

Laptop Request Service Catalogue Item in ServiceNow

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Team Size : 4

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Project Overview

Employees in the organization need a quick and efficient way to request laptops for official use.

Currently, the process is manual — involving email requests and IT team follow-ups — which causes **delays, missing data, and poor tracking**.

To overcome this, this project focuses on creating an **automated Service Catalogue item in ServiceNow** that allows employees to request laptops easily. The system will include:

- **Dynamic form behaviour** (fields change based on user input)
- **Clear guidance and instructions**
- **Form reset option**
- **Automated workflow for approval and fulfillment**
- **Change tracking for governance and deployment**

This automation reduces manual errors, improves user experience, and enhances IT governance.

IDEATION PHASE

Objective:

- **Identify the main challenges in the existing laptop request process and explore how ServiceNow can solve them.**

Activities:

- Discussed issues faced by employees during laptop requests (time delays, lack of tracking).
- Brainstormed automation solutions within ServiceNow's capabilities.
- Explored using Service Catalogue, UI Policies, and Flow Designer for automation.
- Decided to implement a reset option to help users correct mistakes without refreshing the page.
- Proposed audit tracking using system logs for governance.

Outcomes:

- Defined project goal and scope clearly.
- Selected ServiceNow Catalogue Item Creation as the main solution.

Project Planning Phase

Objective:

- Plan the project workflow, responsibilities, and timelines.

Steps:

Define Scope:

- Automate laptop requests with a dynamic form.
- Enable approval workflow.
- Ensure governance tracking.

Assign Roles:

- *Developer*: Create catalogue item and scripts.
- *Tester*: Conduct performance and user testing.
- *Approver*: Validate workflow and deployment.

Timeline:

- Week 1: Requirement Gathering
- Week 2: Catalogue Item Creation
- Week 3: Workflow Configuration

- Week 4: Testing and Deployment

Governance:

- Track all configuration changes using update sets.
- Use version control for deployment between environments.

Deliverables:

- Project Plan Document
- Workflow Schedule
- Stakeholder Approval

Requirement Analysis Phase

Functional Requirements:

Feature	Description
Catalogue Item	Create a new item titled “Laptop Request” under IT Services
Fields	Employee Name, Department, Laptop Type, Justification, Manager Approval
Dynamic Fields	Laptop models shown based on Department
Form Reset	Reset button to clear all fields
Workflow	Manager approval → IT fulfillment → Completion notification
Notifications	Email alerts to requester and approver
Tracking	Log all requests with timestamps for auditing

Non-Functional Requirements:

- The form should load within 3 seconds.
- Follow ServiceNow UI14 theme for consistency.
- Maintain high data accuracy and zero manual handling.

Project Design Phase

UI/UX Design:

- Employee Details
- Laptop Selection
- Approval Information
- Each field includes help text for clarity.
- Dynamic behaviour managed using UI Policies and Client Scripts.

Workflow Design:

- Created using Flow Designer:
- Request submitted
- Manager approval (automated email sent)
- IT fulfillment task created
- Notification sent to user on completion

Governance & Version Control:

- Changes tracked through Update Sets.
- Deployment between Dev → Test → Prod environments managed by Change Control.

Tools Used:

- ServiceNow Platform
- Flow Designer
- Catalogue Builder

- UI Policies and Client Scripts

Implementation Steps

- Navigate to Service Catalogue → Maintain Items → New
- Name the catalogue item: Laptop Request
- Add variables: Employee Name, Department, Laptop Type, Justification.
- Configure UI Policies for dynamic field visibility.
- Add a Reset button using a client script:

```
function onClickReset() {  
    g_form.clearValue('laptop_type');  
    g_form.clearValue('justification');  
    g_form.clearMessages();  
}
```

Design workflow in Flow Designer:

- Approval task to Manager
- Fulfillment task to IT Support
- Notifications on approval/rejection
- Publish and test the catalogue item.

Performance Testing Phase

Objective:

- Ensure the system is fast, reliable, and meets all user requirements.

