

Laptop Request Catalog Item

Team Id: NM2025TMID13184

Team Members: 4

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Problem Statement:

In many organizations, the process of requesting a laptop for new or existing employees is manual, inconsistent, or lacks standardization. Employees often rely on email chains, informal communication, or outdated request forms, which leads to delays, miscommunication, and lack of visibility into request status. Furthermore, IT departments struggle to track inventory, prioritize urgent needs, and manage approvals efficiently..

Objective:

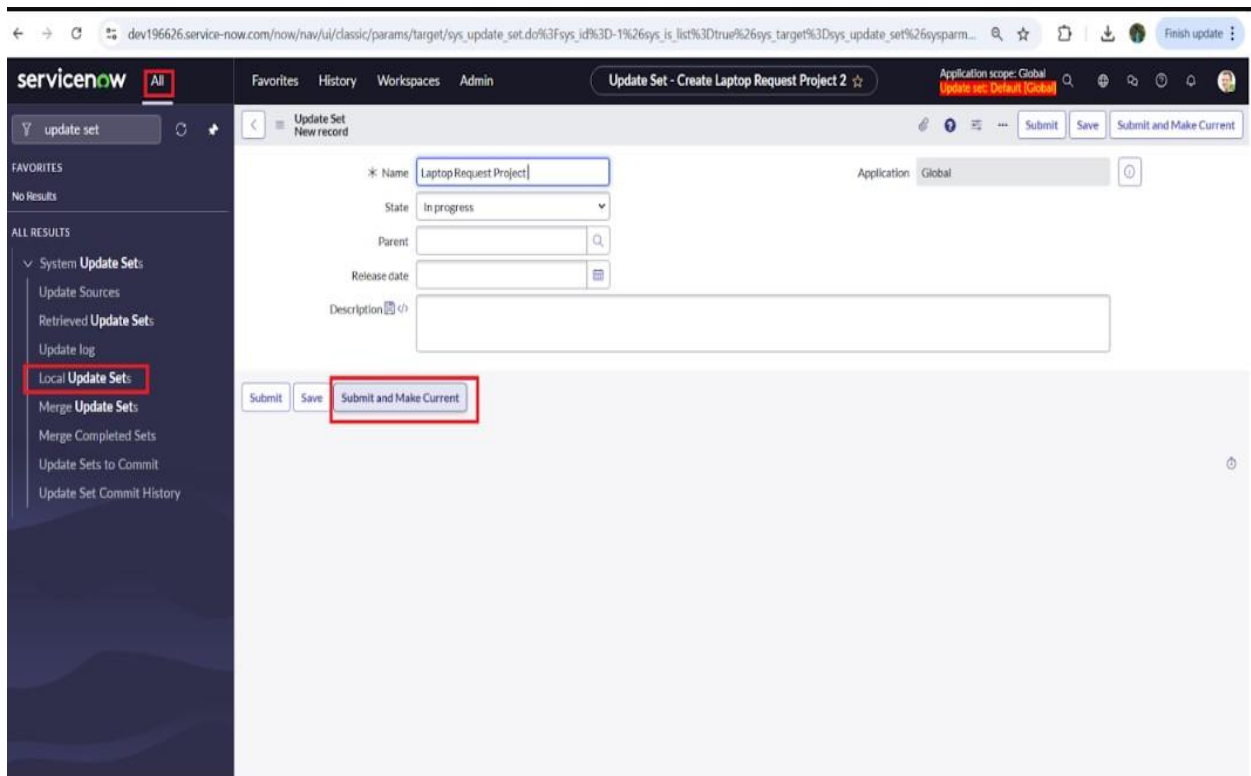
1. Streamline laptop requests: Provide a centralized platform for employees to request laptops.
2. Improve efficiency: Automate the request process, reducing manual effort and errors.
3. Enhance user experience: Offer a user-friendly interface with clear instructions and real-time updates.
4. Ensure transparency: Track request status and provide visibility into the approval and fulfillment process.

TASK INITIATION

Milestone 1 : Update set

Activity : Create Local 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 left sidebar displays the navigation menu with 'Local Update Sets' highlighted. The main form area is titled 'Update Set - Create Laptop Request Project 2'. The form fields are as follows:

- Name: Laptop Request Project
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

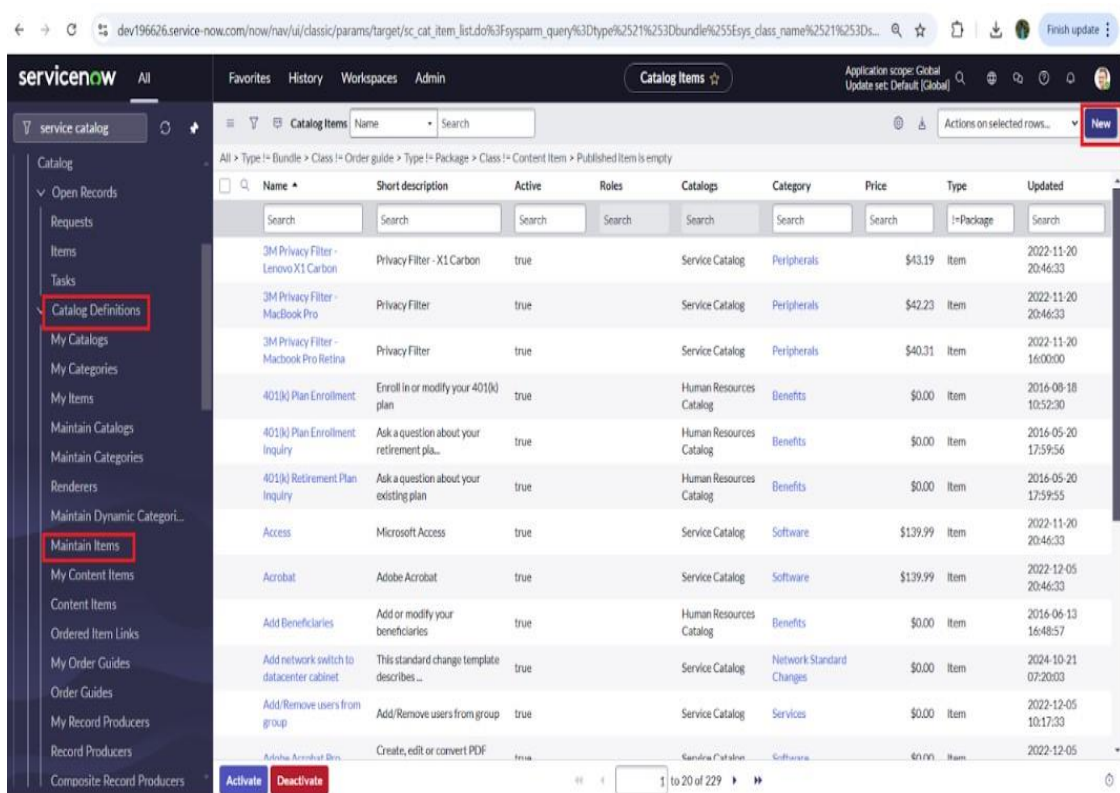
The 'Submit and Make Current' button is highlighted with a red box, indicating the final step in creating the update set.

