

LAPTOP REQUEST CATALOG ITEM USING SERVICE NOW

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| Date | 16 Feb 2026 |
| Team ID | LTVIP2026TMIDS41339 |
| Project Name | Laptop Request Catalog Item using Service Now |
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Introduction:

Employees of the company need a quick and efficient way to request laptops for work. The process is currently manual and prone to delays, and there is no dynamic form behavior to guide users or ensure accurate data gathering. A Service Catalog item that makes it easy for customers to request a laptop must be created in order to address this. It should include clear instructions, dynamic fields, and additional features like the option to reset the form if needed. The solution must also ensure that all changes are tracked for governance and deployment purposes.

Key Features

- **Update Set** : Create or select an update set to track changes.
- **Service Catalog Item**: Create the laptop request item in the Service Catalog.
- **UI Policy**: Define UI policies to control form behavior
- **UI Action**: Add buttons or links (UI actions) for user interactions.
- **Export Update Set**: Export the update set after completing configurations.
- **Login to Another Instance**: Access a different ServiceNow instance
- **Testing**: Test the catalog item to ensure all functionality works as expected.
- **Conclusion**: Final thoughts or wrap-up.

Pre-requisites:

1. Active **ServiceNow Personal Developer Instance (PDI)** obtained from developer.servicenow.com.
2. Basic familiarity with:
 - **ServiceNow navigation and configuration**
 - **Tables, forms, and related lists**
 - **Business rules and Flow Designer**
 - GitHub or other repository (optional) for maintaining documentation and exported update sets

Requirements Functional:

Requirements:

- The system must allow the creation of an update set to track changes made for the catalog item.
- Users should be able to create a new catalog item specifically for laptop requests.
- The item should include relevant fields such as model, purpose, justification, and approval.
- Show/hide fields based on conditions.
- Make fields mandatory or read-only.
- Add actions like submit, reset, or cancel to the catalog item form for user interaction.
- Ability to export the completed update set for transfer to another instance.

Non-Functional Requirements:

- The catalog item form should load within 2 seconds.
- Request submission should be processed without noticeable delay.
- The catalog item form should be user-friendly and intuitive.
- Field labels and help text must be clear and meaningful.
- Only authorized users (e.g., IT Admins or Catalog Admins) should be able to create or modify the catalog item.
- Data in the form should be validated to prevent injection attacks.

Phases of the Project Ideation:

Phase:

During the ideation phase, it is determined that ServiceNow should be used to automate laptop requests. Stakeholders talk about the difficulties with manual procedures and suggest a catalog item that requires permissions and dynamic forms. After outlining the essential needs and evaluating its viability, the concept is given the go-ahead to proceed.

Requirement Analysis Phase:

- Identify required fields (e.g., laptop model, justification).
- Define user roles (requester, approver, fulfiller).
- Document functional and non-functional requirements.
- Set business rules and approval conditions.
- Plan request workflow (submit → approve → fulfill).
- Use ServiceNow components like Catalog Item, UI Policies, and Update Sets.
- Validate and finalize requirements with stakeholders.

Project Planning Phase:

The team executed these milestones:

1. ServiceNow Instance Setup

- Signed up at developer.servicenow.com and requested a Personal Developer Instance (PDI)
- Filled necessary details; received instance access credentials via email
- Logged in and prepared the instance for development.

2. Creation of Local Update Set

1. Access Navigation

- Open ServiceNow and go to All → Update Sets.

2. Choose Local Update Sets

- Select Local Update Sets under the *System Update Sets* module.

3. Create New Update Set

- Click New to open the update set form.
- Enter a meaningful name, e.g., "Laptop Request".

4. Save and Submit

- Click Submit to save the new update set.

5. Activate the Update Set

- After submission, click Make Current.
- This ensures all your changes are tracked under this update set.

