

## Laptop Request Catalog Item

**Team Id:** NM2025TMID18154

### **Team Members:**

**Team Leader:** ABITHA G

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**Problem statement:** *Employees in the organization require a quick and efficient way to request laptops for work. The existing manual process is slow, prone to delays, and lacks dynamic form behavior to ensure accurate data collection. To solve this, a Service Catalog item needs to be created in ServiceNow, enabling employees to easily request laptops with guided fields, reset functionality, and proper tracking for governance and deployment.*

**Objective:** *The objective of this project is to design and implement a ServiceNow Catalog Item that streamlines the laptop request process for employees. By creating an automated and user-friendly catalog item, the project aims to eliminate delays and inefficiencies caused by the manual request process. The catalog form includes dynamic fields, validation rules, and clear instructions to ensure accurate data collection, while additional features such as reset*

functionality, approval workflows, and change tracking improve governance and transparency. Ultimately, this solution enhances user experience, speeds up request handling, and ensures smooth deployment across different instances

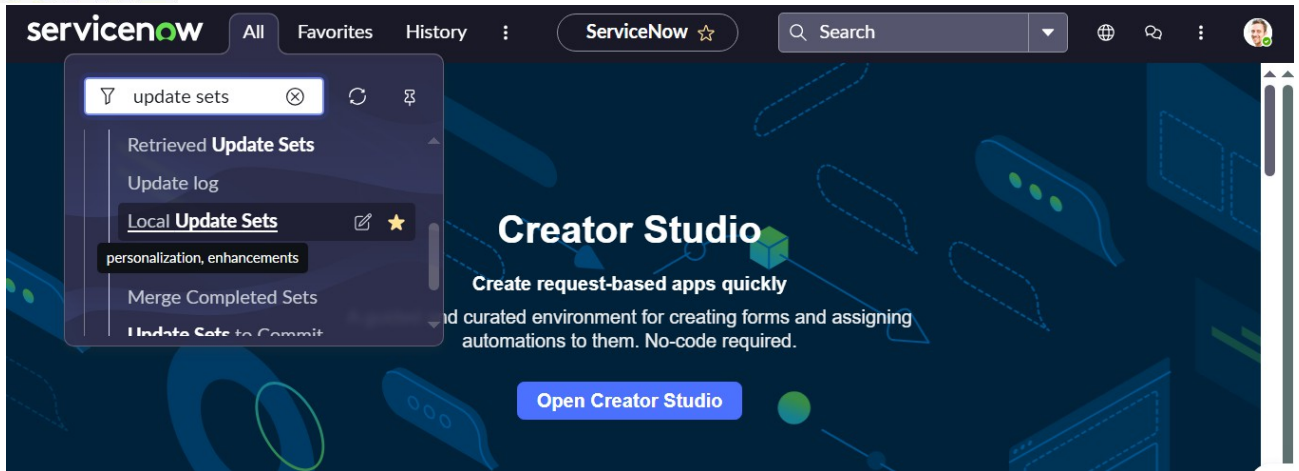
**Skills:** The project involved applying a wide range of ServiceNow and ITSM skills to achieve the desired outcome. It began with task initiation through the creation and management of local update sets, followed by the development of the service catalog item with structured variables and form fields. Skills in configuring UI policies were applied to enforce conditional behaviors, such as displaying and mandating certain fields based on user input. UI action development was used to add custom features like a reset form button through client-side scripting. Additionally, update set management skills were essential for exporting and importing configurations across different ServiceNow instances. Finally, testing skills were applied to validate that the catalog item functioned as intended, ensuring that all requirements were met and the solution was reliable and efficient.