NOTE: Perform all actions under this newly created update set only.

Milestone 2 : 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.



The screenshot shows the ServiceNow Service Catalog interface. In the left sidebar, the 'Maintain Items' option under 'Catalog Definitions' is highlighted with a red box. The main area displays a table of catalog items with columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. A 'New' button is visible in the top right corner of the table area, also highlighted with a red box.

| Name | Short description | Active | Roles | Catalogs | Category | Price | Type | Updated |
|--|---|--------|-------|-------------------------|--------------------------|----------|------|---------------------|
| 3M Privacy Filter - Lenovo X1 Carbon | Privacy Filter - X1 Carbon | true | | Service Catalog | Peripherals | \$43.19 | Item | 2022-11-20 20:46:33 |
| 3M Privacy Filter - MacBook Pro | Privacy Filter | true | | Service Catalog | Peripherals | \$42.23 | Item | 2022-11-20 20:46:33 |
| 3M Privacy Filter - MacBook Pro Retina | Privacy Filter | true | | Service Catalog | Peripherals | \$40.31 | Item | 2022-11-20 16:00:00 |
| 401(k) Plan Enrollment | Enroll in or modify your 401(k) plan | true | | Human Resources Catalog | Benefits | \$0.00 | Item | 2016-08-18 10:52:30 |
| 401(k) Plan Enrollment Inquiry | Ask a question about your retirement pla... | true | | Human Resources Catalog | Benefits | \$0.00 | Item | 2016-05-20 17:59:56 |
| 401(k) Retirement Plan Inquiry | Ask a question about your existing plan | true | | Human Resources Catalog | Benefits | \$0.00 | Item | 2016-05-20 17:59:55 |
| Access | Microsoft Access | true | | Service Catalog | Software | \$139.99 | Item | 2022-11-20 20:46:33 |
| Acrobat | Adobe Acrobat | true | | Service Catalog | Software | \$139.99 | Item | 2022-12-05 20:46:33 |
| Add Beneficiaries | Add or modify your beneficiaries | true | | Human Resources Catalog | Benefits | \$0.00 | Item | 2016-06-13 16:48:57 |
| Add network switch to datacenter cabinet | This standard change template describes ... | true | | Service Catalog | Network Standard Changes | \$0.00 | Item | 2024-10-21 07:20:03 |
| Add/Remove users from group | Add/Remove users from group | true | | Service Catalog | Services | \$0.00 | Item | 2022-12-05 10:17:33 |
| Adobe Acrobat Dist... | Create, edit or convert PDF | true | | Service Catalog | Software | \$0.00 | Item | 2022-12-05 |

5. Fill the following details to create a new catalog item

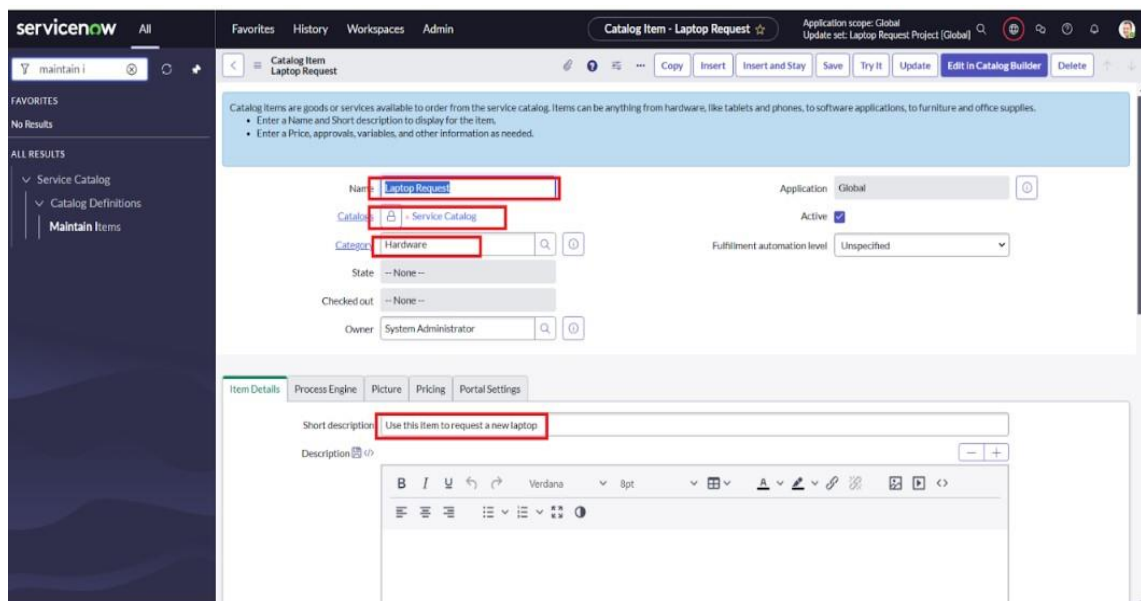
Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6. Click on 'SAVE'



The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form. The form is titled 'Catalog Item - Laptop Request' and includes a navigation bar with 'Favorites', 'History', 'Workspaces', and 'Admin'. The main form area contains the following fields:

- Name:** 'Laptop Request' (highlighted with a red box)
- Catalog:** 'Service Catalog' (highlighted with a red box)
- Category:** 'Hardware' (highlighted with a red box)
- State:** '--None--'
- Checked out:** '--None--'
- Owner:** 'System Administrator'
- Application:** 'Global'
- Active:** ☒
- Fulfillment automation level:** 'Unspecified'

Below the form fields, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is selected, showing the 'Short description' field with the text 'Use this item to request a new laptop' (highlighted with a red box) and a rich text editor for the 'Description'.

