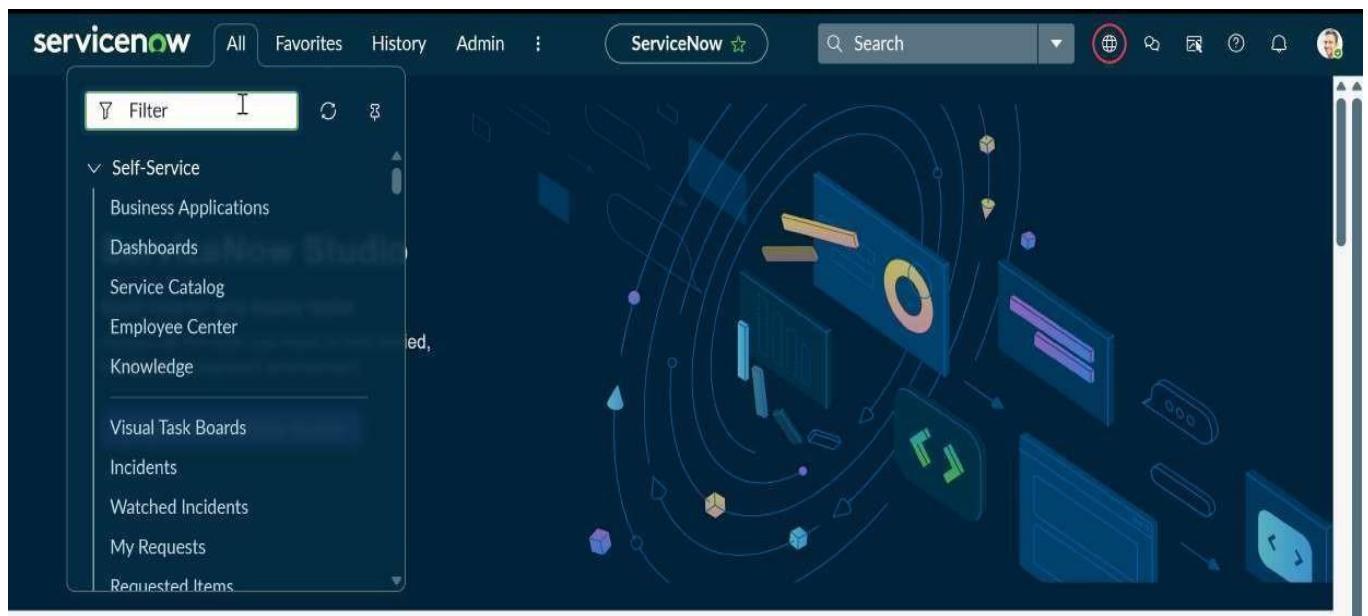


# Laptop Request Catalog Item

## 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"

The screenshot shows the Smart Internz application interface. On the left, there's a navigation bar with Home, Projects, and Support. The main area has tabs for Guided Project and Project Workspace. A sidebar on the left lists items: Laptop Request Catalog Item, Update Set (highlighted in orange), Service Catalog Item, UI Policy, UI Action, and Process Update Set. The central panel displays a step-by-step guide titled 'Create Local Update Set' with the following steps:

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"
6. Click on submit and make current
7. By clicking on the button it activates the update set

The screenshot shows the ServiceNow interface. At the top, there's a search bar with the query 'local updat'. Below the search bar, the 'FAVORITES' section shows 'No Results'. The 'ALL RESULTS' section shows a list under 'System Update Sets': 'Local Update Sets' (with a star icon). At the bottom of the search results, there's a button labeled 'Open ServiceNow Studio'.

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

The screenshot shows the ServiceNow Update Sets list view. At the top, there is a search bar and a message: "Your current update set has been changed to Laptop Request [Global]". The main table displays the following data:

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}

Below the table, there is a "Related Links" section with a "Merge Update Sets" link. At the bottom, there is a navigation bar with page numbers and a refresh icon.

## 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.

The screenshot shows the ServiceNow interface for creating a new update set. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main title is 'Update Set - Create New Update Set'. The form contains the following fields:

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

Buttons at the bottom left are 'Submit' and 'Submit and Make Current'. The top right shows 'Application: Global' and a help icon.

