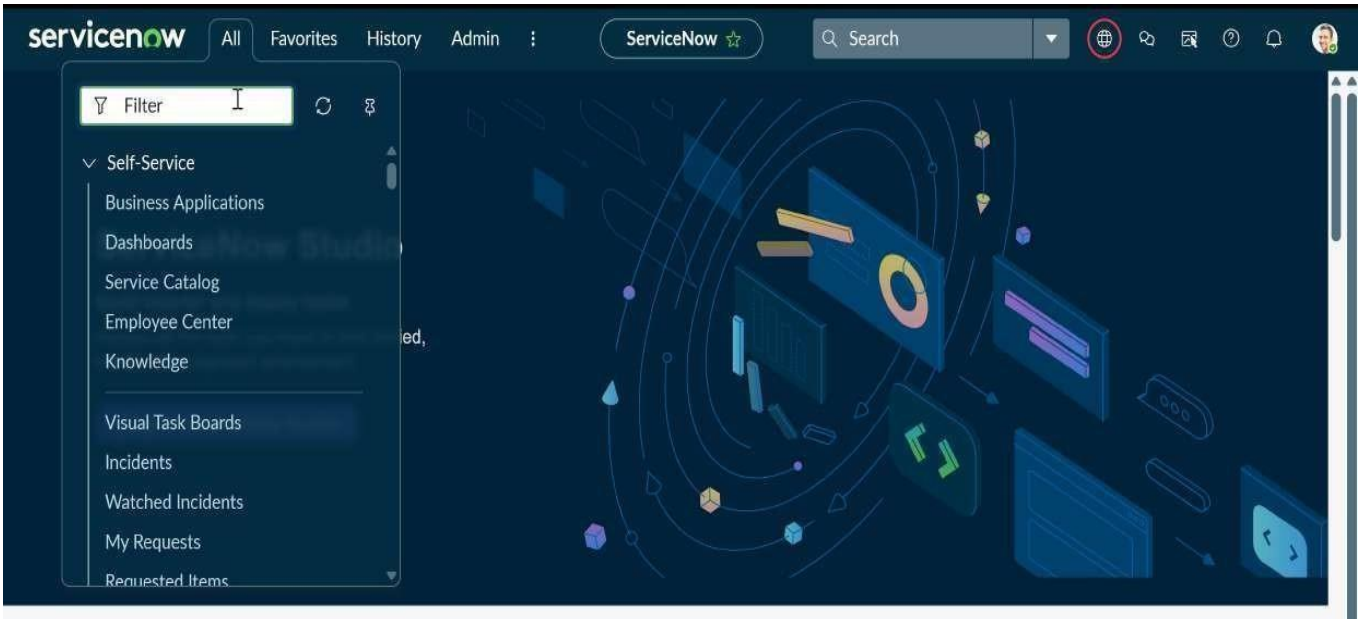
Laptop Request Catalog Item

Problem Statement:

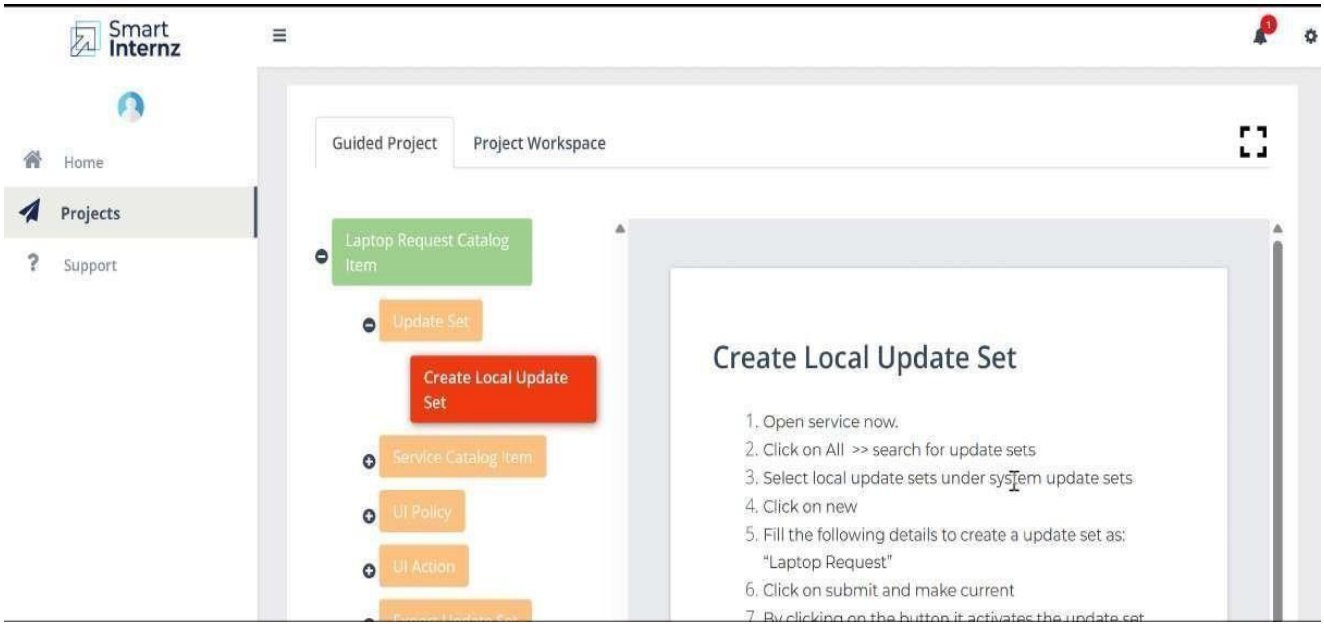
Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to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

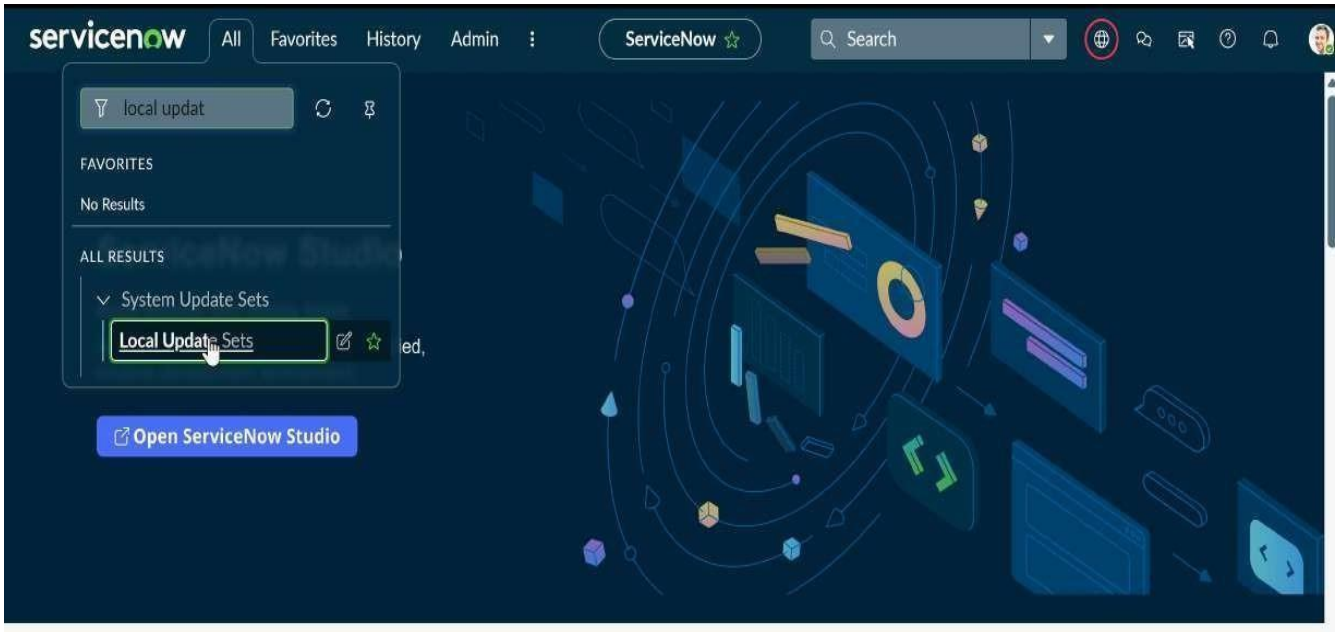
1. Open service now.
2. And log in to the service now using your given ID and password
3. Once it's over
4. Then, open Naan Muthalvan home page in the browser
5. Here, log in and move to the guided project



