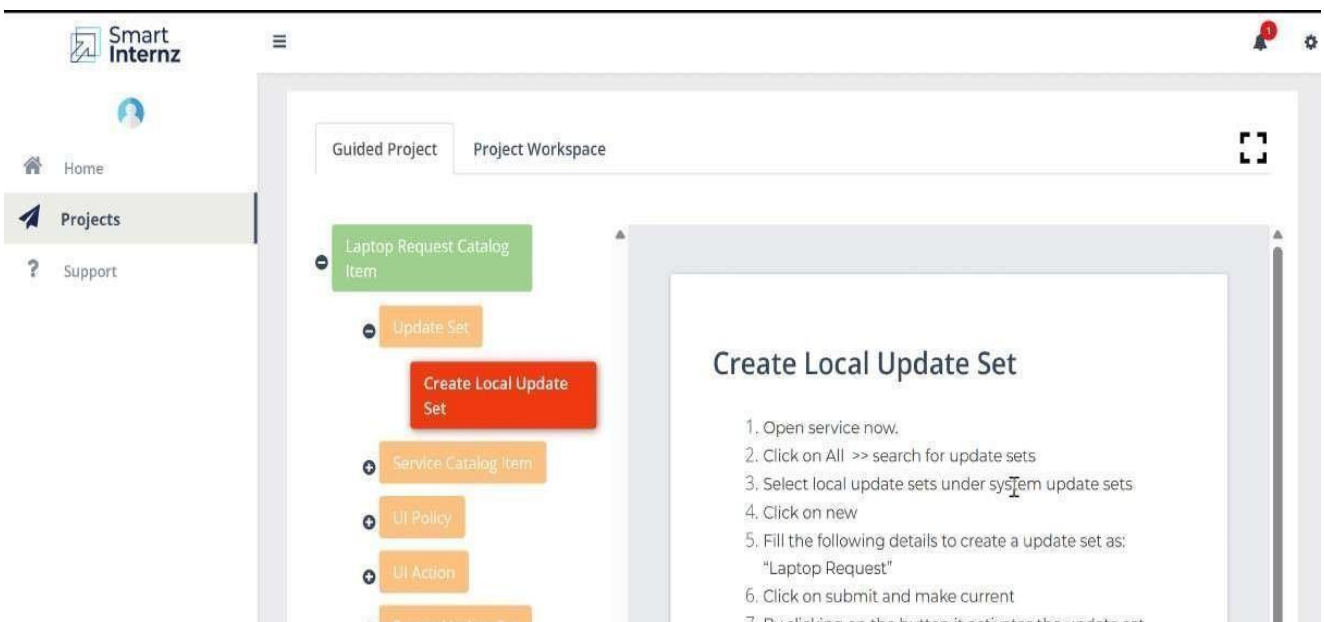
Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to 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.

1. Open service now.
2. And log in to the service now using your given ID and password
3. Once it's over
4. Then, open Naan Muthalvan home page in the browser
5. Here, log in and move to the guided project



STEP 1: Create Local Update set

1. Now in service now, at the top left corner, you can see All
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 to make the current changes.
7. By clicking the button, it activates the update set.

servicenow All Favorites History Workspaces Admin Update Sets Search

Your current update set has been changed to Laptop Request [Global]

Actions on selected rows... New

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Now Assist Troubleshooting	In progress		2025-06-26 00:11:31	admin	(empty)	(empty)
Default	Global	In progress		2025-06-25 22:14:10	system	(empty)	(empty)
Default	Security Center	In progress		2025-06-26 00:10:48	system	(empty)	(empty)
Default	Pipeline	In progress		2025-10-28 07:23:43	system	(empty)	(empty)
Laptop Request	Global	In progress		2025-10-29 23:16:05	admin	(empty)	(empty)

Related Links

[Merge Update Sets](#)

1 to 5 of 5

STEP 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.

servicenow All Favorites History Workspaces : Update Set - Create New Update Set Search

