Laptop Request Catalog Item in ServiceNow
Project Documentation Format

1. Introduction

- **Project Name :** Laptop Request Catalog Item

- **Team ID : LTVIP2025TMID29856**

- **Team Leader :** Revathi Bomma

- **Team Members :** Radhika Mala , Sravanthi K , K Supriya

2. Project Overview

- **Objective:**

To simplify and streamline the laptop request process for employees by creating a dynamic ServiceNow catalog item with validation, reset functionality, and audit tracking for governance and deployment.

- **Description:**
- This project creates a user-friendly catalog item within ServiceNow to enable employees to request laptops. It eliminates manual inefficiencies by introducing form logic, guided inputs, dynamic visibility of fields based on user selections, and form reset capability. All submissions are tracked, and the request lifecycle is automated through workflows and approvals.

- **Key features:**

Feature	Description
Catalog Item Creation	Enables users to raise requests via a clean, guided form.
Dynamic Form Behavior	Fields show/hide based on selected laptop type or department.
Form Validation	Mandatory fields and valid options ensure proper data collection.
Reset Button	Clears all fields instantly for re-entry.
Workflow Automation	Routes requests through approval chains based on roles or departments.
Audit & Tracking	All actions logged for traceability and governance.

Notifications	Sends updates to requestor and approvers.
Role-Based Access	Only authorized users can access or approve requests.

3. Project Ideation Phase

- **Project Title:** Laptop Request Catalog Item in ServiceNow
- **Problem Statement:** Employees require a simplified, quick process to request work laptops. The existing manual method causes delays and lacks dynamic validation. This project addresses the need by automating the request process through a ServiceNow catalog item with enhanced user experience, form logic, and audit control.

4. Requirement Analysis Phase

- **Tables:** Use existing sc_req_item table to store request records.
- **Catalog Item**: Create a new Service Catalog item for laptop request.
- **Client Scripts & UI Policies**: Implement logic for dynamic field display.
- **Workflow:** Automate approval and fulfillment stages.
- **Reset Button**: Add catalog client script for resetting fields**.**
- **Access Control:** Restrict visibility of request forms and tasks based on roles.
- **Tracking:** Enable audit logs and activity tracking.
- **Conclusion:** Ensure the form is user-friendly, functional, and audit-compliant.

5. Project Planning Phase

- **Project Timeline:**
  - **Ideation**
  - **Requirement Analysis**
  - **Design (Form fields, UI policies, Client Scripts)**
  - **Development (Catalog item, workflows)**
  - **Testing (Impersonation, field behavior)**
  - **Review & Finalization**

- **Risk Management:**

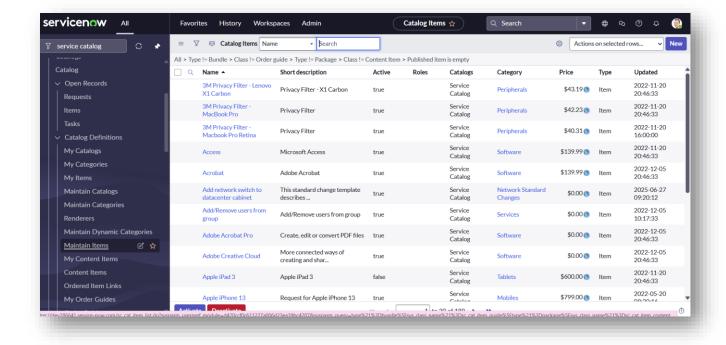| Risk	Probability	Impact	Mitigation Strategy
Workflow not triggering properly	Medium	High	Test workflows independently in sub-prod
Reset button fails	Low	Medium	Add fallback catalog client script
Field visibility not dynamic	Medium	High	Use combinations of UI Policies and scripts

- **Task Allocation:**

Task	Assigned To	Time Estimate	Tools Required
Catalog Item Design	Developer	1 Day	ServiceNow Studio
Client Script Development	Developer	2 Days	Catalog Client Scripts
Workflow Configuration	Admin	2 Days	Flow Designer
Reset Button Implementation	Developer	1 Day	Catalog UI Script
Testing & Review	QA Analyst	1 Day	User Impersonation

6. Project Design Phase

1. Create Catalog Item

- Navigate to **System Update Sets > Local Update Sets**

- Click on **New**, provide a name like Laptop Request Form Update Set

- Save and set it as the current update set

- This will track all changes made during development for easy migration to other instances

2. Create Service Catalog Item

- Go to **Service Catalog > Maintain Items**
- Click **New** to create a new Catalog Item
- Fill in:
- **Name**: Laptop Request Form
- **Catalog**: Service Catalog
- **Category**: Hardware or Employee Services
- Save the item