## TASK INITIATION

### Milestone 1 : Users

#### Activity 1: Create local update set

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.

| servicenow                        |                 |             |                |                     |            |         |            |  |
|-----------------------------------|-----------------|-------------|----------------|---------------------|------------|---------|------------|--|
| All Favorites History Update Sets |                 |             |                |                     |            |         |            |  |
| Search                            |                 |             |                |                     |            |         |            |  |
| Actions on selected rows... New   |                 |             |                |                     |            |         |            |  |
| All                               |                 |             |                |                     |            |         |            |  |
| Name                              | Application     | State       | Installed from | Created             | Created by | Parent  | Batch Base |  |
| Default                           | Security Center | In progress |                | 2025-07-24 03:45:06 | system     | (empty) | (empty)    |  |
| Default                           | Pipeline        | In progress |                | 2025-09-06 20:00:02 | system     | (empty) | (empty)    |  |
| Default                           | Global          | In progress |                | 2025-07-24 02:19:36 | system     | (empty) | (empty)    |  |
| Laptop Request                    | Global          | In progress |                | 2025-09-07 06:06:58 | admin      | (empty) | (empty)    |  |

Related Links

[Merge Update Sets](#)

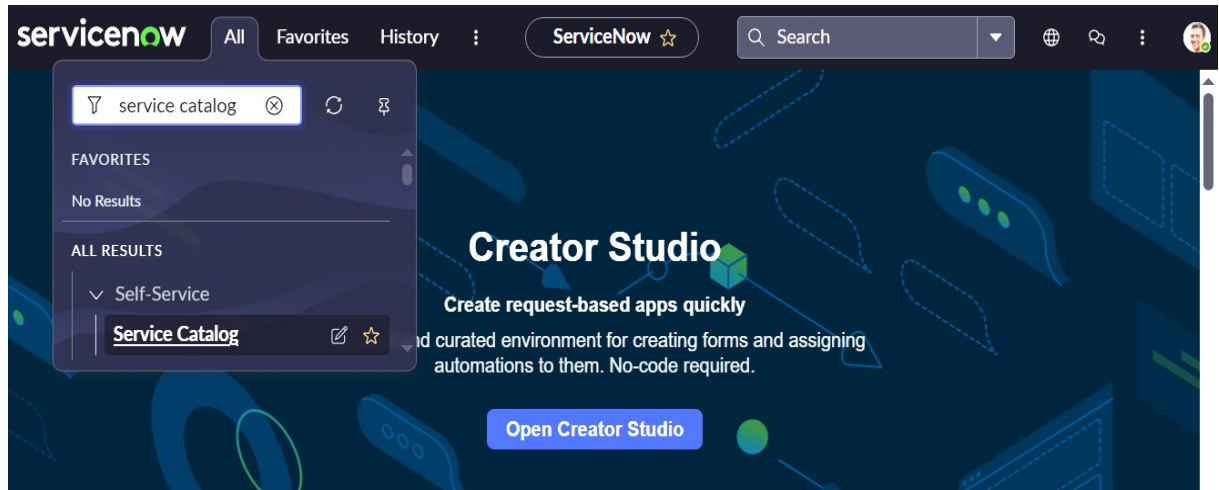
6. Click on submit and make current
7. By clicking on the button it activates the update set .

The screenshot shows the ServiceNow interface for creating a new record in an update set. The header bar includes the ServiceNow logo, navigation tabs (All, Favorites), and a search bar. The main title is 'Update Set - Create Laptop Request 3'. Below the title, there are two buttons: 'Submit' and 'Submit and Make Current'. The form fields include: 'Name' (Laptop Request), 'State' (In progress), 'Parent' (with a search icon), 'Release date' (with a calendar icon), and 'Description' (a large text area). The 'Application' is set to 'Global'. At the bottom, there are two buttons: 'Submit' and 'Submit and Make Current'.

## Milestone 2 : Service Catalog Item

### Activity 1: Create Service Catalog Item

1. Open service now.
2. Click on All >> service catalog



## 5. Select maintain items under catalog definitions

## 6. Click on New.

The screenshot shows the ServiceNow Catalog Items list view. The header includes the ServiceNow logo, navigation tabs (All, Favorites, History), and a search bar. Below the header, there's a filter bar with 'Catalog Items' selected. The main table lists items with columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The table contains several rows, including '3M Privacy Filter - Lenovo X1 Carbon', '3M Privacy Filter - MacBook Pro', '3M Privacy Filter - Macbook Pro Retina', 'Access', and 'Acrobat'. Below the table, there are buttons for 'Activate' and 'Deactivate', and a pagination control showing '1 to 20 of 188'. On the left sidebar, there's a 'Renderers' section with 'Maintain Dynamic Categories' and 'Maintain Items' options. On the right sidebar, there's a 'Shopping Cart' section showing 'Empty'.