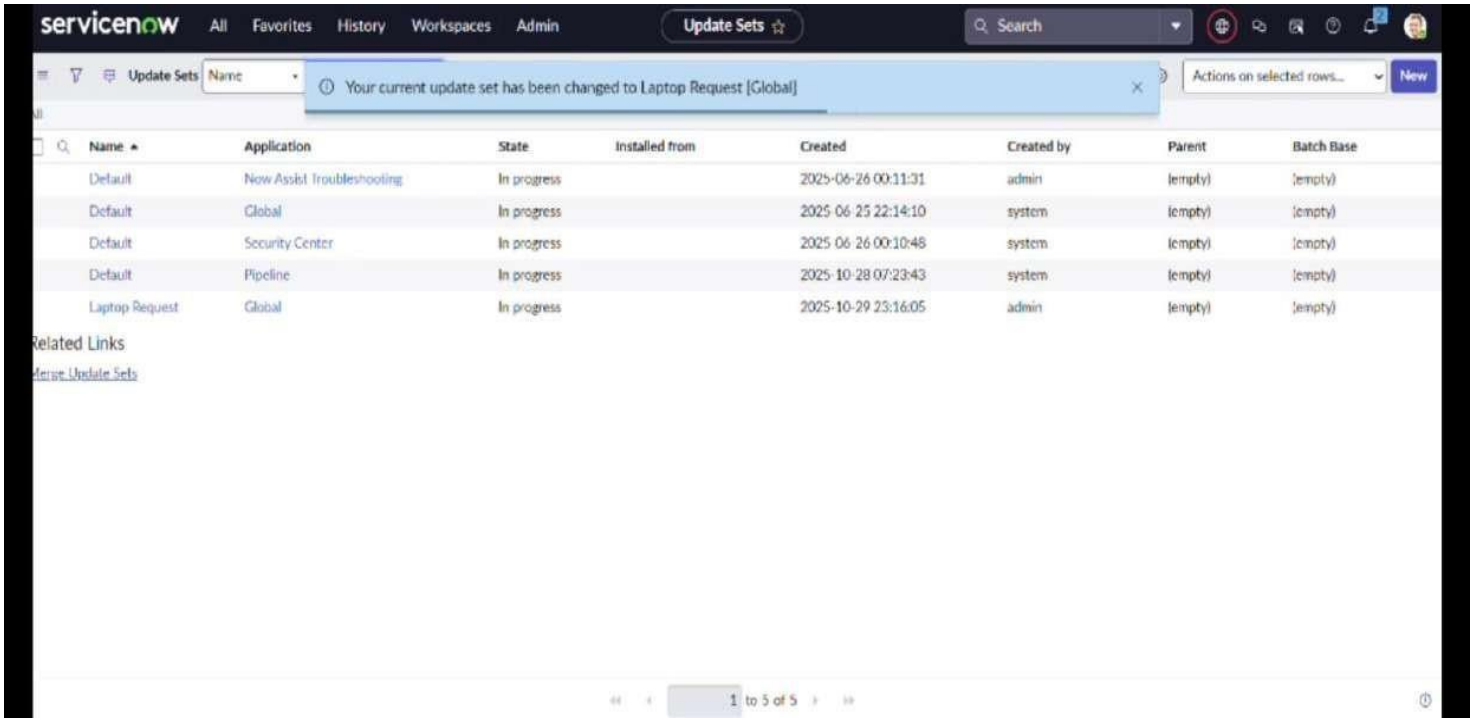
STEP 1: **Create Local Update set**

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”



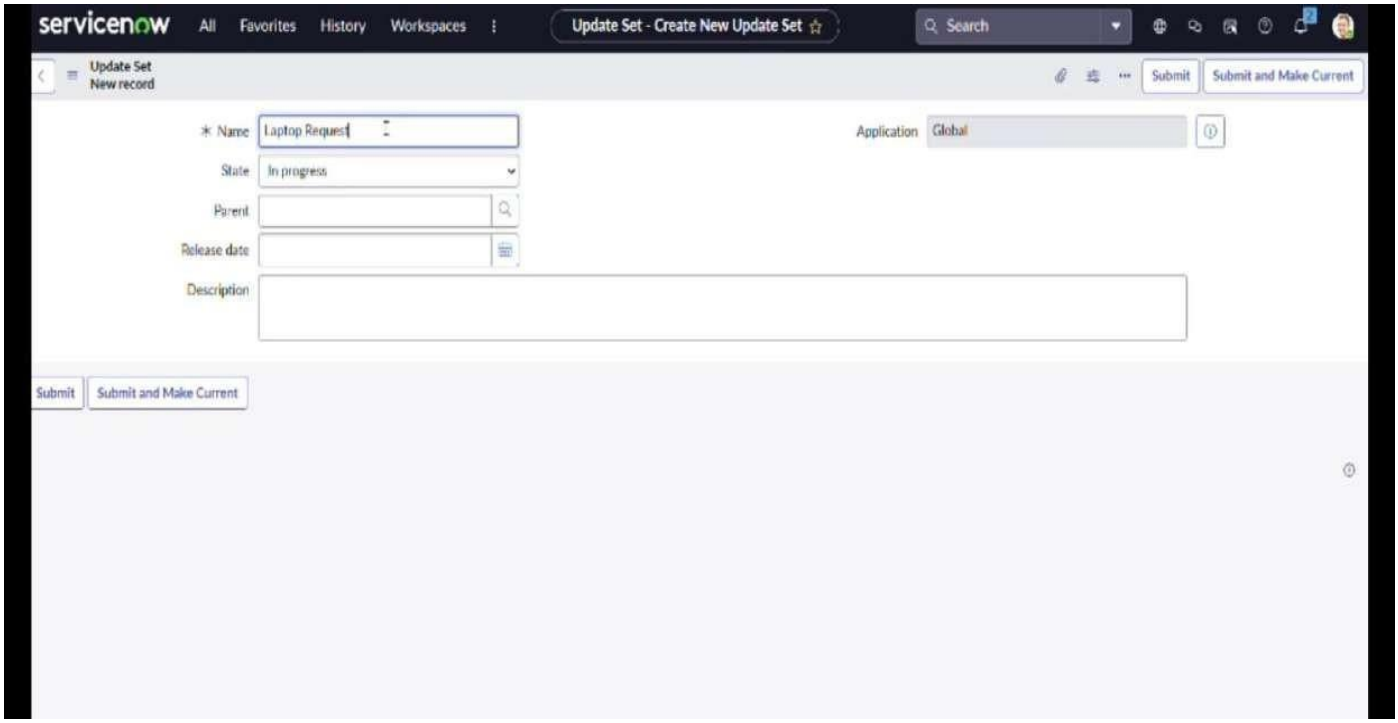


6. Click on submit to make the current changes.
7. By clicking the button, it activates the update set.



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.



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**

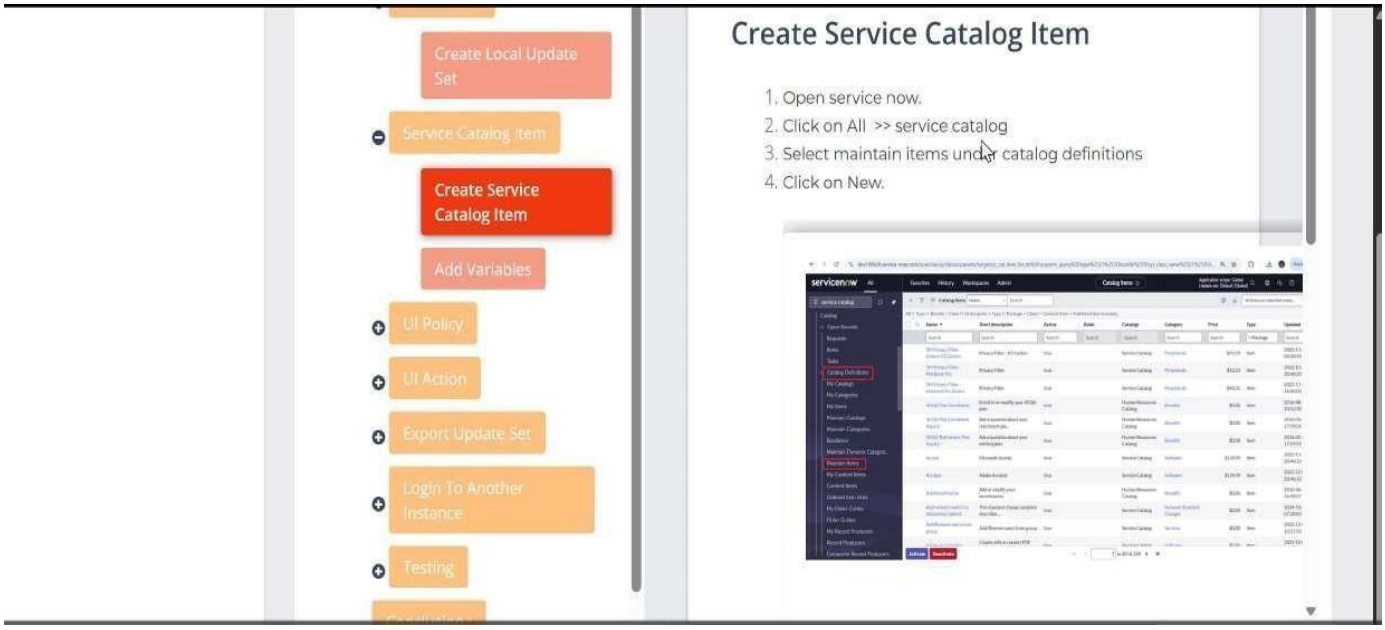
1. After saving the catalog item form scroll down and click on variable(related list)
2. Click on new and enter the details as

below Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100



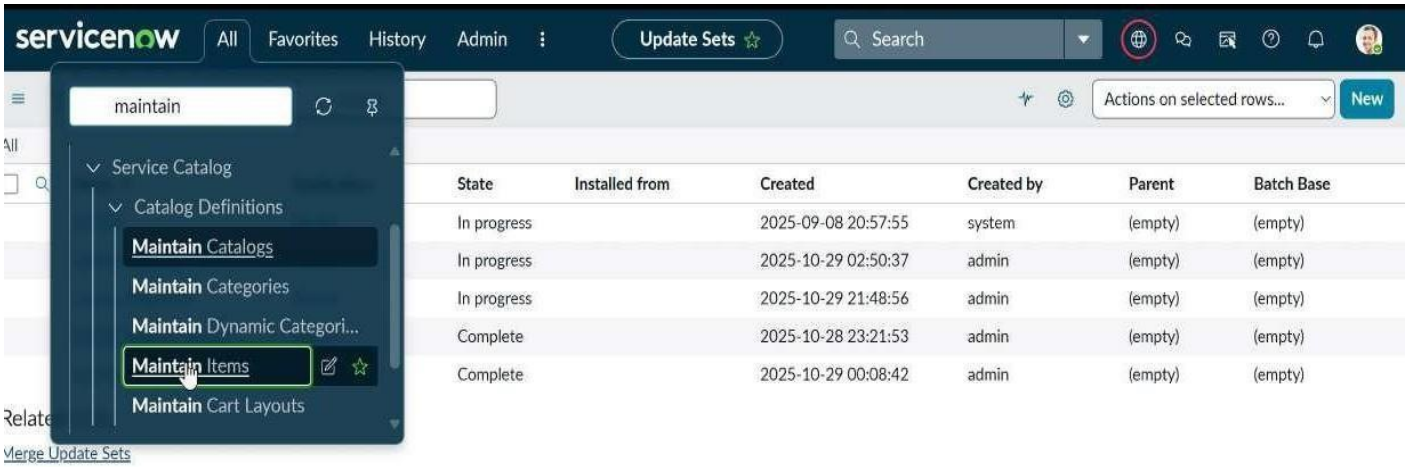
- Click on submit
- Again click on new and add Remaining variables in the above process

Do this same process for

2a. Variable 2:Justification

2b. Variable 3:Additional Accessories

2c. Variable 4: Accessories Details



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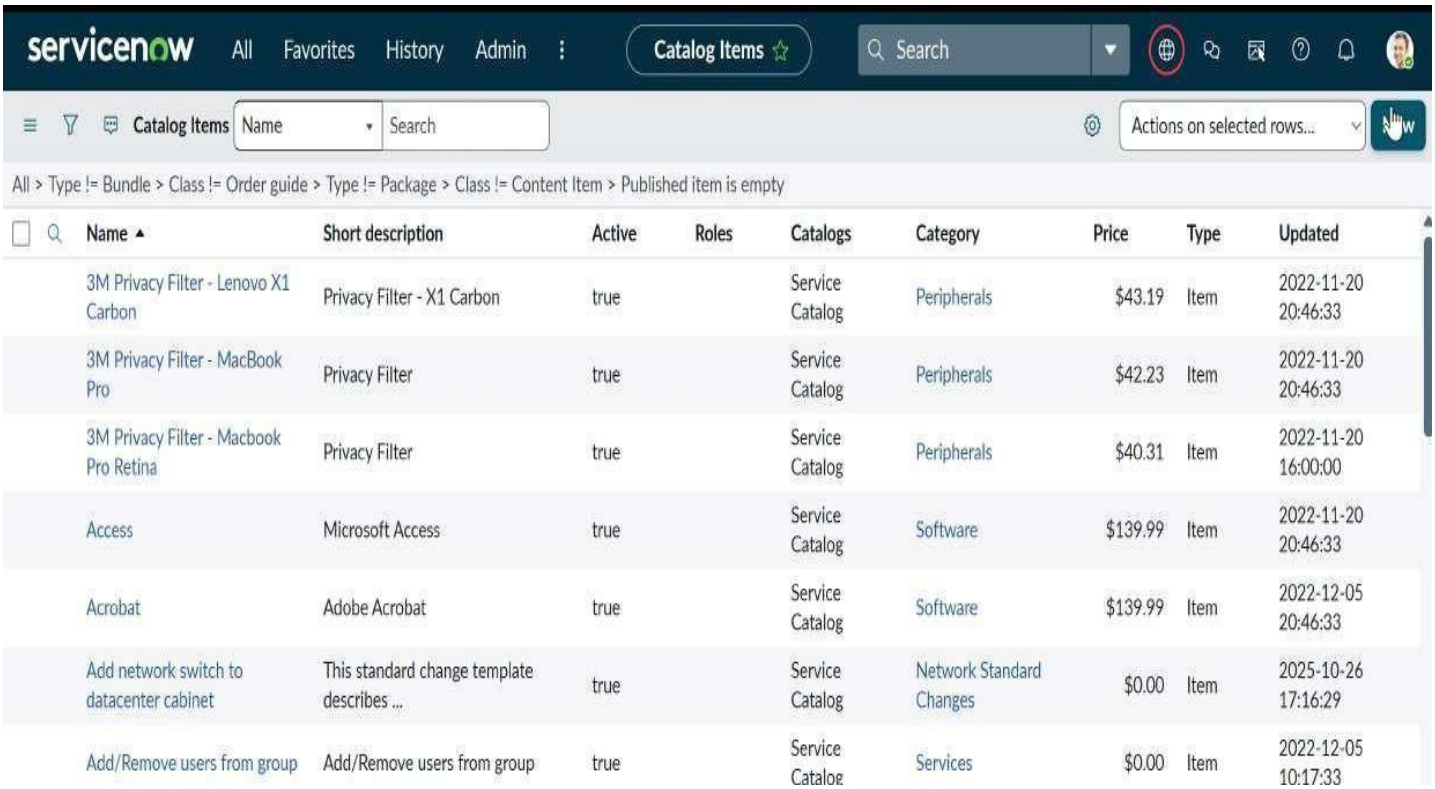
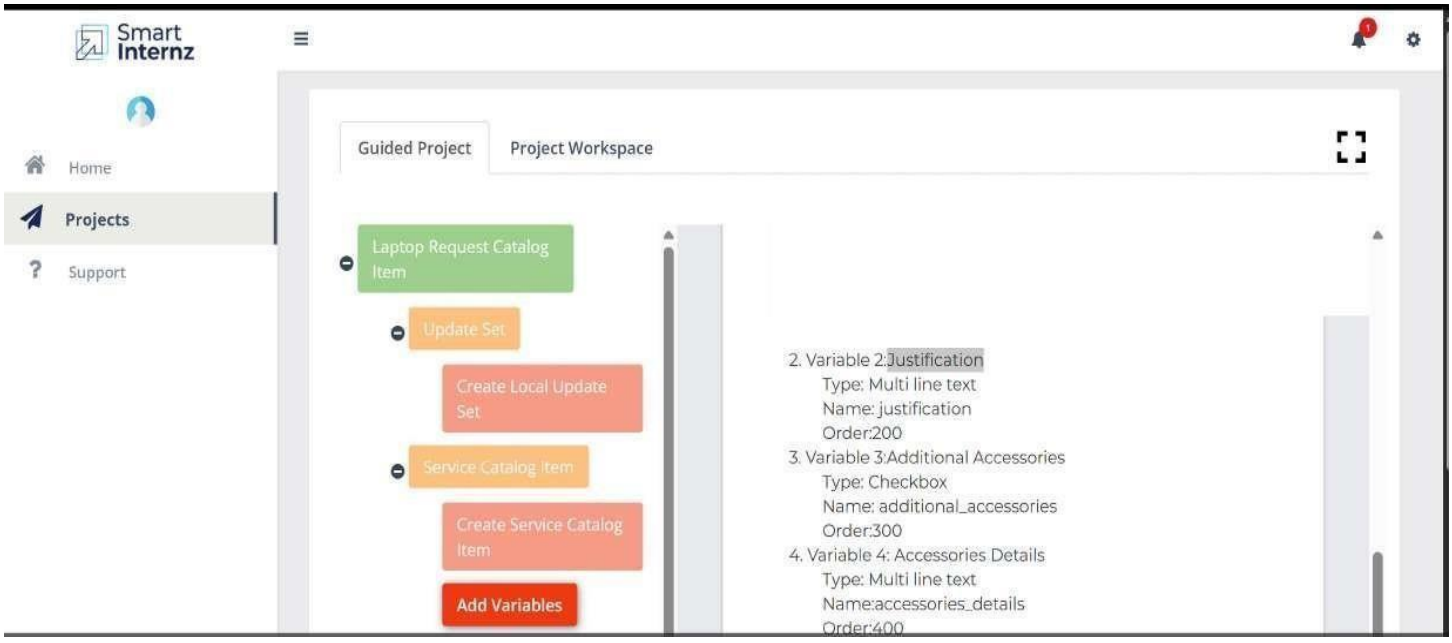
3. After adding above variable which are added to newly created catalog item
4. Then save the catalog item form

