

LAPTOP REQUEST CATALOG ITEM

ProblemStatement:

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.

Setting Up the ServiceNow Instance

Sign Up for a Developer Account

- Visit the ServiceNow Developer Portal at <https://developer.servicenow.com>.
- Create a new developer account by providing the required information.

Request a Personal Developer Instance

- Log in to your developer account.
- Navigate to the "Manage > Instance" section.
- Click "Request Instance" and choose the latest available release.

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1. CreateLocalUpdateSet

Steps:

1. OpenServiceNowinstance.
2. Navigateto:All→UpdateSets→LocalUpdateSets
3. ClickonNew.
4. Fillinthefollowingdetails:oName:Laptop Request
5. Click Submit.
6. ClickMakeCurrentonthecreatedupdateset.

Note:Performallactionsunderthis"LaptopRequest"updatesetonly.

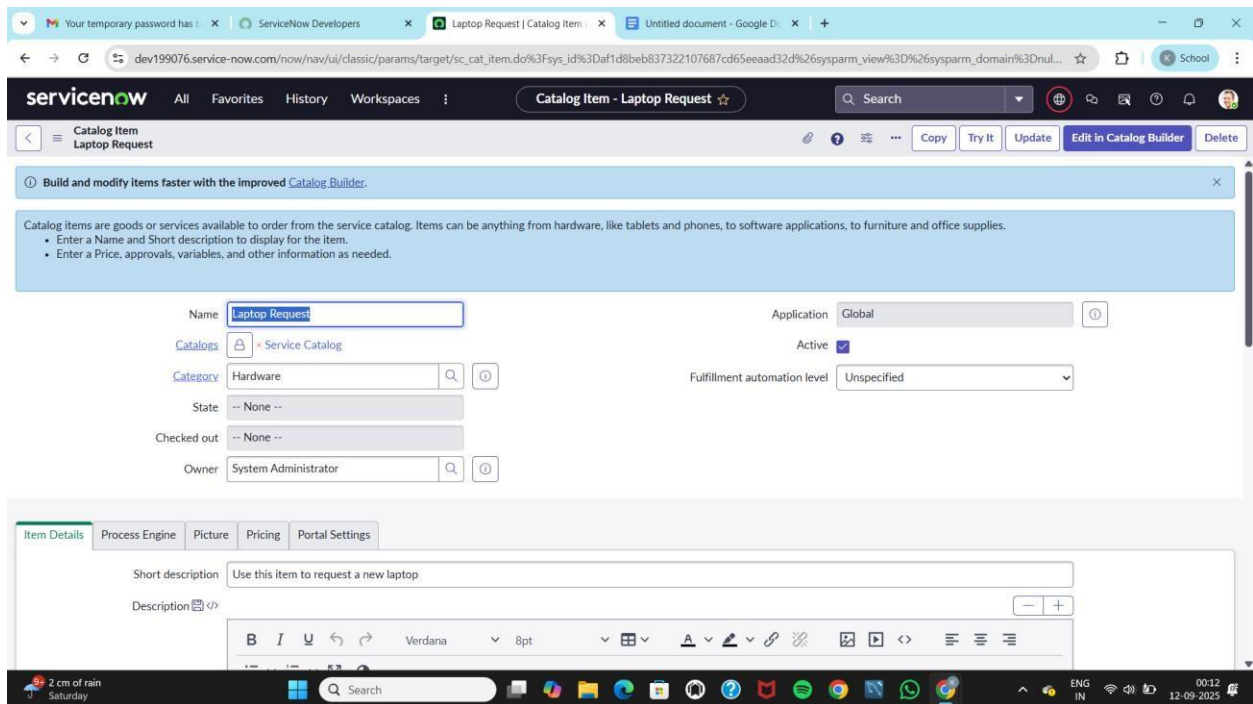
ServiceNow Update Sets interface showing a list of update sets. The table below represents the data shown in the screenshot:

