

Laptop Request Catalog Item

Team ID : NM2025TMID00263

Team Size : 4

Team Leader : Siva Ragul V

Team member : Logesh Kumar M

Team member : Kani Pirathap K

Team member : Ajith T

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.

Objective

Design and implement a ServiceNow catalog item that enables employees to submit laptop requests dynamically with form validations, clear guidance, and governance controls, improving speed, accuracy, and accountability in the process.

Category

ServiceNow System Administartor.

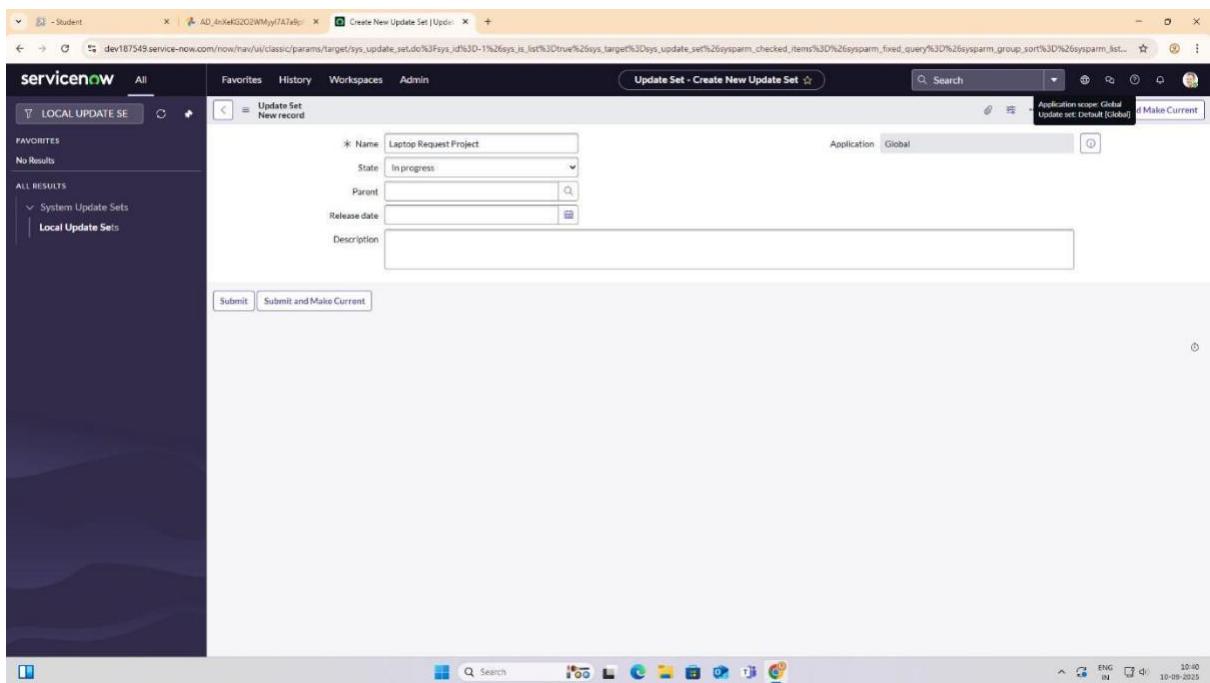
Skills

UIPath RPA, Tanzu Application Service

TASK INITIATION Milestone 1: Create Local Update Set

Activity 1: Create Update Set in ServiceNow

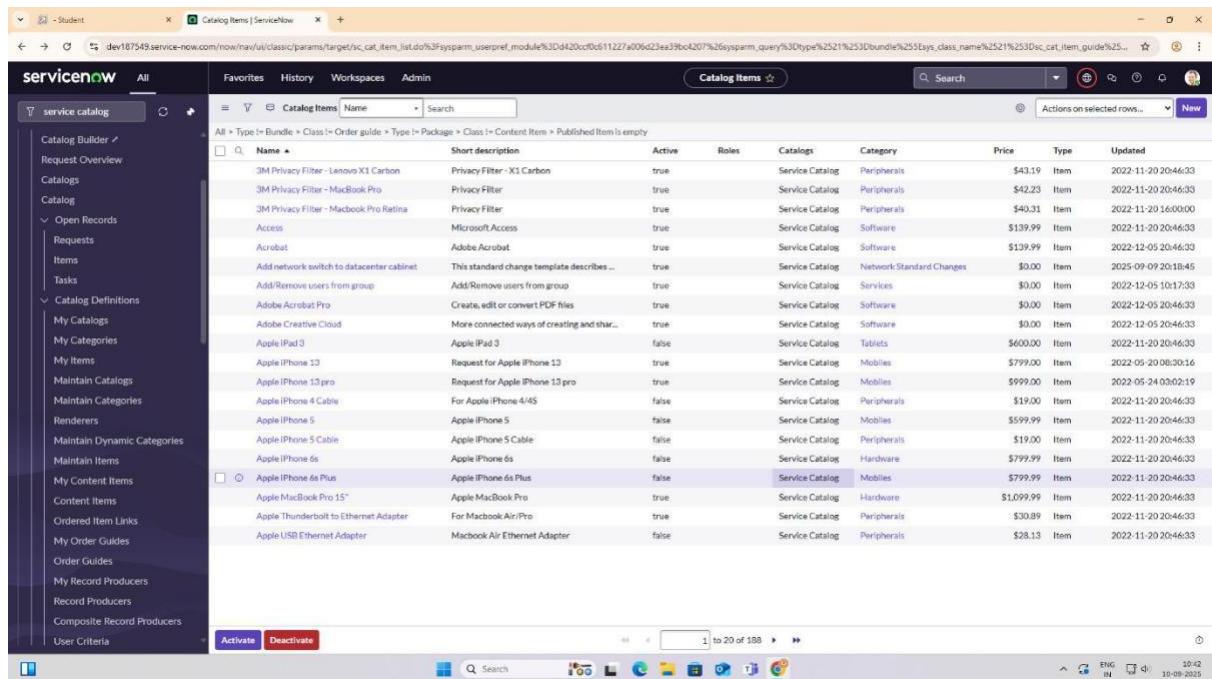
1. Open ServiceNow instance.
2. Click on All → search for Update Sets.
3. Select Local Update Sets under System Update Sets.
4. Click on New.
5. Fill in the following details:
Name: Laptop Request
6. Click Submit and make it Current.
7. By clicking on the button it activates the update set



Milestone 2: Create Service Catalog Item

Activity 1: Create New 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.



The screenshot shows the ServiceNow interface for managing catalog items. The left sidebar is collapsed, showing a list of catalog definitions like Requests, Catalogs, and Catalog. The main area is titled 'Catalog Items' and displays a grid of items with columns for Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The grid includes items such as '3M Privacy Filter - Lenovo X1 Carbon', '3M Privacy Filter - MacBook Pro', and various Apple products like iPhone and iPad models. A search bar at the top is set to 'Catalog Items'.

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
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 network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-09-20 18:45
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 Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2022-05-20 08:00:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 03:02:19
Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 6s	Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33
Apple iPhone 6s Plus	Apple iPhone 6s Plus	false		Service Catalog	Mobiles	\$799.99	Item	2022-11-20 20:46:33
Apple MacBook Pro 15"	Apple MacBook Pro	true		Service Catalog	Hardware	\$1,099.99	Item	2022-11-20 20:46:33
Apple Thunderbolt to Ethernet Adapter	For Macbook Air/Pro	true		Service Catalog	Peripherals	\$30.89	Item	2022-11-20 20:46:33
Apple USB Ethernet Adapter	Macbook Air Ethernet Adapter	false		Service Catalog	Peripherals	\$28.13	Item	2022-11-20 20:46:33

