

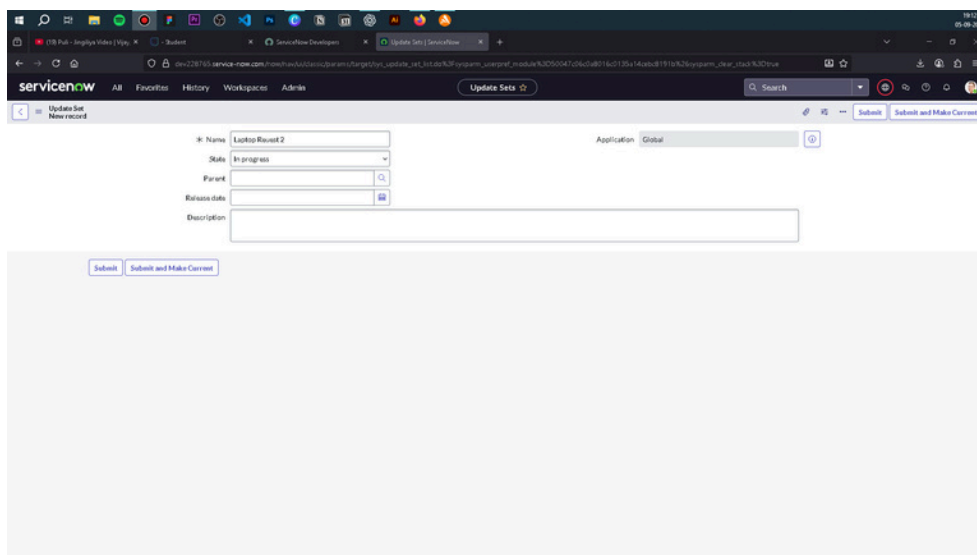
# Laptop Request Catalog Item

## 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

## Create Local Update set

- Open ServiceNow
- Go to All → Update Sets → Local Update Sets
- Click New
- Enter name: Laptop Request
- Click Submit
- Click Make Current to activate



The screenshot shows the ServiceNow 'Update Set' form. The 'Name' field is filled with 'Laptop Request 2'. The 'State' dropdown is set to 'In progress'. The 'Application' dropdown is set to 'Global'. The 'Parent' field is empty. The 'Release date' field is empty. The 'Description' field is empty. At the bottom, there are two buttons: 'Submit' and 'Submit and Make Current'.

# Create Service Catalog Item

- Open ServiceNow
- Go to All → Service Catalog → Maintain Items
- Click New
- Enter:
- Name: Laptop Request
- Catalog: Service Catalog
- Category: Hardware
- Short Description: Use this item to request a new laptop
- Click Save

The screenshot shows the 'Catalog Item - New Record' form in ServiceNow. The form is titled 'Catalog Item - New Record' and includes a search bar. Below the title, there is a blue box with instructions: '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.' The form fields include: 'Name' (empty), 'Application' (Global), 'Active' (checked), 'Fulfillment automation type' (Unspecified), 'Status' (None), 'Checked out' (None), and 'Owner' (Systems Administrator). Below these fields, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is selected, showing a 'Short description' field and a 'Description' field with a rich text editor.

## Add variables

- Save the catalog item → scroll down to Variables
- Click New → add:
- Laptop Model | Single line text | laptop\_model | 100
- Add more variables the same way:
- Justification | Multi line text | justification | 200
- Additional Accessories | Checkbox | additional\_accessories | 300
- Accessories Details | Multi line text | accessories\_details | 400
- Save the catalog item form

The screenshot shows the 'Catalog Item - Laptop Request' form in ServiceNow. The form is titled 'Catalog Item - Laptop Request' and includes a search bar. Below the title, there is a blue box with instructions: '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.' The form fields include: 'Name' (Laptop Request), 'Application' (Global), 'Active' (checked), 'Fulfillment automation type' (Unspecified), 'Status' (None), 'Checked out' (None), and 'Owner' (Systems Administrator). Below these fields, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is selected, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a rich text editor. The 'Variables' section is visible at the bottom of the form, showing the variables added: 'Laptop Model', 'Justification', 'Additional Accessories', and 'Accessories Details'.

# Create Catalog Ui policies

- Go to All → Service Catalog → Maintain Items
- Search and open Laptop Request
- Scroll down → Catalog UI Policies → New
- Short Description: Show accessories details
- Condition: additional\_accessories is true
- Click Save (not Submit)
- Scroll down → Catalog UI Actions → New
- Variable: accessories\_details
- Order: 100
- Mandatory: True
- Visible: True
- Click Save
- Click Save again on the Catalog UI Policy form

The screenshot shows the 'UI Actions' form in ServiceNow. The form is titled 'UI Actions' and has a 'New record' button. It contains several fields for configuring the action, including 'Name', 'Table', 'Order', 'Action name', 'Active', 'Show insert', 'Show update', 'Client', 'Override', 'Messages', 'Comments', 'Email', and 'Condition'. There are also checkboxes for 'Form button', 'Form context menu', 'Form link', 'Form style', 'Edit button', 'Edit context menu', 'Edit choice', 'Edit link', and 'Edit style'. The 'Application' field is set to 'Global'.