Name	Application	State	Installed from	Created	Created by
CB_Standard items in Service Catalog_lph...	Global	Complete		2025-08-25 00:00:54	admin
Default	Security Center	In progress		2025-03-06 03:19:30	system
Default	Pipeline	In progress		2025-08-07 09:26:55	system
Default	Global	In progress		2025-03-06 01:14:36	system
Default	Now Assist Troubleshooting	In progress		2025-03-06 03:20:41	admin
DevChanges	Global	Complete		2025-08-13 10:42:09	admin
Laptop Request	Global	In progress		2025-09-11 11:39:05	admin

2. CreateServiceCatalogItem

Steps

1. Goto:All→ServiceCatalog→MaintainItems
2. ClickonNew.
3. Fillintheform:
 - Name: Laptop Request
 - Catalog:ServiceCatalog
 - Category: Hardware
 - ShortDescription:Usethisitemtorequestanewlaptop
4. ClickSave(notSubmit).



3. AddVariables

Step1:

1. AftersavingtheLaptopRequestcatalogitem,scroll downtotheVariables related list (at the bottom of the form).
2. ClickontheNewbutton to add a variable.
3. Add the first variable with the following details:
 - VariableName:LaptopModel
 - Type:SingleLineText
 - Name:laptop_model

→ Order:100

4. Click Submit.

The screenshot shows the ServiceNow interface for configuring a variable named 'Laptop Model'. The variable is set to 'Global' application, 'Single Line Text' type, and 'Laptop Request' catalog item. It is currently 'Active' and has an 'Order' of 100. Below the main configuration, there is a 'Question' tab where a question is defined: 'Specify the Question that explains the options available to the end user when ordering the item'. The question is named 'Laptop Model' and 'laptop_model'. Other fields like 'Conversational label', 'Tooltip', and 'Example Text' are also present but empty. At the bottom, there are 'Copy', 'Update', and 'Delete' buttons, and a 'Related Links' section with a link to 'Run Point Scan'.

Step2:

Repeat the same process to add the remaining variables one by one:

Variable2

- **VariableName:** Justification
- **Type:** MultiLineText
- **Name:** justification
- **Order:** 200
- Click **Submit**.

Variable3

- **VariableName:**AdditionalAccessories
- **Type:**Checkbox
- **Name:** additional_accessories
- **Order:**300
- Click**Submit**.
-

Variable4

- **VariableName:**AccessoriesDetails
- **Type:**MultiLineText
- **Name:** accessories_details
- **Order:**400
- Click**Submit**.

The screenshot shows the ServiceNow interface for a 'Catalog Item - Laptop Request'. The 'Assigned Topics' section is expanded, displaying a table of variables assigned to the catalog item. The table has columns for 'Type', 'Question', and 'Order'. The variables listed are: 'Single Line Text' (Laptop Model, Order 100), 'Multi Line Text' (Justification, Order 200), 'CheckBox' (Additional Accessories, Order 300), and 'Multi Line Text' (Accessories Details, Order 400). The interface includes navigation tabs like 'Variables (4)', 'Variable Sets', 'Catalog UI Policies', etc., and a search bar at the top.

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

Step 3:

Once all variables are added, click **Save** on the Laptop Request catalog item form to save the item along with its variables.

4. CreateCatalogUIPolicy

Steps:

1. Navigateto:
All→ServiceCatalog→MaintainItems
2. OpentheLaptopRequestcatalogitem.
3. Scroll downto**CatalogUIPolicies**(RelatedList).
4. Clickon**New**.
5. Filltheform:
 - **ShortDescription**:ShowAccessories Details
 - **WhentoApply**:
Field:additional_accessories
Operator: is
Value:true
6. Click**Save**(donotsubmityet).

The screenshot shows the ServiceNow web interface for configuring a Catalog UI Policy. The browser address bar shows the URL: `dev199076.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D4ad47ef837322107687cd65eead399%26sysparm_view%3D%26sysparm_domain%3D...`. The page title is "Catalog UI Policy - Show Accessories Details".