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

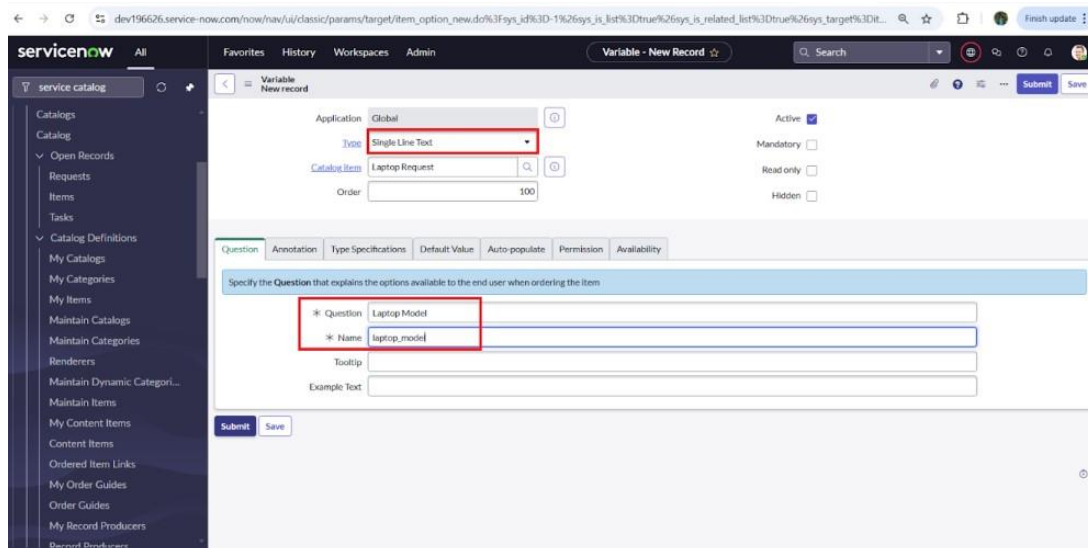
1. Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

- Click on submit
- Again click on new and add Remaining variables in the above process



dev196626.service-now.com/now/nav/ui/classic/params/target/item_option_new.do?sys_id%3D-1%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Dit...

Variable - New Record

Application: Global

Type: Single Line Text

Catalog Item: Laptop Request

Order: 100

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

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

* Question: Laptop Model

* Name: laptop_model

Tooltip:

Example Text:

Submit Save

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

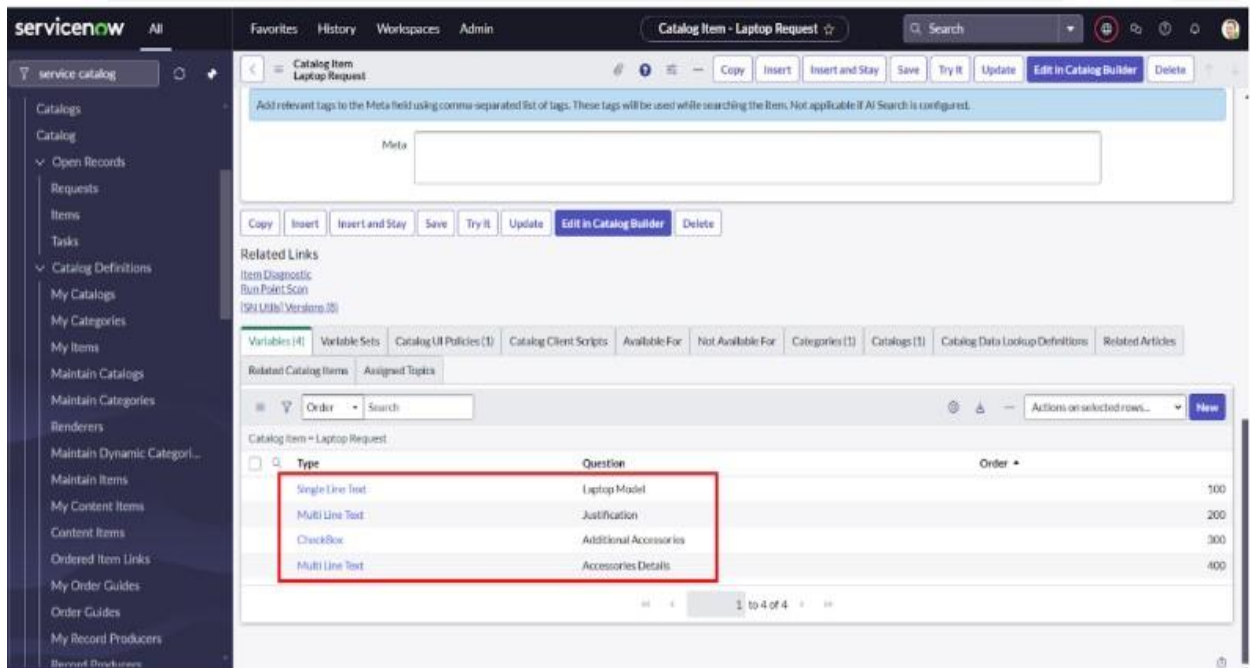
Type: Multi line text

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 AI

Favorites History Workspaces Admin

Catalog Item - Laptop Request

Search

Copy Insert Insert and Stay Save Try It Update Edit in Catalog Builder Delete

Add relevant tags to the Meta field using comma separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

Copy Insert Insert and Stay Save Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic
Run Point Scan
(SR URL's/Versions/ID)

