



LAPTOP REQUEST CATALOG ITEM

Project Overview:

At ABC Corporation, employees frequently require laptops to perform their work effectively. However, the current laptop request process is manual, time-consuming, and prone to errors, often resulting in delays and incomplete data collection. This creates inefficiencies for both employees and IT support teams.

This project introduces a **Laptop Request Catalog Item** within ServiceNow to streamline and automate the laptop request process. By incorporating dynamic fields, clear instructions, and form reset functionality, the catalog item ensures that users have a guided, error-free, and efficient request experience. Additionally, all changes and configurations will be tracked to support governance and deployment best practices.

By implementing this solution, ABC Corporation aims to:

- Eliminate delays caused by manual handling of laptop requests
- Ensure accurate data collection through dynamic form behavior
- Enhance employee satisfaction with a modern and user-friendly request interface
- Improve IT efficiency by standardizing and automating request fulfillment
- Strengthen governance through proper tracking of changes and deployments

Ultimately, this initiative supports the organization's goal of improving service delivery and providing employees with the right tools quickly and efficiently, enabling them to stay productive and focused on their work.

Table of Contents

1. Introduction
2. Project Objectives
3. Key Features
4. ServiceNow Developer Setup
5. Project Implementation in ServiceNow
6. Screenshots of Output
7. Conclusion

1. Introduction

In today's digital workplace, employees rely heavily on having the right devices to perform their tasks efficiently. At ABC Corporation, the process of requesting laptops is currently manual, time-consuming, and prone to delays or incomplete submissions. This not only affects employee productivity but also places additional strain on IT support teams responsible for handling requests.

To address these challenges, this project focuses on implementing a **Laptop Request Catalog Item** within ServiceNow. By leveraging dynamic form behavior, clear instructions, and workflow automation, the catalog item will provide employees with a guided and user-friendly interface to submit laptop requests. This ensures that accurate information is captured from the start, reducing errors, improving processing speed, and delivering a more seamless request experience.

2. Project Objective

The primary objective of this project is to implement a **Laptop Request Catalog Item** within ServiceNow that simplifies and accelerates the process of requesting laptops at ABC Corporation. The solution is designed to:

- Automate and standardize the laptop request process to eliminate manual errors and delays.
- Provide dynamic form behavior to guide users and ensure accurate data collection.
- Enhance the user experience with clear instructions, intuitive design, and form reset functionality.
- Improve IT efficiency by streamlining request handling and fulfillment workflows.
- Strengthen governance and compliance through proper tracking of changes and deployment.

By achieving these objectives, the project aims to deliver a modern, efficient, and employee-centric request process that supports both productivity and service excellence across the organization.