Update Set New record

* Name Laptop Request Application Global

State In progress

Parent

Release date

Description

Submit Submit and Make Current

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

6. Click on 'SAVE'

STEP 3: Add variables

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

below Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

Create Local Update Set

Service Catalog Item

Create Service Catalog Item

Add Variables

UI Policy

UI Action

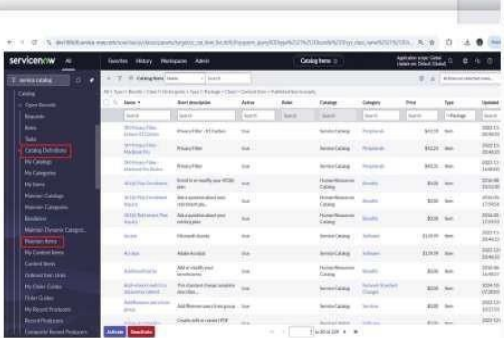
Export Update Set

Login To Another Instance

Testing

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.



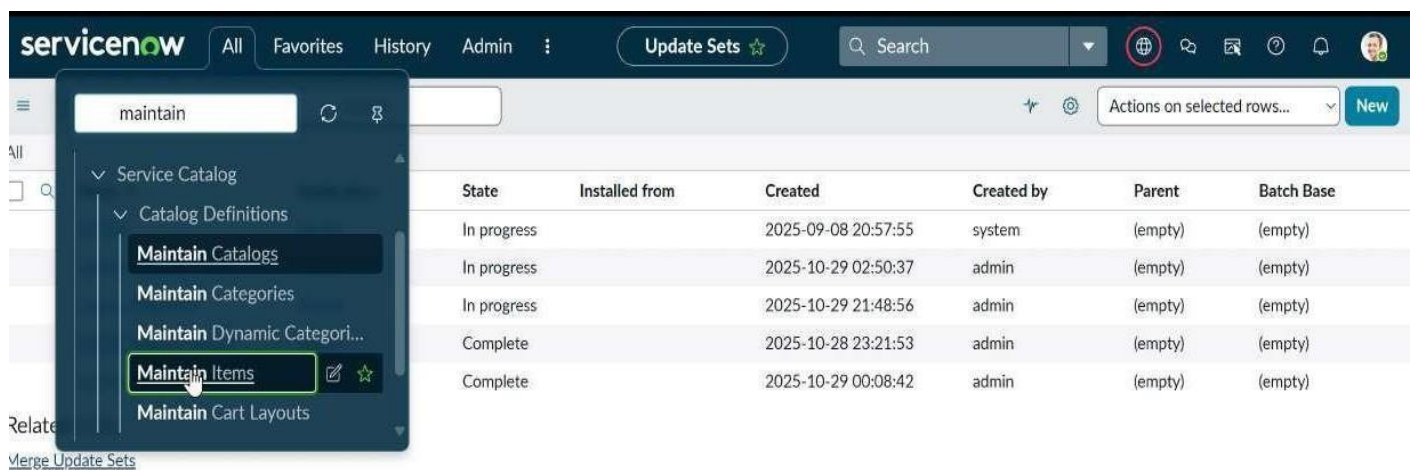
- Click on submit
- Again click on new and add Remaining variables in the above process