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

6. Then save the catalog item

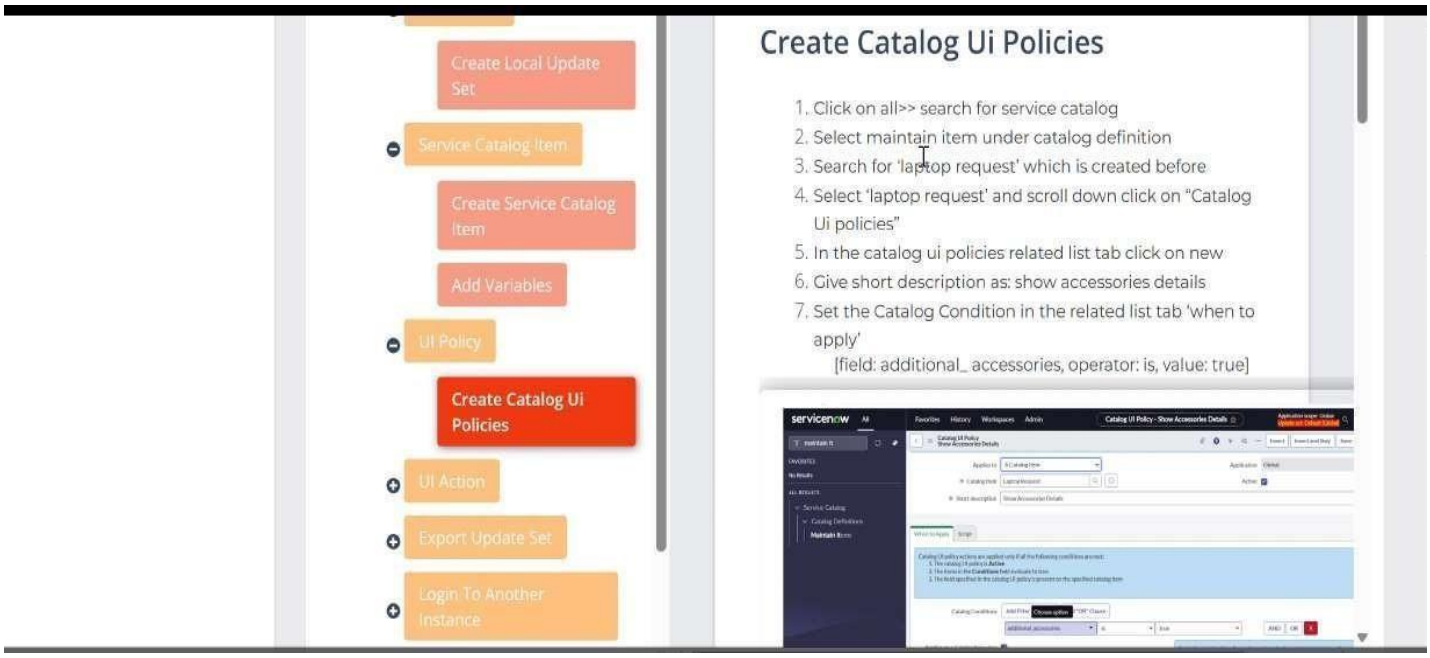


Name ▲	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	$42.23	Item	2022-11-20 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



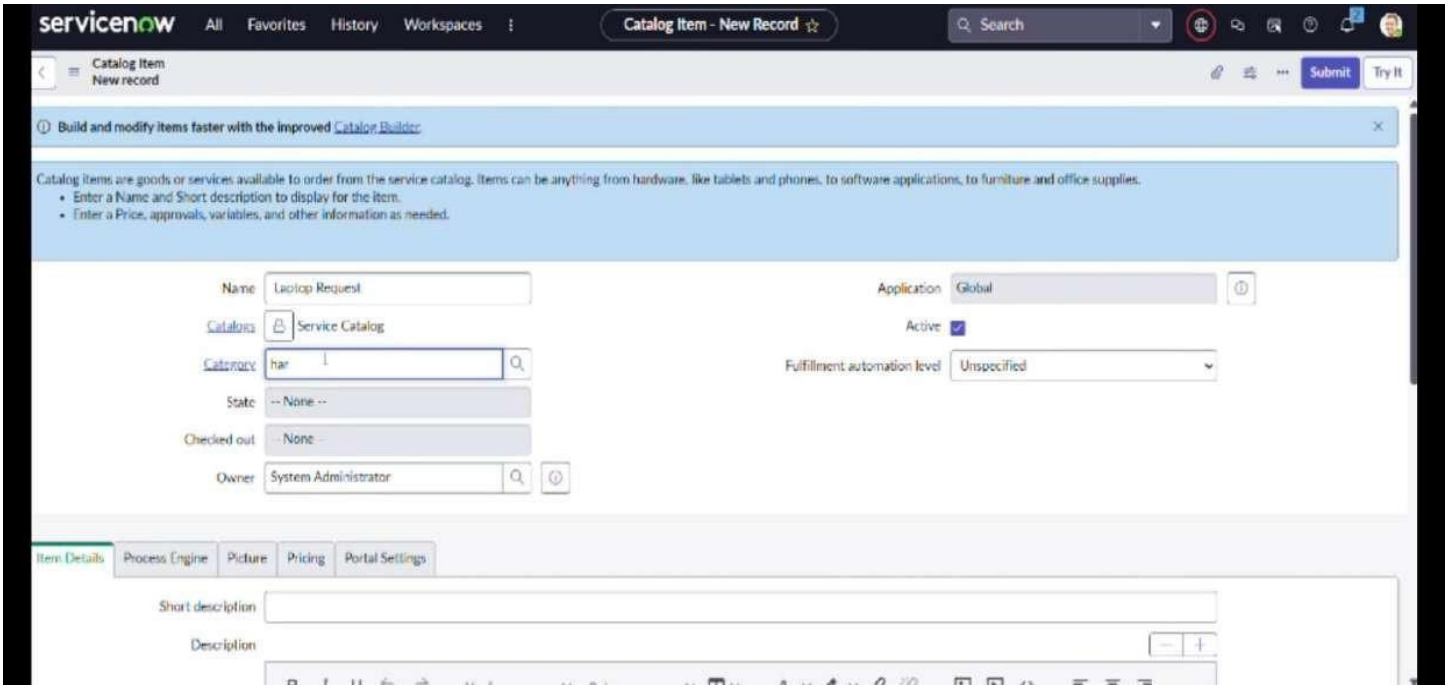
STEP 4: **Create Catalog Ui policies**

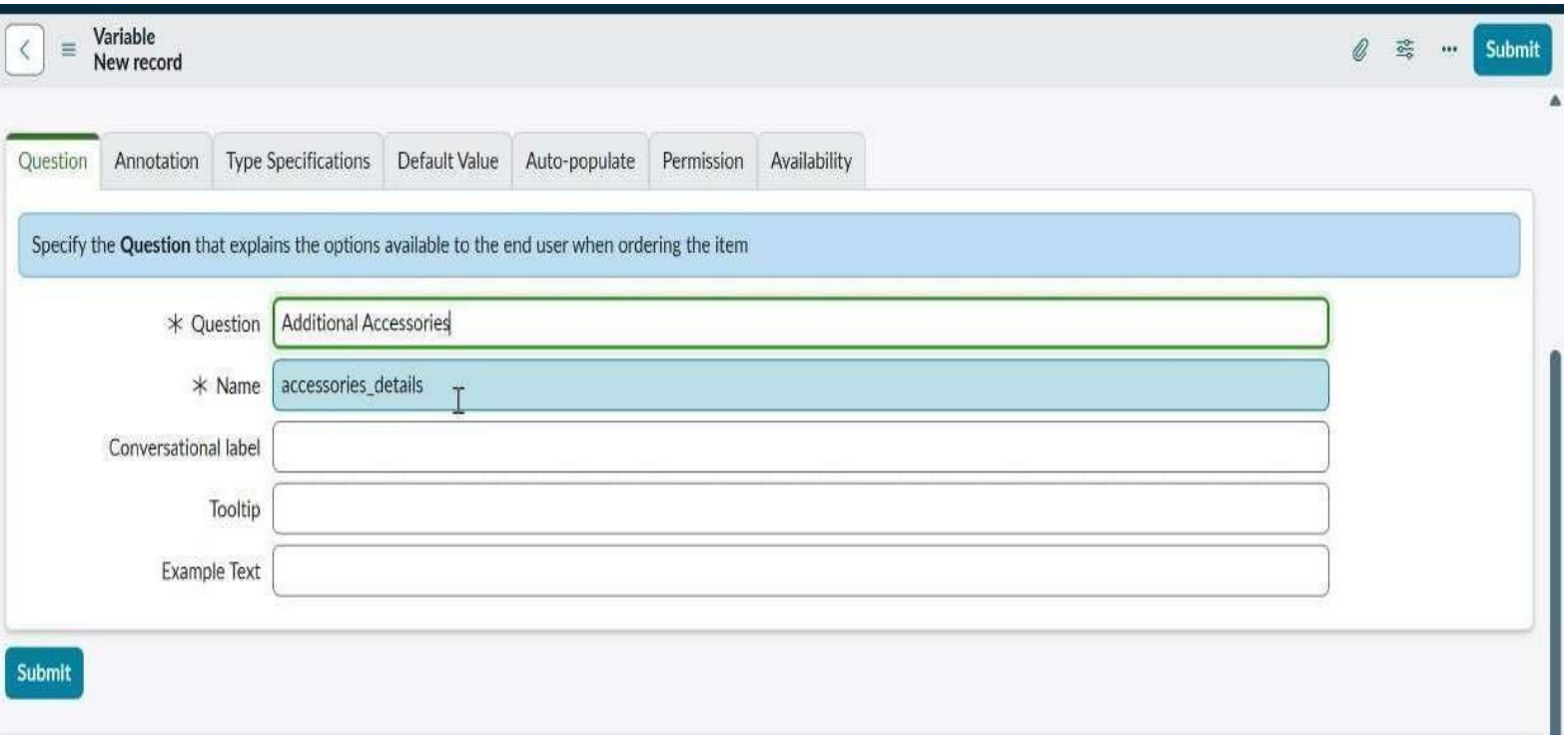
1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for ‘laptop request’ which is created before
4. Select ‘laptop request’ and scroll down click on “Catalog Ui policies”