Policy Configuration:

- Applies to:** A Catalog Item (dropdown)
- Application:** Global (dropdown)
- * Catalog item:** Laptop Request (text input)
- * Short description:** Show Accessories Details (text input)
- Active:** ☒

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:

- Field:** additional_accessories
- Operator:** is
- Value:** true

Applies on a Catalog Item view: ☒

Applies on Catalog Tasks: ☐

Applies on Requested Items: ☐

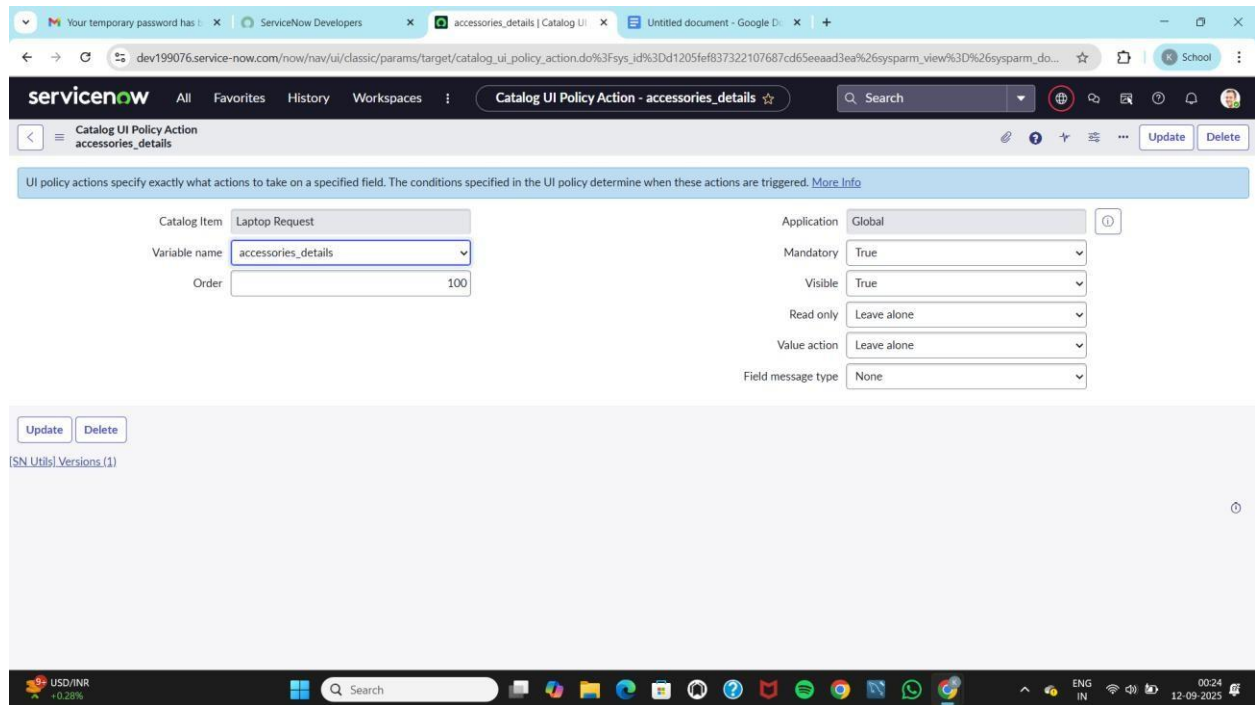
On load: ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false: ☐

5. CreateCatalogUIPolicyAction

Steps:

1. In the same UIPolicy form, scroll to **CatalogUIPolicy Actions**.
2. Click **New**.
3. Fill in the form:
 - VariableName**: accessories_details
 - Order**: 100 or **Mandatory**: True
 - Visible**: True
4. Click **Save**.
5. Then click **Save** again on the UIPolicy form.



6. CreateUIAction(ResetButton)

Steps:

1. Navigateto:

All→SystemDefinition→UIActions

2. Clickon**New**.

3. Fillinthe following:

- **Table:**sc_cart(ShoppingCart)
- **Order:**100
- **Actionname:**Resetform
- **Client:**Checked
- **Script:**

```
functionresetForm(){
    g_form.clearForm();//Clearsallfieldsintheform alert("The
    form has been reset.");
}
```