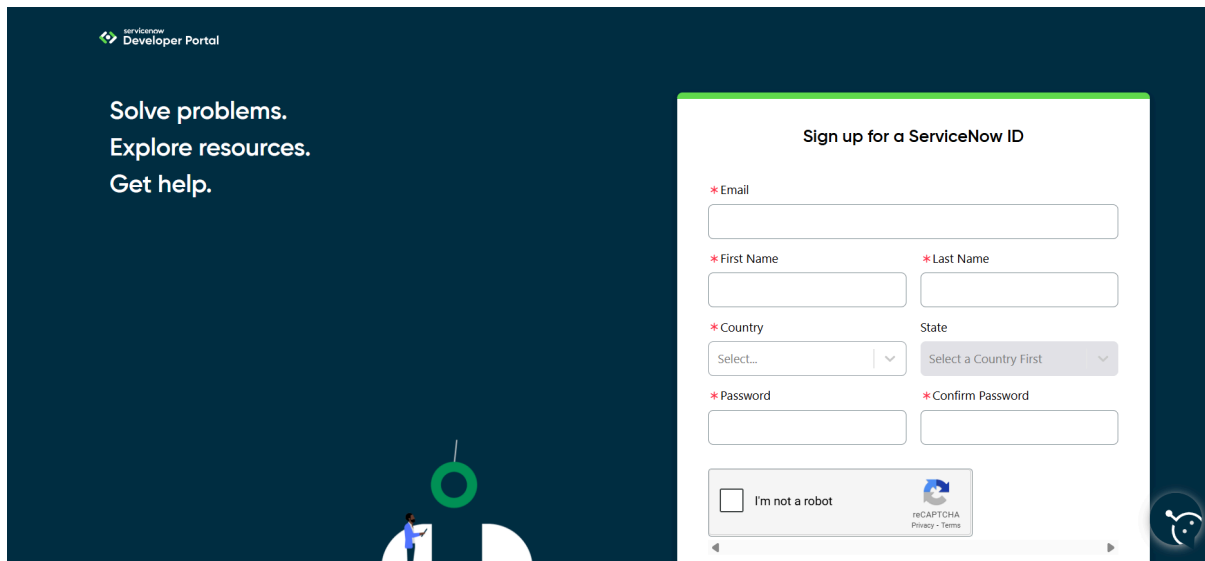
3. Key Features

- **Dynamic Form Behavior** – Fields adapt based on user selections (e.g., laptop type, usage needs, or department).
- **Clear Instructions** – Built-in guidance to help users complete requests accurately.
- **Form Reset Functionality** – Allows users to quickly reset and re-enter information if needed.
- **Automated Workflow** – Requests are routed automatically to the IT team for review and fulfillment.
- **Notifications** – Real-time updates to users and IT teams on request submission, approval, and fulfillment status.
- **Governance & Tracking** – All changes, approvals, and deployments are logged for transparency and compliance.
- **Reporting & Analytics** – Provides insights into request volumes, processing times, and fulfillment efficiency.

4. ServiceNow Developer Setup:

Create a Developer Account

1. Go to ServiceNow Developer Portal(<https://developer.servicenow.com/dev.do>).
- Sign up for a free developer account and fill the following details.