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)

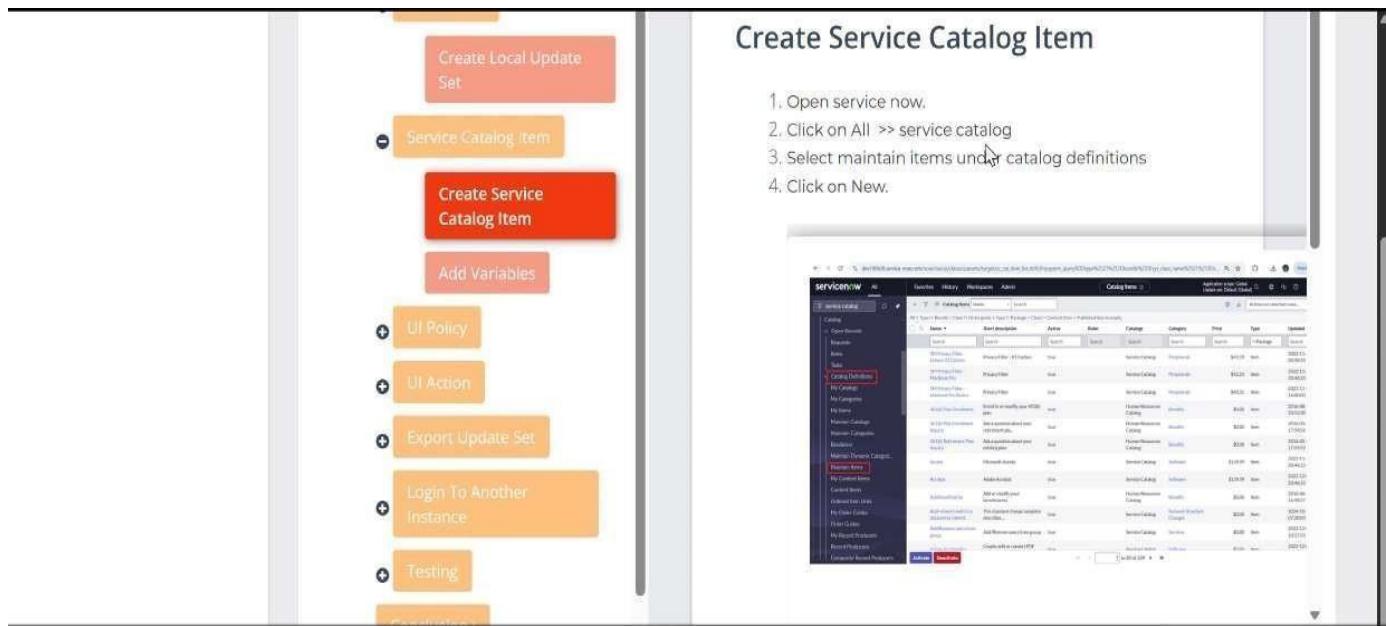
2. Click on new and enter the details as

## 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

The screenshot shows the ServiceNow web interface. In the top navigation bar, there are links for 'All', 'Favorites', 'History', 'Admin', and a dropdown menu. To the right of the Admin link is a button labeled 'Update Sets' with a star icon. Next is a search bar with a magnifying glass icon and the word 'Search'. To the right of the search bar are several small icons: a globe, a user profile, a question mark, a refresh, and a bell. Below the search bar is a button labeled 'Actions on selected rows...' with a dropdown arrow, and a 'New' button.

The main content area has a sidebar on the left with a 'Relate' section containing 'Related' and 'Merge Update Sets' buttons. The main pane displays a table of catalog items. The columns are: State, Installed from, Created, Created by, Parent, and Batch Base. The data in the table is as follows:

State	Installed from	Created	Created by	Parent	Batch Base
In progress		2025-09-08 20:57:55	system	(empty)	(empty)
In progress		2025-10-29 02:50:37	admin	(empty)	(empty)
In progress		2025-10-29 21:48:56	admin	(empty)	(empty)
Complete		2025-10-28 23:21:53	admin	(empty)	(empty)
Complete		2025-10-29 00:08:42	admin	(empty)	(empty)

To the left of the main pane, a modal window titled 'maintain' is open. It shows a hierarchical menu under 'Service Catalog' > 'Catalog Definitions'. The 'Maintain Catalogs' item is highlighted with a green box. Below it, 'Maintain Categories', 'Maintain Dynamic Categories...', and 'Maintain Items' are listed. The 'Maintain Items' option is also highlighted with a green box. At the bottom of the modal are 'Merge' and 'Update Sets' buttons.