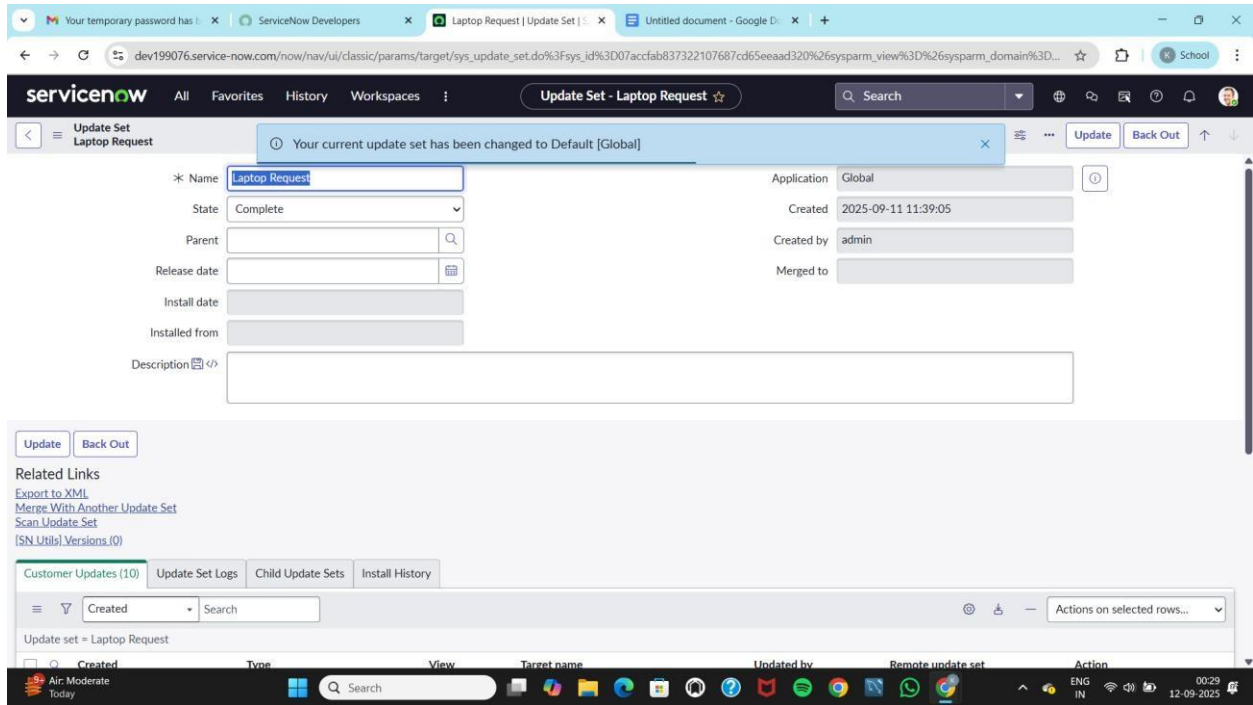
4. Click **Save**.

The screenshot shows the ServiceNow UI Action configuration interface. The browser tabs include 'Your temporary password has...', 'ServiceNow Developers', 'Reset form | UI Action | Service...', and 'Untitled document - Google D...'. The URL bar shows a long ServiceNow instance URL. The page header includes the ServiceNow logo and navigation links: All, Favorites, History, Workspaces, Admin. The main title is 'UI Action - Reset form'. Below the title, there are 'Update' and 'Delete' buttons. The configuration form is divided into two columns. The left column contains: 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), and Hint (empty). The right column contains: 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 is a Windows taskbar with various icons and a system tray showing weather (2 cm of rain Today) and time (00:26 12-09-2023).

7. ExportUpdateSettoXML

Steps:

