

Laptop Request Catalog Item using ServiceNow

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Category: ServiceNow System Administrator Problem

Statement:

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual, prone to delays, and lacks dynamic form behavior to guide users or ensure accurate data collection. This often results in incomplete requests, miscommunication, and inefficiencies.

Objective:

To design and implement a Service Catalog item in ServiceNow that enables employees to easily request laptops with:

- Dynamic fields based on user selections.
- Clear instructions for accurate data entry.
- A reset option for the form when needed.
- End-to-end tracking of all changes
- for governance and deployment.

Skills Required:

ServiceNow Catalog Item Development

- ServiceNow Client Scripts & UI Policies
- Flow Designer / Workflow Configuration
- Data Governance & Change Management
-

Project Description:

This project aims to build a Laptop Request Service Catalog Item on the ServiceNow platform. The system will allow users to:

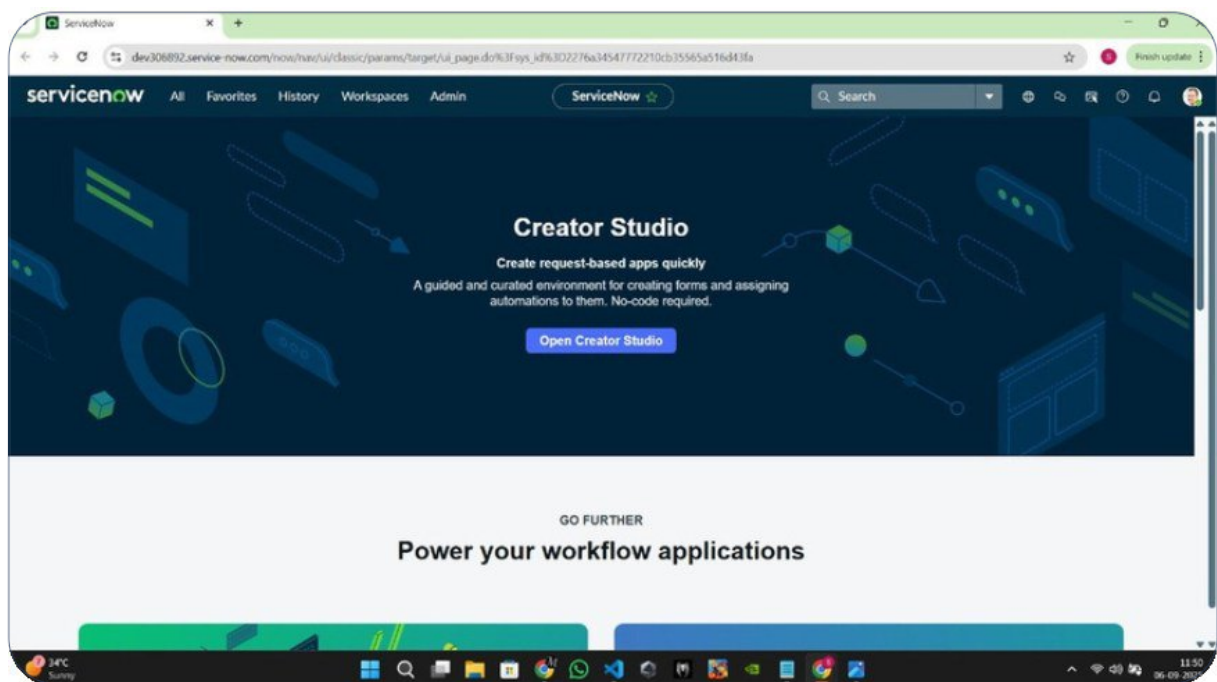
- Submit structured laptop requests through a guided form.
- Experience dynamic field behavior (show/hide/require fields based on selections). Reset the request form when necessary.
- Trigger automated approvals and fulfillment workflows.
- Ensure all changes and deployments are tracked for governance.
- Generate reports on requests, approvals, and fulfillment metrics for better IT asset management.