| 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 00:11:00 |

The screenshot shows the ServiceNow Catalog Item - New Record form. The header includes the ServiceNow logo, navigation tabs (All, Favorites, History, Workspaces, Admin), and a search bar. Below the header, there's a 'Catalog Item - New Record' section. The form contains fields for Name, Short description, Catalogs, Category, State, Checked out, Owner, Application, Active, and Fulfillment automation level. A context menu is open over the 'Save' button, showing options: 'Save', 'Copy', 'Paste', 'Create Favorite', 'Copy URL', 'Copy sys\_id', and 'Reload form'. The 'Name' field is filled with 'Laptop request'. The 'Catalogs' field is set to 'Service Catalog'. The 'Category' field is set to 'Hardware'. The 'Application' field is set to 'Global'. The 'Active' checkbox is checked. The 'Fulfillment automation level' is set to 'Unspecified'. The 'Short description' field is filled with 'Use this item to request a new laptop'.

Save  
Copy  
Paste  
Create Favorite  
Copy URL  
Copy sys\_id  
Reload form

Name: Laptop request  
Short description: Use this item to request a new laptop  
Catalogs: Service Catalog  
Category: Hardware  
Application: Global  
Active: ☒  
Fulfillment automation level: Unspecified

## Activity 2: 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

The screenshot shows the ServiceNow interface for editing a catalog item named 'Laptop request'. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The breadcrumb trail is 'Catalog Item - Laptop request'. The main form area has a 'Meta' section with a text input field. Below this are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. The 'Related Links' section contains links for 'Item Diagnostic' and 'Run Point Scan'. A tabbed interface below shows various categories: 'Variables', 'Variable Sets', 'Catalog UI Policies', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', 'Catalog Data Lookup Definitions', 'Related Articles', 'Related Catalog Items', and 'Assigned Topics'. The 'Variables' tab is active, showing a table with columns 'Type', 'Question', and 'Order'. The table is currently empty, displaying 'No records to display' with a '+ New' button.

### 1. Variable 1:Laptop Model

**Type: Single line text**

**Name: laptop\_model**

**Order:100**

**Click on submit**

### 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**

**servicenow** All Favorites History Workspaces Admin **Catalog Item - Laptop Model** Search

< = Catalog Item Laptop Model Copy Try It Update Edit in Catalog Builder Delete

Copy Try It Update Edit in Catalog Builder Delete

Related Links  
[Item Diagnostic](#)  
[Run Point Scan](#)

Variables (4) Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items Assigned Topics

Order Search Actions on selected rows... New

Catalog item = Laptop Model

| Type             | Question               | Order |
|------------------|------------------------|-------|
| Single Line Text | Laptop Model           | 100   |
| Multi Line Text  | Justification          | 200   |
| CheckBox         | Additional Accessories | 300   |
| Multi Line Text  | Accessories Details    | 400   |

<< < 1 to 4 of 4 > >>

## Step2:

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

## Milestone 2 : UI Policy

### Activity 1: 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

**servicenow** All Favorites History Workspaces Admin **Catalog Items** Search

Catalog Items Name Search Actions on selected rows... New

All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty > Name starts with Laptop request

| Name           | Short description                     | Active | Roles | Catalogs        | Category | Price | Type | Updated             |
|----------------|---------------------------------------|--------|-------|-----------------|----------|-------|------|---------------------|
| Laptop request | Use this item to request a new laptop | true   |       | Service Catalog | Hardware | ₹0.00 | Item | 2025-09-07 06:58:38 |

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]

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:100

Mandatory: True

Visible : True

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

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic Run Point Scan

| Variables (4) | Variable Sets | Catalog UI Policies (1) | Catalog Client Scripts | Available For | Not Available For | Categories (1) | Catalogs (1) | Catalog Data Lookup Definitions | Related Articles | Related Catalog Items | Assigned Topics |
|---------------|---------------|-------------------------|------------------------|---------------|-------------------|----------------|--------------|---------------------------------|------------------|-----------------------|-----------------|
| Order         | Search        |                         |                        |               |                   |                |              |                                 |                  |                       |                 |

