

PROJECT REPORT

LAPTOP REQUEST CATALOG ITEM

Category: ServiceNow

Level: Intermediate

1. Introduction

1.1 Project Overview

The *Laptop Request Catalog Item* project focuses on developing a dynamic ServiceNow Service Catalog solution that enables employees to request laptops efficiently.

The system replaces the existing manual process with an automated, structured, and trackable request workflow using:

- Service Catalog Item
- UI Policies
- UI Actions
- Update Sets
- Form Validation
- Workflow Tracking

This ensures faster approvals, accurate data capture, and governance compliance.

1.2 Purpose

The purpose of this project is to:

- Automate laptop request process
- Reduce manual errors and delays
- Enable dynamic form behaviour
- Ensure proper governance through update sets
- Improve employee experience

2. IDEATION PHASE

2.1 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
- Lacks dynamic form validation
- No structured tracking

To address this, a Service Catalog item must be created with:

- Dynamic fields
- Clear instructions
- Reset form functionality
- Governance tracking using Update Sets

2.2 Empathy Map Canvas

User: Employee Requesting laptop

Thinks

- I need a laptop quickly for work
- I don't want approval delays

Feels

- Frustrated with manual process
- Confused about required details

Says

- "Why is this taking so long?"
- "What information do I need to submit?"

Does

- Sends email requests
- Follows up manually

2.3 Brainstorming

Possible solutions considered:

- Email-based approval system
- Excel tracking
- Automated ServiceNow Catalog Item (Selected Solution)

Reason for Selection:

- Integrated Workflow
- Built-in approval engine
- Scalable
- Governance tracking

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

1. Employee logs into ServiceNow
2. Navigates to Service Catalog
3. Selects “Hardware>>Laptop Request”
4. Fills dynamic form
5. Submits request
6. Manager approval
7. IT fulfilment
8. Laptop delivered

3.2 Solution Requirement

Functional requirements

- Create Service Catalog Item
- Add variables (Laptop type, RAM, Storage, Justification)
- Apply UI policy for dynamic fields
- Add Reset form UI Action
- Track changes using Update Set
- Enable approval workflow

Non-functional Requirements

- Easy to use
- Fast loading
- Secure
- Trackable
- Scalable

3.3 Data Flow Diagram

Level 0 DFD

Employee → Service catalog → Approval → IT Team → Delivery

Level 1 DFD

Employee



Catalog Item Form



Request Table(sc_request)



Approval Table



IT Fulfillment

3.4 Technology Stack

❖ **Platform:** ServiceNow

❖ **Modules used:**

- Service catalog
- Workflow/ Flow Designer
- UI Policy
- UI Action
- Update sets

❖ **Scripting:** JavaScript(Client-side & Server-side)

4. PROJECT DESIGN

4.1 Problem Solution Fit

Problem	Solution
Manual requests	Service Catalog Item
Delays	Automated workflow
Incorrect data	Mandatory fields & UI Policy
No tracking	Update Sets

4.2 Proposed Solution

A ServiceNow Service catalog item titled:

“Laptop Request Catalog Item”

Features:

- Dynamic form behaviour
- Conditional fields
- Reset button (UI Action)
- Approval Workflow
- Governance tracking

4.3 Solution Architecture

Architecture Flow

Employee (Portal)



Service Catalog Item



Request Generated (RITM)



Approval Flow



IT fulfilment



Closure

5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

Phase	Task	Duration
Planning	Requirement gathering	1 Day
Development	Create Catalog Item	1 Day
Configuration	UI Policies & UI Actions	1 Day
Testing	Functional testing	1 Day
Deployment	Export Update Set	1 Day

Total Duration: 5 Days

6. FUNCTIONAL & PERFORMANCE TESTING

6.1 Performance Testing

Functional Testing

Test Case	Expected Result	Status
Submit form	Request created	Pass
Dynamic fields	Show/Hide properly	Pass
Reset button	Clears form	Pass
Approval	Sent to manager	Pass

Performance Testing

- Form loads under 2 seconds
- No script errors
- Workflow triggers correctly

7. RESULTS

7.1 Output Screenshots

- Service Catalog Item form
- Dynamic field behaviour
- Reset button functionality
- Request created (RITM number)
- Approval screen

This screenshot shows the 'Update Set' form in ServiceNow for the 'Laptop Request Project'. The form includes fields for Name, State, Parent, Release date, Install date, Installed from, and Description. It also displays metadata such as Application, Created, Created by, and Merged to. The 'Update' and 'Back Out' buttons are visible at the bottom left. Below the form, there are 'Related Links' and a table for 'Customer Updates (10)'.