3. Add Variables

Step1:
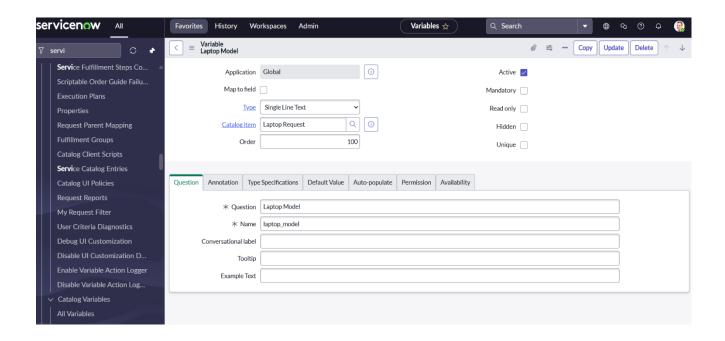- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below
1. Variable 1:Laptop Model
   Type: Single line text
   Name: laptop_model
   Order:100
- Click on submit
- Again click on new and add Remaining variables in the above process

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
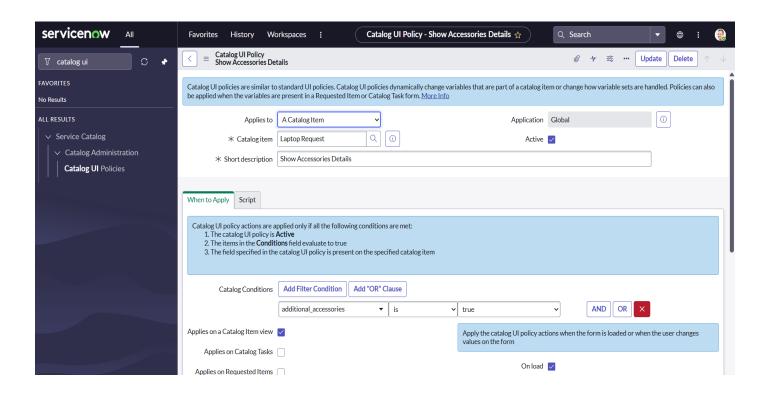
4. Create Catalog UI Policies

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]

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 form

5. Create ui action

1. Open service now.
2. Click on All >> search for ui action
3. Select ui actions under system definition
4. Click on new
5. Fill the following details to create ui action
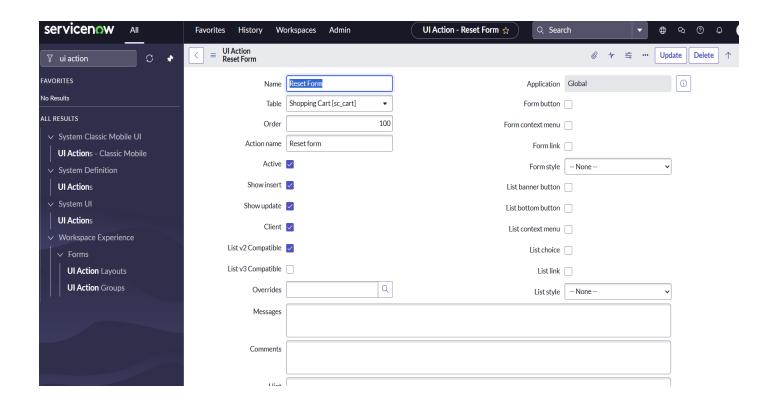   Table: shopping cart(sc_cart)
    Order:100
    Action name: Reset form
    Client : checked
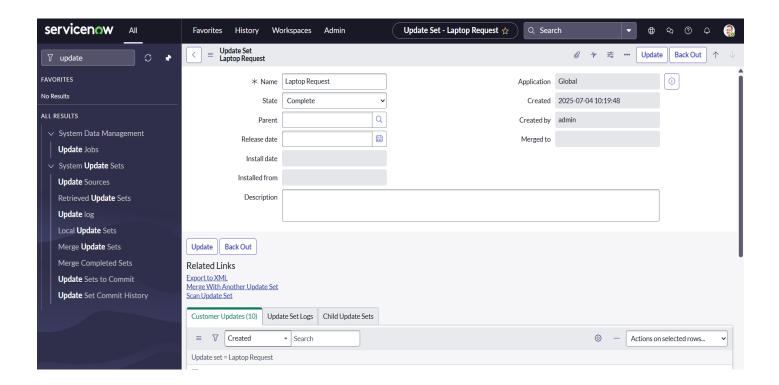
Script:
    function resetForm() {
    g_form.clearForm(); // Clears all fields in the form
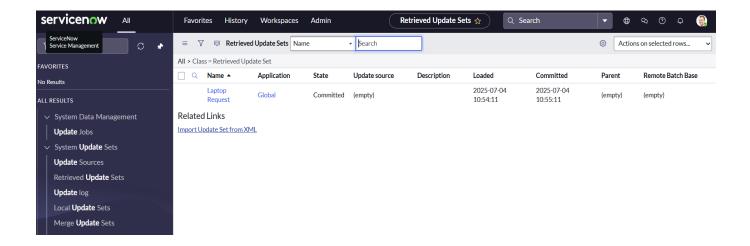   alert("The form has been reset.");
}