Catalog item = Laptop request

| Short description        | Variable set | Conditions | Reverse if false | On load | Inherit | Updated             | Order |
|--------------------------|--------------|------------|------------------|---------|---------|---------------------|-------|
| show accessories details | (empty)      |            | true             | true    | false   | 2023-09-07 07:42:47 | 100   |

1 of 1



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](#)

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

Update Delete

Related Links

[Run Point Scan](#)

## Milestone 3 : UI Action

### Activity 1: Create ui action

1. **Open service now.**
2. **Click on All >> search for ui action**
3. **Select ui actions under system definition**

UI Actions

FAVORITES

No Results

ALL RESULTS

- System Classic Mobile UI
  - UI Actions - Classic Mobile
- System Definition
  - UI Actions
- System UI
  - UI Actions

Order this Item

Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart

Empty

4. **Click on new**

| Name                              | Table   | Comments   | Form action            | List action            | Active                 | Order                  | Condition                                   | Updated                |
|-----------------------------------|---|--|------------------------|------------------------|------------------------|------------------------|---|------------------------|
| <a href="#">Search</a>            | <a href="#">Search</a>                                | <a href="#">Search</a>   | <a href="#">Search</a> | <a href="#">Search</a> | <a href="#">Search</a> | <a href="#">Search</a> | <a href="#">Search</a>                      | <a href="#">Search</a> |
| <a href="#">View in Workspace</a> | Project Definition Version [promin_model_def_version] |  | true                   | false                  | true                   |                        | current.getValue('state') === 'AVAILABLE'   | 2022-02-13 21:34:26    |
| <a href="#">Save</a>              | Template [sys_template]                               | Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace                           | false                  | false                  | true                   | -10,000                | !current.isNewRecord() && current.canWri... | 2025-07-24 02:50:12    |
| <a href="#">Save</a>              | Template [sys_template]                               | Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace                                   | false                  | false                  | true                   | -10,000                | current.canCreate() && current.isNewReco... | 2025-07-24 02:50:15    |
| <a href="#">Delete</a>            | Article Template [kb_article_template]                | Deletes current record after confirmation for Notification Preferences UI  | true                   | false                  | true                   | -1,000                 | false                                       | 2025-07-24 02:50:10    |
| <a href="#">Delete</a>            | Global [global]                                       | Deletes current record after confirmation for Notification Preferences UI  | true                   | false                  | true                   | -1,000                 | current.isValidRecord() && current.canDe... | 2025-07-24 02:50:10    |
| <a href="#">New</a>               | Record Transformer Rule [sys_record_transformer_rule] | Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer. | false                  | true                   | true                   | -1,000                 | current.canCreate() && !RP.getListContro... | 2025-07-24 02:50:11    |

5. **Fill the following details to create ui action**

**Table: shopping cart(sc\_cart)**

**Order:100**

**Action name: Reset form**

**Client : checked**

**Script:**

```
function resetForm() {  
  g_form.clearForm(); // Clears all fields in the form  
  alert("The form has been reset.");  
}
```

**Click on save**

The screenshot shows the 'UI Action - New Record' form in ServiceNow. The form is divided into two main sections: 'General' and 'UI Action Properties'. In the 'General' section, the 'Name' field is set to 'Reset form', the 'Table' is 'Shopping Cart [sc\_cart]', the 'Order' is '100', and the 'Action name' is 'Reset form'. The 'Active' checkbox is checked. In the 'UI Action Properties' section, the 'Application' is set to 'Global', and the 'Form style' is set to '-- None --'. The 'Form button' checkbox is checked. The 'Overrides' field is empty, and the 'Messages' field is also empty.

The screenshot shows the 'UI Action - New Record' form in ServiceNow, specifically the 'Script' section. The 'Script' field contains the following code:

```
1 function resetForm() {  
2   g_form.clearForm(); // Clears all fields in the form  
3   alert("The form has been reset.");  
4 }
```

Below the script field, there is a 'Protection policy' dropdown menu set to '-- None --'. A red warning message is displayed above the script field, stating: 'Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record, gs.hasRole("admin") condition restricts the UI Action to the users with admin role.'

**Milestone 4 : Export Update set**

## Activity 1: Exporting changes to another instances

1. Click on All >> search for update sets
2. Select local update set

servicenow All Favorites History Workspaces Admin Update Set - Laptop Request

Search

Update Set - Laptop Request

Name: Laptop Request

State: Complete

Application: Global

Created: 2025-09-07 06:06:58

Created by: admin

Merged to:

Update Back Out Delete

Related Links

[Export to XML](#)

[Merge With Another Update Set](#)

[Scan Update Set](#)

local update

System Update Sets - Local Update...