The screenshot shows the ServiceNow interface for creating a new update set. The header bar includes the ServiceNow logo, navigation tabs (All, Favorites, History, Workspaces), and a search bar. The main title is 'Update Set - Create Laptop Request Project 2'. Below the title, there are two buttons: 'Submit' and 'Submit and Make Current'. The form fields include: 'Name' (Laptop Request Project 2), 'State' (In progress), 'Parent' (with a search icon), 'Release date' (with a calendar icon), and 'Description' (a large text area). The 'Application' field is set to 'Global'.

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.

| Name | Short description | Active | Roles | Catalogs | Category | Price | Type | Updated |
|---|-------------------|--------|-------|-----------------|--------------------------|----------|------|---------------------|
| Privacy Filter - X1 Carbon | | true | | Service Catalog | Peripherals | \$43.19 | Item | 2022-11-20 20:46:33 |
| Privacy Filter | | true | | Service Catalog | Peripherals | \$42.23 | Item | 2022-11-20 20:46:33 |
| Privacy Filter | | true | | Service Catalog | Peripherals | \$40.31 | Item | 2022-11-20 16:00:00 |
| Microsoft Access | | true | | Service Catalog | Software | \$139.99 | Item | 2022-11-20 20:46:33 |
| Adobe Acrobat | | true | | Service Catalog | Software | \$139.99 | Item | 2022-12-05 20:46:33 |
| This standard change template describes ... | | true | | Service Catalog | Network Standard Changes | \$0.00 | Item | 2025-03-31 02:15:56 |
| Add/Remove users from group | | true | | Service Catalog | Services | \$0.00 | Item | 2022-12-05 10:17:33 |
| Create, edit or convert PDF files | | true | | Service Catalog | Software | \$0.00 | Item | 2022-12-05 20:46:33 |
| More connected ways of creating and shar... | | true | | Service Catalog | Software | \$0.00 | Item | 2022-12-05 20:46:33 |
| Apple iPad 3 | | false | | Service Catalog | Tablets | \$600.00 | Item | 2022-11-20 20:46:33 |
| Request for Apple iPhone 13 | | true | | Service Catalog | Mobiles | \$799.00 | Item | 2022-05-20 08:30:16 |
| Request for Apple iPhone 13 pro | | true | | Service Catalog | Mobiles | \$999.00 | Item | 2022-05-24 03:02:19 |
| For Apple iPhone 4/4S | | false | | Service Catalog | Peripherals | \$19.00 | Item | 2022-11-20 20:46:33 |
| Apple iPhone 5 | | false | | Service Catalog | Mobiles | \$599.99 | Item | 2022-11-20 20:46:33 |
| Apple iPhone 5 Cable | | false | | Service Catalog | Peripherals | \$19.00 | Item | 2022-11-20 20:46:33 |
| Apple iPhone 6s | | false | | Service Catalog | Hardware | \$799.99 | Item | 2022-11-20 20:46:33 |
| Apple iPhone 6s Plus | | false | | Service Catalog | Mobiles | \$799.99 | Item | 2022-11-20 20:46:33 |

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

Click on 'SAVE'

Application scope: Global
Update set: Laptop Request Project [Global]

Short description: Use this item to request a new laptop

Description: Use this item to request a new laptop

Add variables

Step1:

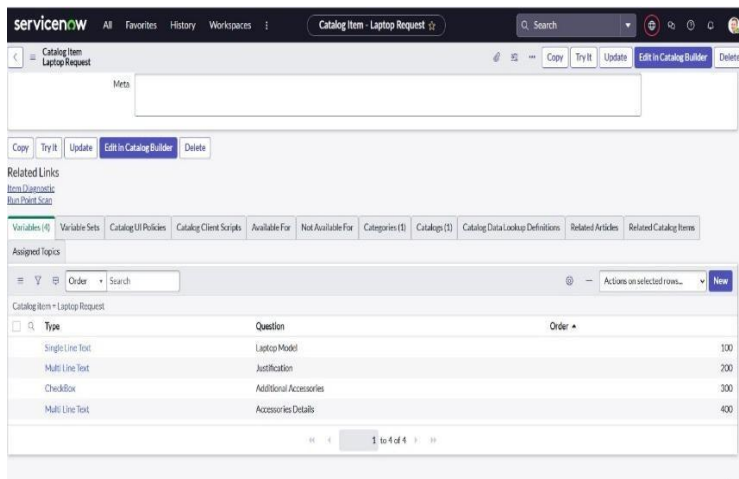
- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below