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
All
Favorites
History
Workspaces
Catalog Item - New Record
Search
Catalog Item
New record
Submit
Try It
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
Laptop Request
Application
Global
Catalogs
Service Catalog
Active
Category
har
Fulfillment automation level
Unspecified
State
-- None --
Checked out
None
Owner
System Administrator
Item Details
Process Engine
Picture
Pricing
Portal Settings
Short description
Description


Variable
New 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

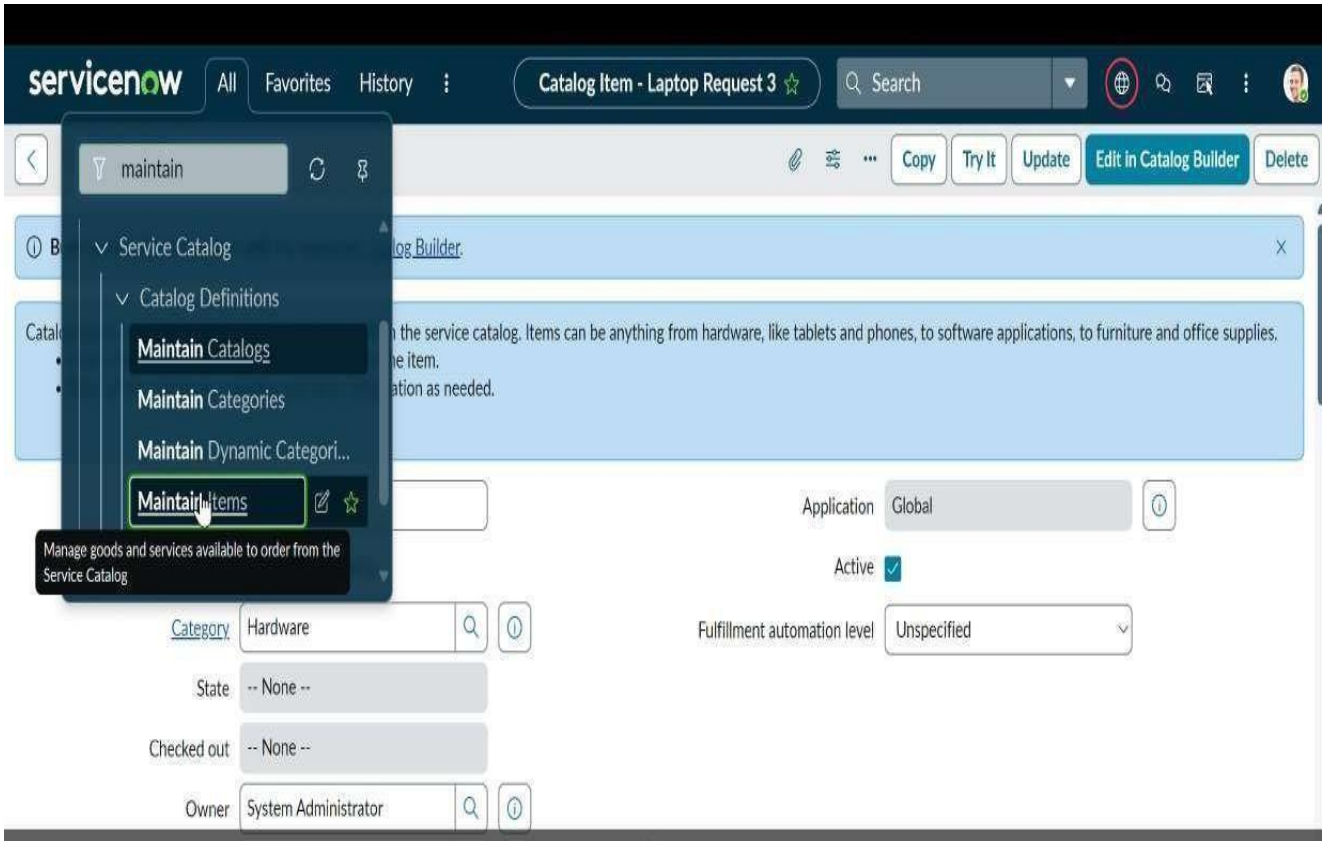
1. Click on **save**.(do not click on submit)
2. Scroll down and select ‘catalog ui action’
3. Then click on new button
4. Select variable name as: accessories_details

