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NM-SERVICE NOW ADMINISTRATOR

LAPTOP REQUEST CATALOG ITEM

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LAPTOP CATALOG REQUEST ITEM

Abstract

The existing laptop request process in the organization is manual and inefficient, leading to delays, incomplete data, and poor user experience. To resolve these issues, a **Laptop Request Catalog Item** is proposed within the organization's Service Catalog. This solution will allow employees to easily submit laptop requests through an automated and dynamic form interface. The system will include data validation, form reset functionality, approval workflows, and change tracking for better governance. By automating the process, the organization can enhance operational efficiency, accuracy, and transparency while reducing manual intervention.

Furthermore, the proposed system introduces a **standardized and transparent workflow** that allows users to track their request status in real time—from submission to fulfillment. Automated notifications will keep employees informed about approvals and delivery updates, while IT administrators can efficiently manage assets and maintain accurate records. This initiative not only streamlines the overall laptop request lifecycle but also strengthens compliance, reduces administrative overhead, and significantly improves user satisfaction across the organization.

1.Introduction:

In modern organizations, efficient IT service management plays a crucial role in ensuring smooth operations and employee productivity. One common requirement among employees is requesting laptops for official use. However, traditional manual request methods often result in inefficiencies and lack of visibility. To streamline this process, the development of a **Laptop Request Catalog Item** within the **ServiceNow platform** (or similar ITSM tool) provides an automated and standardized solution. This catalog item will feature dynamic form fields that adapt based on user inputs—such as department, laptop type, or urgency—ensuring accurate data collection. Additionally, features like form reset, pre-populated user information, and workflow automation will simplify the submission process. By integrating approvals, notifications, and change tracking, the solution enhances both user experience and administrative control, reducing turnaround time and improving operational governance.

Overall, the **Laptop Request Catalog Item** not only simplifies the laptop procurement process but also enhances service quality, operational efficiency, and employee satisfaction. It represents a step forward in building a more automated, transparent, and responsive IT service management environment within the organization.

2. 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.

3. Methodology/System Design:

3.1 Design Approach:

The design approach focuses on building a **self-service, user-friendly catalog item** that simplifies and standardizes the laptop request process. The form will include **dynamic behavior**, where fields appear or hide based on user input—for example, selecting a laptop type may trigger different justification fields.

Key design principles include:

- **Ease of use:** Clear field labels and logical form structure.
- **Dynamic form logic:** Conditional display of fields using client scripts.
- **Automation:** Workflows for approvals and fulfillment.
- **Data validation:** Preventing submission of incomplete or incorrect information.
- **Governance:** Change tracking and logging for audit readiness.

In addition to these principles, the design ensures **seamless integration** with existing IT Service Management (ITSM) processes and organizational policies. The catalog item will follow a **modular design**, allowing easy customization and future scalability—such as adding more hardware request types or approval levels. Security and data privacy are prioritized, ensuring that only authorized users can view or modify sensitive information. The overall approach is centered on **enhancing user experience, reducing administrative workload, and maintaining operational consistency** across departments.

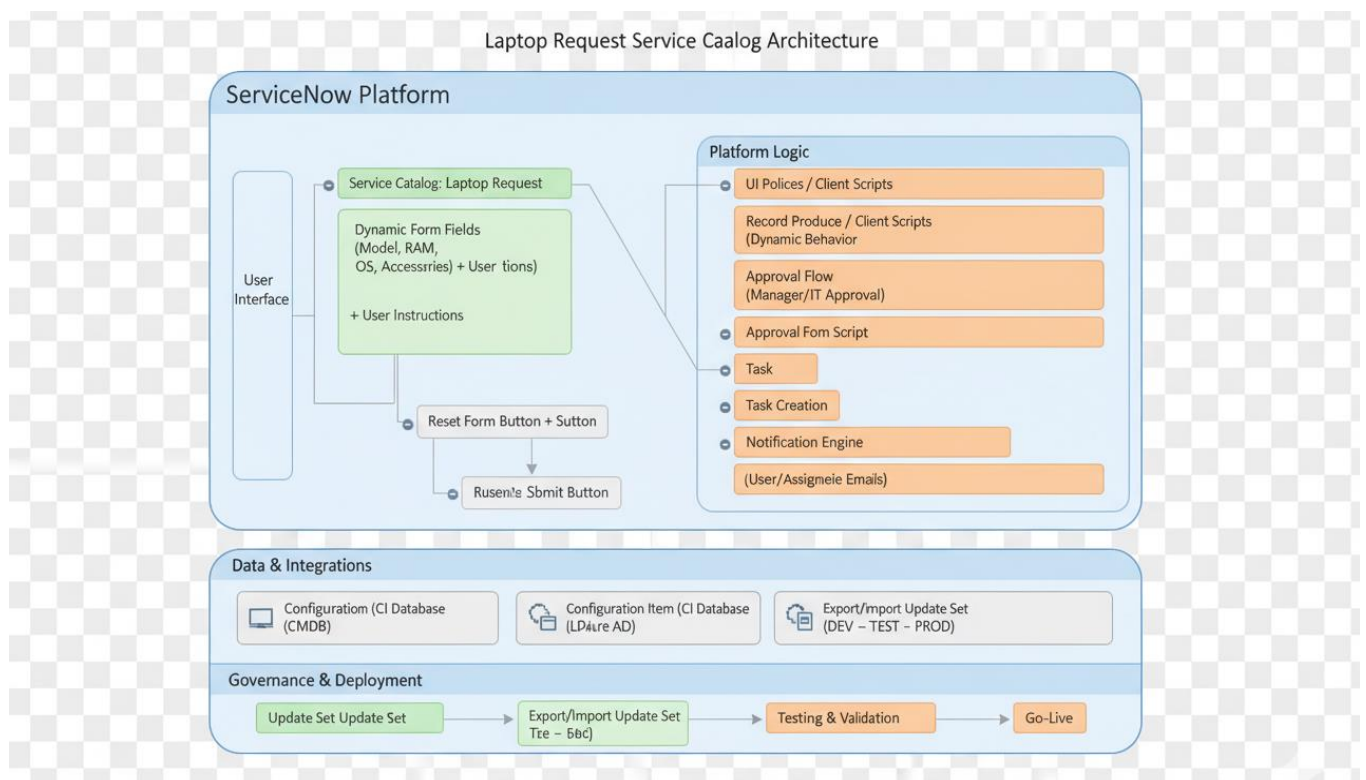
The design approach emphasizes **collaboration between IT and end users** during the development phase to ensure the catalog item meets practical needs and aligns with real-world workflows. **User feedback loops** will be incorporated during testing to refine form usability and workflow efficiency. The system will adopt **best practices in UI/UX design**, such as minimalistic layouts, clear instructions, and validation prompts to minimize user errors.