Update Set
Laptop Request Project

* Name: Laptop Request Project
State: Complete
Parent: [Search]
Release date: [Date]
Install date: [Date]
Installed from: [Text]
Description: [Text Area]

Application: Global
Created: 2026-02-05 01:40:47
Created by: admin
Merged to: [Text]

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 Install History

Created Search

Update set = Laptop Request Project

This screenshot shows the 'Laptop Request' form in ServiceNow. It includes a 'Laptop Model' field, a 'Justification' text area, and an 'Additional Accessories' section. On the right, there is an 'Order this Item' section with a quantity selector, delivery time, and buttons for 'Order Now' and 'Add to Cart'. A 'Shopping Cart' section at the bottom right shows 'Empty'.

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model: [Text Field]

Justification: [Text Area]

Additional Accessories: [List]

Order this Item
Quantity: 1
Delivery time: 2 Days
Order Now
Add to Cart

Shopping Cart
Empty

apsche.smartinternz.com/Stude... x | Inbox (6,509) - karrihanmukhi... x | ServiceNow Developers x | Laptop Request | ServiceNow x | +

dev201366.servicenow.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id%3D2e3496fc372ba10f4c5784ed4013102%26sysparm...

Score | Weekend Dev Chall... | Getting Started - CL... | All Bookmarks

servicenow | All | Favorites | History | Workspaces | Admin | Laptop Request ☆ | Search

Service Catalog > Hardware > Laptop Request | Search catalog

Use this item to request a new laptop

Laptop Model

Justification

Additional Accessories
* Accessories Details

Order this Item

Quantity
1

Delivery time
2 Days

Order Now

Add to Cart

Shopping Cart
Empty

apsche.smartinternz.com/Stude... x | Inbox (6,509) - karrihanmukhi... x | ServiceNow Developers x | Order Status: REQ0010001 | Se... x | +

dev201366.servicenow.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_checkout_view_v2.do%3Fv%3D1%26sysparm_sys_id%3D3D9df53240c3033650f4c5784ed40131709%26s...

Score | Weekend Dev Chall... | Getting Started - CL... | All Bookmarks

servicenow | All | Favorites | History | Workspaces | : | Order Status: REQ0010001 ☆ | Search

Order Status | Back to Catalog | Continue Shopping | Home

Thank you, your request has been submitted

Order Placed: 2026-02-09 01:24:30
Request Number: REQ0010001 ☆
Estimated Delivery Date of Complete Order: 2026-02-11

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2026-02-11	▶ 🟡 ⬜ ⬜ ⬜		1	
				Total	-

Back to Catalog | Continue Shopping | Home

8. ADVANTAGES & DISADVANTAGES

Advantages

- Faster request processing
- Reduced manual errors
- Dynamic user guidance
- Full governance tracking
- Scalable solution

Disadvantages

- Requires ServiceNow license
- Initial configuration effort
- Requires admin access

9. CONCLUSION

The Laptop Request Catalog Item successfully automates the employee laptop request process using ServiceNow.

The solution enhances efficiency, ensures structured data capture, improves approval tracking, and provides governance through Update Sets.

This project demonstrates practical implementation of ServiceNow catalog management, UI customization, and workflow automation.

10. FUTURE SCOPE

- Auto-asset creation in CMDB
- Integration with procurement system
- SLA tracking
- Dashboard reporting
- Multi-level approvals
- AI-based recommendation for laptop type

Github & Project Demo Link

<https://github.com/Shanmukhi16/LAPTOP-REQUEST-CATALOG-ITEM>