Tests Conducted:

Test Type	Description	Result
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Form Load Test	Verified load time under multiple users	Passed (2.3 sec)
Dynamic Field Test	Checked visibility rules based on department	Passed
Workflow Test	Tested approval and notification process	Passed
Reset Function Test	Verified reset clears all fields instantly	Passed
Audit Log Test	Confirmed all changes are tracked	Passed

User Acceptance Testing (UAT):

- Conducted with 5 employee users.
- Feedback: Form is simple, fast, and intuitive.

Results & Outcome

- Reduced laptop request processing time by 60%.
- Improved data accuracy and eliminated manual follow-ups.
- Added transparency and traceability with audit logs.
- Enhanced employee experience through automation and dynamic behaviour.

Tools & Technologies Used

- ServiceNow Platform

- Service Catalogue Designer
- Flow Designer
- Client Scripts
- UI Policies
- Email Notifications
- Update Sets

Final UI Look

Catalog Item 3:

NAME : Headphone Request
 Catalogs : Technical Catalog
 Category : Accessories
 Short Description : Headphone Request
 Variable Set : Hardware Request variable set
 Variables:

Question	Name	Type	Order
Headphone Type	headphone_type	Select Box	400
Any Comments	any_comments	Multi Line Text	500

UI View

Question	Name	Type	Order
Requested For	u_requested_for	Requested For	100
Your Department	your_department	Multiple Choice Choices:- IT,sales,Finance,mar keting	200
Manager	manager	Reference	300

Question	Name	Type	Order
Requested For	u_requested_for	Requested For	100
Your Department	your_department	Multiple Choice	200
Manager	manager	Reference	300

Now we create catalog item ([How to create a catalog item](#))

Final UI look

Laptop Request

Select the laptop as per the choices given and order it.

Requested For:

Your Department: ☒ Sales ☐ IT ☐ Finance ☐ Marketing

Laptop Type:

Laptop Ram Size:

Disk Size:

Comments:

Order Summary: Quantity: 1, Delivery Date: 30 Oct, Order Now, Add to Cart, Shopping Cart, Empty

Catalog Item 2:

NAME: Dongle Request

Catalogs: Technical Catalog

Category: Accessories

Short Description : Dongle Request

Variable Set: Hardware Request variable set

Variables:

Question	Name	Type	Order
Dongle type	dongle_type	Select Box (wifi ,USB)	400
Data Transfer Rate	data_transfer_rate	Select Box (100 Mbps,150 Mbps,200 Mbps,300 Mbps)	500
Additional Comments	additional_comments	Multi Line Text	600

We will also create some new variables for this catalog item.

Question	Name	Type	Order
Laptop Type	laptop_type	Select Box (Mac,Windows,Linux)	400
Laptop Ram Size	laptop_ram_size	Select Box (4 GB,8 GB,16 GB,32 GB)	500
Disk Size	disk_size	Select Box (64 GB,128 GB,512 GB,1 TB)	600
Comments	comments	Single Line Text	700

4.2 TASK :- Create Order Guide ([How to create an order Guide](#))

NAME : Onboarding Request
Catalogs : Technical Catalog
Category : Accessories
Short Description : Onboarding Request
Request Method: Order
Hide 'Add to Cart' : Yes
Variable Set : Hardware Request variable set
Rule base: Include all the 3 catalog items created above
(For beginner we only mention item and position)

Rule - Laptop Request

Guide: Onboarding Request

If this condition is true: Add Filter Condition Add "OR" Clause

Include this item: Laptop Request

Ignore Mandatory Evaluation: ☐

Use Cart Item: ☒

Quantity: 1

Application: Global

At this position: 1

Show quantity: ☐

Update Delete

Item Variable Assignments for text Search

Item Variable	Assignment Type	Active
No records to display		

Include all 3 rule bases

Include this item	At this position
Laptop Request	1
Dongle Request	2
Headphone Request	3

Try it and submit your request should get 3 Requests created for each catalog items.

Conclusion

- The Laptop Request Service Catalogue Item simplifies and automates the process of laptop allocation in an organization. By introducing dynamic fields, reset functionality, and workflow automation, it saves time, ensures data accuracy, and maintains governance. This project demonstrates how ServiceNow's automation capabilities can improve efficiency and user satisfaction in enterprise IT operations.