4. System Architecture:

The system follows a **three-layer architecture** to ensure modularity, scalability, and efficient management of the laptop request process. Each layer plays a distinct role in handling user interactions, business logic, and data management while maintaining system performance and security.

4.1 Presentation Layer:

- This is the **front-end interface** that employees use to submit laptop requests through the organization's **Service Portal**.
- It includes user-friendly components such as text boxes, dropdowns, radio buttons, and functional buttons like **Submit**, **Reset**, and **Track Request Status**.
- Dynamic field visibility is achieved through **client-side scripts** that respond to user input in real time.
- The layer ensures accessibility across devices (desktop, laptop, and mobile) for a consistent and responsive user experience.



System Architecture - Laptop Catalog Request Item

4.2 Application Layer:

- This layer manages all **business logic, workflows, and automation processes**.
- It controls the approval routing, validation checks, and automatic notifications.
- **Flow Designer** or **Workflow Editor** is used to define the process flow—from request submission to approval and fulfillment.
- **UI Policies** and **Catalog Client Scripts** ensure smooth data handling and conditional field behavior.
- This layer also interfaces with external systems like **email servers** and **asset management modules** to send notifications and record asset details automatically.

4.3 Data Layer:

- The data layer is responsible for storing all **form submissions, user details, approval logs, and asset issuance records**.
- It integrates with the **Configuration Management Database (CMDB)** to maintain up-to-date asset information and ensure traceability.
- Access control mechanisms and encryption ensure that sensitive information remains secure.
- Audit logs are maintained to record every change for governance and compliance purposes.

This three-tier architecture enables **efficient separation of concerns**, allowing each component to operate independently yet cohesively. It ensures **data consistency, scalability, and maintainability**, while supporting future system enhancements such as integration with HR systems, inventory management, or automated asset return tracking. The architecture also promotes **high availability and reliability**, ensuring uninterrupted access for employees and IT staff.

5. UI and UX Design:

The **User Interface (UI)** is designed to be clean, structured, and visually consistent with the Service Portal.

Key UI features include:

- Interactive and responsive form layout.
- Dynamic visibility of fields based on user input.
- Buttons for **Submit, Reset, and Track Status**.
- Clear instructions and validation error messages.

The **User Experience (UX)** focuses on simplicity, clarity, and ease of navigation. Users can complete requests quickly with minimal input and receive instant visual feedback at every stage. The use of **color**

indicators, progress bars, and confirmation pop-ups makes the process intuitive and satisfying. Overall, the design ensures that employees feel confident and comfortable while submitting or tracking their laptop requests.

Furthermore, the UI and UX design incorporate **accessibility standards (WCAG compliance)** to ensure inclusivity for all users, including those with visual or motor impairments. Features such as keyboard navigation, high-contrast text options, and screen-reader compatibility are integrated to make the catalog item universally usable.

The responsive design ensures smooth operation across **desktops, tablets, and mobile devices**, allowing employees to submit or track their requests anytime, anywhere. Overall, the enhanced UI and UX not only improve usability and accessibility but also reinforce the organization's commitment to efficiency, innovation, and user-centric digital transformation.

Additionally, the UI and UX are optimized to maintain **consistency, accessibility, and responsiveness** across all devices. Proper alignment, readable fonts, and adequate spacing enhance visual comfort, while tooltips and contextual help improve user guidance. The design prioritizes both **aesthetics and functionality**, ensuring a smooth and pleasant interaction that reflects the organization's modern digital standards.

6. Platform Setup:

The project is implemented on the **ServiceNow platform** (or any ITSM system supporting catalog items).