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 

Catalog Items Name Search Actions on selected rows... 

All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty

<input type="checkbox"/>	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

Smart Internz

Home Projects Support

Guided Project Project Workspace

Laptop Request Catalog Item

Update Set

Create Local Update Set

Service Catalog Item

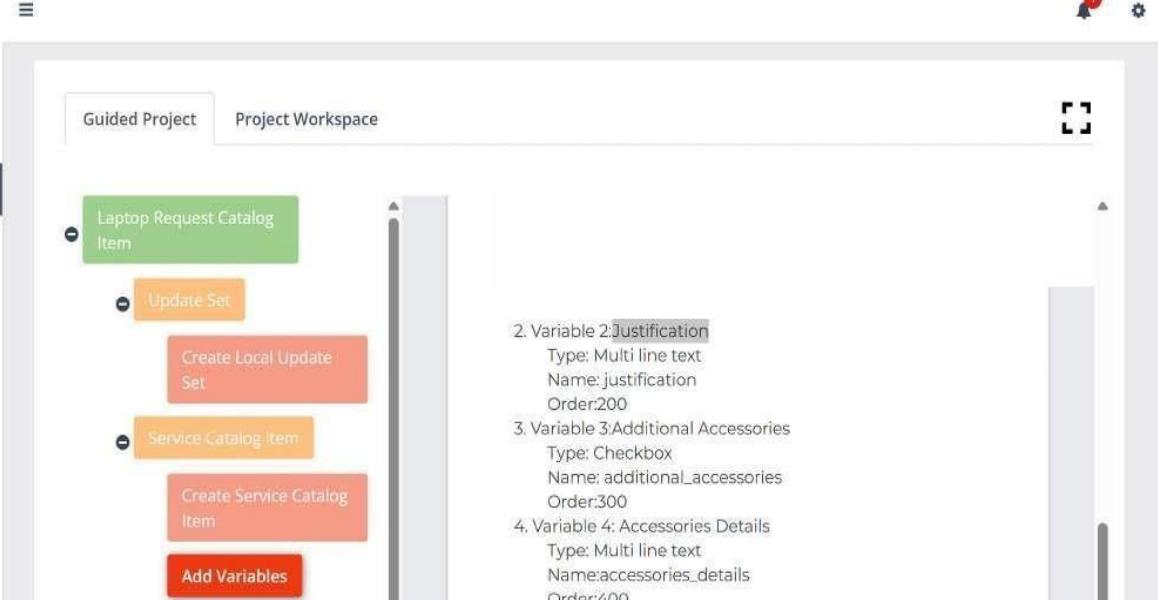
Create Service Catalog Item

Add Variables

2. Variable 2: Justification  
Type: Multi line text  
Name: justification  
Order: 200

