

Laptop Request Catalog Item

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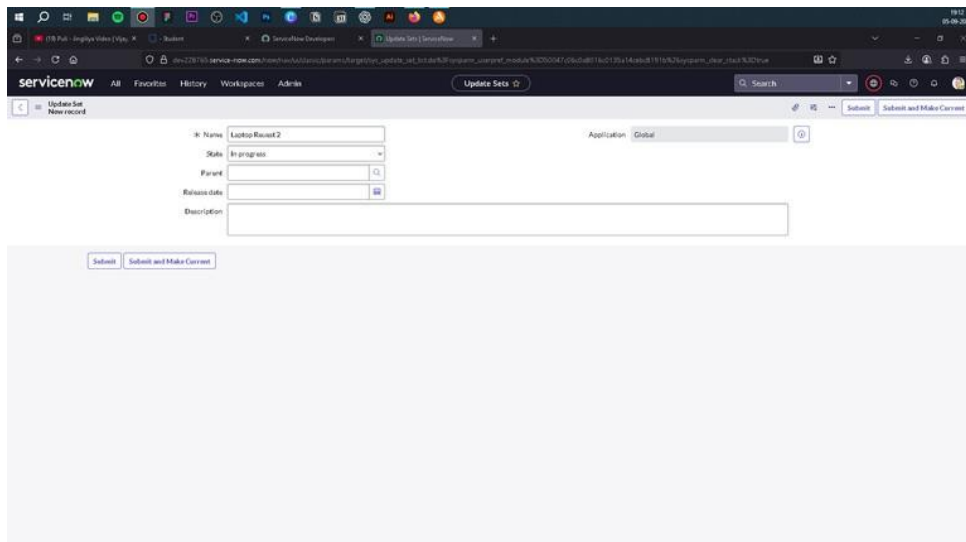
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Problem Statement

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment

Create Local Update set

- Open ServiceNow
- Go to All → Update Sets → Local Update Sets
- Click New
- Enter name: Laptop Request
- Click Submit
- Click Make Current to activate



The screenshot shows the ServiceNow 'Update Sets' form. The 'Name' field is populated with 'Laptop Request2'. The 'Status' is set to 'In progress'. The 'Application' is set to 'Global'. The 'Description' field is empty. The 'Submit' and 'Submit and Make Current' buttons are visible at the bottom of the form.

Create Service Catalog Item

- Open ServiceNow
- Go to All → Service Catalog → Maintain Items
- Click New
- Enter:
- Name: Laptop Request
- Catalog: Service Catalog
- Category: Hardware
- Short Description: Use this item to request a new laptop
- Click Save

The screenshot displays the 'Catalog Item - New record' form in the ServiceNow application. At the top, a blue information box contains the following text: 'Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like laptops and phones, to software applications, to furniture and office supplies.' This is followed by two bullet points: 'Enter a Name and Short description to display for this item.' and 'Enter a Price, approvals, variables, and other information as needed.' Below this, the form fields are organized into sections. The 'Name' field is at the top right. Below it are 'Category' and 'Subcategory' dropdowns. To the right of these are 'Application' and 'Global' dropdowns, followed by 'Active' checkboxes and a 'Fulfillment automation level' dropdown. Further down are 'State' and 'Checked out' dropdowns. The 'Owner' field is at the bottom left of this section. The bottom part of the form has a tabbed interface with 'Item Details' selected. It contains a 'Short description' field and a 'Description' field with a rich text editor toolbar. The 'Description' field is currently empty.

Add variables

- Save the catalog item → scroll down to Variables
- Click New → add:
- Laptop Model | Single line text | laptop_model | 100
- Add more variables the same way:
- Justification | Multi line text | justification | 200
- Additional Accessories | Checkbox | additional_accessories | 300
- Accessories Details | Multi line text | accessories_details | 400
- Save the catalog item form

Create Catalog Ui policies

- Go to All → Service Catalog → Maintain Items
- Search and open Laptop Request
- Scroll down → Catalog UI Policies → New
- Short Description: Show accessories details
- Condition: additional_accessories is true
- Click Save (not Submit)
- Scroll down → Catalog UI Actions → New
- Variable: accessories_details
- Order: 100
- Mandatory: True
- Visible: True
- Click Save
- Click Save again on the Catalog UI Policy form

The screenshot shows the 'UI Actions' form in ServiceNow. The form is titled 'UI Actions' and has a 'Submit' button. It contains several fields for defining a new UI action. The 'Name' field is empty. The 'Table' field is set to 'Name'. The 'Order' field is set to '100'. The 'Action name' field is empty. The 'Active' checkbox is checked. The 'Show insert' checkbox is checked. The 'Show update' checkbox is checked. The 'Check' checkbox is unchecked. The 'Override' field is empty. The 'Application' field is set to 'Global'. The 'Form button' checkbox is unchecked. The 'Form context menu' checkbox is unchecked. The 'Form link' checkbox is unchecked. The 'Form style' dropdown is set to 'Name'. The 'List banner button' checkbox is unchecked. The 'List bottom button' checkbox is unchecked. The 'List context menu' checkbox is unchecked. The 'List choice' checkbox is unchecked. The 'List link' checkbox is unchecked. The 'List style' dropdown is set to 'Name'. The 'Messages' field is empty. The 'Comments' field is empty. The 'Link' field is empty. The 'Condition' field is empty.