Setup includes:

- Creating a **Service Catalog Category** named *"IT Hardware Requests."*
- Adding the **Laptop Request Catalog Item** under that category.
- Configuring **form variables** such as employee details, laptop model, purpose, and justification
- Applying **client scripts** and **UI policies** for dynamic form behavior.
- Setting up **approval workflows** and **email notifications** for each request stage.
- Enabling **change tracking** for audit and deployment management.
- Assigning user roles such as **Requester, Approver, and Fulfillment Technician** with appropriate access permissions.

In addition, the platform setup ensures proper **integration with the Configuration Management Database (CMDB)** for asset tracking and lifecycle management. Role-based access controls (RBAC) are configured to maintain data privacy and prevent unauthorized actions. The system environment—development, testing, and production—is clearly defined to support smooth deployment and version control. This structured setup ensures reliability, scalability, and security, providing a solid foundation for the seamless operation of the Laptop Request Catalog Item.

7. Development and Customization:

Development involves multiple stages to ensure full functionality, usability, and reliability:

7.1 Form Creation:

Build catalog variables (fields) like employee name, department, laptop type, justification, and delivery location. Each field is configured with clear labels, mandatory rules, and validation criteria.

7.2 Client-Side Scripting:

Add JavaScript for dynamic form logic, such as showing or hiding fields based on selections and enabling form reset functionality. This ensures the form adapts intelligently to user input, improving accuracy and reducing confusion.

7.3 Workflow Automation:

Design approval and fulfillment flows using **Flow Designer** or **Workflow Editor**. Requests are routed automatically to the appropriate manager or IT technician for action.

7.4 Notification Configuration:

Set up automated notifications for each stage—submission, approval, rejection, and completion—to keep employees informed and maintain transparency.

7.5 Testing and Validation:

Perform both **functional testing** and **user acceptance testing (UAT)** to verify that all scripts, workflows, and notifications work as intended before deployment.

7.6 Deployment and Tracking:

Move the catalog item from development to production using version control. Enable change tracking and auditing to ensure compliance with governance policies.

Additionally, the development process emphasizes **modular customization and scalability**. Each script, workflow, and UI policy is developed as a reusable component to support future enhancements, such as adding new device categories or integrating with HR and inventory systems. Proper documentation and versioning are maintained to support easy troubleshooting and system upgrades. This structured development approach ensures that the Laptop Request Catalog Item remains reliable, efficient, and adaptable to organizational growth.

8. Workflow Implementation:

The **workflow implementation** defines the process from laptop request submission to fulfillment. It ensures that all requests follow an automated, structured path for transparency and efficiency.

Workflow Stages:

- **Submission:** Employee submits the laptop request form.
- **Manager Approval:** The request is automatically routed to the respective manager for review.
- **IT Review:** Once approved, the IT team verifies inventory and assigns a suitable laptop.
- **Fulfillment:** The IT technician prepares and delivers the laptop to the requester.
- **Notification:** Automated emails or portal notifications update the requester at each stage.
- **Closure:** After delivery confirmation, the request is marked as completed and recorded in the CMDB.

The workflow is implemented using **Flow Designer** with automated triggers, condition checks, and task creation. It supports **SLA tracking**, ensuring timely fulfillment and better performance monitoring. This structured automation enhances operational efficiency, reduces manual errors, and ensures end-to-end visibility of every laptop request.

9 Update set:

9.1 Create Local Update set:

- Open service now.
- Click on All >> search for update sets
- Select local update sets under system update sets
- Click on new
- Fill the following details to create a update set as: "Laptop Request"
- Click on submit and make current
- By clicking on the button it activates the update set

ServiceNow ID C... ServiceNow A... GitHub Platform Login C... - Student home | ServiceNo... ServiceNow Deve... Laptop Request

dev291742.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fsys_id%3Df7f86916c3703210406b973ed40131e9%26sysparm_record_target%3Dsys_update_set%26sysparm_r...

servicenow All Favorites History Workspaces Admin Update Set - Laptop Request Search

Update Set Laptop Request Update Back Out

Name Laptop Request Application Global
State In progress Created 2025-10-27 00:13:18
Parent Release date Created by admin
Install date 2025-10-27 00:13:19 Merged to
Installed from
Description

Update Back Out

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

Customer Updates (10) Update Set Logs (12) Child Update Sets

Created Search Actions on selected rows...

Update set = Laptop Request

No templates are available [Create A New One?](#)

BAN - WI Game score Search ENG IN 10:13 28-10-2025

dev291742.service-now.com/now/nav/ui/classic/params/target/sys_update_set_list.do

servicenow All Favorites History Workspaces Admin Update Sets ☆ Search

Update Sets Name Search Actions on selected rows... New

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Global	In progress		2025-08-07 12:53:07	system	(empty)	(empty)
Default	Pipeline	In progress		2025-10-24 20:00:02	admin	(empty)	(empty)
Default	Security Center	In progress		2025-08-07 14:16:34	system	(empty)	(empty)
Default	Application Intake	In progress		2025-10-27 00:22:22	admin	(empty)	(empty)
Laptop Request	Global	Complete		2025-10-24 23:13:43	admin	(empty)	(empty)
<input checked="" type="checkbox"/> Laptop Request	Global	Complete		2025-10-27 00:13:18	admin	(empty)	(empty)

Related Links

[Merge Update Sets](#)