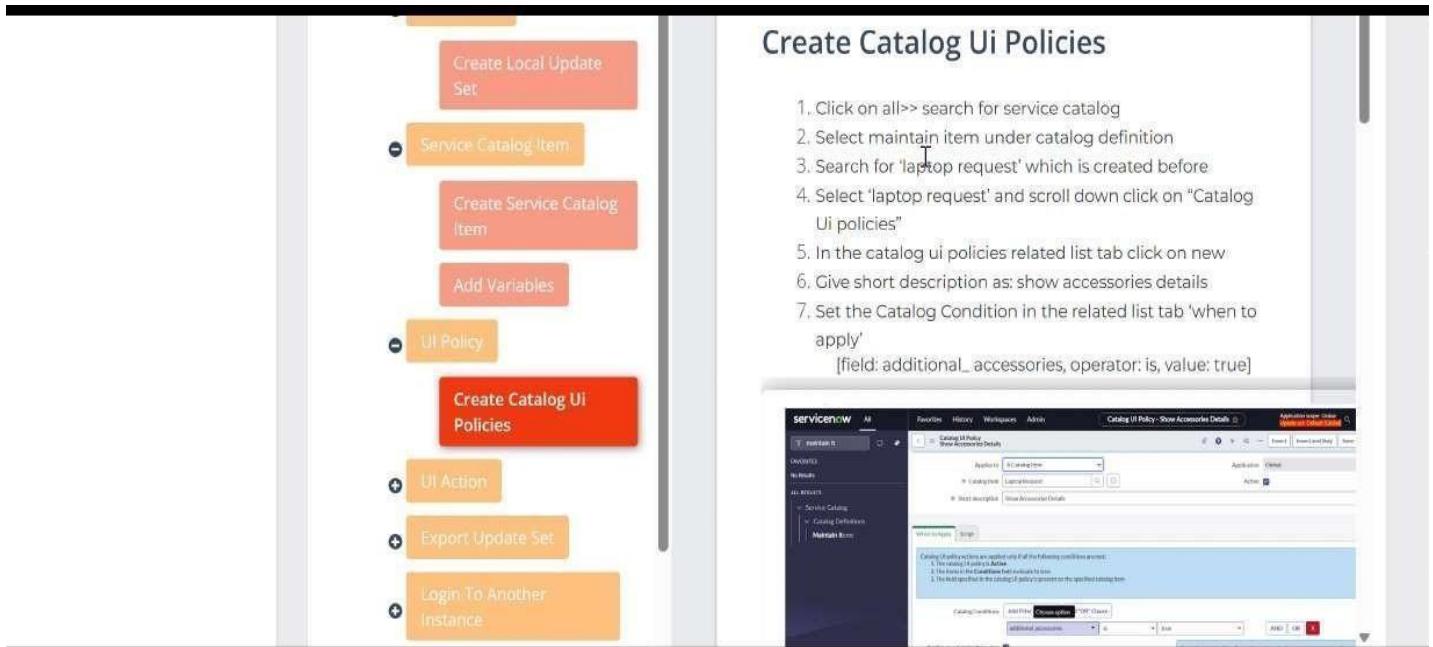
3. Variable 3: Additional Accessories  
Type: Checkbox  
Name: additional\_accessories  
Order: 300

4. Variable 4: Accessories Details  
Type: Multi line text  
Name: accessories\_details  
Order: 400



## 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

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
Catalog	Service Catalog	Active	<input checked="" type="checkbox"/>
Category	har 1	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

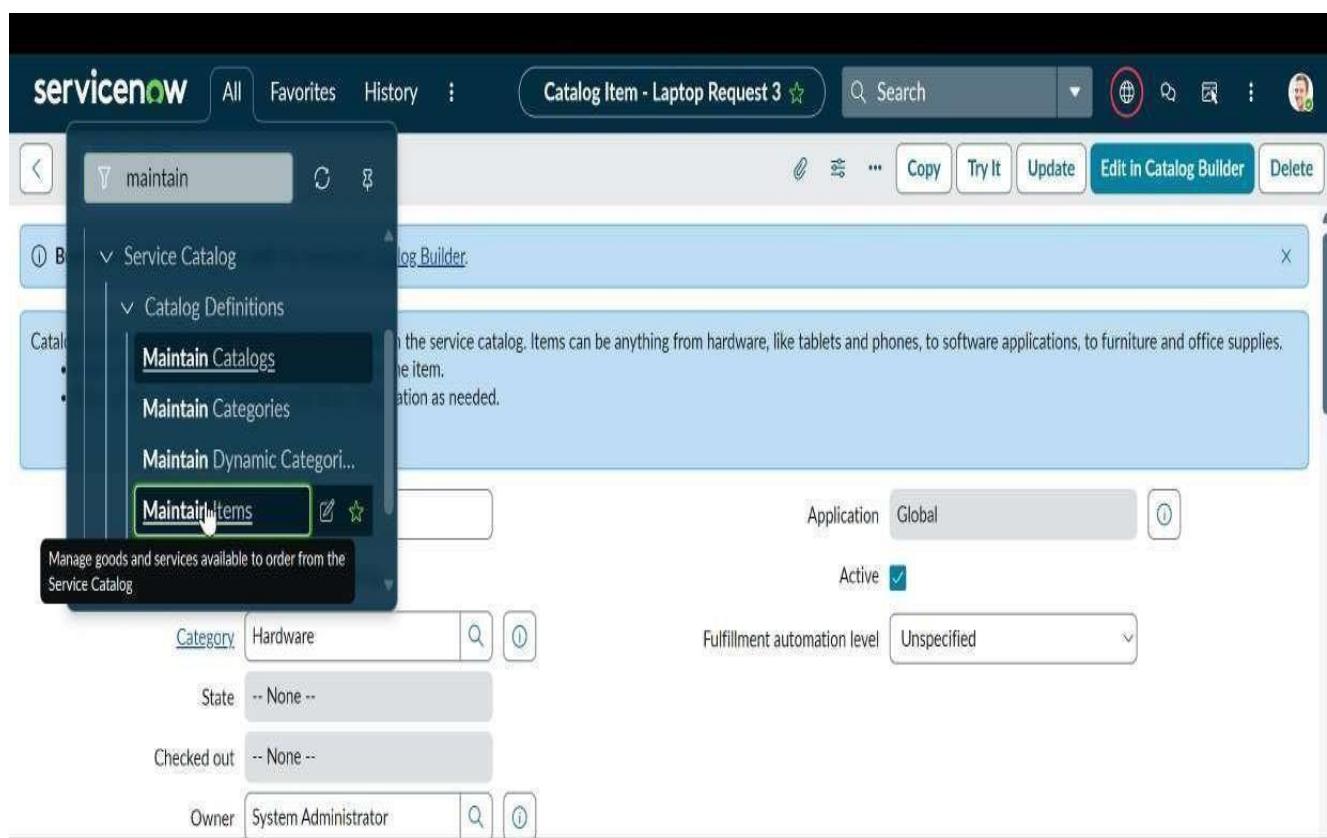
Annotation Type Specifications Default Value Auto-populate Permission Availability