TASK INITIATION

Milestone 1 : Setting up ServiceNow Instance

Activity 1: Create and Access Instance

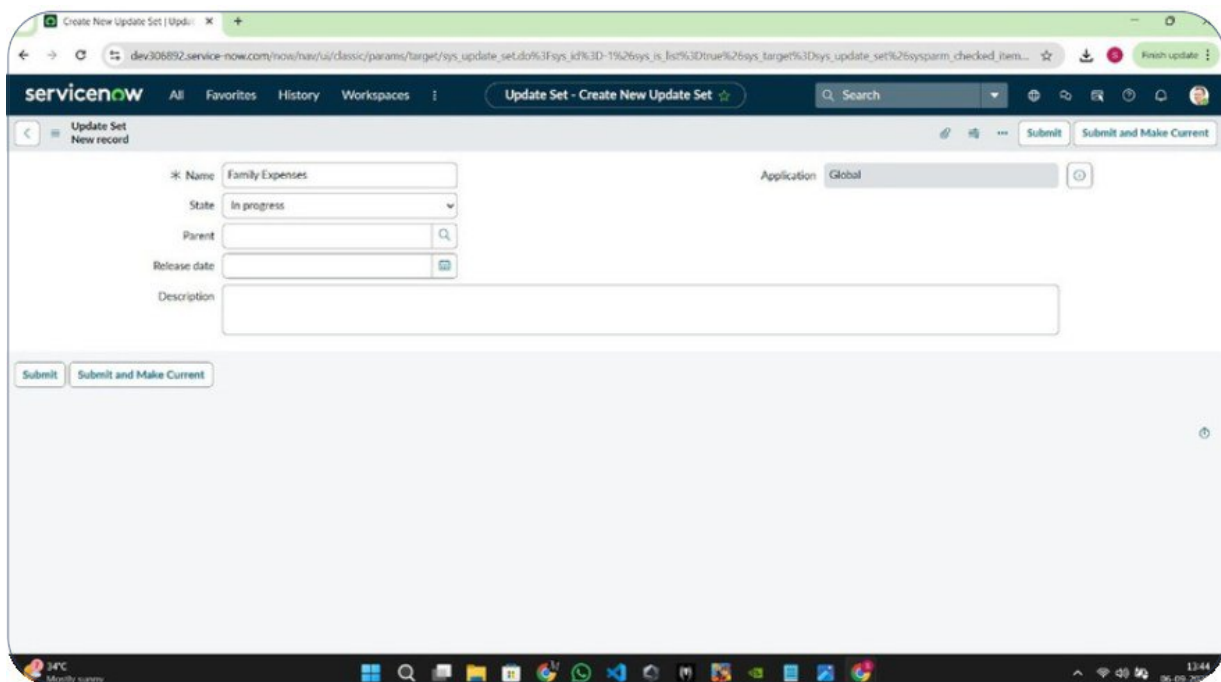
1. Open ServiceNow Developer Site.
2. Sign up for a developer account and log in.
3. Navigate to Personal Developer Instance.
4. Click Request Instance and fill the required details.
5. Submit the request.
6. Once approved, check your email for instance details.
7. Log in using the provided credentials.
8. Verify that you can successfully access and navigate the instance.



Milestone 2 : Create Local Update Set

Activity 1: Create 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. 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 update set. The browser address bar indicates the URL: `dev306892.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do?sys_id%3D-19%26sys_is_test%3Dtrue%26sys_target%3Dsys_update_set%26sysparm_checked_item...`. The page title is "Update Set - Create New Update Set". The form includes the following fields:

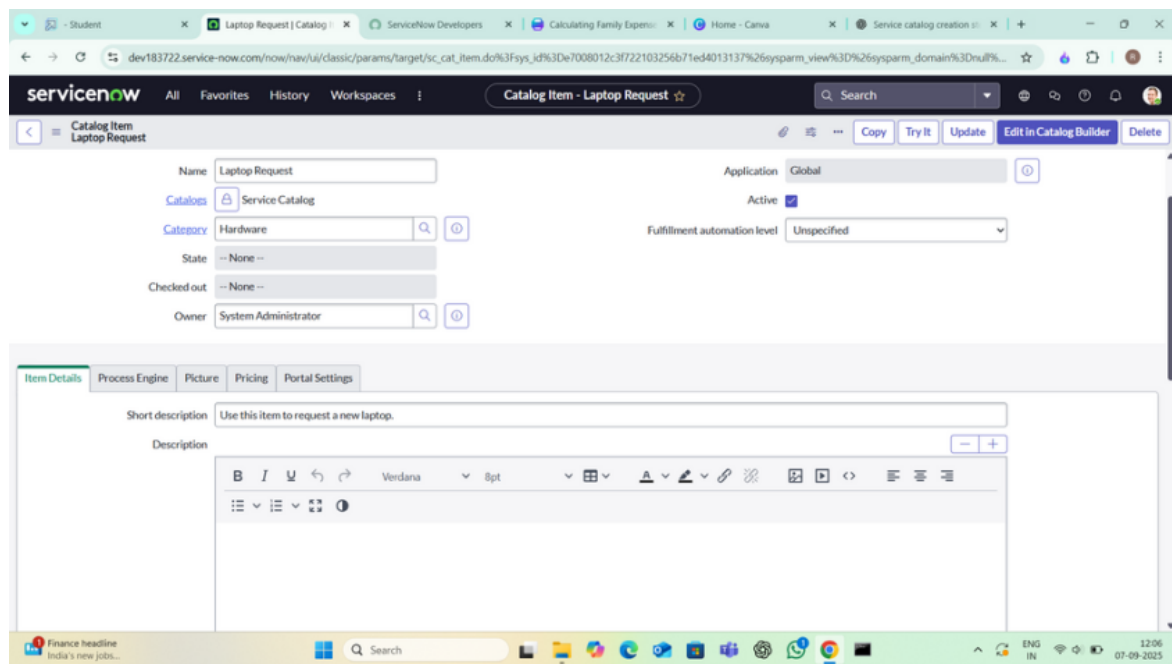
- Name**: Family Expenses
- State**: In progress
- Parent**: (empty field with a search icon)
- Release date**: (empty field with a calendar icon)
- Description**: (empty text area)
- Application**: Global

At the bottom of the form, there are two buttons: "Submit" and "Submit and Make Current".

Milestone 3: Creation of Service Catalog Item

Activity 1: Create Service Catalog Item

1. Open service now.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions
4. Click on New.
5. Fill the following details to create a new catalog item
6. Name: Laptop Request
7. Catalog: service Catalog
8. Category: Hardware
9. Short Description: Use this item to request a new laptop
10. Click on 'SAVE'



The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form. The form is divided into two main sections: 'Item Details' and 'Description'. The 'Item Details' section includes fields for Name (Laptop Request), Application (Global), Catalog (Service Catalog), Category (Hardware), State (None), Checked out (None), and Owner (System Administrator). The 'Description' section has a 'Short description' field with the text 'Use this item to request a new laptop.' and a larger 'Description' field with a rich text editor. The form also includes tabs for 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The bottom of the screen shows the Windows taskbar with the date 07-09-2025 and time 12:06.

Milestone 3: Add variables

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 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