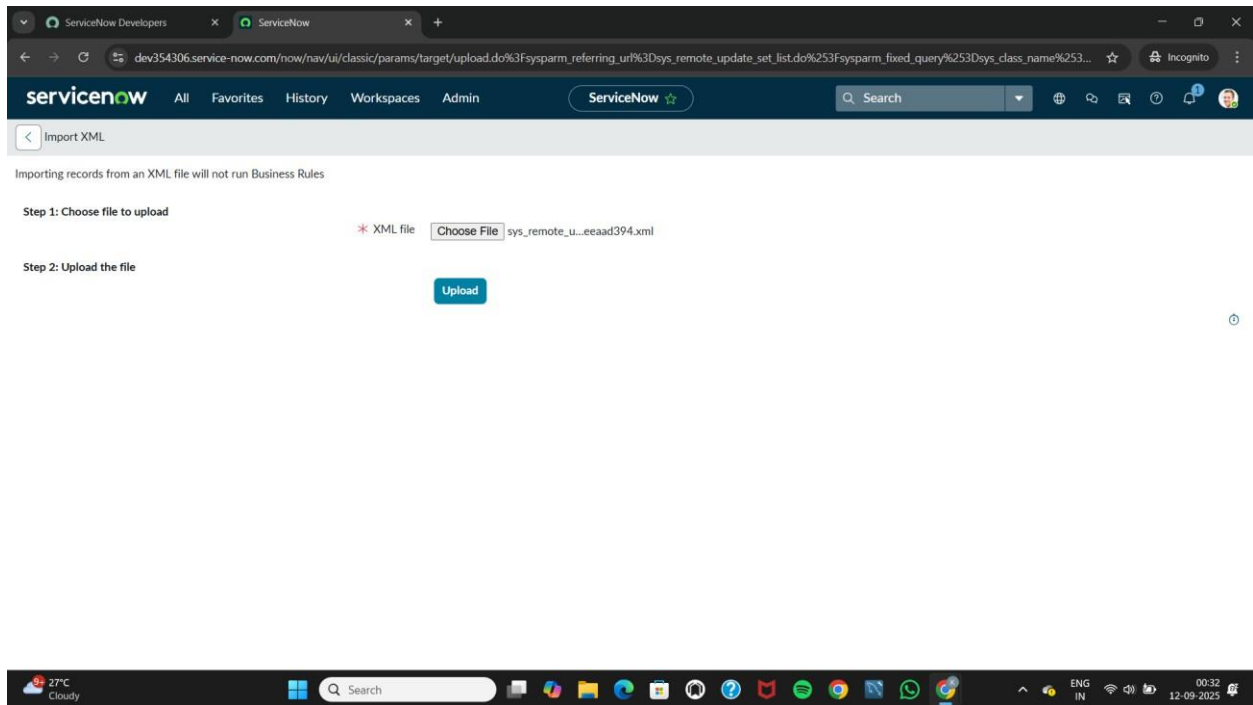
1. Navigateto:
All→UpdateSets→LocalUpdateSets
2. Opentheupdateset:Laptop Request.
3. SetStateto:**Complete**.
4. Inthe **Updates**relatedlisttab,reviewallupdates.
5. Click**ExporttoXML**todownloadtheupdateset.