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

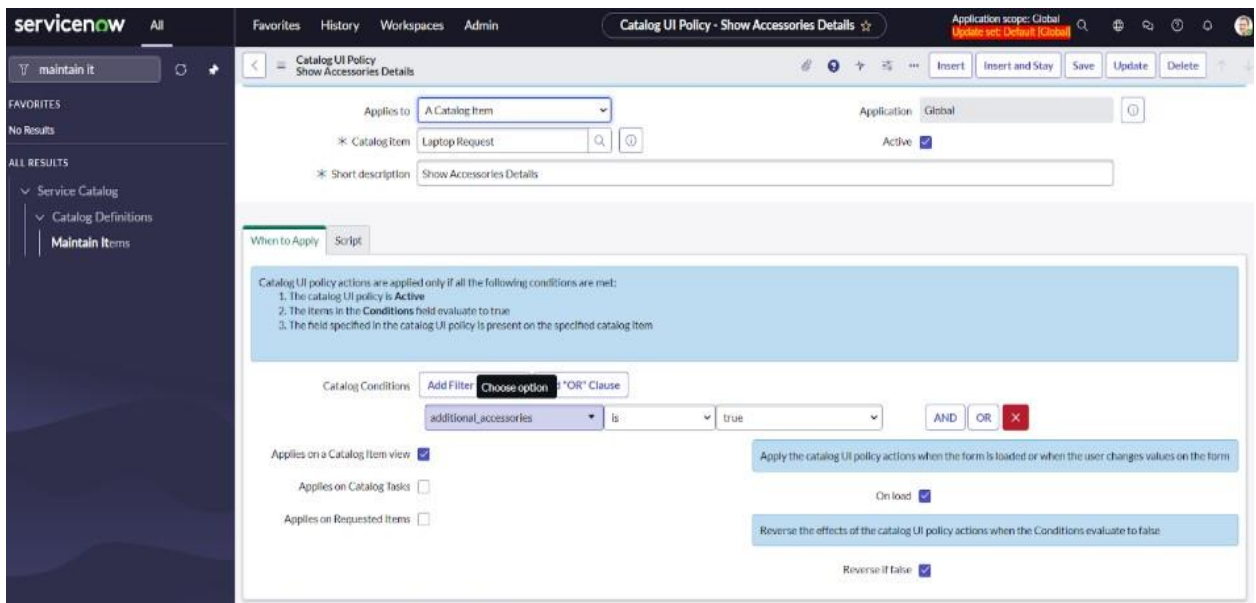
| Type | Question | Order |
|------------------|------------------------|-------|
| Single Line Text | Laptop Model | 100 |
| Multi Line Text | Justification | 200 |
| Checkbox | Additional Accessories | 300 |
| Multi Line Text | Accessories Details | 400 |

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Milestone 3 : UI Policy

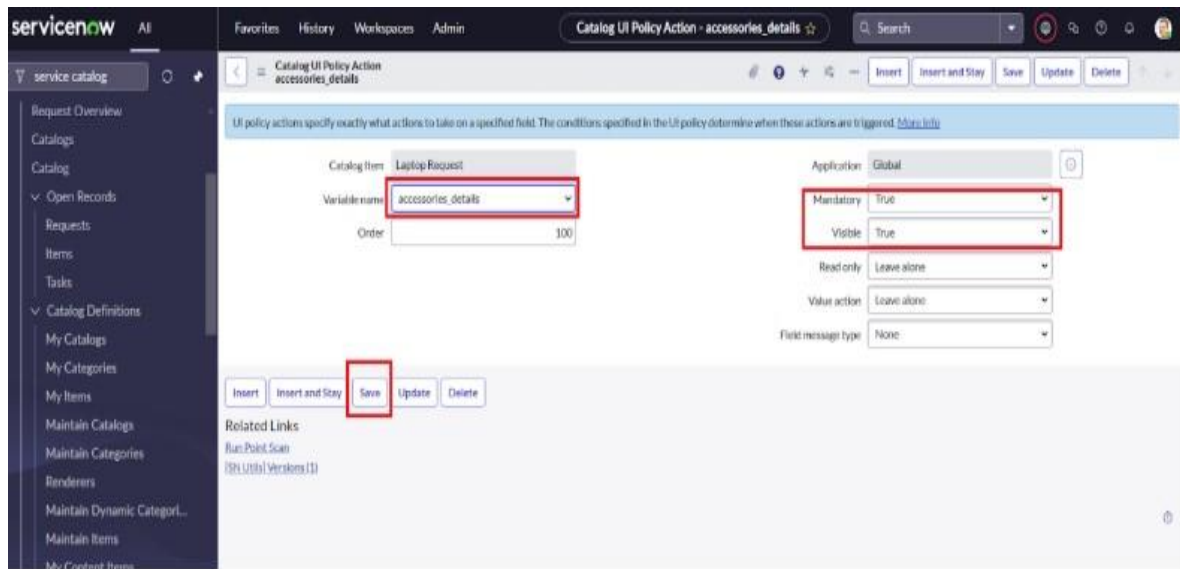
Activity : Create Catalog Ui policies

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'
 - i. [field: additional_ accessories, operator: is, value: true]



The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The left sidebar shows the navigation menu with 'Service Catalog' expanded and 'Catalog Definitions' selected. The main panel is titled 'Catalog UI Policy - Show Accessories Details'. The 'Applies to' dropdown is set to 'A Catalog Item'. The 'Catalog Item' field is set to 'Laptop Request'. The 'Short description' is 'Show Accessories Details'. The 'When to Apply' tab is selected, showing a list of conditions: '1. The catalog UI policy is Active', '2. The items in the Conditions hold evaluate to true', and '3. The field specified in the catalog UI policy is present on the specified catalog item'. Below this, the 'Catalog Conditions' section shows a filter for 'additional_accessories' with the operator 'is' and the value 'true'. The 'Applies on a Catalog Item view' checkbox is checked. The 'Applies on Catalog Tasks' and 'Applies on Requested Items' checkboxes are unchecked. The 'On load' checkbox is checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is checked.