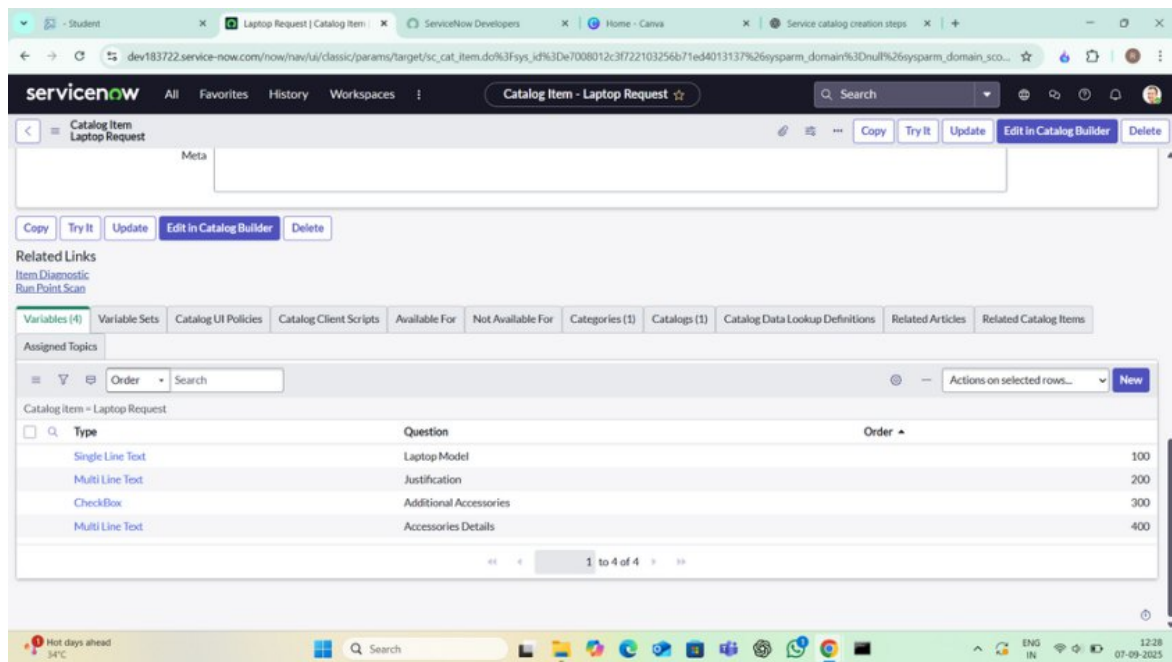
Type: Multi line text

Name:accessories_details Or

der:400

Step2:

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



The screenshot shows the ServiceNow interface for editing a catalog item titled "Laptop Request". The breadcrumb trail is "Catalog Item - Laptop Request". The form includes a "Meta" section with a text area. Below this are buttons for "Copy", "Try It", "Update", "Edit in Catalog Builder", and "Delete".

Under "Related Links", there are links for "Item Diagnostic" and "Run Point Scan".

A tabbed interface shows various sections: "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", and "Related Catalog Items". The "Variables (4)" tab is active.

Under "Assigned Topics", there is a search bar and a table of variables. The table has columns for "Type", "Question", and "Order".

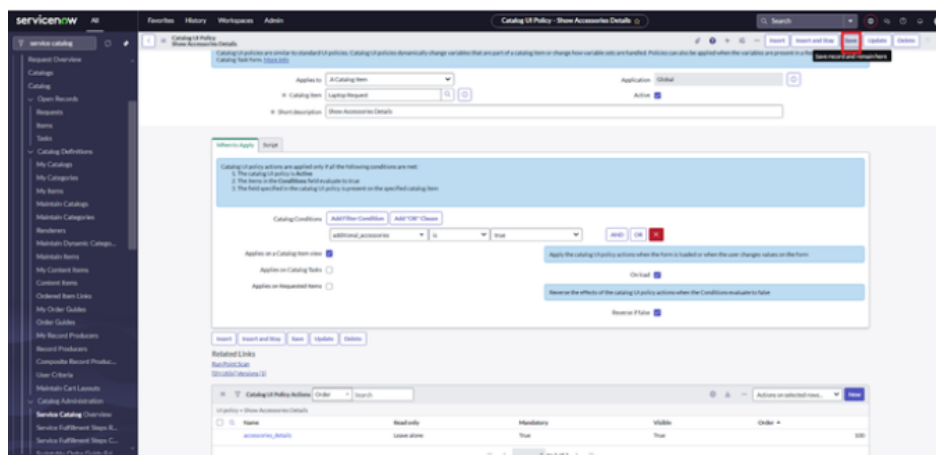
Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

At the bottom of the table, it says "1 to 4 of 4".

Milestone 4 : creation 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
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.



The screenshot shows the 'Catalog UI Policy' form in ServiceNow. The form is titled 'Catalog UI Policy - Show Accessories Details'. It includes a sidebar with navigation links like 'Request Overview', 'Catalog', 'Catalog Definitions', and 'Catalog Policies'. The main form area contains fields for 'Catalog Item' (set to 'Laptop Request'), 'Application' (set to 'Global'), and 'Action' (set to 'Show'). Below these, there is a 'Catalog Conditions' section with a table for defining conditions. The table has columns for 'Field', 'Operator', and 'Value'. The first condition is 'additional_accessories' with operator 'is' and value 'true'. There are also buttons for 'Add New Condition' and 'Add OR Condition'. At the bottom, there is a 'Related Lists' section showing a list of 'Catalog Policies' with columns for 'Name', 'Read only', 'Mandatory', 'Visible', and 'Order'.