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



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

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

Applies on a Catalog Item view  Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

Applies on Catalog Tasks  On load

Applies on Requested Items  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

UI Action - New Record

Name	<input type="text"/>	Application	Global
Table	Shopping Cart [sc_cart]	Form button	<input type="checkbox"/>
Order	100	Form context menu	<input type="checkbox"/>
Action name	Reset form	Form link	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>	Form style	... None ...
Show insert	<input checked="" type="checkbox"/>	List banner button	<input type="checkbox"/>
Show update	<input checked="" type="checkbox"/>	List bottom button	<input type="checkbox"/>
Client	<input type="checkbox"/>	List context menu	<input type="checkbox"/>
Overrides	<input type="text"/> <input type="button" value="Search"/>	List choice	<input type="checkbox"/>
		List link	<input type="checkbox"/>

Retrieved Update Sets

<input type="checkbox"/>	Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
<input type="checkbox"/>	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 Asset 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

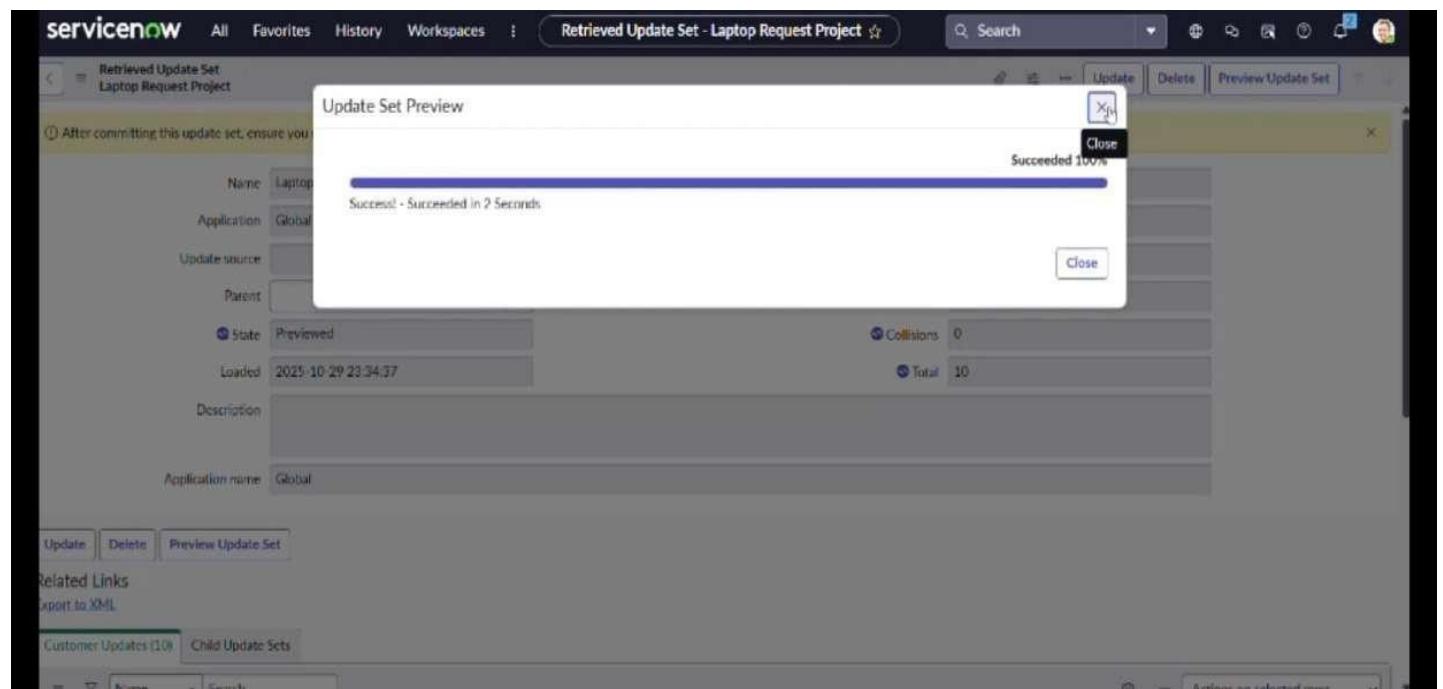
5. It open retrieved update set list and scroll down

