

Laptop Request Catalog Item - ServiceNow

Introduction

In many companies, requesting IT equipment like laptops is often slow and done through manual communication such as emails or paper forms. This can lead to delays, mistakes, and confusion between employees and the IT team.

The Laptop Request Form in ServiceNow solves this problem by providing a clear, online request process that is fast, accurate, and easy to use.

Project Overview

This project is built on the ServiceNow platform using the Service Catalog feature. It allows employees to request laptops through a dynamic form that automatically shows or hides fields based on their answers

The form also includes a Reset Button to clear all inputs and can be easily moved to another ServiceNow instance using an Update Set (XML).

Key points:

- **Dynamic Form** – Fields appear only when needed.
- **Validation** – Important details are made mandatory.
- **Reset Feature** – Clears the form in one click.
- **Portability** – Can be exported and imported across ServiceNow instances.

Objectives

- Make the laptop request process faster and easier for employees.
- Reduce errors by making important fields mandatory.
- Improve the IT team's ability to track and process requests.
- Provide a reusable and portable solution using Update Sets.

Key Features

1. **Dynamic Form Behaviour** – Fields appear only when needed.
2. **Validation** – Required fields prevent incomplete submissions.
3. **Reset Button** – Allows users to start fresh.
4. **Reusability** – Can be exported/imported to different ServiceNow instances.
5. **Clear User Interface** – Simple design for better user experience.

Step-by-Step Implementation

1. Create Local Update Set

- Go to **System Update Sets > Local Update Sets**.
- Create a new update set called **Laptop Request** and make it **Current**.

2. Create Service Catalog Item

- Navigate to **Service Catalog > Maintain Items**.
- Create a new item called **Laptop Request**.
- Assign it to the **Hardware** category.

3. Add Variables

Variable Name	Type	Order
Laptop Model	Single Line Text	100
Justification	Multi Line Text	200
Additional Accessories	Checkbox	300
Accessories Details	Multi Line Text	400

Step 4: Create Catalog UI Policy

- Show **Accessories Details** only when **Additional Accessories** is checked.
- Make it mandatory in that case.

Step 5: Add Reset Button

```
function resetForm() {  
    g_form.clearForm();  
    alert("Form reset successfully!");  
}
```

Step 6: Export Update Set

- Set State to **Complete** and click **Export to XML**.

Step 7: Import Update Set into Another Instance

- Go to **System Update Sets > Retrieved Update Sets**.
- Import the XML, preview, and commit.

Outcome

- Faster laptop request submissions.
- Fewer errors and missing details.
- Easy tracking of requests.
- Improved IT governance and user experience.

Technologies Used

- ServiceNow Platform
- Service Catalog
- UI Policies
- Catalog Client Scripts
- Update Sets (XML)

Conclusion

The Laptop Request Catalog Item project successfully streamlines the laptop request process within ServiceNow by eliminating manual steps, reducing delays, and minimizing errors in IT service delivery. Through the use of dynamic fields and validations, it ensures that all requests are complete and accurate. The addition of a Reset button enhances user convenience, while the use of Update Sets makes the solution easily portable across multiple instances. Overall, this project improves efficiency, governance, and user satisfaction, showcasing how ServiceNow can be leveraged to automate and enhance everyday business processes.