Do this same process for

2a. Variable 2:Justification

2b. Variable 3:Additional Accessories

2c. Variable 4: Accessories Details



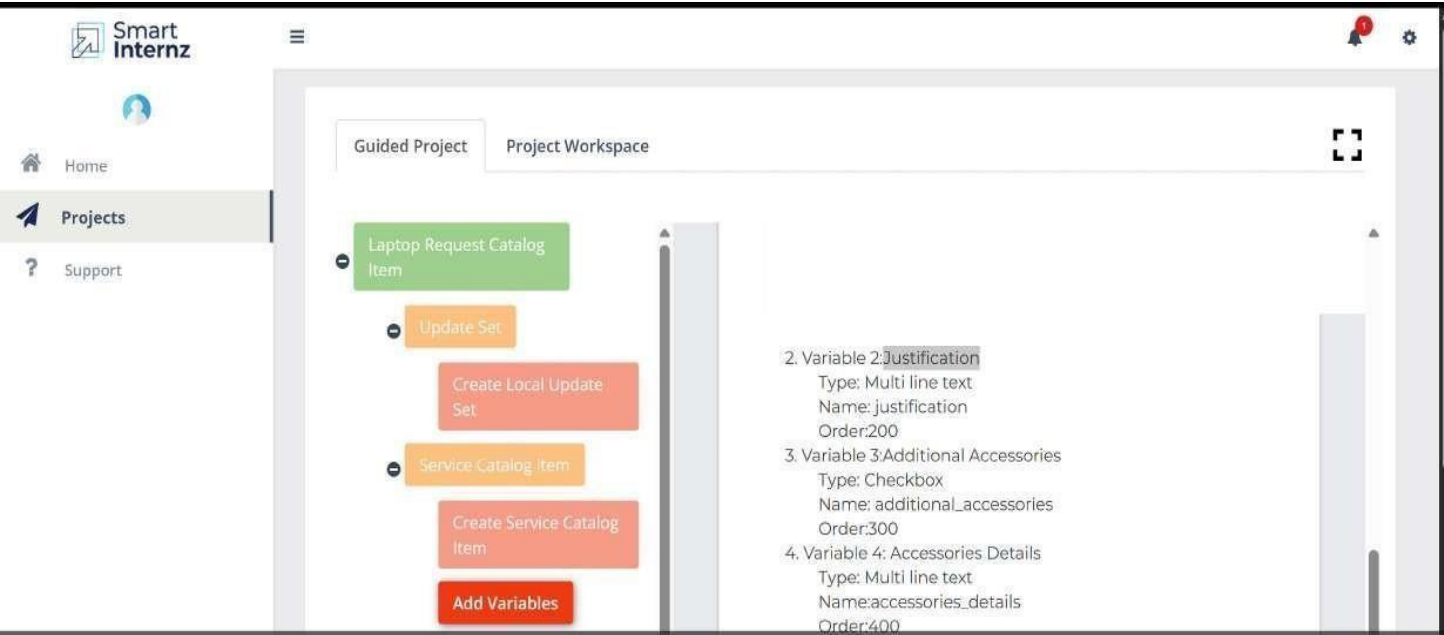
3. After adding above variable which are added to newly created catalog item

4. Then save the catalog item form

5. After adding above variable which are added to newly created catalog item

6. Then save the catalog item

servicenow All Favorites History Admin Catalog Items Search									
Catalog Items Name Search Actions on selected rows...									
All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty									
	Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
	3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
	3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
	3M Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
	Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
	Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
	Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-10-26 17:16:29
	Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33



STEP 4: 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"

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]



1. In the catalog ui policies related list tab click on new
2. Give short description as: show accessories details
3. Set the Catalog Condition in the related list tab 'when to apply'

[field: additional_ accessories, operator: is, value: true]

servicenow

AllFavoritesHistoryWorkspaces

Catalog Item - New Record

Search

SubmitTry It

Catalog ItemNew record

Build and modify items faster with the improved [Catalog Builder](#)