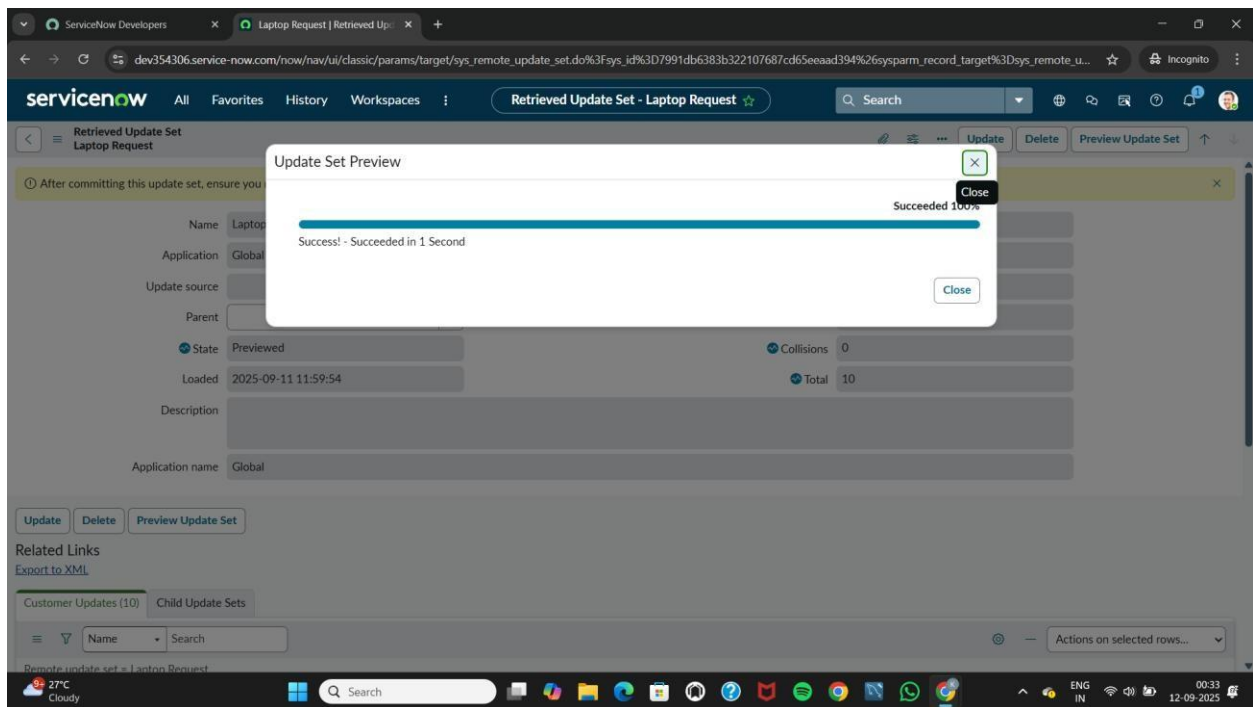
8. RetrieveUpdateSetinAnotherInstance

Steps:

1. OpenanotherServiceNowinstancein**IncognitoMode**.
2. Loginwithvalid credentials.
3. Navigateto:
All→UpdateSets→RetrievedUpdate Sets
4. Click**ImportUpdateSetfromXML**.
5. Uploadthepreviouslydownloaded.xmlfile.
6. Click**Upload**.



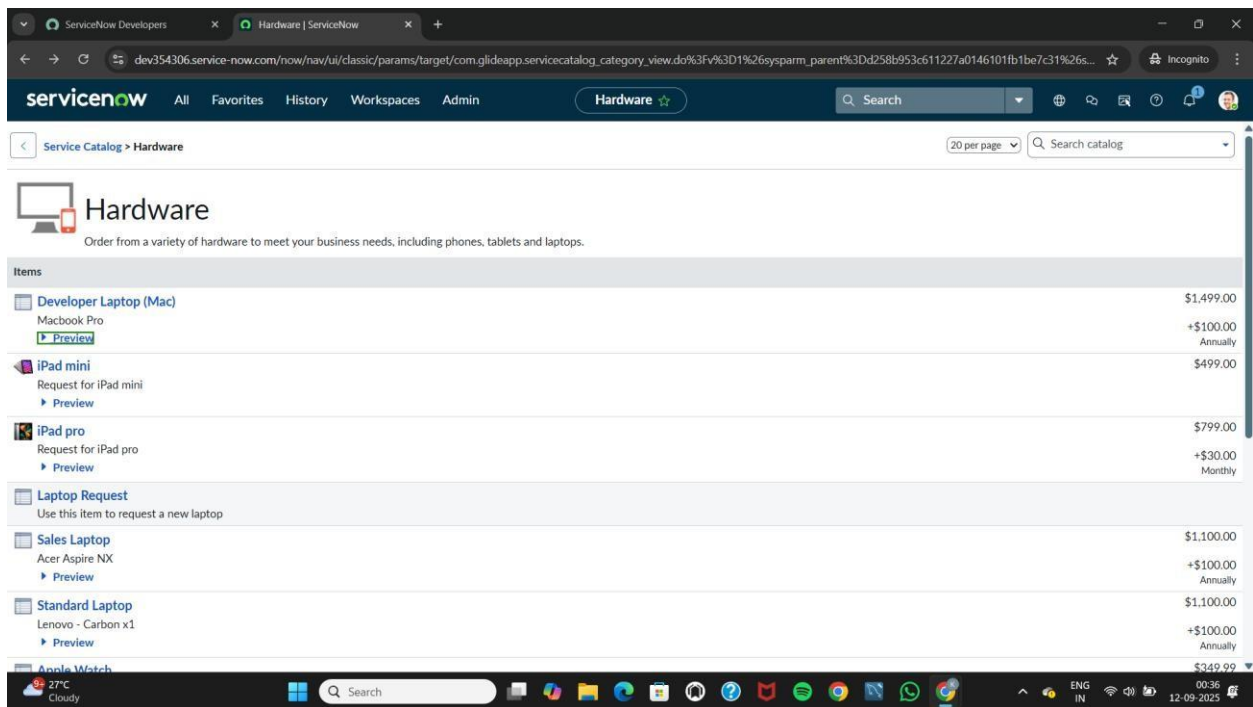
7. Open the uploaded set Laptop Request Project.
8. Click **Preview Update Set**.
9. Click **Commit Update Set**.
10. Review all related **Update Set**.