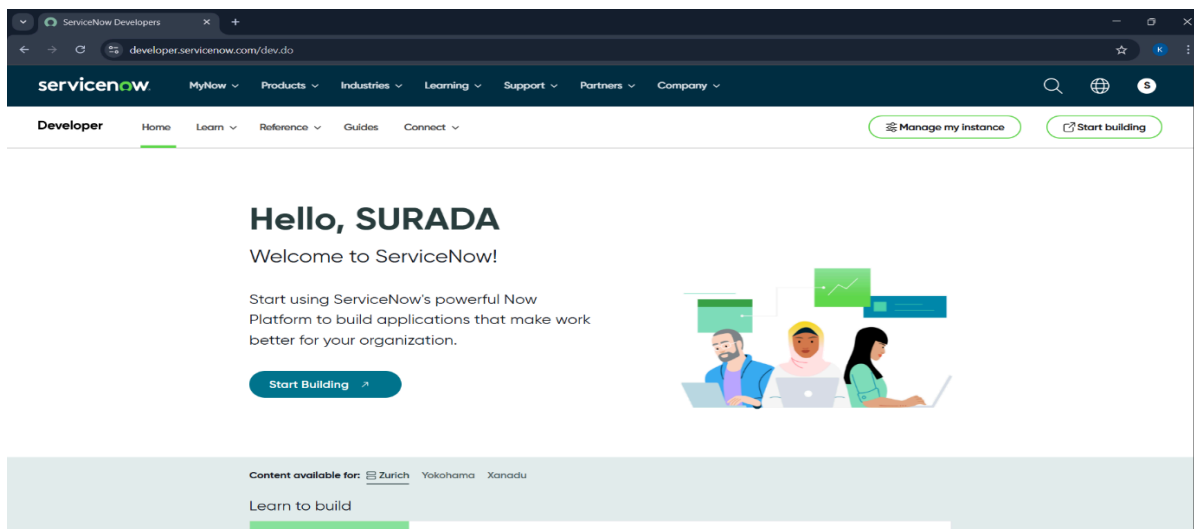


The image shows the ServiceNow Developer Portal sign-up form. On the left, a dark blue banner contains the text: "Solve problems. Explore resources. Get help." and a stylized graphic of a person with a green circle above their head. On the right, a white form titled "Sign up for a ServiceNow ID" contains the following fields: Email, First Name, Last Name, Country (a dropdown menu), State (a dropdown menu with "Select a Country First" as the first option), Password, and Confirm Password. At the bottom of the form, there is a checkbox labeled "I'm not a robot" and a reCAPTCHA widget. The ServiceNow logo is visible in the top left corner of the banner.

After signing up you will get an verification mail to you provided email id. After the verification your ServiceNow Developer Portal Home Page will appear

Now click on start building it will take you to the section where you can **request a Personal Developer Instance (PDI)** or start using **App Engine Studio** and other tools.

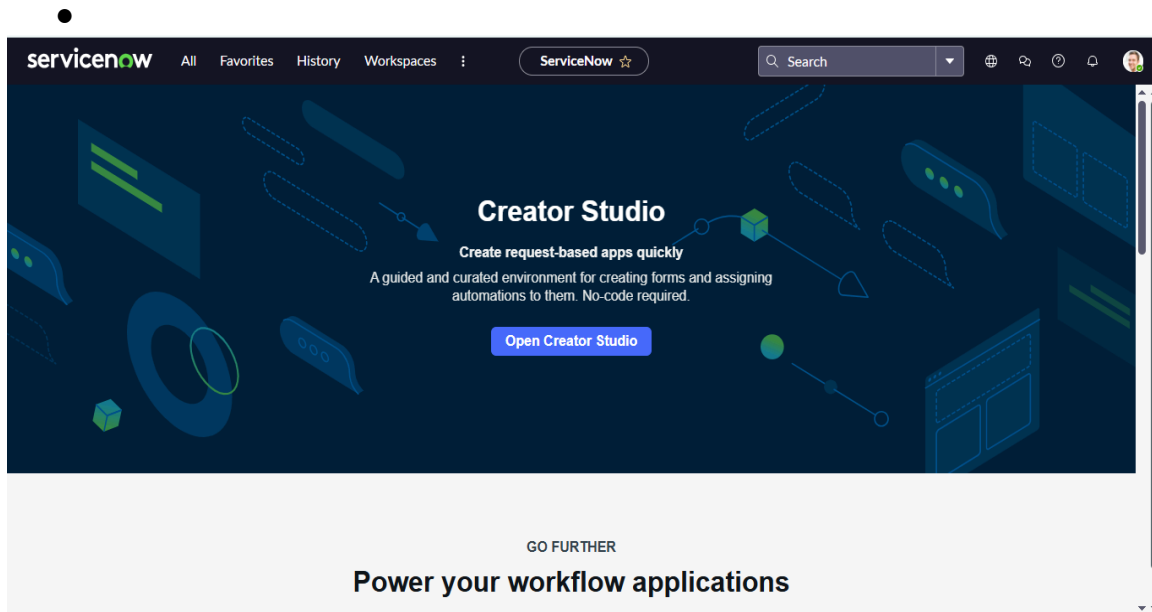
Profile Icon (Top Right Corner) → Manage your account, request instances, and check your developer profile.



5. Project Implementation in ServiceNow:

After the instance building is completed the page will be directed to your creator studio.

Creator Studio in ServiceNow provides a **guided, no-code environment** to build applications quickly. It is especially useful for creating **request-based applications** by defining forms, setting up tables, and automating workflows.



a. Creation of Local Update set

Steps to create local update set in ServiceNow:

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 .