# Exporting changes to another instances

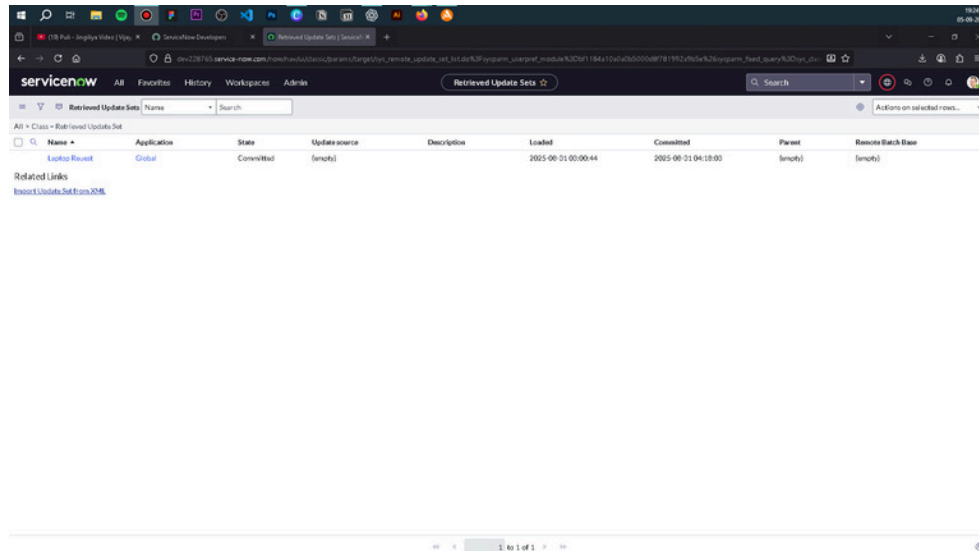
- Go to All → Update Sets → Local Update Sets
- Open Laptop Request Project
- Set State = Complete
- In Updates tab, check the changes
- Click Export to XML → file downloads

The screenshot shows the 'Update Set' form in ServiceNow for the 'Laptop Request' project. The form is titled 'Update Set: Laptop Request' and has a 'New record' button. It contains several fields for configuring the update set, including 'Name', 'State', 'Parent', 'Release date', 'Install date', 'Installed from', and 'Description'. There are also checkboxes for 'Form button', 'Form context menu', 'Form link', 'Form style', 'Edit button', 'Edit context menu', 'Edit choice', 'Edit link', and 'Edit style'. The 'Application' field is set to 'Global'. Below the form, there is a table showing the 'Update Set' details, including 'Created', 'Type', 'View', 'Target name', 'Updated by', 'Release update set', and 'Action'.

Created	Type	View	Target name	Updated by	Release update set	Action
2025-08-31 04:18:00	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-08-31 04:18:00	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-08-31 04:18:00	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-08-31 04:18:00	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-08-31 04:18:00	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-08-31 04:18:00	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-08-31 04:18:00	Catalog Item		Laptop Request	admin	(empty)	INSERT_OR_UPDATE

# Retrieving the update set

- Open ServiceNow in Incognito and log in
- Go to All → Update Sets → Retrieved Update Sets
- Click Import from XML → upload the file → Upload
- Open Laptop Request Project
- Click Preview Update Set → then Commit Update Set
- Check Updates tab to see all changes

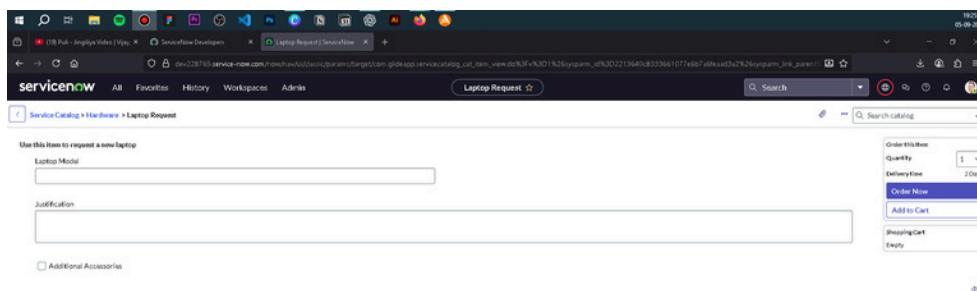


The screenshot shows the 'Retrieved Update Sets' table in ServiceNow. The table has columns for Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. A single entry is visible with the name 'Laptop Request', application 'Global', and state 'Committed'. The 'Loaded' and 'Committed' timestamps are both '2025-08-21 00:00:44'. Below the table, there is a 'Related Links' section with a link to 'Import Update Set from XML'.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request	Global	Committed	(empty)		2025-08-21 00:00:44	2025-08-21 04:18:00	(empty)	(empty)

# Test Catalog Item

- Go to Service Catalog → Hardware in target instance
- Open Laptop Request item
- Only 3 variables show first
- Tick Additional Accessories → Accessories Details appears and is mandatory
- Result matches the requirement



The screenshot shows the 'Laptop Request' form in the Service Catalog. The form has a 'Laptop Model' field, a 'Justification' field, and an 'Additional Accessories' checkbox. On the right side, there is a 'Shopping Cart' section with 'Order this now', 'Quantity' (set to 1), 'Delivery time' (set to 2 days), and buttons for 'Order Now', 'Add to Cart', and 'Empty'.

Use this form to request a new laptop

Laptop Model:

Justification:

☐ Additional Accessories

Order this now

Quantity: 1

Delivery time: 2 days

Order Now

Add to Cart

Shopping Cart: Empty

## Conclusion

The Laptop Request Catalog Item project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalog capabilities. Through the implementation of a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, reducing errors and improving efficiency. This project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.