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

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

Step2:

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

The screenshot shows the ServiceNow interface for creating a new Catalog UI Policy Action. The top navigation bar includes the ServiceNow logo, navigation links (All, Favorites, History, Workspaces), a search bar, and a user profile icon. The breadcrumb trail indicates the current location: Catalog UI Policy Action - New Record. The main form area contains the following fields:

| Field | Value |
|--------------------|---------------------|
| Catalog Item | Laptop Request |
| Variable name | accessories_details |
| Order | 100 |
| Application | Global |
| Mandatory | True |
| Visible | True |
| Read only | Leave alone |
| Value action | Leave alone |
| Field message type | None |

A blue informational banner at the top of the form states: "UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)". A "Submit" button is located at the bottom left of the form.

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]

The screenshot shows the 'Catalog UI Policy - New Record' form in ServiceNow. The 'Applies to' section is set to 'A Catalog Item' with 'Laptop Request' selected. The 'Application' is 'Global' and 'Active' is checked. The 'Short description' is 'show accessories details'. The 'When to Apply' tab is selected, showing a condition: 'additional_accessories' is 'true'. The 'Applies on a Catalog Item view' checkbox is checked. The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' checkbox is checked. The 'On load' checkbox is checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is checked.

8. Click on **save**.(do not click on submit)
9. Scroll down and select 'catalog ui action'
10. Then click on new button
11. Select variable name as: accessories_details

Order:10

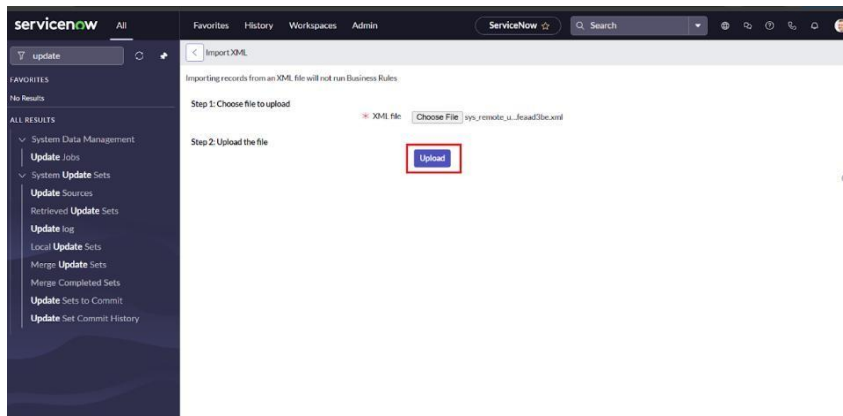
0 Mandatory:

True Visible :

True

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

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

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

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.

servicenow All Favorites History Workspaces Admin Laptop Request Search

Service Catalog > Hardware > Laptop Request Search catalog

Use this item to request a new laptop

Laptop Model

Justification

☐ Additional Accessories

Order this item

Quantity 1

Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart

Empty

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.

servicenow All Favorites History Workspaces Admin Laptop Request Search

Service Catalog > Hardware > Laptop Request Search catalog

Back

Use this item to request a new laptop

Laptop Model

hp

Justification

☒ Additional Accessories

* Accessories Details

Order this item

Quantity 1

Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart

Empty

Conclusion :

By utilizing ServiceNow's Service Catalog features, the Laptop Request Catalog Item project effectively expedites the organization's laptop request process. Through the installation of a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, decreasing errors and enhancing productivity. This project shows how automated, effective, and user-centric solutions may be utilized to replace manual, error-prone operations with ServiceNow. By offering a contemporary and efficient request process, it not only raises employee happiness but also improves service delivery.