ServiceNow All Favorites History Workspaces **Update Set - Laptop Request 3** Search

local up

FAVORITES
No Results

ALL RESULTS
System Update Sets
Local Update Sets

Update Set - Laptop Request 3

Name: Laptop Request 3 Application: Global
State: In progress Created: 2025-09-17 05:42:38
Parent: Created by: admin
Release date: Merged to:
Install date:
Installed from:
Description:

Update Back Out

Related Links
[Export to XML](#)
[Merge With Another Update Set](#)
[Scan Update Set](#)

Customer Updates (10) Update Set Logs Child Update Sets

Created Search Actions on selected rows...

b.Service Catalog Item

b.1.Create Service Catalog Item:

Steps to create Service Catalog item in ServiceNow:

- 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
 - Name: Laptop Request
 - Catalog: service Catalog
 - Category: Hardware
 - Short Description: Use this item to request a new laptop
- 6.Click on 'SAVE'

The screenshot shows the ServiceNow interface for editing a catalog item. The left sidebar contains navigation links under 'mainta' and 'ALL RESULTS'. The main area displays the 'Catalog Item - Laptop Request 3' form. A blue informational box at the top explains that catalog items are goods or services available to order. The form fields include:

- Name:** Laptop Request 3
- Application:** Global
- Active:** ☒
- Fulfillment automation level:** Unspecified
- Category:** Hardware
- State:** -- None --
- Checked out:** -- None --
- Owner:** System Administrator

Below the form fields, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with expand/collapse buttons.

3.2.Add variables:

Steps to 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

The screenshot shows the ServiceNow interface for configuring a variable named 'Laptop Model'. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Admin', and a search bar. The breadcrumb trail is 'Variable - Laptop Model'. The main configuration area includes fields for 'Application' (Global), 'Type' (Single Line Text), 'Catalog item' (Laptop Request 3), and 'Order' (100). On the right, there are checkboxes for 'Active' (checked), 'Mandatory', 'Read only', and 'Hidden'. Below this is a tabbed interface with 'Question' selected. The 'Question' tab contains a text area with the instruction 'Specify the Question that explains the options available to the end user when ordering the item'. Below this are input fields for 'Question' (Laptop Model), 'Name' (laptop_model), 'Conversational label', 'Tooltip', and 'Example Text'.

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

servicenow All Favorites History Admin : Catalog Item - Laptop Request 3

Search

Copy Try It Update Edit in Catalog Builder Delete

Copy Try It Update Edit in Catalog Builder Delete

Related Links

[Item Diagnostic](#)
[Run Point Scan](#)

Variables (4) Variable Sets Catalog UI Policies (1) Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles

Related Catalog Items Assigned Topics

Order Search Actions on selected rows... New

Catalog Item = Laptop Request 3

Type	Question	Order	Name	Read only	Created
Single Line Text	Laptop Model	100	laptop_model	false	2025-09-17 05:46:09
Multi Line Text	Justification	200	justification	false	2025-09-17 05:47:03
CheckBox	Additional Accessories	300	additional_accessories	false	2025-09-17 05:47:45
Multi Line Text	Accessories Details	400	accessories_details	false	2025-09-17 05:48:40

1 to 4 of 4

c. Create Catalog Ui policies

Steps to 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]

servicenow All Favorites History : Catalog UI Policy - Show Accessorie... ☆ Search

< ≡ Catalog UI Policy Show Accessories Details [Update] [Delete]

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. [More Info](#)

Applies to: A Catalog Item Application: Global ⓘ

* Catalog item: Laptop Request 3 ⓘ Active: ☒

* Short description: Show Accessories Details

When to Apply Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is **Active**
2. The items in the **Conditions** field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: [Add Filter Condition] [Add "OR" Clause]

additional_accessories is true [AND] [OR] [X]

Applies on a Catalog Item view ☒

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

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

servicenow All Favorites History Catalog UI Policy Action - accessories_details Search