1 to 6 of 6

BAN - WI Game score Search 10:14 28-10-2025

10. Service Catalog Item:

10.1 Create Service Catalog Item:

- Open service now.
- Click on All >> service catalog
- Select maintain items under catalog definitions
- Click on New.
- 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
- Click on 'SAVE'

service catalog

Items

Tasks

▼ Catalog Definitions

My Catalogs

My Categories

My Items

Maintain Catalogs

Maintain Categories

Renderers

Maintain Dynamic Categories

Maintain Items

Manage goods and services available to order from the Service Catalog

Active	Roles	Catalogs	Category	Price	Type	Updated	
request a new	true	Service Catalog	Hardware	\$0.00	Item	2025-10-25 00:03:16	
pad, AC Adapter,	true	Service Catalog	Peripherals	\$99.99	Item	2022-11-20 20:46:33	
pad, T-Series,	true	Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33	
arbon	false	Service Catalog	Peripherals	\$28.79	Item	2022-11-20 20:46:33	
arbon	true	Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33	
computer is	true	Service Catalog	Hardware	\$0.00	Item	2022-11-20 20:46:33	
Logitech USB Headset for PC & Mac	PC/Mac Compatible Headset	true	Service Catalog	Peripherals	\$29.99	Item	2022-11-20 20:46:33
Logitech Wireless Mouse	PC / Mac Compatible	true	Service Catalog	Peripherals	\$35.88	Item	2022-11-20 20:46:33
Lotus Notes	IBM Lotus Notes	false	Service Catalog	Software	\$50.00	Item	2022-12-05 20:46:33
MacBook Air Power Adapter	Power Adapter	true	Service Catalog	Peripherals	\$75.84	Item	2022-11-20 20:46:33
MacBook Pro Power	MaeSafe 2. for Machook Pro	true	Service Catalog	Peripherals	\$75.84	Item	2022-11-20

service catalog

Catalog Item - Laptop Request

Copy Try It Update Edit in Catalog Builder Delete

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: Laptop Request

Application: Global

Catalogs: Service Catalog

Category: Hardware

State: -- None --

Checked out: -- None --

Owner: System Administrator

Active: ☒

Fulfillment automation level: Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Description

No templates are available. Create A New One?

11. 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

Variable - Additional Accessories

Application: Global

Type: CheckBox

Catalog Item: Laptop Request

Order: 300

Active: ☒

Selection Required: ☐

Read only: ☐

Hidden: ☐

Question

Specify the Question that explains the options available to the end user when ordering the item

* Question: Additional Accessories

* Name: additional_accessories

Conversational label:

Tooltip:

Copy Update Delete

Related Links

[Run Point Scan](#)

No templates are available [Create A New One?](#)

Step2:

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

dev291742.service-now.com/now/nav/ui/classic/params/target/item_option_new.do%3Fsys_id%3Daf9c8fa1c3b07210406b973ed40131c2%26sysparm_record_target%3Ditem_option_new%26syspar...

servicenow All Favorites History Workspaces Admin Variable - Justification Search Copy Update Delete

Variable Justification

Application Global Active ☒
Type Multi Line Text Mandatory ☐
Catalog Item Laptop Request Read only ☐
Order 200 Hidden ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

* Question Justification
* Name justification
Conversational label
Tooltip
Example Text

Copy Update Delete

Related Links
[Run Point Scan](#)

No templates are available [Create A New One?](#)

BAN - WI Game score Search ENG IN 10:31 28-10-2025

dev291742.service-now.com/now/nav/ui/classic/params/target/item_option_new.do%3Fsys_id%3Dc72d0fe1c3b07210406b973ed4013180%26sysparm_record_target%3Ditem_option_new%26syspa...

servicenow All Favorites History Workspaces Admin Variable - Accessories Details Search Copy Update Delete

Variable Accessories Details

Application Global Active ☒
Type Multi Line Text Mandatory ☐
Catalog Item Laptop Request Read only ☐
Order 400 Hidden ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

* Question Accessories Details
* Name accessories_details
Conversational label
Tooltip
Example Text

Copy Update Delete

Related Links
[Run Point Scan](#)

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ServiceNow Catalog Item - Laptop Request

Meta

Copy Try It Update Edit in Catalog Builder Delete

Related Links

[Item Diagnostic](#)
[Show VA render type](#)
[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

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

1 to 4 of 4

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Hot days ahead 28°C

Search

ENG IN 10:32 28-10-2025

12. UI Policy:

12.1 Create Catalog Ui policies:

- Click on all>> search for service catalog
- Select maintain item under catalog definition
- Search for 'laptop request' which is created before
- Select 'laptop request' and scroll down click on "Catalog Ui policies"
- In the catalog ui policies related list tab click on new
- Give short description as: show accessories details
- Set the Catalog Condition in the related list tab 'when to apply'

[field: additional_accessories, operator: is, value: true]

dev291742.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy_action.do%3Fsys_id%3D2b431b2dc3b07210406b973ed4013192%26sysparm_record_target%3Dcatalog_ui_policy_a...

service-now

All Favorites History Workspaces

Catalog UI Policy Action - accessories_details

Search

Update Delete

< ≡ 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 ItemLaptop Request

Variable nameaccessories_details

Order100

ApplicationGlobal

MandatoryTrue

VisibleTrue

Read onlyLeave alone

Value actionLeave alone

Field message typeNone

UpdateDelete

Related Links

[Run Point Scan](#)

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The browser tabs include 'Inbox (1,512)', 'ServiceNow', 'GitHub', 'Platform Login', 'Student', 'AD_4nXRO9N', 'home | Service', 'ServiceNow D', and 'Show Accessor...'. The URL is 'dev291742.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D5542d3a9c3b07210406b973ed4013125%26sysparm_record_list%3Dcatalog_item%253Dc578c7ad...'. The page title is 'Catalog UI Policy - Show Accessories Details'.