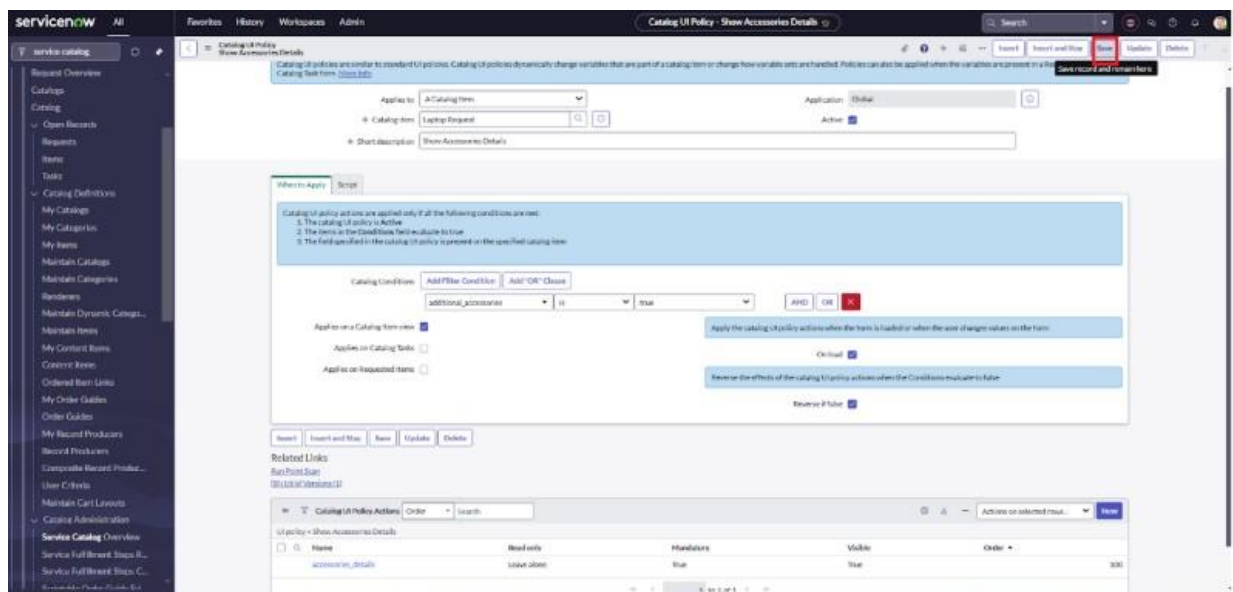
8. Click on **save**.(do not click on submit)
9. Scroll down and select 'catalog ui action'
10. Then click on new button
11. Select variable name as: accessories_details
 Order: 100
 Mandatory: True
 Visible : True
12. Click on save and again click save button of the catalog ui policy form



The screenshot shows the 'Catalog UI Policy Action - accessories_details' form in ServiceNow. The form is titled 'Catalog UI Policy Action - accessories_details'. It includes a sidebar with navigation links like 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categor...', and 'Maintain Items'. The main form area contains the following fields:

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

At the bottom of the form, there are buttons: 'Insert', 'Insert and Stay', 'Save', 'Update', and 'Delete'. The 'Save' button is highlighted with a red box.



The screenshot shows the 'Catalog UI Policy - Show Accessories Details' form in ServiceNow. The form is titled 'Catalog UI Policy - Show Accessories Details'. It includes a sidebar with navigation links like 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categor...', and 'Maintain Items'. The main form area contains the following fields:

- Applies to:** A Catalog Item
- Application:** Global
- Condition:** Catalog Item is Laptop Request
- Action:** Show Accessories Details
- When to Apply:** Script
- Script:** Catalog UI policy actions are applied only if all the following conditions are met:
 - The catalog UI policy is Active
 - The items in the Condition field evaluate to true
 - The field specified in the catalog UI policy is present in the specified catalog item
- Apply to a Catalog Item:** ☒
- Apply to a Catalog Task:** ☐
- Apply to a Requested Item:** ☐
- Buttons:** Insert, Insert and Stay, Save, Update, Delete

At the bottom of the form, there is a table titled 'Catalog UI Policy Actions' with the following data:

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

Milestone 4 : UI Action

Activity : 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

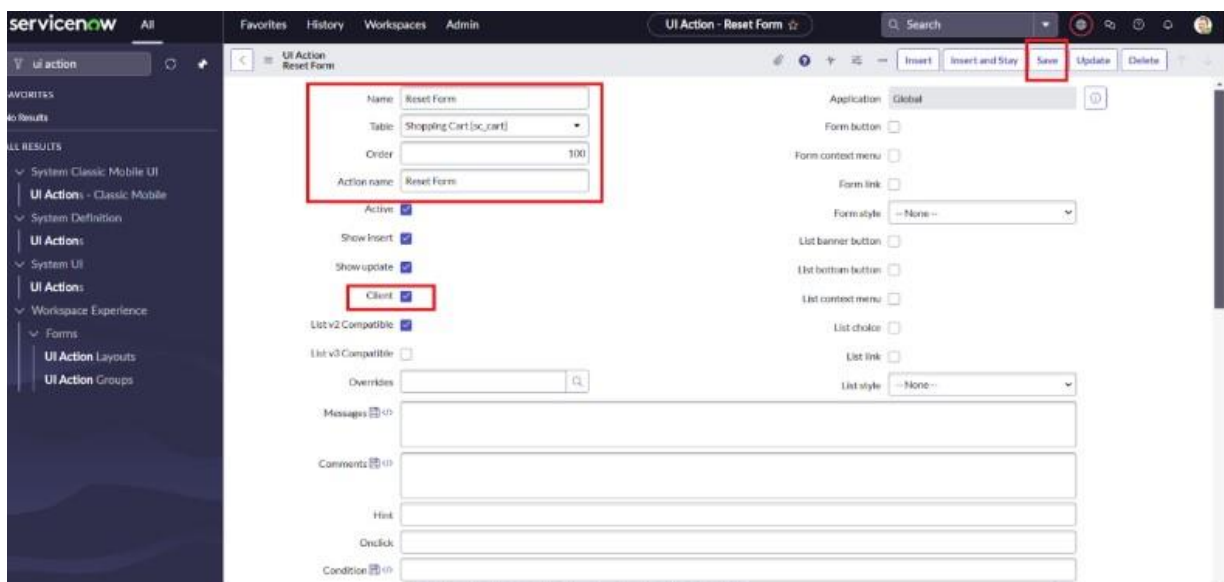
Action name: Reset form

Client : checked

Script:

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

Click on save

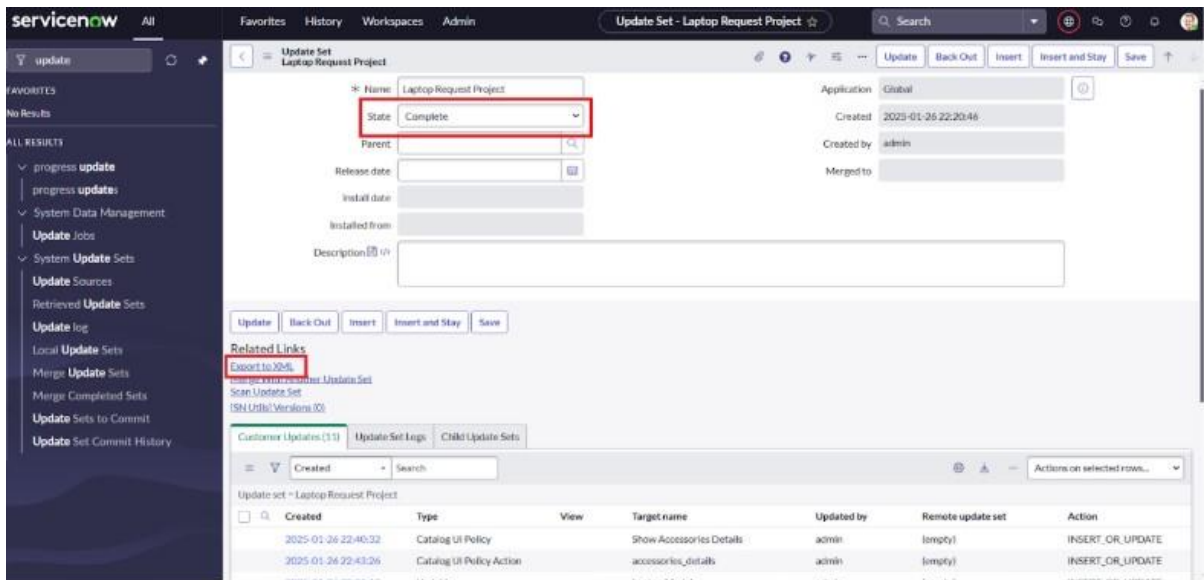


The screenshot shows the ServiceNow 'UI Action - Reset Form' configuration page. The left sidebar contains a navigation menu with 'UI Action' selected. The main form area is divided into two columns. The left column contains fields for 'Name' (Reset Form), 'Table' (Shopping Cart (sc_cart)), 'Order' (100), and 'Action name' (Reset Form). Below these are checkboxes for 'Active', 'Show insert', 'Show update', 'Client' (checked), 'List v2 Compatible', and 'List v3 Compatible'. The right column contains fields for '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', and 'List style' (None). At the bottom of the form are sections for 'Messages', 'Comments', 'Hint', 'OnClick', and 'Condition'. The 'Save' button is highlighted with a red box in the top right corner of the form area.

Milestone 5 : Export Update set

Activity : 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 Project

Name: Laptop Request Project
 State: Complete
 Application: Global
 Created: 2025-01-26 22:20:46
 Created by: admin
 Merged to:

Parent:
 Release date:
 Install date:
 Installed from:
 Description:

Update Back Out Insert Insert and Stay Save

Related Links
 Export to XML
 Merge into another Update Set
 Scan Update Set
 SNL Update Versions

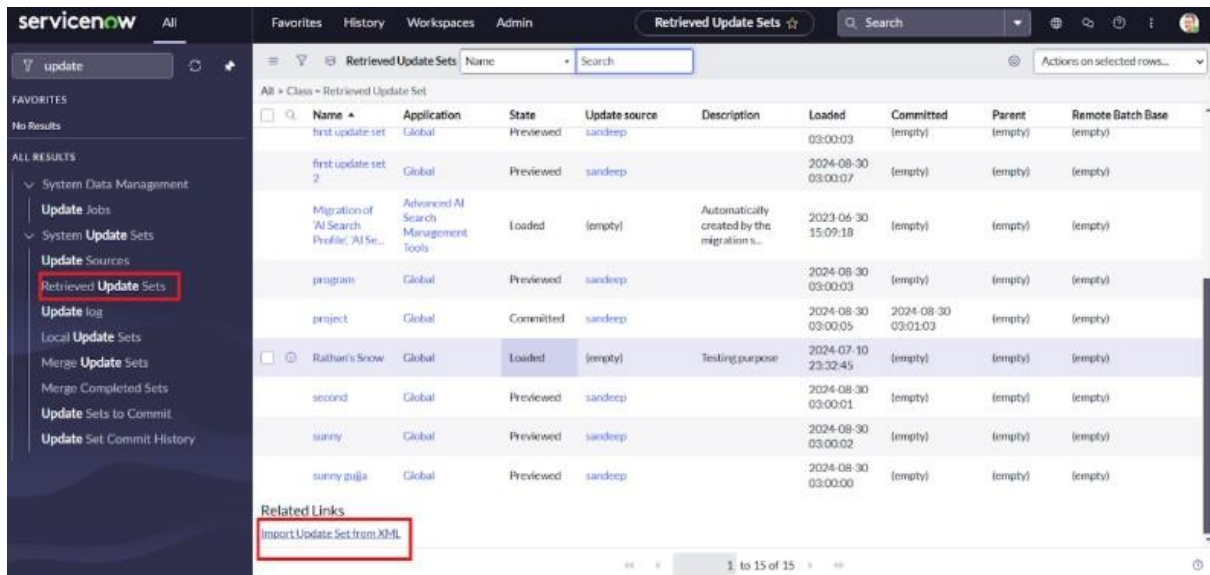
Customer Updates (3) Update Set Logs Child Update Sets

| Created | Type | View | Target name | Updated by | Remote update set | Action |
|---------------------|--------------------------|------|--------------------------|------------|-------------------|------------------|
| 2025-01-26 22:40:32 | Catalog UI Policy | | Show Accessories Details | admin | (empty) | INSERT_OR_UPDATE |
| 2025-01-26 22:43:26 | Catalog UI Policy Action | | accessories_details | admin | (empty) | INSERT_OR_UPDATE |

Milestone 6 : Login to another Instance

Activity : 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



ServiceNow All Favorites History Workspaces Admin Retrieved Update Sets

update

Retrieved Update Sets

| Name | Application | State | Update source | Description | Loaded | Committed | Parent | Remote Batch Base |
|---|-------------------------------------|-----------|---------------|---|---------------------|---------------------|---------|-------------------|
| first update set | Global | Previewed | sandeep | | 03:00:03 | (empty) | (empty) | (empty) |
| first update set 2 | Global | Previewed | sandeep | | 2024-08-30 03:00:07 | (empty) | (empty) | (empty) |
| Migration of 'AI Search Profile', 'AI Search Management Tools | Advanced AI Search Management Tools | Loaded | (empty) | Automatically created by the migration s... | 2023-06-30 15:09:18 | (empty) | (empty) | (empty) |
| program | Global | Previewed | sandeep | | 2024-08-30 03:00:03 | (empty) | (empty) | (empty) |
| project | Global | Committed | sandeep | | 2024-08-30 03:00:05 | 2024-08-30 03:01:03 | (empty) | (empty) |
| Rathan's Snow | Global | Loaded | (empty) | Testing purpose | 2024-07-10 23:32:45 | (empty) | (empty) | (empty) |
| second | Global | Previewed | sandeep | | 2024-08-30 03:00:01 | (empty) | (empty) | (empty) |
| sunny | Global | Previewed | sandeep | | 2024-08-30 03:00:02 | (empty) | (empty) | (empty) |
| sunny guja | Global | Previewed | sandeep | | 2024-08-30 03:00:00 | (empty) | (empty) | (empty) |