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

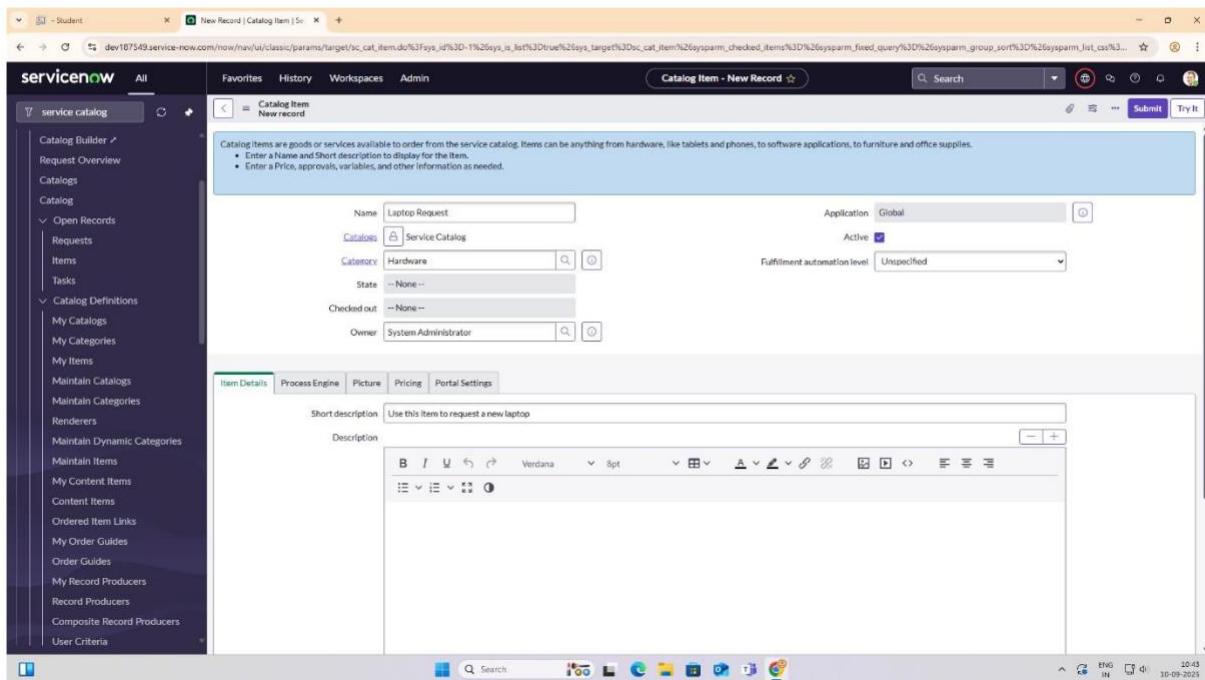
Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6. Click on 'SAVE'