Policy Configuration:

- Condition: `additional_accessories` `is` `true`. Logic: `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
- Applies on Catalog Tasks: ☐
- Applies on Requested Items: ☐
- On load: ☒
 - Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false
- Reverse if false: ☒

Buttons: Update, Delete

Related Links: Run Point Scan

Catalog UI Policy Actions Table:

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

Page 1 of 1

Not templates are available. [Create a New One?](#)

URL: https://dev291742.service-now.com/catalog_ui_policy_action.do?sys_id=2b431b2dc3b07210406b973ed4013192&sysparm_record_target=catalog_ui_policy_action&sysparm_record_row=1&sysparm_record_rows=1&sysparm_record_list=ui_policy%3D5542d3a9c3b07210406b973ed4013125%5E...

Weather: 28°C Mostly cloudy. Taskbar shows Windows Start button, Search, and various application icons. System tray shows ENG IN, 10:35, and 28-10-2025.

13. UI Action:

13.1 Create ui action:

- Open service now.
- Click on All >> search for ui action
- Select ui actions under system definition
- Click on new
- 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 'UI Action - Reset Form' configuration page. The left sidebar contains navigation links: 'UI Action - Reset Form', 'Messages', 'Comments', 'Hint', 'Ondclick', 'Condition', and 'Script'. The main content area is divided into two columns. The left column contains fields for 'Name' (Reset Form), 'Table' (Shopping Cart [sc_cart]), 'Order' (100), 'Action name' (Reset Form), 'Active' (checked), 'Show insert' (checked), 'Show update' (checked), 'Client' (checked), 'List v2 Compatible' (checked), 'List v3 Compatible' (unchecked), 'Overrides' (empty), 'Messages' (empty), 'Comments' (empty), 'Hint' (empty), 'Ondclick' (empty), 'Condition' (empty), and 'Script' (containing the provided JavaScript code). The right column contains fields for 'Application' (Global), 'Form button' (unchecked), 'Form context menu' (unchecked), 'Form link' (unchecked), 'Form style' (None), 'List banner button' (unchecked), 'List bottom button' (unchecked), 'List context menu' (unchecked), 'List choice' (unchecked), 'List link' (unchecked), and 'List style' (None). At the bottom, there are 'Update' and 'Delete' buttons. The ServiceNow logo and navigation menu are visible at the top of the page.

14. Export Update set:

14.1 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.

Update Set - Laptop Request

* Name: Application:

State: Created:

Parent: Created by:

Release date: Merged to:

Install date:

Installed from:

Description:

[Update](#) [Back Out](#)

Create a Retrieved Update Set for exporting

[Export to XML](#)
[Merge With Another Update Set](#)
[Scan Update Set](#)
[Show Update's History](#)

Customer Updates (10) | Update Set Logs (12) | Child Update Sets

Created | Search | Actions on selected rows...

Update set = Laptop Request

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-27 00:13:18	Catalog UI Policy		Show Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-10-27 00:13:18	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-10-27 00:13:18	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-10-27 00:13:18	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-10-27 00:13:18	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-10-27 00:13:18	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE

No templates are available [Create A New One?](#)

28°C Mostly cloudy | Search | ENG IN | 10:46 28-10-2025

State	Installed from	Created	Created by	Parent	Batch Base
In progress		2025-08-07 12:53:07	system	(empty)	(empty)
In progress		2025-10-24 20:00:02	admin	(empty)	(empty)
In progress		2025-08-07 14:16:34	system	(empty)	(empty)
In progress		2025-10-27 00:22:22	admin	(empty)	(empty)
Complete		2025-10-24 23:13:43	admin	(empty)	(empty)
Complete		2025-10-27 00:13:18	admin	(empty)	(empty)