Field	Operator	Value
additional_accessories	is	true

Name	Read only	Mandatory	Visible	Order
accessories_details	False	True	True	100

Milestone 5: UI ACTIONS

Activity 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

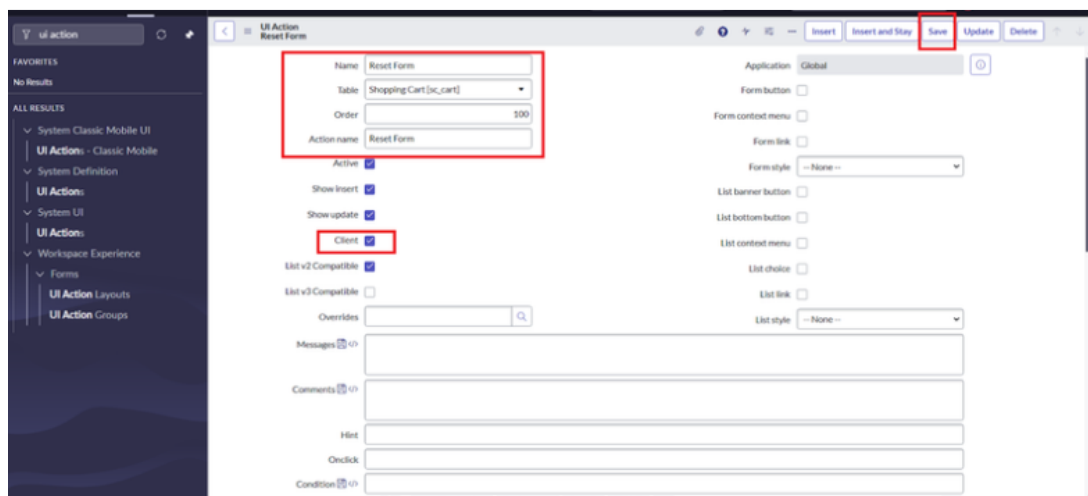
Action name: Reset form

Client : checked

Script:

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

Click on save



The screenshot shows the 'UI Action' configuration page in ServiceNow. The left sidebar lists navigation options under 'UI Action'. The main form contains the following fields:

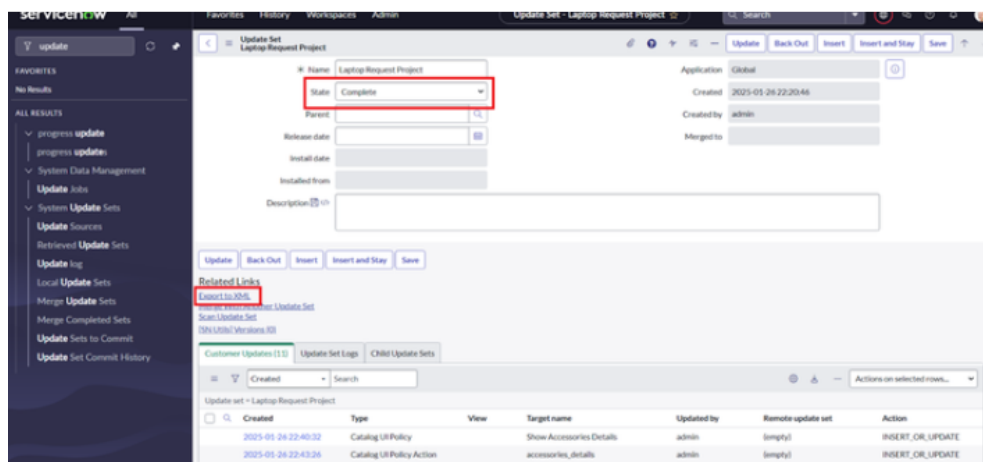
- Name:** Reset Form
- Table:** Shopping Cart (sc_cart)
- Order:** 100
- Action name:** Reset Form
- Active:** ☒
- Show insert:** ☒
- Show update:** ☒
- Client:** ☒ (highlighted with a red box)
- List v2 Compatible:** ☒
- List v3 Compatible:** ☐
- Overrides:** (empty field)
- Messages:** (empty field)
- Comments:** (empty field)
- Hint:** (empty field)
- OnClick:** (empty field)
- Condition:** (empty field)

On the right side, there are checkboxes for 'Form button', 'Form context menu', 'Form link', 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style'. The 'Form button' checkbox is checked. The 'Form link' dropdown is set to 'None'. The 'List style' dropdown is also set to 'None'. At the top right, the 'Save' button is highlighted with a red box.