Activity 2: Add Variables to the Catalog Item

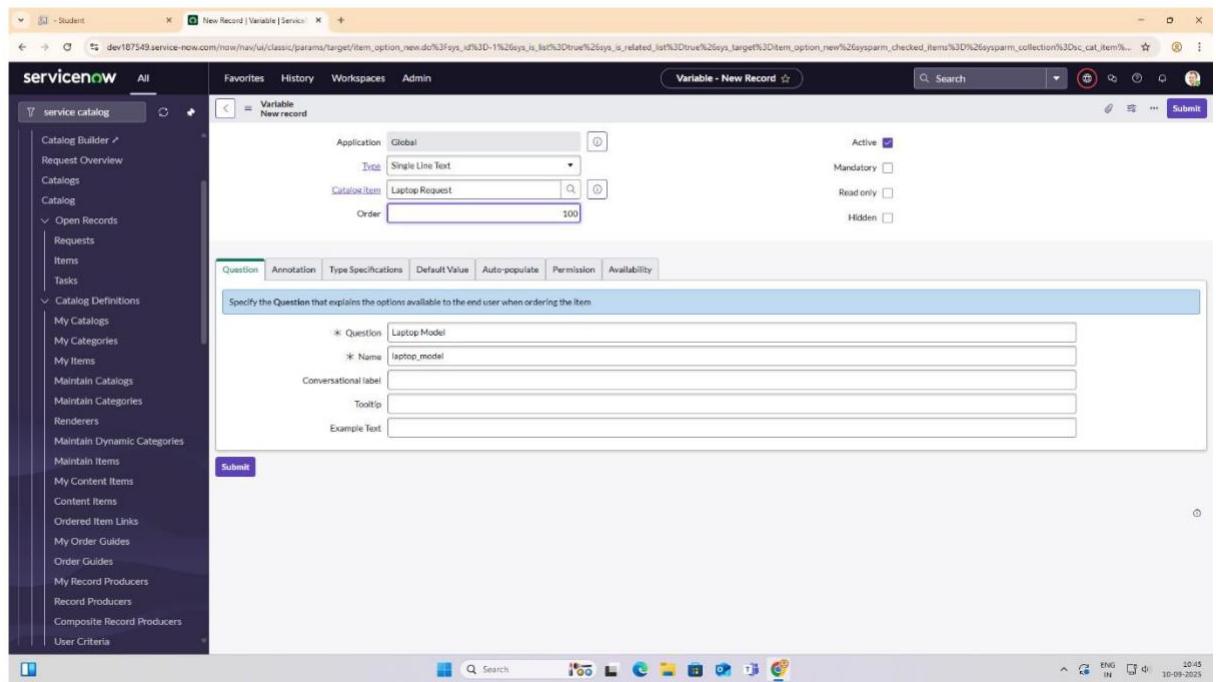
Step1:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below
 - 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 creating a new catalog item. The left sidebar is titled 'service catalog' and lists various catalog-related options. The main form is titled 'Variable - New Record'. The 'Catalog Item' field is set to 'Laptop Request'. The 'Question' tab is selected, showing the configuration for a 'Single Line Text' type variable. The 'Question' field is 'Laptop Model', 'Name' is 'laptop_model', and 'Order' is 100. Other tabs include 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. A note at the bottom says 'Specify the Question that explains the options available to the end user when ordering the item'. A 'Submit' button is at the bottom left.