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name

Leotop Request

Application

Global

Catalogs

Service Catalog

Active

Active

Catalog

har

Fulfillment automation level

Unspecified

State

-- None --

Checked out

-- None --

Owner

System Administrator

Item Details

Process Engine

Picture

Pricing

Portal Settings

Short description

Description

VariableNew record

Submit

Question

Annotation

Type Specifications

Default Value

Auto-populate

Permission

Availability

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

* Question

Additional Accessories

* Name

accessories_details

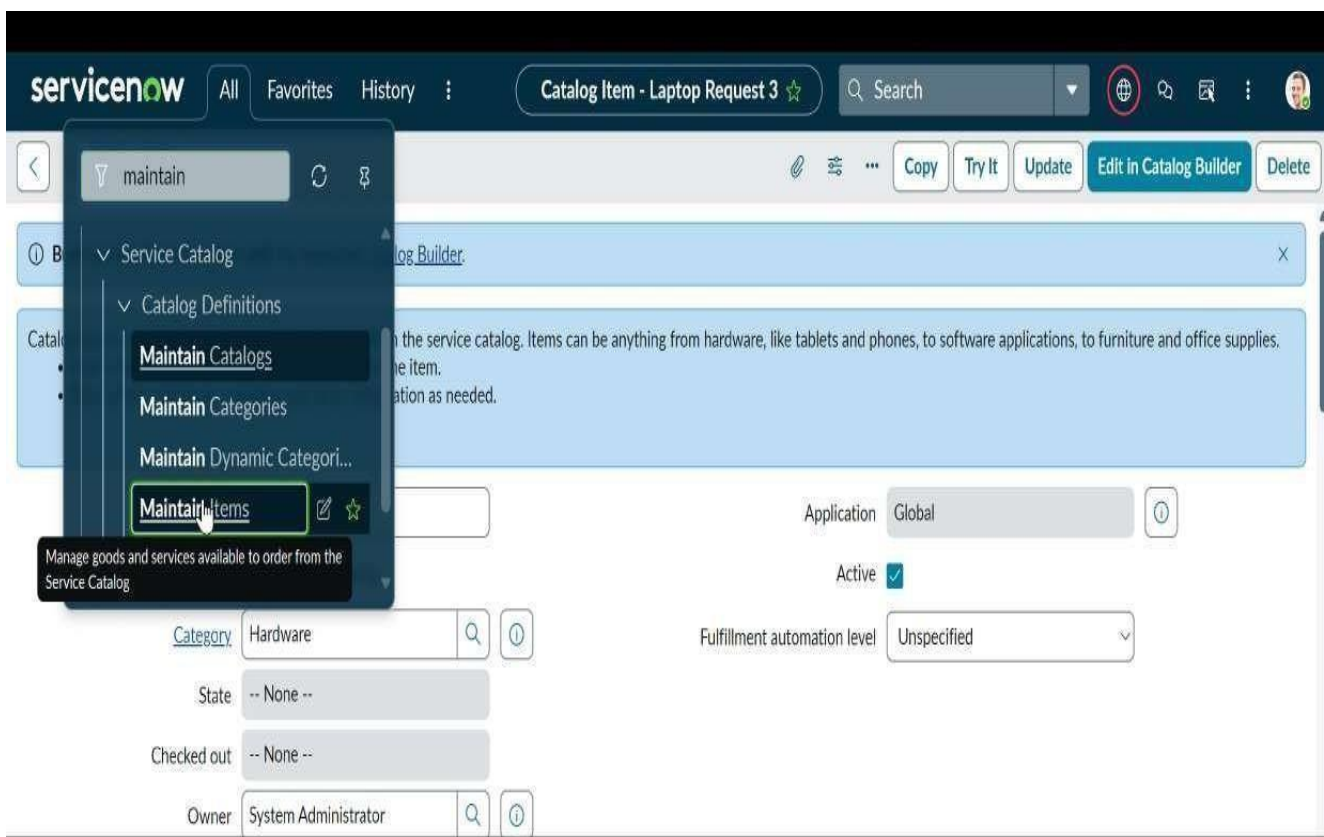
Conversational label

Tooltip

Example Text

Submit

1. Click on **save**.(do not click on submit)
2. Scroll down and select 'catalog ui action'
3. Then click on new button
4. Select variable name as: accessories_details
 - i. Order:100
 - ii. Mandatory: True
 - iii. Visible : True
5. Click on save and again click save button of the catalog ui policy form



servicenow All Favorites History : **Catalog UI Policy - New Record**

Search

Catalog UI Policy
New record **Submit**

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**

-- choose field -- -- oper -- -- value --

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 ☒

STEP 5: 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

servicenow All Favorites History : UI Action - New Record ☆ Search

UI Action New record Submit

Name

Table

Order

Action name

Active ☒

Show insert ☒

Show update ☒

Client ☐

Overrides

Application

Form button ☐

Form context menu ☐

Form link ☐

Form style

List banner button ☐

List bottom button ☐

List context menu ☐

List choice ☐

List link ☐

servicenow All Favorites History Admin : ServiceNow ☆ Search

Retrieved Update Sets Name Search Actions on selected rows...