6. Click on save

6. Exporting changes to another instances

1. Click on All >> search for update sets
2. Select local update set
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.
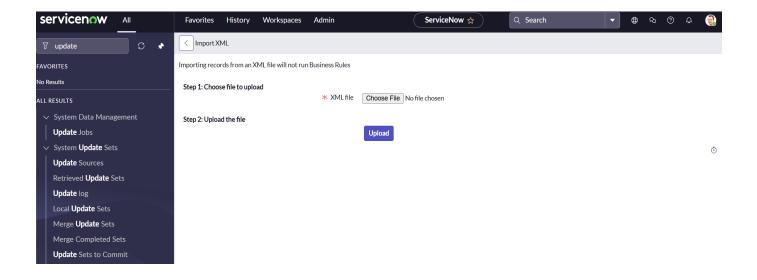6. Click on export to XML ,it download one file

7. Retrieving the update set
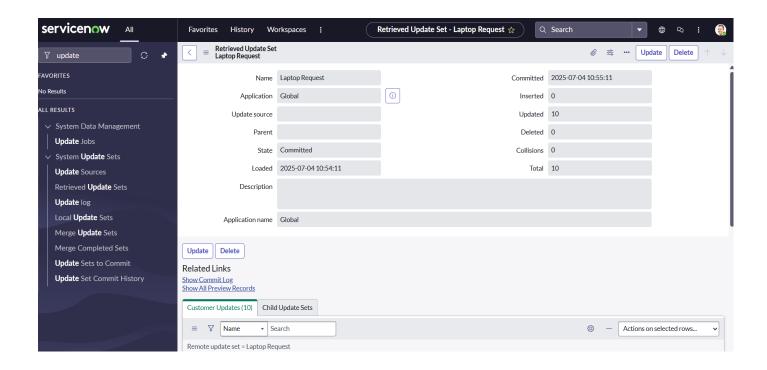
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select "Retrieved update set" under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML

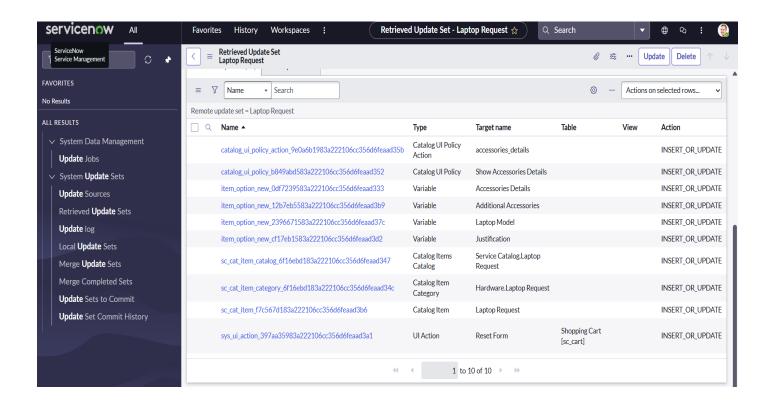7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.

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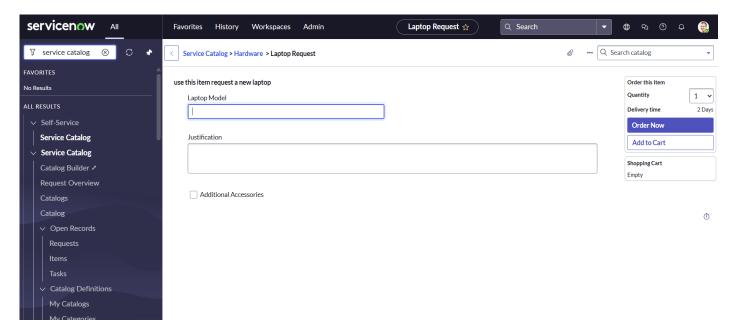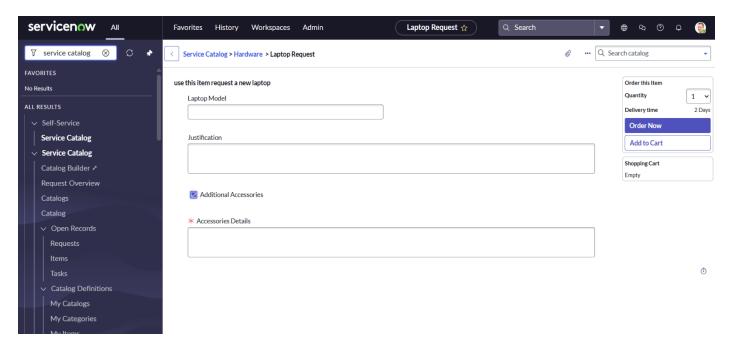13. After commiting update set in this instance we get all updates which are done in the previous instance

7. 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.

8. Conclusion

- The *Laptop Request Catalog Item* was successfully developed and tested using best practices. It features dynamic input handling, reset functionality, and secure deployment using update sets. This ensures fast, error-free laptop requests with complete visibility and audit tracking, improving both user experience and IT governance.