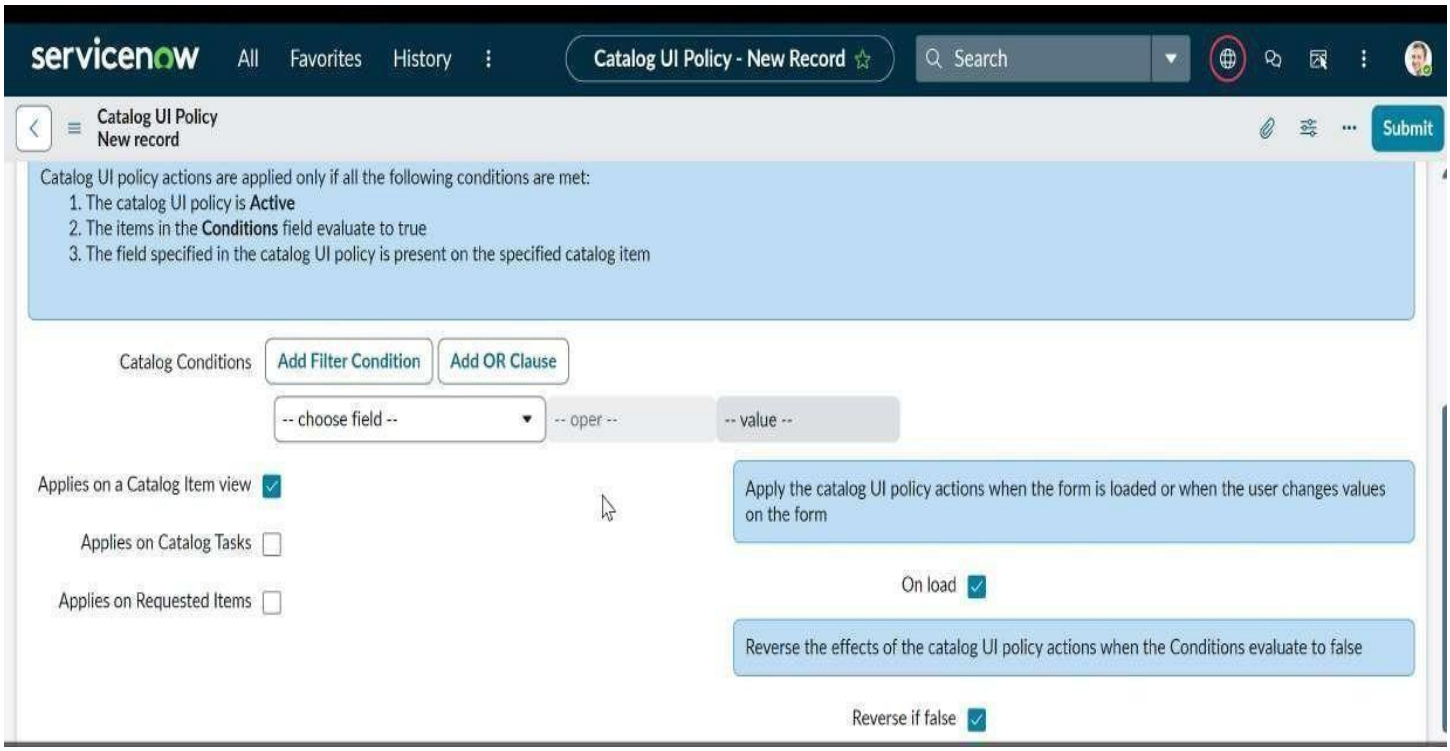
    i. Order:100

    ii. Mandatory: True

    iii. Visible : True

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

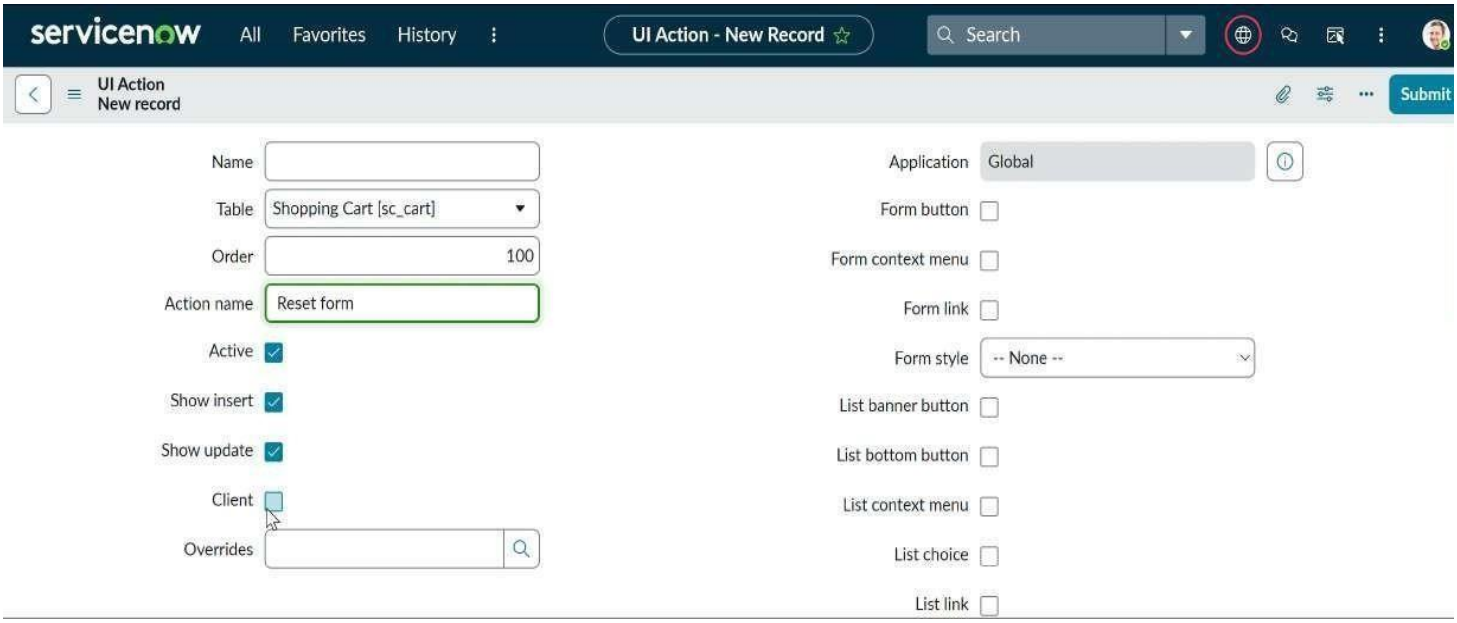


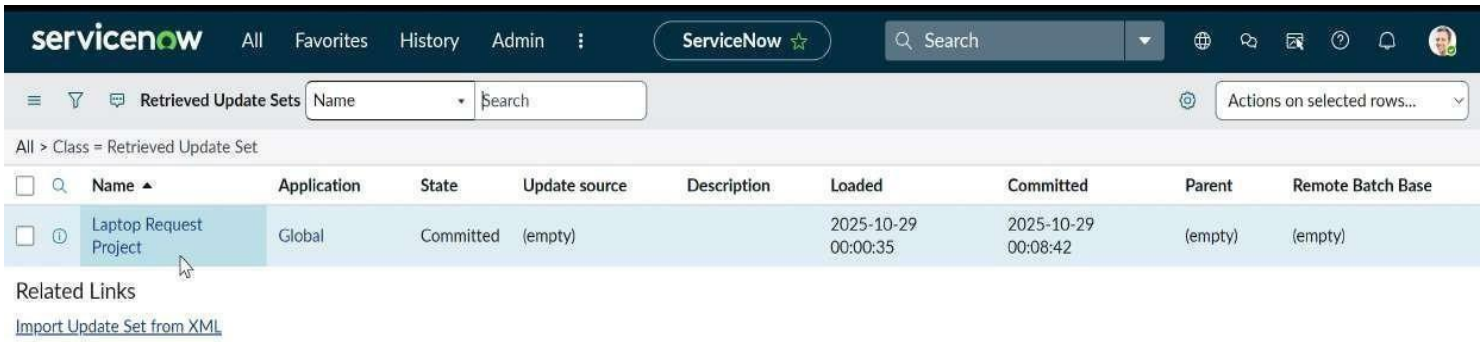


STEP 5: **Create ui action**

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



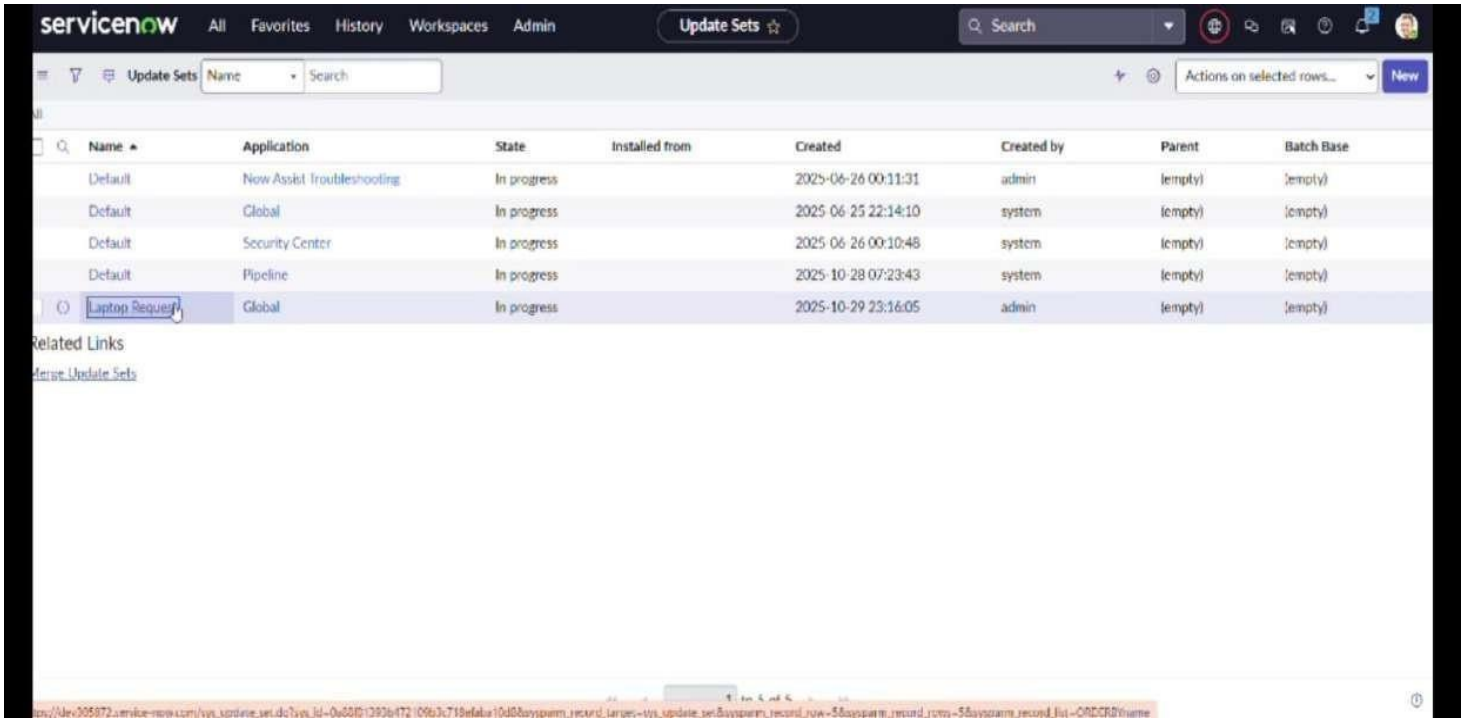


STEP 6: **Exporting changes to another instances**

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