9. TesttheCatalogItem

Steps:

1. Inthe**TargetInstance**,navigateto:
All→**ServiceCatalog**→**Catalog**
2. Open**Hardware**category.
3. Searchandopentheitem:Laptop Request.

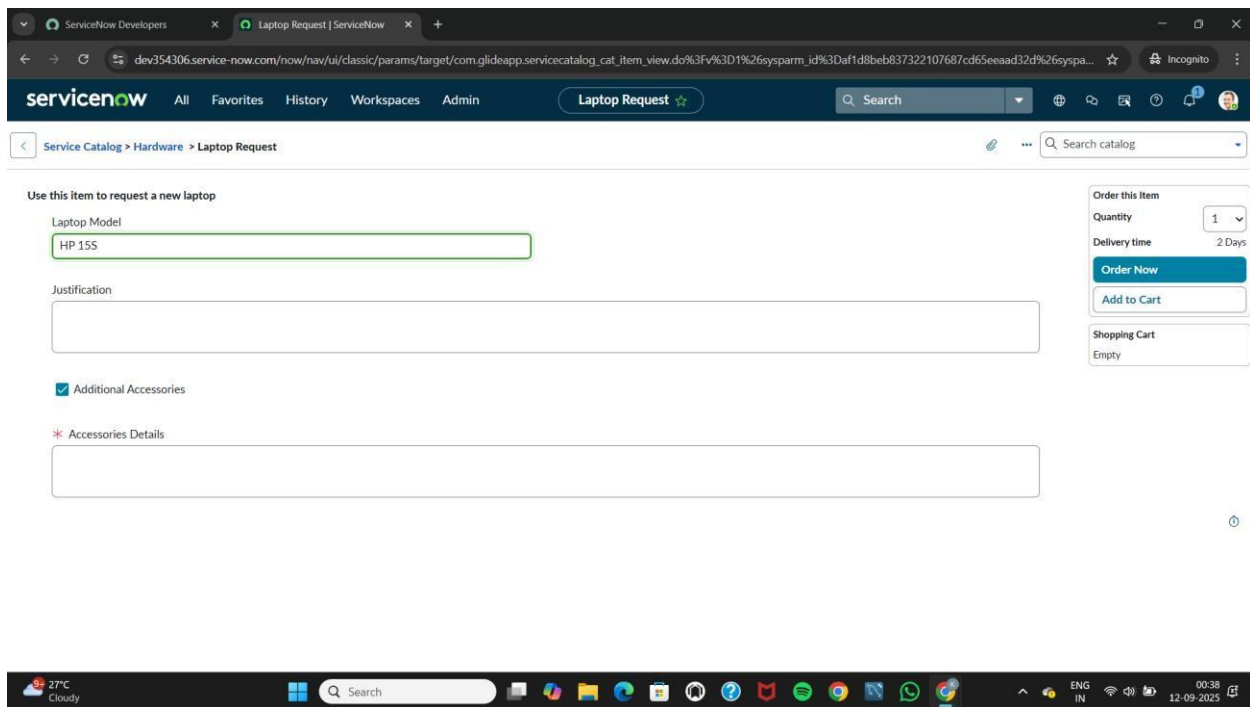


4. Observethedisplayedvariables:

- LaptopModeloJustification
- AdditionalAccessories

5. ScenarioTest:

- **Check**thecheckbox:AdditionalAccessories
- ThefieldAccessoriesDetailsbecomes**visibleandmandatory**.



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.