All > Class = Retrieved Update Set

<input type="checkbox"/>	<input type="text"/>	Name ▲	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
<input type="checkbox"/>	<input type="text"/>	Laptop Request Project	Global	Committed	(empty)		2025-10-29 00:00:35	2025-10-29 00:08:42	(empty)	(empty)

Related Links

[Import Update Set from XML](#)

STEP 6: 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

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Now Assist Troubleshooting	In progress		2025-06-26 00:11:31	admin	(empty)	(empty)
Default	Global	In progress		2025-06-25 22:14:10	system	(empty)	(empty)
Default	Security Center	In progress		2025-06-26 00:10:48	system	(empty)	(empty)
Default	Pipeline	In progress		2025-10-28 07:23:43	system	(empty)	(empty)
Laptop Request	Global	In progress		2025-10-29 23:16:05	admin	(empty)	(empty)

STEP 7: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

servicenow All Favorites History Workspaces Admin Update Sets Search

Update Sets Name

Your current update set has been changed to Default [Global]

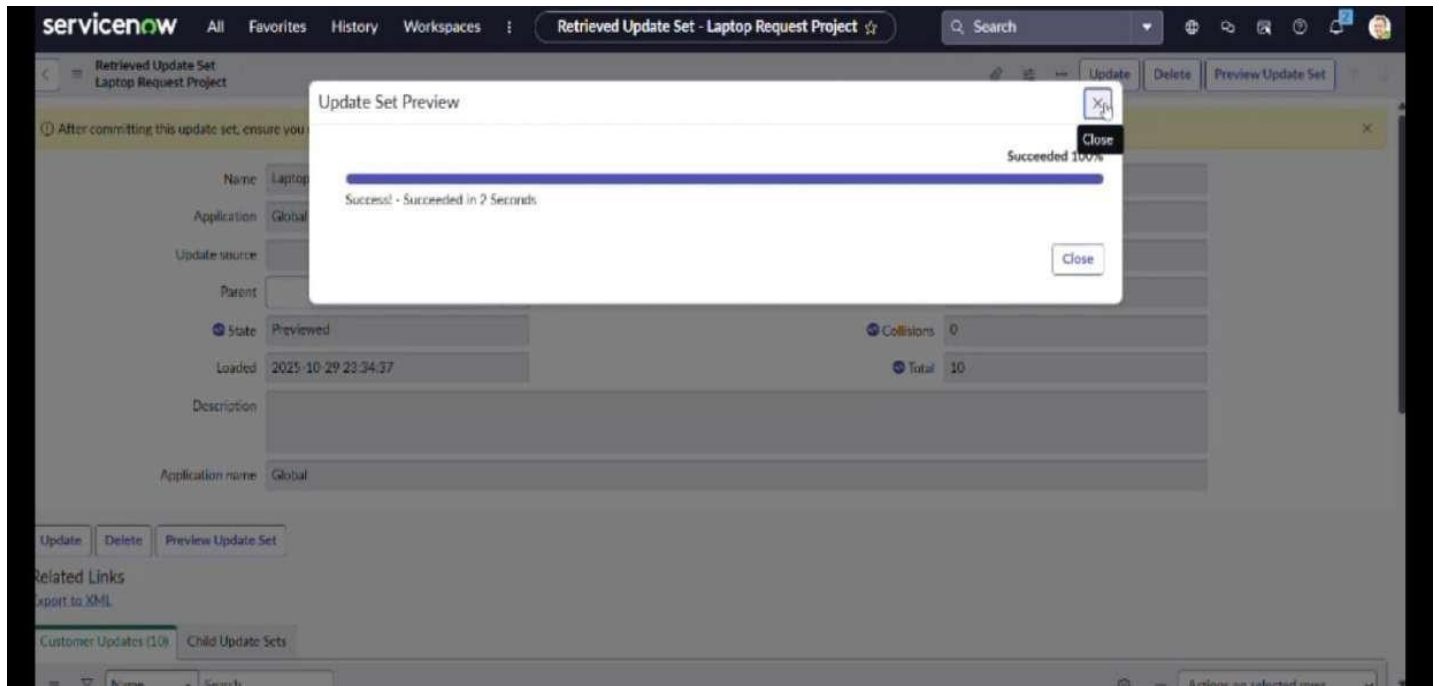
Actions on selected rows... New

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Now Assist Troubleshooting	In progress		2025-06-26 00:11:31	admin	(empty)	(empty)
Default	Global	In progress		2025-06-25 22:14:10	system	(empty)	(empty)
Default	Security Center	In progress		2025-06-26 00:10:48	system	(empty)	(empty)
Default	Pipeline	In progress		2025-10-28 07:23:43	system	(empty)	(empty)
Laptop Request Project	Global	Complete		2025-10-29 23:16:05	admin	(empty)	(empty)

Related Links

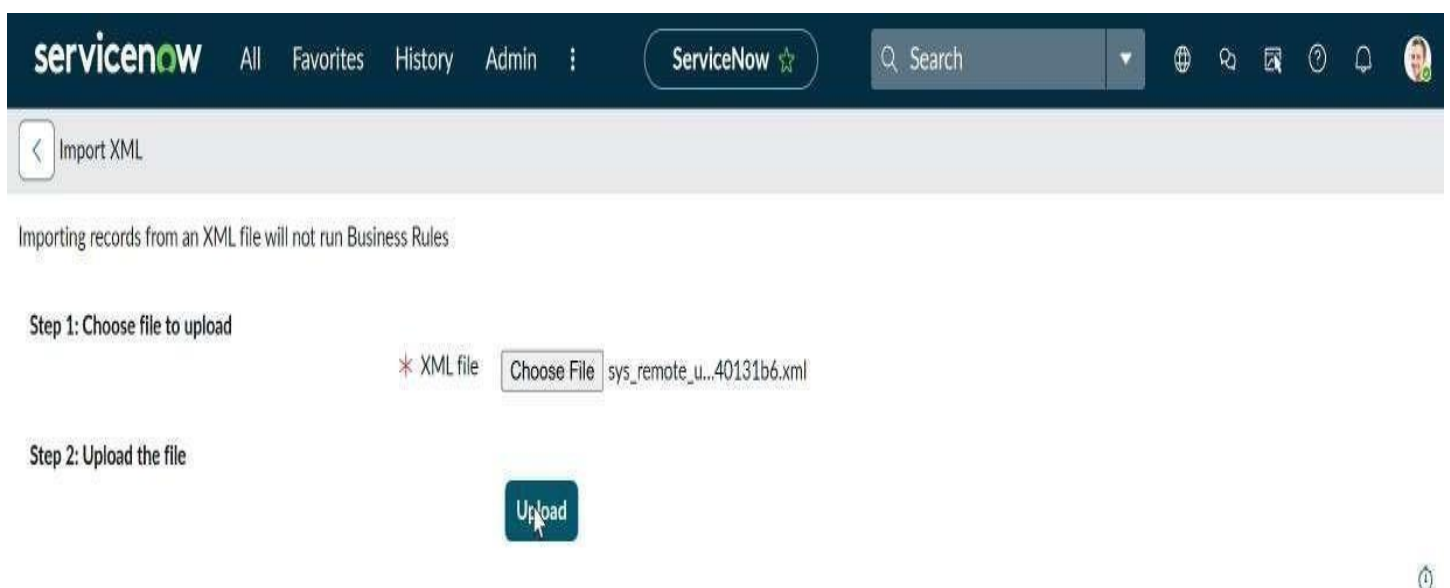
[Manage Update Sets](#)