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

servicenow All Favorites History Workspaces Admin Update Sets

Search

Update Sets

| Name           | Application     | State       | Installed from | Created             | Created by | Parent  | Batch Base |
|----------------|-----------------|-------------|----------------|---------------------|------------|---------|------------|
| Default        | Security Center | In progress |                | 2025-07-24 03:45:06 | system     | (empty) | (empty)    |
| Default        | Pipeline        | In progress |                | 2025-09-06 20:00:02 | system     | (empty) | (empty)    |
| Default        | Global          | In progress |                | 2025-07-24 02:19:36 | system     | (empty) | (empty)    |
| Laptop Request | Global          | In progress |                | 2025-09-07 06:06:58 | admin      | (empty) | (empty)    |

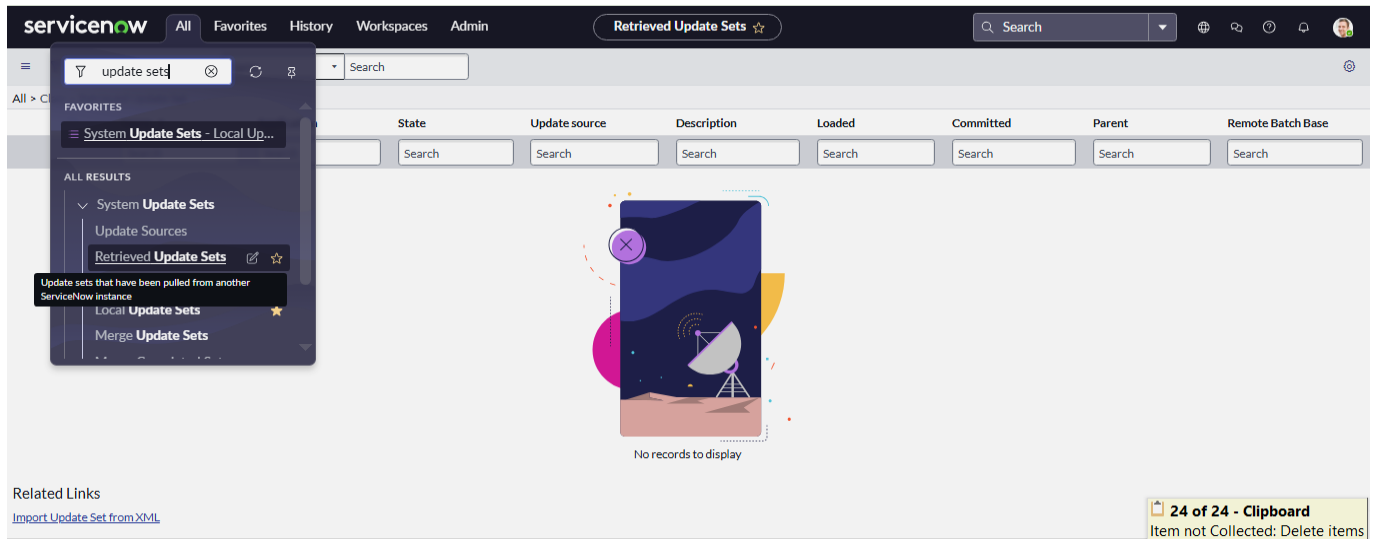
Related Links

[Merge Update Sets](#)