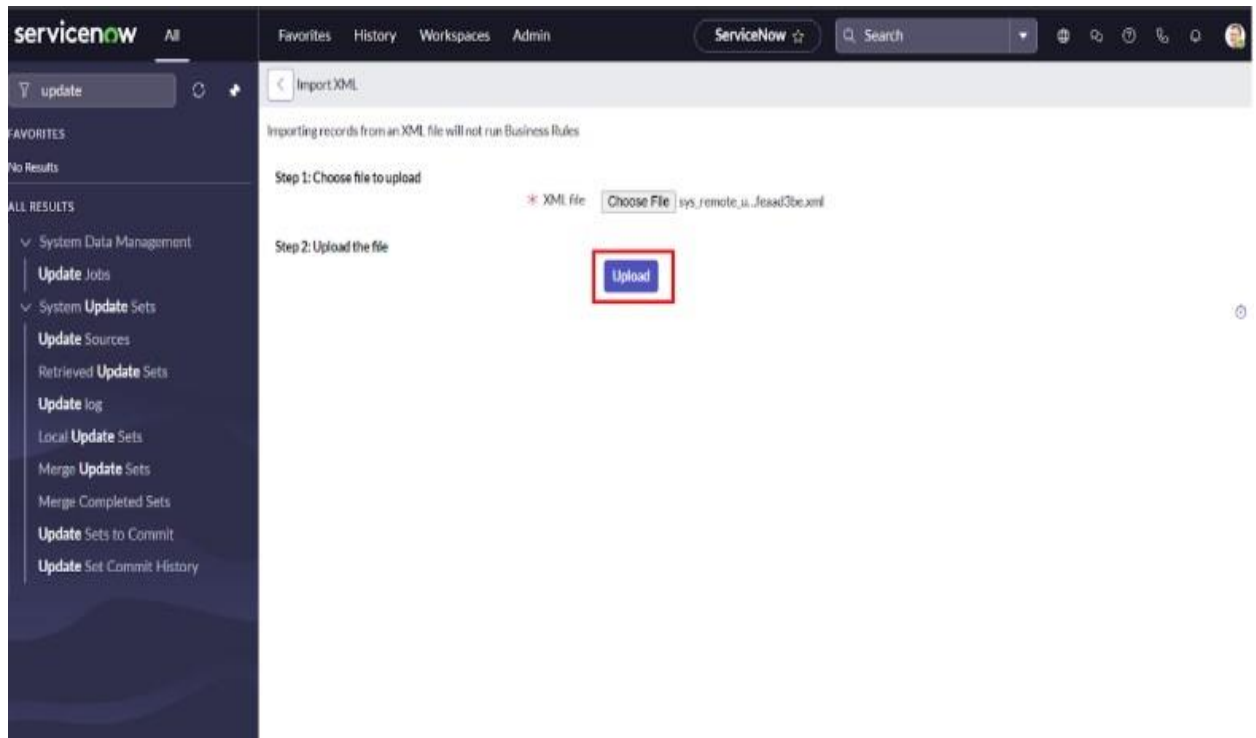
Related Links

[Import Update Set from XML](#)

1 to 15 of 15

7.Upload the downloaded file in XML file

8.Click on Upload and it gets uploaded.



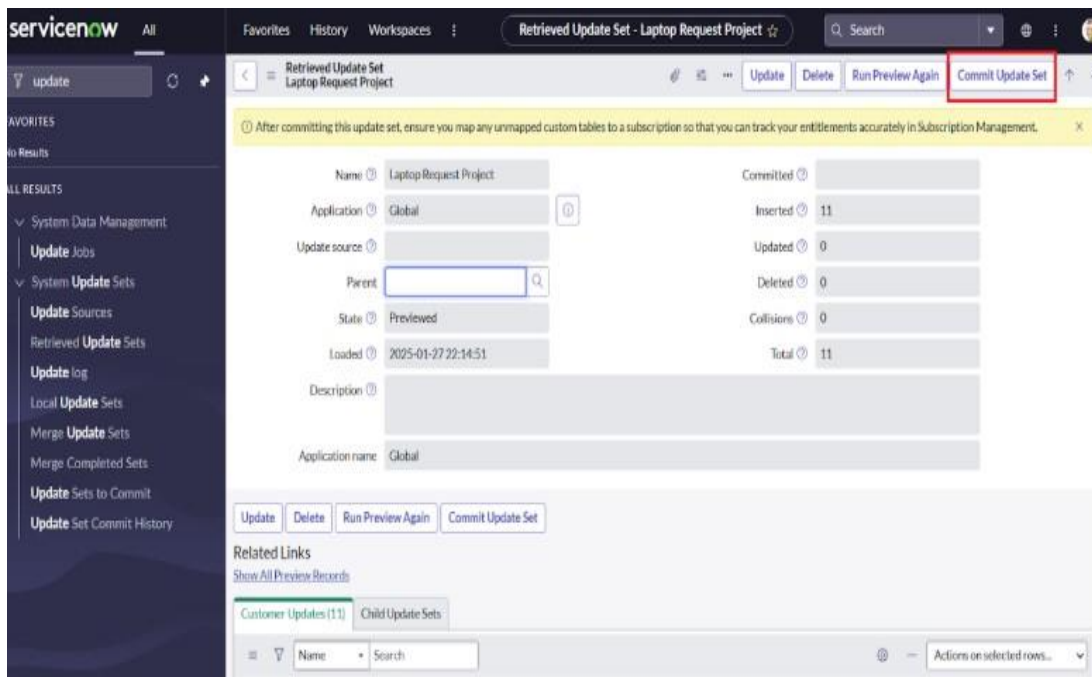
9.Open retrieved update set ‘laptop request project’

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



servicenow All Favorites History Workspaces Retrieved Update Set - Laptop Request Project

Retrieved Update Set - Laptop Request Project

Update Delete Run Preview Again **Commit Update Set**

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

| | | | |
|------------------|------------------------|------------|----|
| Name | Laptop Request Project | Committed | |
| Application | Global | Inserted | 11 |
| Update source | | Updated | 0 |
| Parent | | Deleted | 0 |
| State | Previewed | Collisions | 0 |
| Loaded | 2025-01-27 22:14:51 | Total | 11 |
| Description | | | |
| Application name | Global | | |