STEP 7:**Retrieving the update set**

1. Open another instance in incognito window

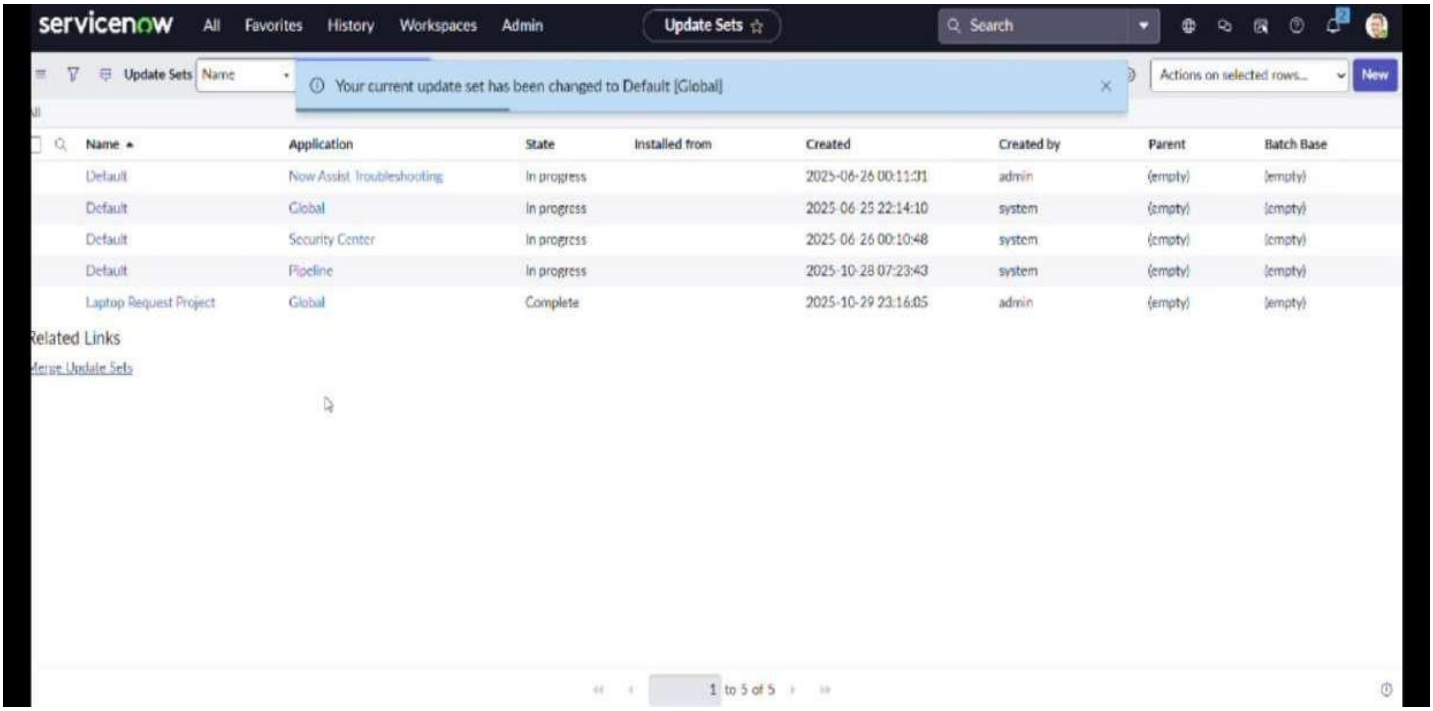
2. Login with credentials

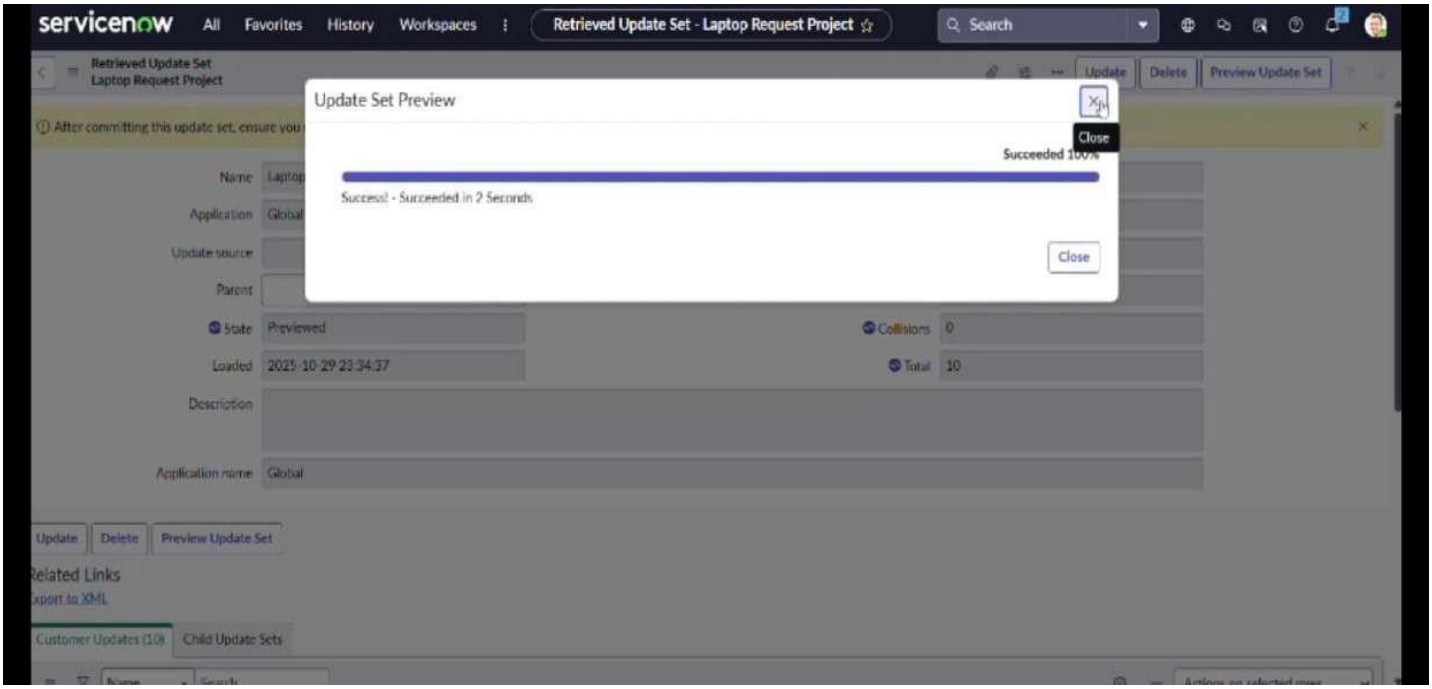
3. Click on all>> search for update sets

4. Select “Retrieved update set” under system update set

5. It open retrieved update set list and scroll down

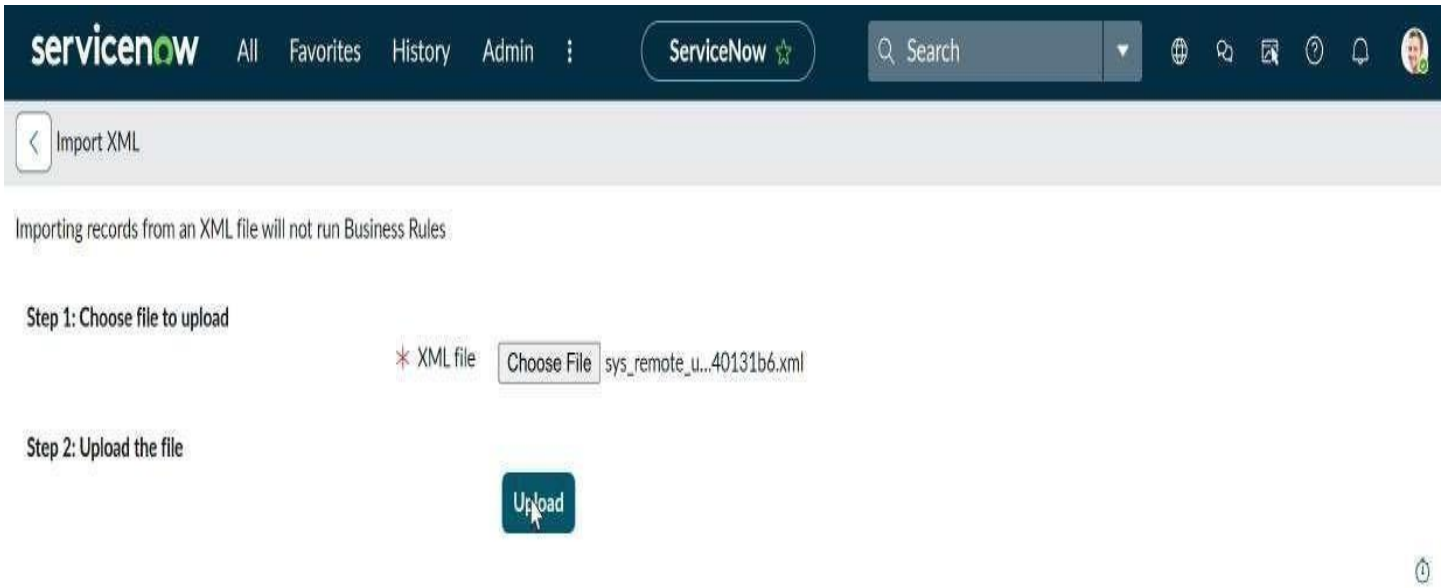
6. Click on Import update set from XML





7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.