Milestone 8: Export Update set

Activity 1: Exporting changes to another instance

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



Update Set: Laptop Request Project

Name: Laptop Request Project
 State: **Complete**
 Application: Global
 Created: 2025-05-26 22:20:46
 Created by: admin
 Merged to:

Related Links

[Export to XML](#)

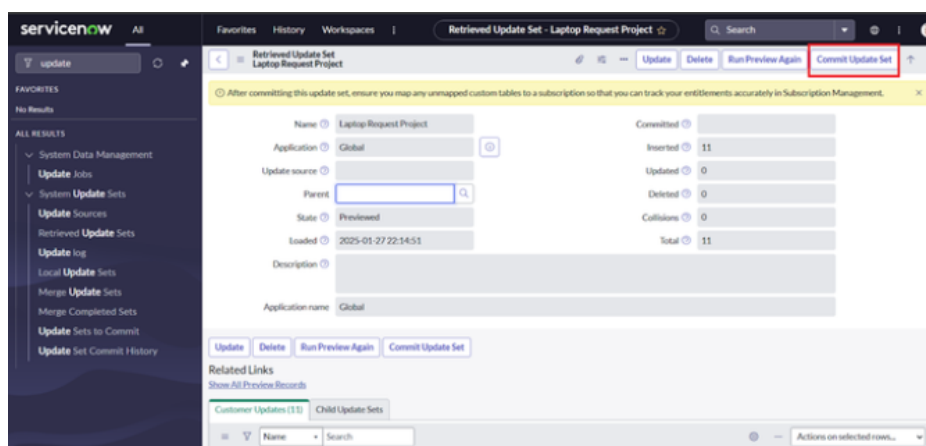
Update Set Log

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-05-26 22:40:32	Catalog UI Policy		Show Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-05-26 22:43:26	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE

Milestone 6 : Login to another Instance

Activity 1: Retrieving the update set

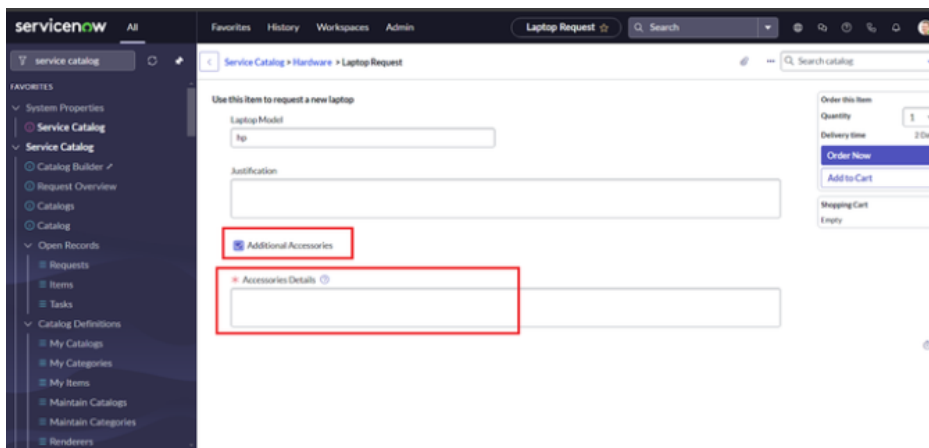
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select "Retrieved update set" under system update set 5. It open retrieved update set list and scroll down 6. Click on Import update set from XML
7. Upload the downloaded file in XML file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

Activity 3: 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.



The screenshot shows the ServiceNow interface for a 'Laptop Request' item. The left sidebar contains the 'service catalog' menu. The main content area displays the 'Laptop Request' form. The form includes a search bar, a 'Use this item to request a new laptop' section with a 'Laptop Model' field, a 'Justification' field, and an 'Additional Accessories' checkbox. Below the checkbox is an 'Accessories Details' field. On the right, there is an 'Order this item' section with 'Quantity' (1), 'Delivery time' (2 Days), and buttons for 'Order Now', 'Add to Cart', 'Shopping Cart', and '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.