Update Delete Run Preview Again Commit Update Set

Related Links

Show All Preview Records

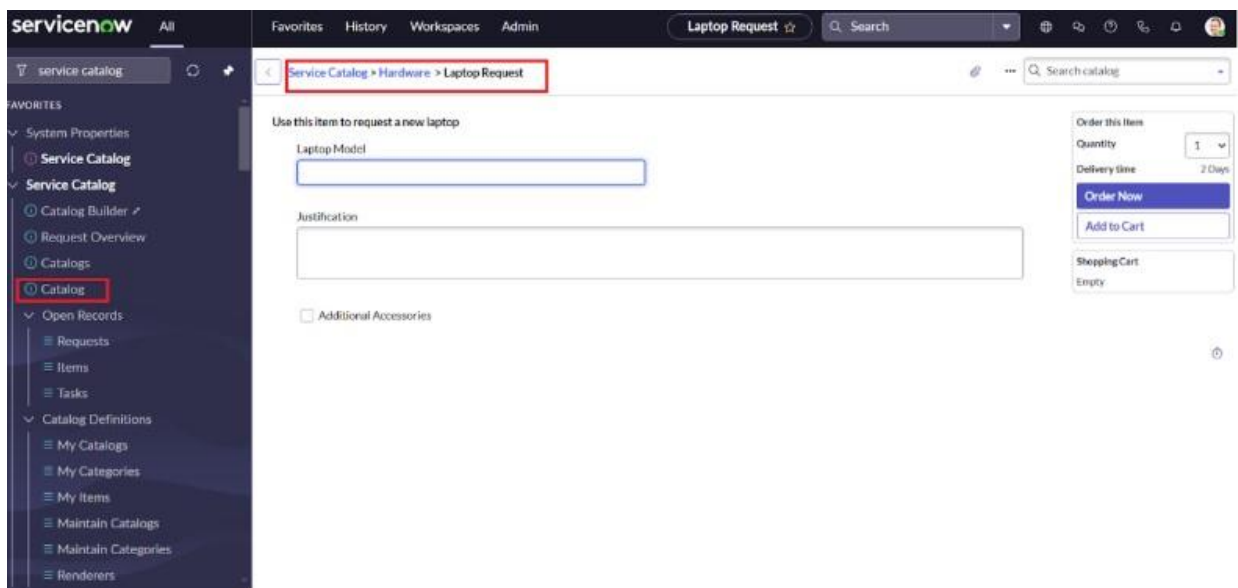
Customer Updates (11) Child Update Sets

Name Search Actions on selected rows...

Milestone 7 : Testing

Activity : Test Catalog Item

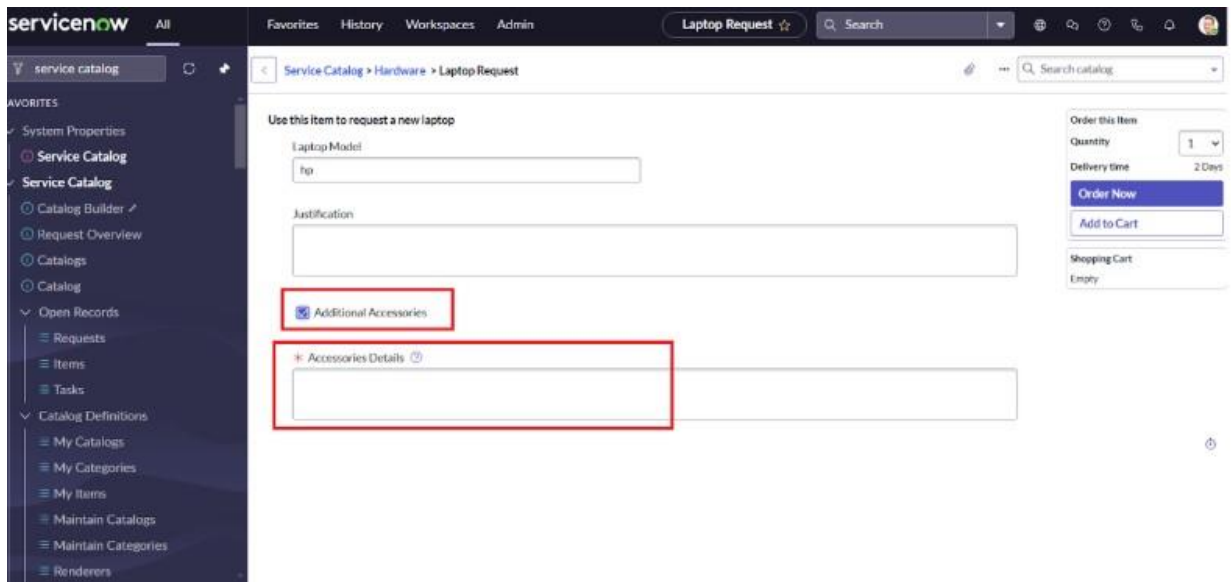
1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it
5. It shows three variables only



The screenshot displays the ServiceNow application interface. On the left, the 'Service Catalog' menu is expanded, and the 'Catalog' option is highlighted with a red box. The main content area shows the 'Laptop Request' catalog item, which is also highlighted with a red box in the breadcrumb navigation. The item details include a 'Laptop Model' input field, a 'Justification' text area, and a checkbox for 'Additional Accessories'. On the right, there is an 'Order this item' section with a 'Quantity' dropdown set to 1, a 'Delivery time' of 2 days, and buttons for 'Order Now' and 'Add to Cart'. Below this is a 'Shopping Cart' section showing an empty cart.

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 displays the ServiceNow interface for a 'Laptop Request' form. The left sidebar shows the 'Service Catalog' menu. The main form area is titled 'Service Catalog > Hardware > Laptop Request'. The form includes fields for 'Laptop Model' (with the value 'hp'), 'Justification', and a section for 'Additional Accessories'. The 'Additional Accessories' checkbox is checked and highlighted with a red box. Below it, the 'Accessories Details' field is also highlighted with a red box. On the right side, there is a 'Order this Item' section with a 'Quantity' dropdown set to '1', a 'Delivery time' of '2 Days', and buttons for 'Order Now' and 'Add to Cart'. A 'Shopping Cart' section at the bottom right shows '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.

