# Laptop Request Catalog Item in ServiceNow

## 1. Introduction

The Laptop Request Catalog Item project was developed in ServiceNow to allow employees to request laptops through a structured and automated process. This report explains the steps followed in creating, configuring, exporting, and testing the catalog item, ensuring that the request process is smooth, standardized, and reusable across different instances.

## 2. Update Set

An Update Set was created to capture all the configurations related to the Laptop Request Catalog Item.

The Update Set helps in tracking changes and ensures that configurations can be moved between ServiceNow instances (e.g., development → test → production).

All activities such as catalog item creation, UI policies, and UI actions were added to this update set.

## 3. Service Catalog Item

A new Service Catalog Item named Laptop Request was created under the Hardware Requests category.

The catalog form included fields like:

Laptop Model (choice list)

Operating System

Purpose of Request

Delivery Location

Requested Delivery Date

Request submission triggered the associated workflow for approval and fulfillment.

## 4. UI Policy

UI Policies were used to control the behavior of form fields dynamically.

Example:

If Laptop Model = MacBook, then Operating System field auto-populates with macOS and becomes read-only.

If Accessories Required = Yes, then the Accessories List field becomes visible.

This improves the user experience by reducing errors and ensuring relevant fields are only shown when needed.

## 5. UI Action

A UI Action button (e.g., Submit Request or Validate Request) was added to enhance interactivity.

It allowed users to perform specific actions directly from the form, such as validating inputs before submission or canceling the request.

## 6. Export Update Set

Once configurations were completed, the Update Set was exported.

Exporting ensures that the catalog item and all associated changes can be migrated to another ServiceNow instance.

This step helps maintain consistency across development, testing, and production environments.

## 7. Login to Another Instance

Logged into a different ServiceNow instance (e.g., testing environment).

The exported Update Set was imported into this instance.

All related catalog items, UI policies, and UI actions were verified to ensure successful migration.

## 8. Testing

Functional testing was performed to ensure the catalog item worked as expected.

Test cases included:

1. Submitting a Laptop Request with different models.

2. Checking whether UI Policies were applied correctly.

3. Verifying UI Actions triggered successfully.

4. Ensuring request was routed for approval.

5. Confirming fulfillment process.

Results showed that the Laptop Request Catalog Item was working correctly across instances.

## 9. Conclusion

The Laptop Request Catalog Item project successfully automated the process of requesting laptops in ServiceNow. By using update sets, UI policies, and UI actions, the solution is dynamic, user-friendly, and portable across instances. The project ensures improved user experience, governance, and smooth IT fulfillment operations.