15. Login to another Instance:

15.1 Retrieving the update set:

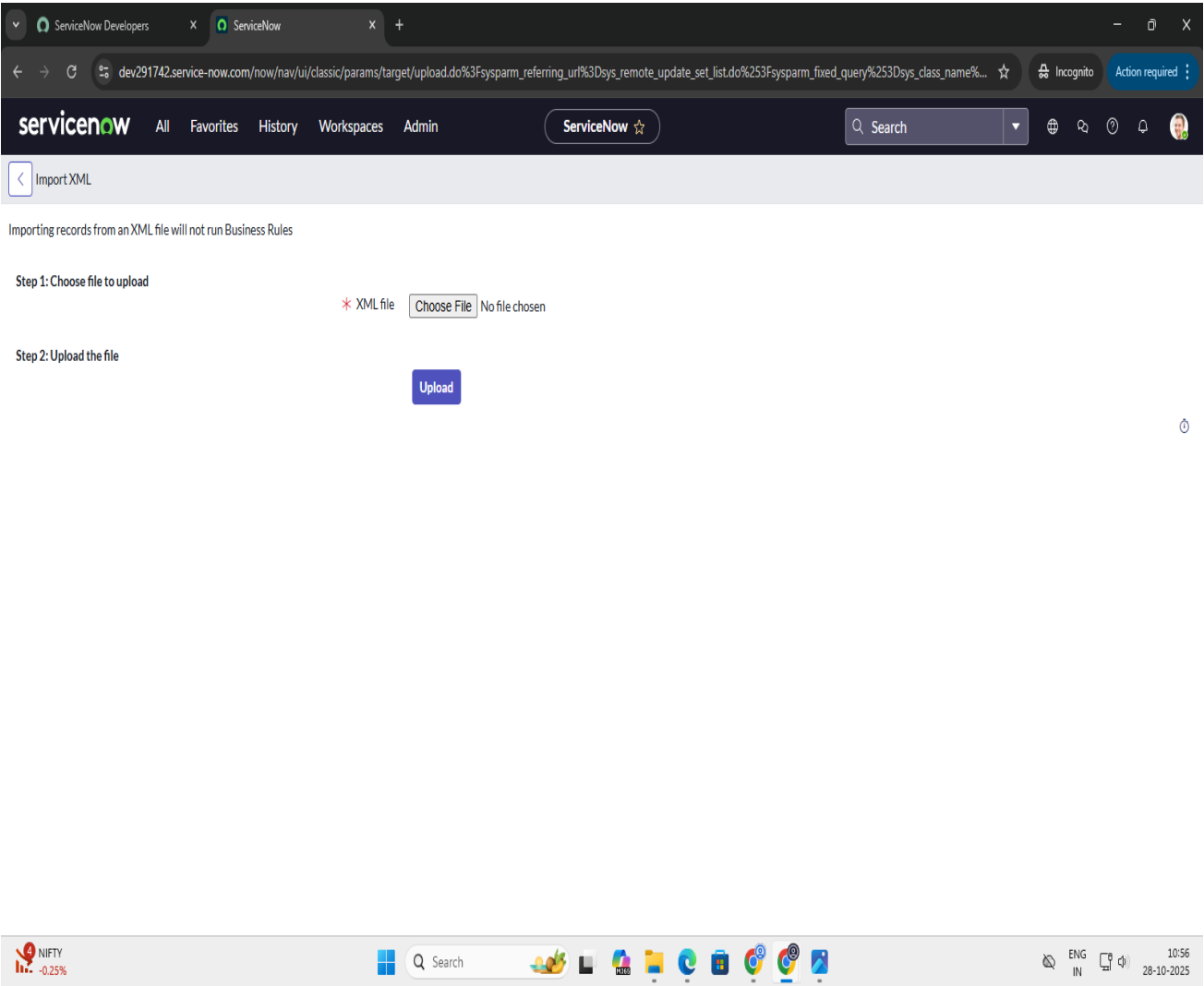
- Open another instance in incognito window
- Login with credentials
- Click on all>> search for update sets
- Select “Retrieved update set” under system update set
- It open retrieved update set list and scroll down
- Click on Import update set from XML

The screenshot displays the ServiceNow interface for 'Retrieved Update Sets'. The table lists the following data:

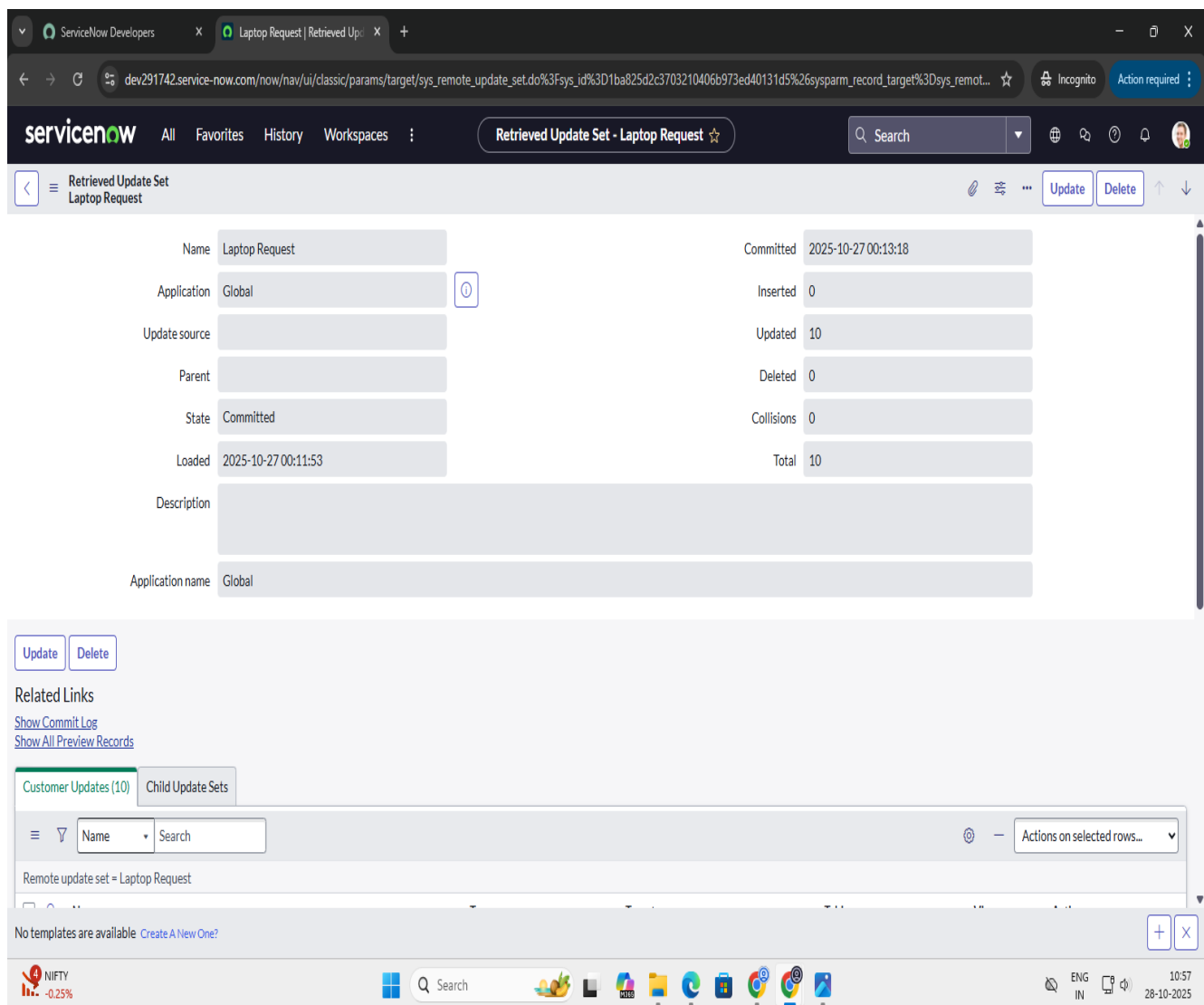
Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request	Global	Committed	(empty)		2025-10-27 00:11:53	2025-10-27 00:13:18	(empty)	(empty)
Laptop Request	Global	Previewed	(empty)		2025-10-25 00:19:41	(empty)	(empty)	(empty)

A tooltip is shown over the second row with the text: 'Import update set from an XML file exported from another instance' and a link 'Import Update Set from XML'.

- Upload the downloaded file in XML file
- Click on Upload and it gets uploaded



- Open retrieved update set ‘laptop request project’
- Click on preview update set
- And click on commit update set
- And also see the related tab updates
- After committing update set in this instance we get all updates which are done in the previous instance.



16. Testing:

16.1 Test Catalog Item:

The testing phase ensures that the **Laptop Request Catalog Item** functions correctly according to the designed requirements and dynamic behavior. The following steps were carried out to validate the functionality:

- Navigate to Service Catalog:**
 In the target instance, search for “**Service Catalog**” in the Application Navigator.
- Select Catalog Module:**
 Under the *Service Catalog* section, select the **Catalog** option
- Open Hardware Category:**
 From the list of available categories, select **Hardware** and search for the item titled “**Laptop Request.**”

- **Access Laptop Request Item:**

Click on the **Laptop Request** item to open the catalog form for testing.

- **Verify Default Fields:**

Initially, the form displays only three primary variables such as *Employee Name*, *Laptop Type*, and *Justification*.

- **Test Dynamic Behavior:**

As per the scenario, when the “**Additional Accessories**” checkbox is selected, the *Accessories Details* fields should automatically appear on the form.