Exporting changes to another instances

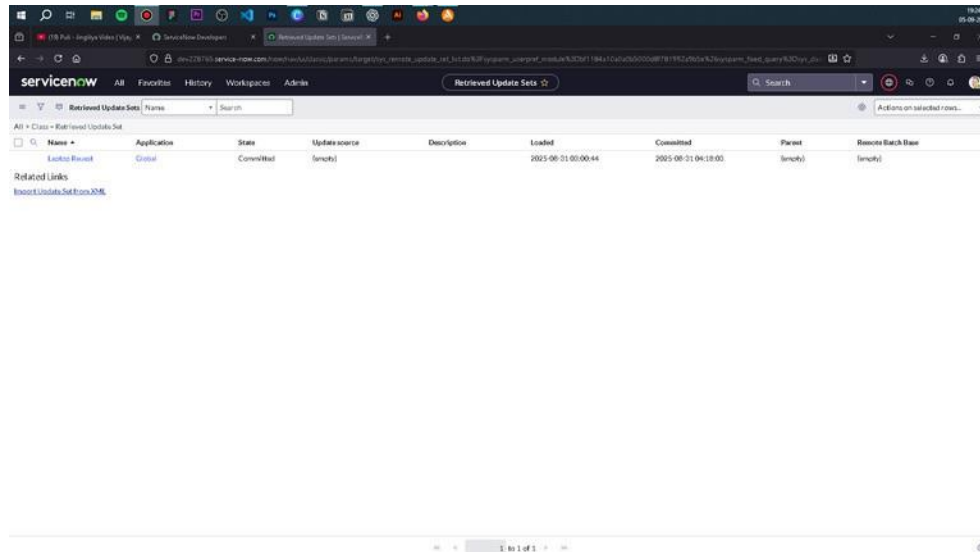
- Go to All → Update Sets → Local Update Sets
- Open Laptop Request Project
- Set State = Complete
- In Updates tab, check the changes
- Click Export to XML → file downloads

The screenshot shows the 'Update Set' form in ServiceNow for the 'Laptop Request' project. The form is titled 'Update Set - Laptop Request' and has 'Update' and 'Back Out' buttons. It contains several fields for defining an update set. The 'Name' field is set to 'Laptop Request'. The 'State' dropdown is set to 'Complete'. The 'Parent' field is empty. The 'Business data' checkbox is checked. The 'Install date' field is set to '2025-08-21 04:18:04'. The 'Installed from' field is empty. The 'Description' field is empty. The 'Application' field is set to 'Global'. The 'Created' field is set to '2025-08-21 04:18:00'. The 'Created by' field is set to 'admin'. The 'Merged to' field is empty. Below the form, there is a 'Related Links' section with links to 'Export to XML', 'Merge With Another Update Set', 'Scan Update Set', and 'Show Update Set History'. Below the links, there is a table showing the 'Customer Updates' for the 'Laptop Request' project.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-08-21 04:18:00	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-08-21 04:18:00	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-08-21 04:18:00	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-08-21 04:18:00	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-08-21 04:18:00	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-08-21 04:18:00	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-08-21 04:18:00	Catalog Menu		Laptop Request	admin	(empty)	INSERT_OR_UPDATE

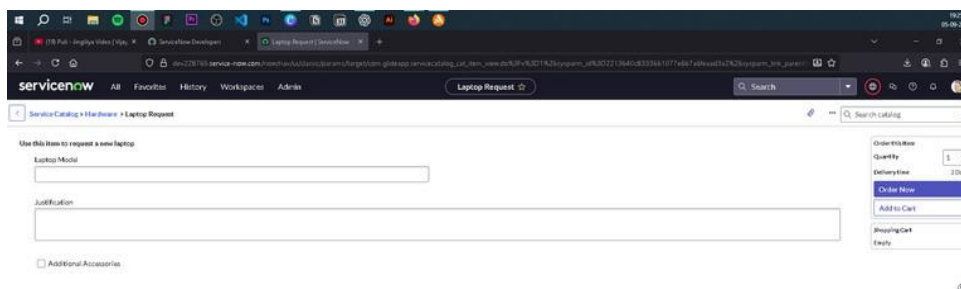
Retrieving the update set

- Open ServiceNow in Incognito and log in
- Go to All → Update Sets → Retrieved Update Sets
- Click Import from XML → upload the file → Upload
- Open Laptop Request Project
- Click Preview Update Set → then Commit Update Set
- Check Updates tab to see all changes



Test Catalog Item

- Go to Service Catalog → Hardware in target instance
- Open Laptop Request item
- Only 3 variables show first
- Tick Additional Accessories → Accessories Details appears and is mandatory
- Result matches the requirement



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.