Catalog UI Policy Action accessories_details Update Delete

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

Catalog Item	Laptop Request 3	Application	Global
Variable name	accessories_details	Mandatory	True
Order	100	Visible	True
		Read only	Leave alone
		Value action	Leave alone
		Field message type	None

Update Delete

Related Links
[Run Point Scan](#)

d. Creation of 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 ServiceNow interface for configuring a UI Action. The left sidebar contains a search bar with 'ui actions' and a list of results under 'ALL RESULTS', including 'System Classic Mobile UI', 'System Definition', and 'System UI'. The main area is titled 'UI Action - Reset Form 3' and contains various configuration fields:

- Name:** Reset Form 3
- Table:** Shopping Cart [sc_cart]
- Order:** 100
- Action name:** Reset Form
- Active:** ☒
- Show insert:** ☒
- Show update:** ☒
- Client:** ☒
- List v2 Compatible:** ☒
- List v3 Compatible:** ☐
- Overrides:** (Searchable text field)
- Messages:** (Text area)
- Application:** Global
- Form button:** ☐
- Form context menu:** ☐
- Form link:** ☐
- Form style:** -- None --
- List banner button:** ☐
- List bottom button:** ☐
- List context menu:** ☐
- List choice:** ☐
- List link:** ☐
- List style:** -- None --

e. Login to another Instance

Steps to Export 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

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Ba
Laptop Request	Global	Committed	(empty)		2025-09-06 02:48:36	2025-09-06 02:56:28	(empty)	(empty)
Laptop Request 2	Global	Committed	(empty)		2025-09-06 06:50:07	2025-09-06 06:57:08	(empty)	(empty)
Laptop Request 3	Global	Committed	(empty)		2025-09-17 05:57:16	2025-09-17 06:00:37	(empty)	(empty)

7.Upload the downloaded file in XML file

8.Click on Upload and it gets uploaded.

ImportXML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file Choose File sys_remote_u...43e45a51.xml