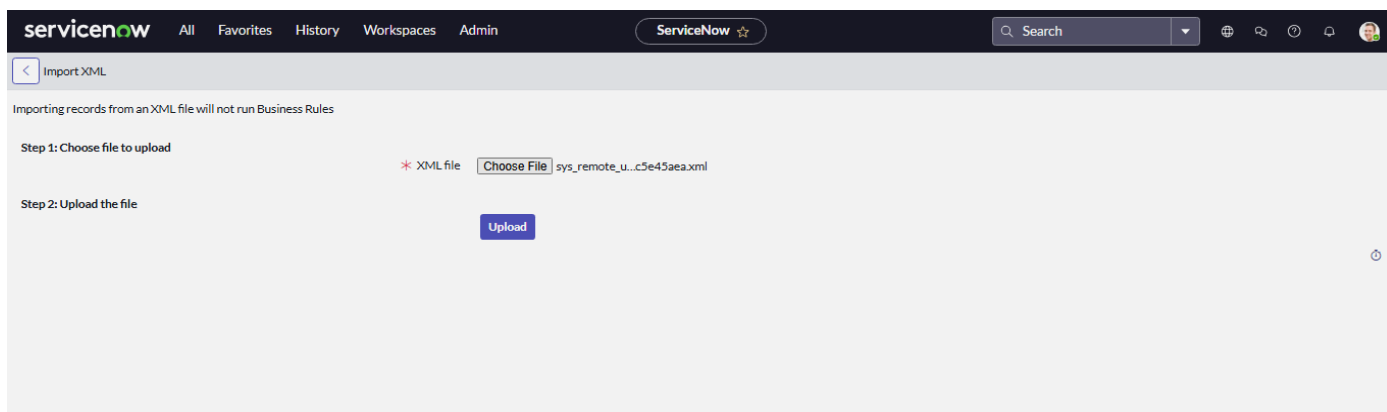
## Milestone 5 : Login to another Instance

### Activity 1: 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

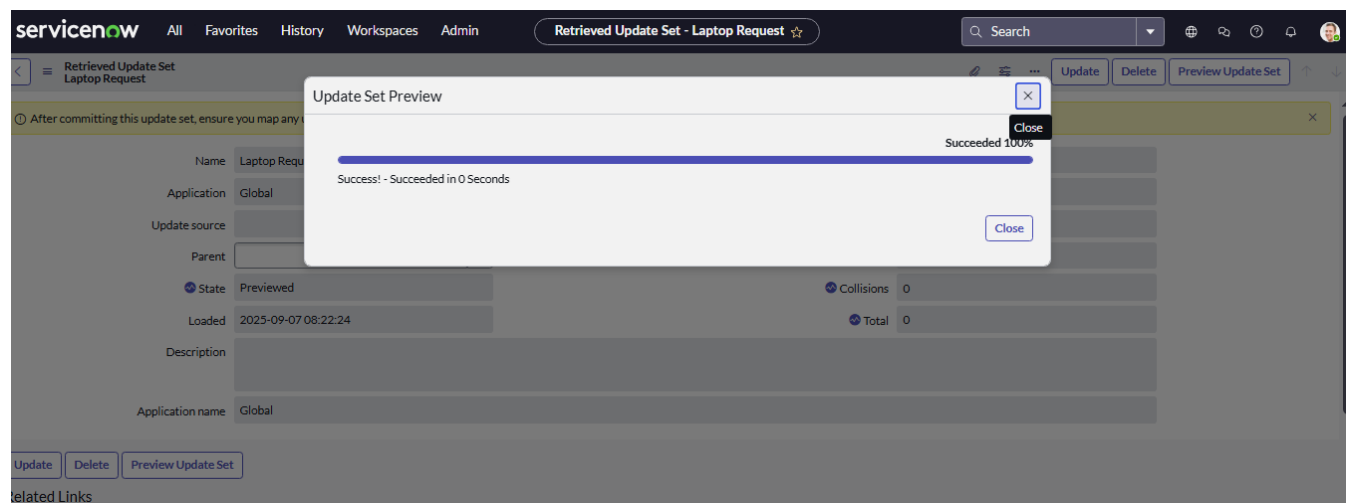
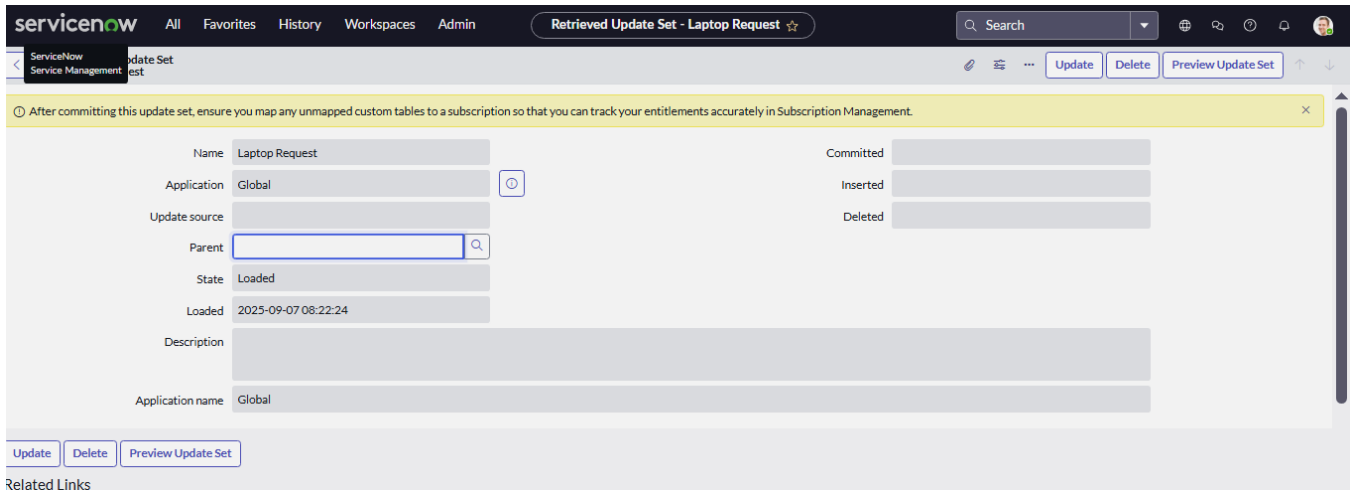