1 to 5 of 5

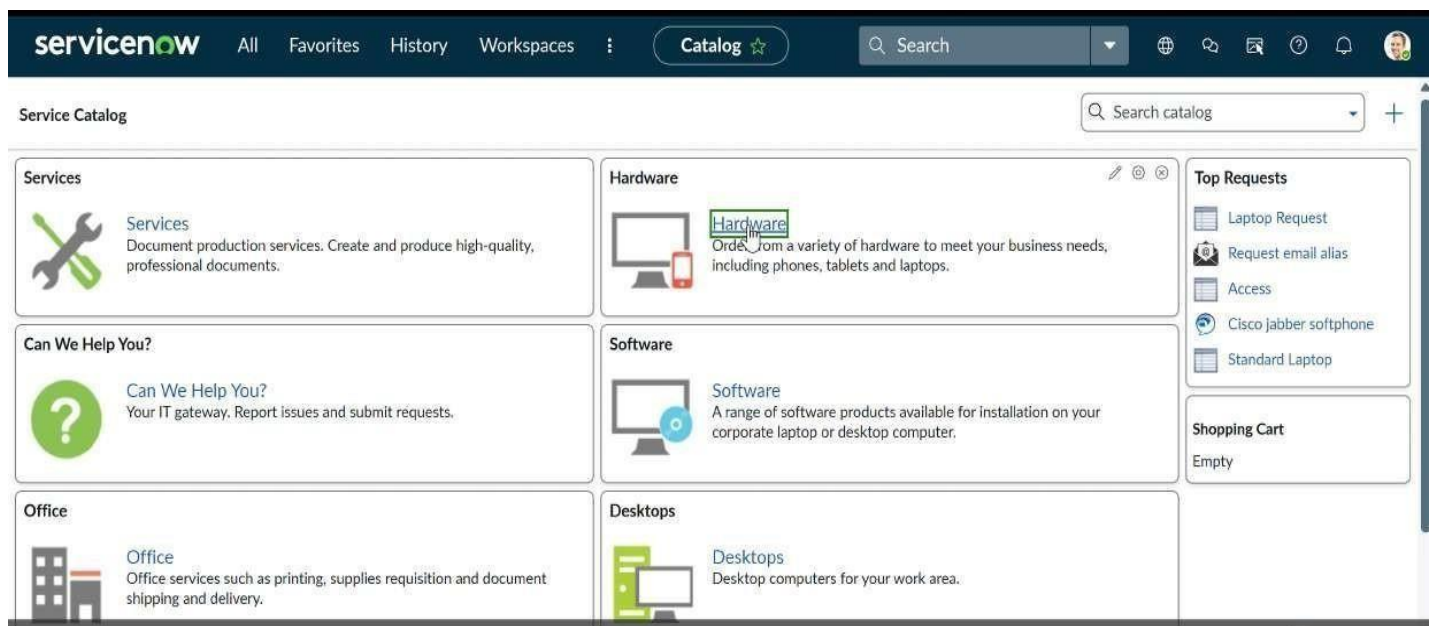


7. Upload the downloaded file in XML file

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



STEP 8: 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 is visible and that should be mandatory
7. Now see the results, it fulfills our requirements

The screenshot displays the ServiceNow interface for the 'Laptop Request' catalog item. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a 'Laptop Request' button. A search bar is located on the right. The breadcrumb trail shows 'Service Catalog > Hardware > Laptop Request'. The main form area is titled 'Use this item to request a new laptop' and contains three input fields: 'Laptop Model' (with 'HP' entered), 'Justification' (empty), and 'Additional Accessories' (checked). Below the 'Additional Accessories' checkbox is a section titled '* Accessories Details' with a text area containing 'www'. On the right side, a sidebar titled 'Order this Item' shows 'Quantity' as 1, 'Delivery time' as 2 Days, and buttons for 'Order Now' and 'Add to Cart'. Below this is a 'Shopping Cart' section showing 'Empty'.

Order Status

Back to CatalogContinue ShoppingHome

Thank you, your request has been submitted

Order Placed: 2025-10-29 22:17:08

Request Number: [REQ0010005](#)

Estimated Delivery Date of Complete Order: 2025-10-31

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-10-31			1	
				Total	-

Back to CatalogContinue Shopping

Home

DONE BY,

Team ID : NM2025TMID05391

Team Leader : Naveen V

Team member : Muthu Selvan A

Team member : Mukesh kannan S

Team member : Muthu Ramanathan R

THANK YOU!