6. Click on Import update set from XML

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

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  
[Define Update Sets](#)



7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.

A screenshot of the ServiceNow 'Import XML' page. The top navigation bar includes 'ServiceNow' and various search and filter icons. The main content area has a heading 'Step 1: Choose file to upload' with a note: 'Importing records from an XML file will not run Business Rules.' Below this is a file input field labeled 'XML file' with the path 'Choose File sys\_remote\_u...40131b6.xml'. A large blue 'Upload' button is centered at the bottom of the form. A small circular icon with a '0' is located in the bottom right corner of the page.

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

The screenshot shows the ServiceNow Service Catalog interface. At the top, there's a navigation bar with links for 'All', 'Favorites', 'History', 'Workspaces', 'Catalog' (which is currently selected), and a search bar. On the right side of the header, there are icons for globe, magnifying glass, and other system functions.

The main area is titled 'Service Catalog' and contains several service categories:

- Services**: Includes a 'Services' icon and a brief description: "Document production services. Create and produce high-quality, professional documents."
- Can We Help You?**: Includes a question mark icon and a brief description: "Can We Help You? Your IT gateway. Report issues and submit requests."
- Office**: Includes an office building icon and a brief description: "Office services such as printing, supplies requisition and document shipping and delivery."
- Hardware**: Includes a computer monitor and smartphone icon, and a brief description: "Order from a variety of hardware to meet your business needs, including phones, tablets and laptops."
- Software**: Includes a computer monitor icon, and a brief description: "A range of software products available for installation on your corporate laptop or desktop computer."
- Desktops**: Includes a computer monitor icon, and a brief description: "Desktops Desktop computers for your work area."
- Top Requests**: A sidebar listing recent requests:
  - Laptop Request
  - Request email alias
  - Access
  - Cisco Jabber softphone
  - Standard Laptop
- Shopping Cart**: A sidebar indicating the cart is empty.

## 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 shows the ServiceNow service catalog interface. At the top, there's a navigation bar with links for All, Favorites, History, Workspaces, Admin, and a search bar. The main title is "Laptop Request". On the left, a breadcrumb trail shows "Service Catalog > Hardware > Laptop Request". The main content area has a heading "Use this item to request a new laptop". It contains fields for "Laptop Model" (with value "HP") and "Justification" (an empty text area). A checkbox labeled "Additional Accessories" is checked, which triggers the visibility of a "Accessories Details" field containing "WW". To the right, there's a sidebar titled "Order this item" with options for "Quantity" (set to 1), "Delivery time" (set to 2 Days), and buttons for "Order Now" (which is highlighted in purple) and "Add to Cart". Below that is a "Shopping Cart" section showing "Empty".

## Order Status

[Back to Catalog](#)[Continue Shopping](#)[Home](#)

X

 Thank you, your request has been submitted

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

Request Number: [REQ0010005](#) Estimated Delivery Date  
of Complete Order:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
<a href="#">Use this item to request a new laptop</a>	2025-10-31	    		1	 -

[Back to Catalog](#)[Continue 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!**