Step 2: Upload the file

Upload

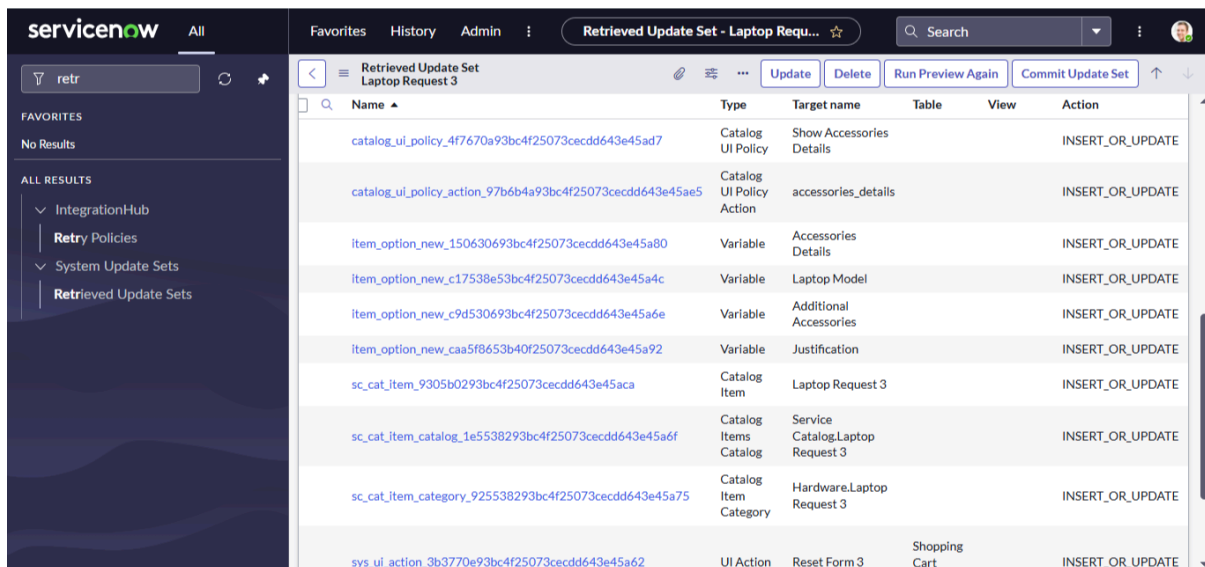
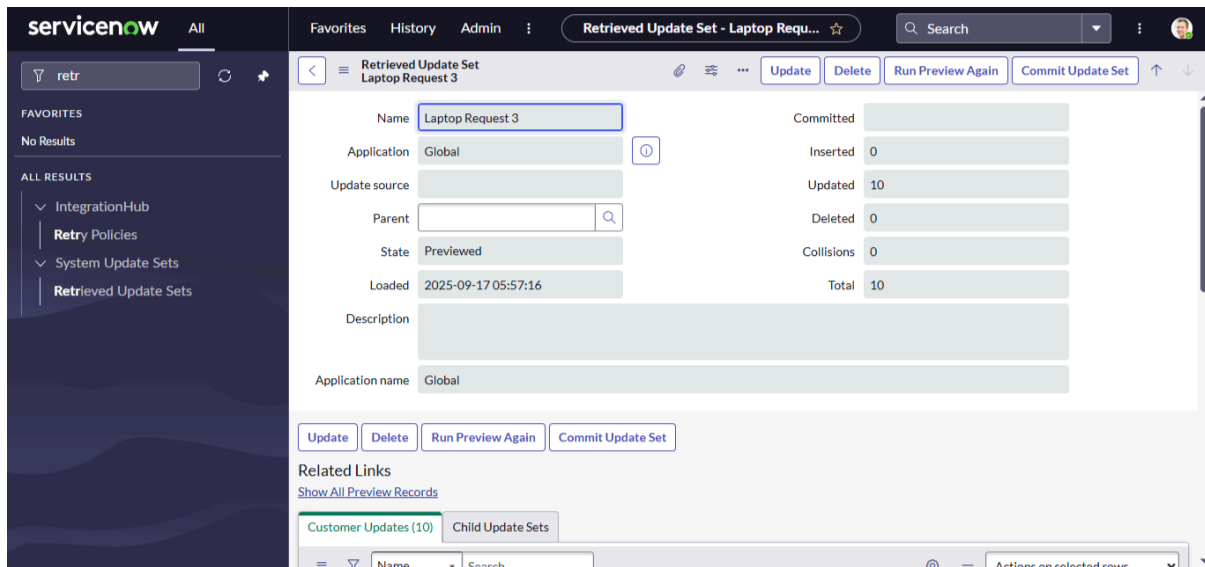
9.Open retrieved update set ‘laptop request project’

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.



6. Screenshots of Output:

After implementing the Maintain Item in ServiceNow and exporting xml file, test the 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.

7. Conclusion:

The implementation of the **Laptop Request Catalog Item** in ServiceNow has streamlined the process of requesting laptops at ABC Corporation. By leveraging ServiceNow's Service Catalog capabilities, employees now have access to a dynamic, user-friendly, and guided request form that ensures accuracy and efficiency. This eliminates manual errors, reduces delays, and provides IT teams with the right information upfront to fulfill requests quickly.

With the setup of catalog variables, dynamic rules, workflows, notifications, and governance tracking, the request process is now:

- **Faster** – Employees can submit requests in minutes with guided forms.
- **Accurate** – Dynamic fields ensure complete and correct information.
- **Efficient** – Automated workflows streamline request handling for IT.
- **Employee-focused** – A modern interface improves satisfaction and request transparency.

In summary, this project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and employee-centric solutions. It not only improves IT service delivery but also enhances employee productivity by providing timely access to essential equipment.

GitHub link: <https://github.com/SURADAKARTHIK/Laptop-Request-Catalog-Item>