- **Mandatory Field Validation:**

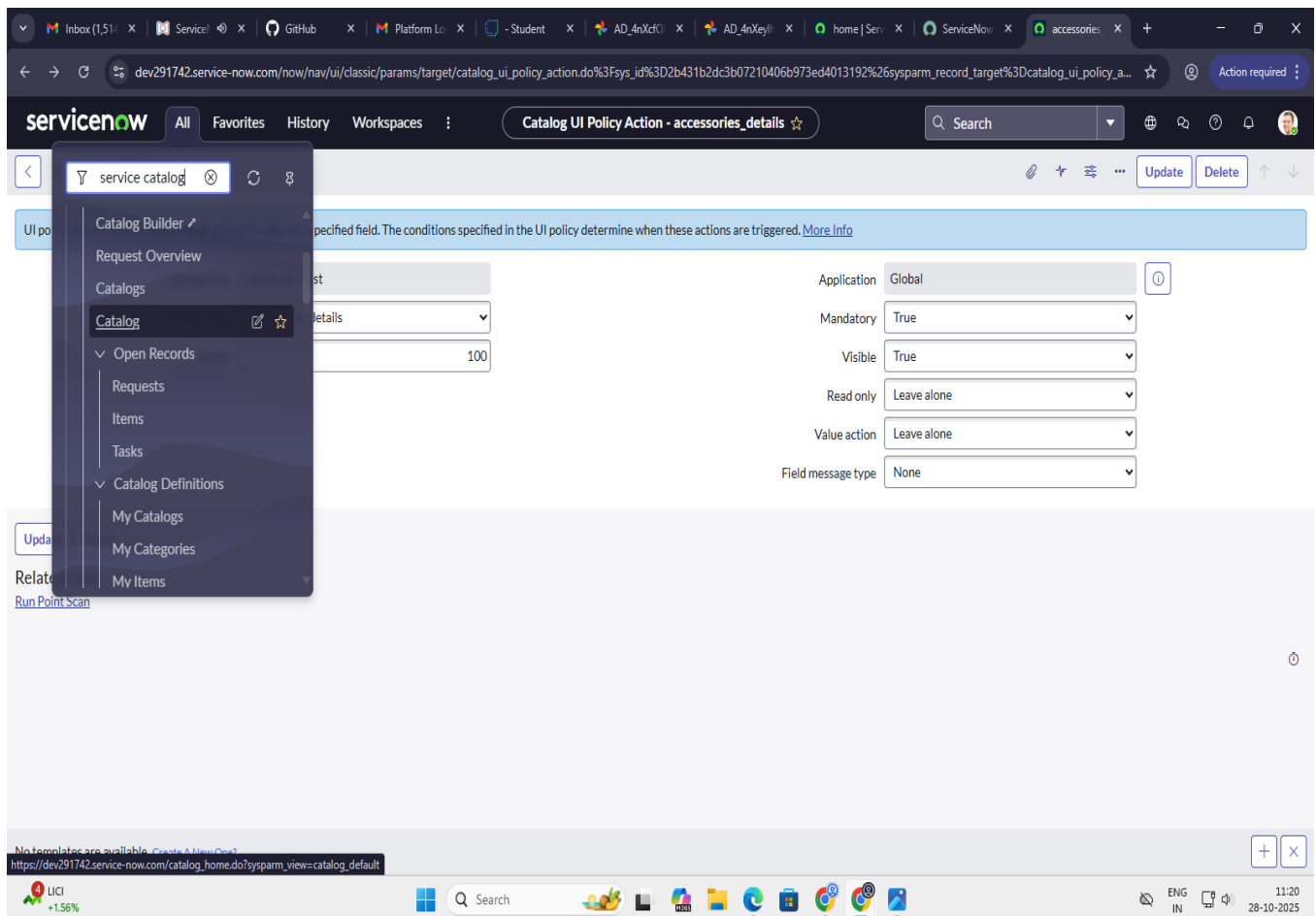
Confirm that once the accessories fields are visible, they become **mandatory** for the user to fill before submitting the form.

- **Expected Result:**

The system correctly displays the additional accessories section when the checkbox is selected and enforces mandatory validation for those fields.

- **Outcome:**

The test results confirm that the catalog item behaves as expected, fulfilling all the functional and dynamic requirements of the laptop request process.



The screenshot displays the ServiceNow Hardware catalog interface. At the top, there's a navigation bar with tabs like "All", "Favorites", "History", "Workspaces", and "Admin". A search bar is present on the right. Below the navigation bar, a list of hardware items is shown:

- iPad pro**: Request for iPad pro. Price: \$799.00. Includes a "+\$30.00 Monthly" note.
- Laptop Request**: Use this item to request a new laptop.
- Sales Laptop**: Acer Aspire NX. Price: \$1,100.00. Includes a "+\$100.00 Annually" note.
- Standard Laptop**: Lenovo - Carbon x1. Price: \$1,100.00. Includes a "+\$100.00 Annually" note.
- Apple Watch**: Apple Watch - Their most personal device ever. Price: \$349.99.
- Apple MacBook Pro 15"**: Apple MacBook Pro. Price: \$1,099.99.
- Development Laptop (PC)**: Dell XPS 13. Price: \$1,100.00.
- Loaner Laptop**: Short term, while computer is repaired/imaged. Waiting for computer order, special projects, etc. Training, special events, check-in process.

At the bottom, there's a "Related Categories" section with a URL snippet visible.

dev291742.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_checkout_view_v2.do%3Fv%3D1%26sysparm_sys_id%3D0d4e9e66c3703210406b973ed4013153%26sys...

servicenow

All Favorites History Workspaces Admin

Order Status: REQ0010002

Search

Back to Catalog Continue Shopping Home

Thank you, your request has been submitted

Order Placed: 2025-10-27 22:44:31

Request Number: [REQ0010002](#)

Estimated Delivery Date of Complete Order: 2025-10-29

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-10-29	<div><div></div><div></div><div></div><div></div><div></div></div>		1	
				Total	-

Back to Catalog Continue Shopping

Home

Advantages:

- **Faster and Efficient Process:**
Automates the laptop request process, reducing manual effort and approval delays.
- **Dynamic Form Behavior:**
Form fields adjust automatically based on user inputs (e.g., department or laptop type), ensuring accurate and relevant data collection.
- **Improved Data Accuracy:**
Built-in validations prevent incomplete or incorrect information from being submitted.
- **Enhanced User Experience:**
The catalog item provides clear instructions, dropdowns, and guided options, making it easy for employees to fill out.
- **Tracking and Transparency:**
All requests are recorded and can be tracked throughout the approval and fulfillment stages, ensuring accountability.
- **Form Reset Functionality:**
Allows users to clear and restart the form easily if they make a mistake, improving usability.
- **Governance and Compliance:**
Every change and request is logged for auditing and deployment tracking, supporting proper governance.
- **Reduced Administrative Workload:**
Minimizes manual data entry and follow-ups for IT or HR teams, freeing them for other tasks.
- **Integration with Workflows:**
Can be connected with approval workflows, notifications, and inventory systems for end-to-end automation.

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.