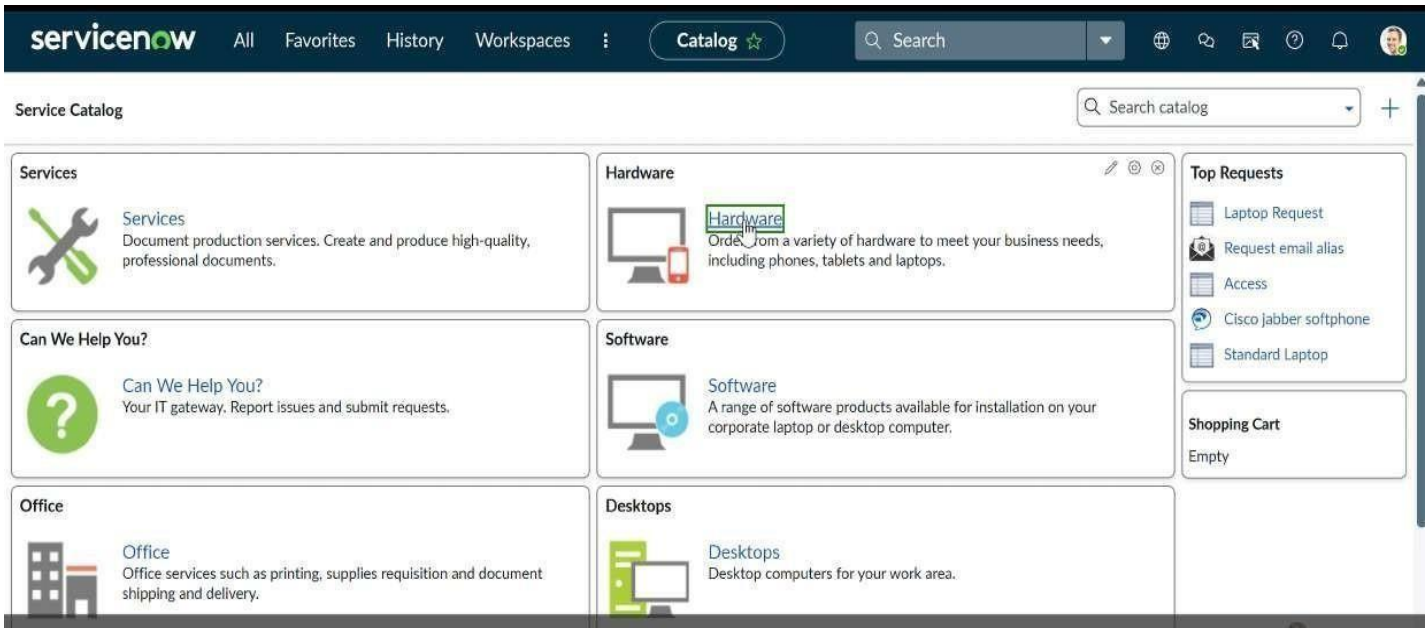
9. Open retrieved update set ‘laptop request project’

10. Click on preview update set

11. And click on commit update set

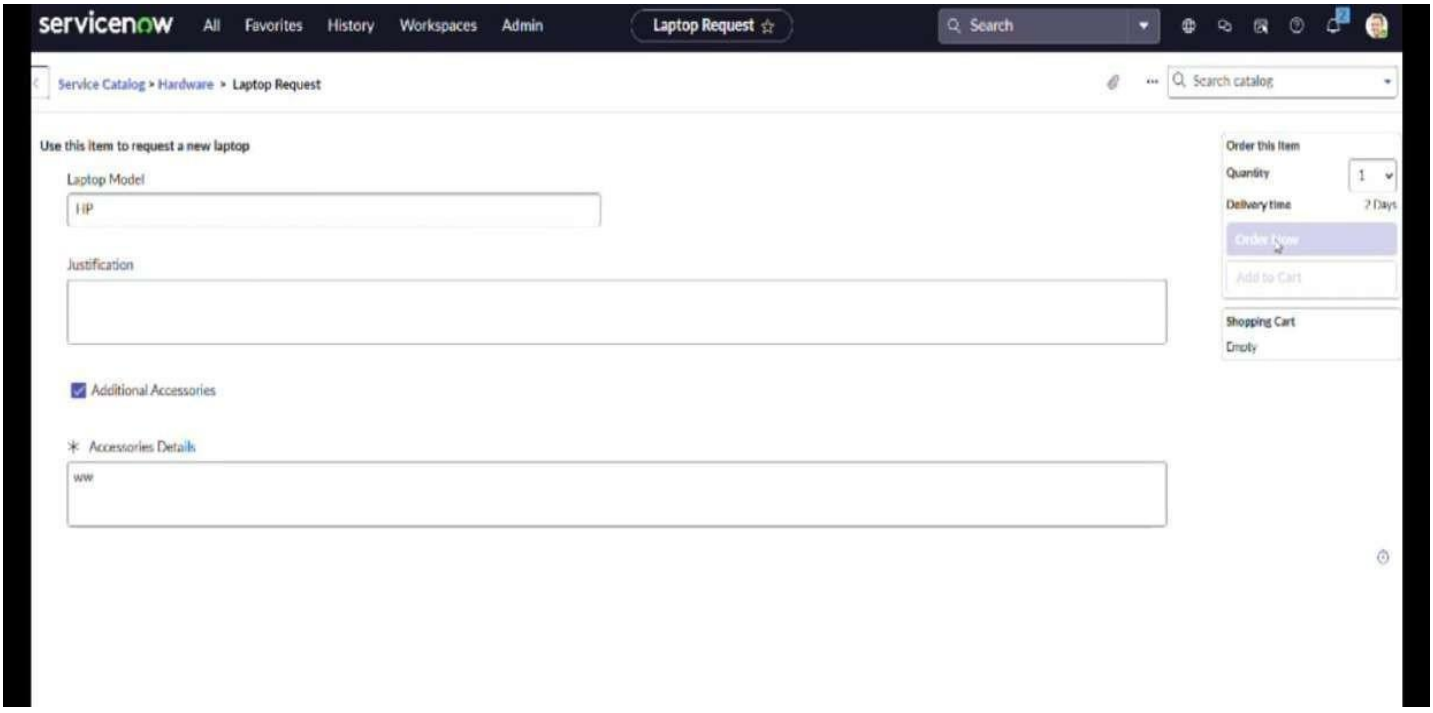
12. And also see the related tab updates

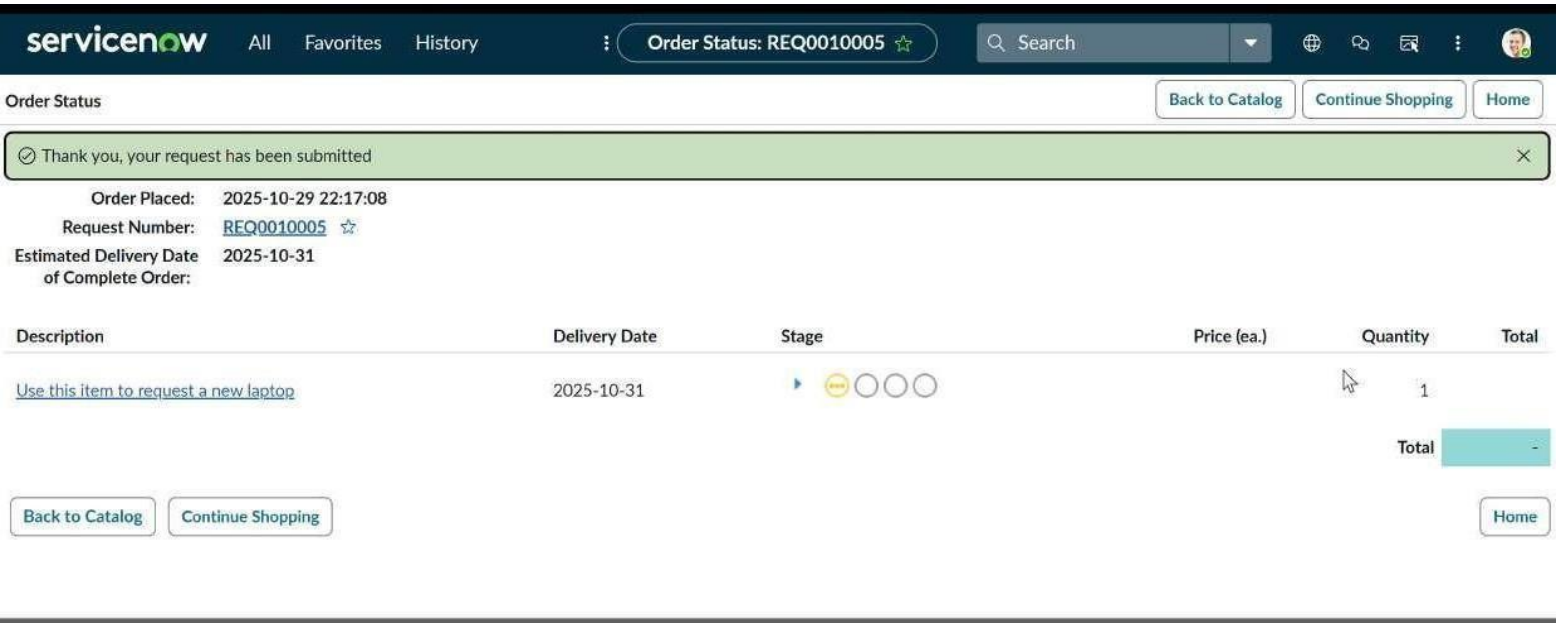
13. After commiting update set in this instance we get all updates which are done in the previous instance



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




servicenow
All
Favorites
History
Order Status: REQ0010005
Search
Order Status
Back to Catalog
Continue Shopping
Home
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 Catalog
Continue Shopping
Home

DONE BY,

Team ID : NM2025TMlD05391

Team Leader : Naveen V
Team member : Muthu Selvan A
Team member : Mukesh kannan S
Team member : Muthu Ramanathan R

THANK YOU!