### 7. Upload the downloaded file in XML file



### 8. Click on Upload and it gets uploaded

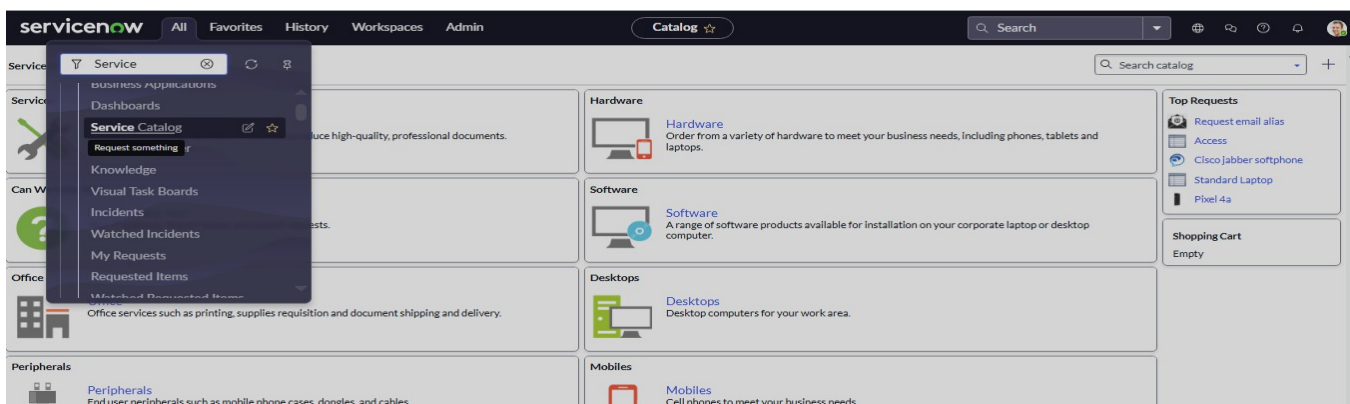
9. Open retrieved update set ‘laptop request project’
10. Click on preview update set
11. And click on commit update set
12. And also see the related tab updates
13. After committing update set in this instance we get all updates which are done in the previous instance



## Milestone 6 : Testing

### Activity 1: 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
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

\* Accessories Details

Order this Item
Quantity
1
Delivery time
2 Days
Order Now
Add to Cart

Shopping Cart
Empty

**Conclusion:***The project successfully automated the Laptop Request Process in ServiceNow by creating a dynamic, user-friendly catalog item. The new system ensures accurate data collection, improves efficiency, and reduces delays compared to the manual process. Additional features like conditional fields, reset functionality, and update set management enhanced governance and deployment. Overall, the solution improved operational transparency and streamlined IT service delivery.*