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

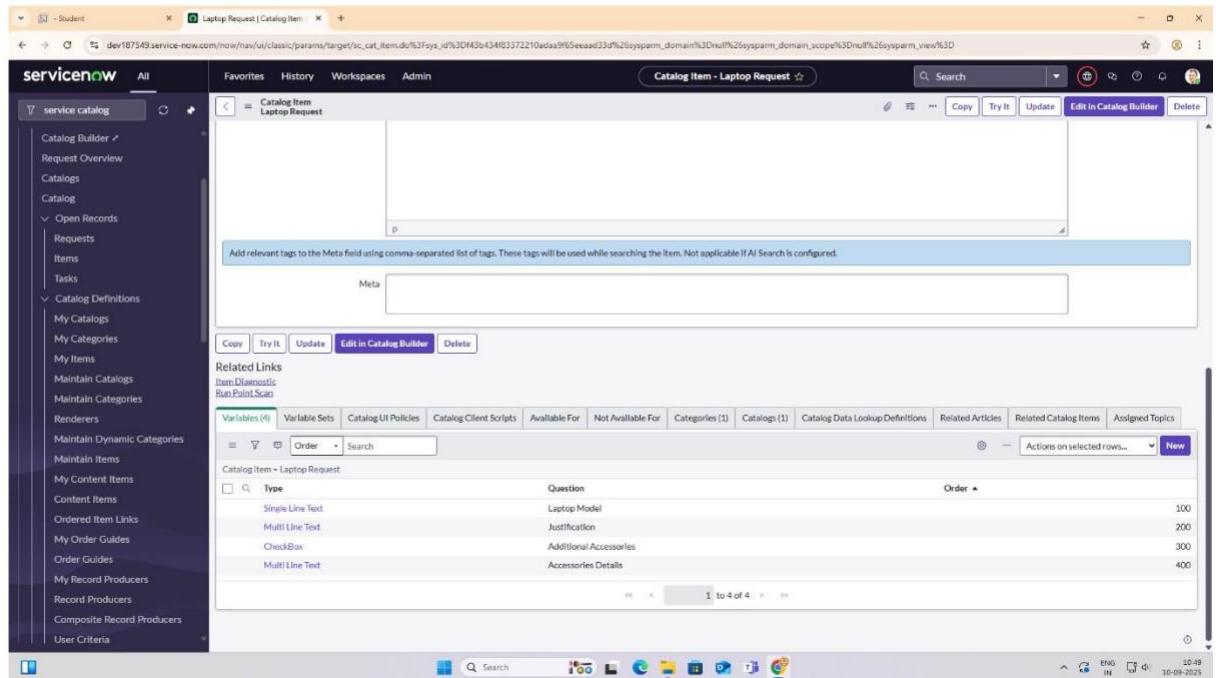
Type: Multi line text

Name: accessories_details

Order: 400

Step2:

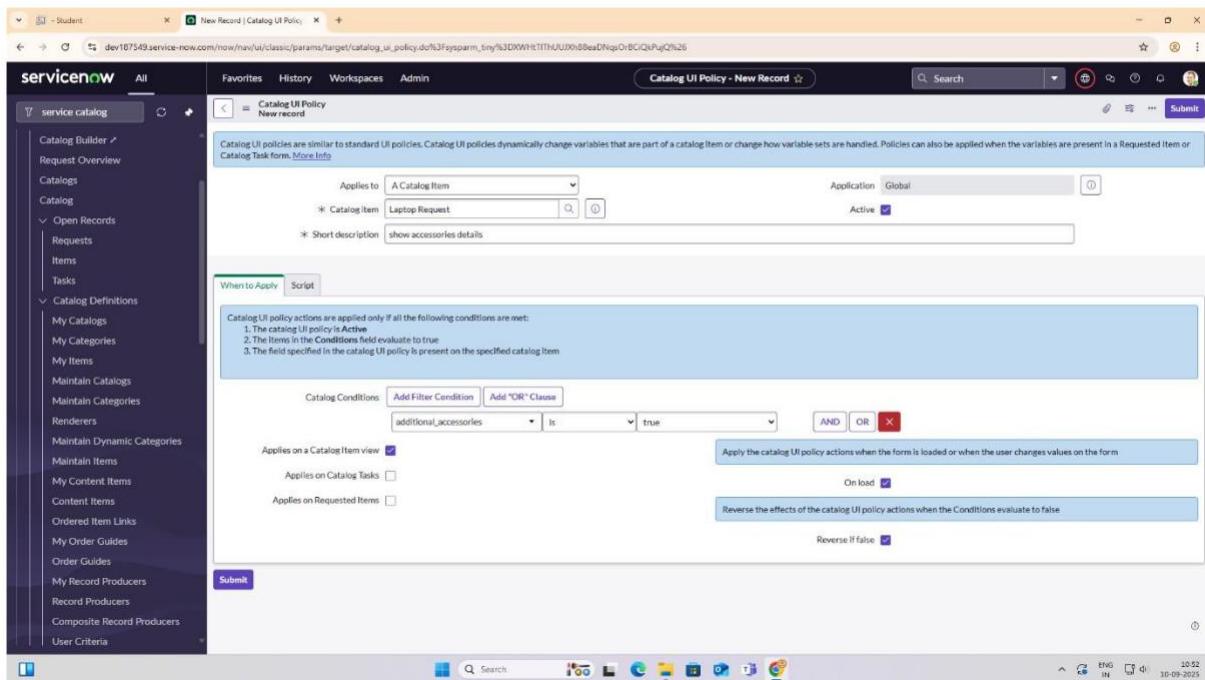
- After adding above variable which are added to newly created catalog item
- Then save the catalog item form



Milestone 3: Create Catalog UI Policies

Activity 1: Configure Catalog UI Policy for Dynamic Behavior

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]



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

* Catalog Item: Laptop Request

* Short description: show accessories details

Application: Global

Active:

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

Applies on a Catalog Item view: Applies the catalog UI policy actions when the form is loaded or when the user changes values on the form

Applies on Catalog Tasks: On load:

Applies on Requested Items: Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false:

Submit

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

0. Click on save and again click save button of the catalog ui policy form

New Record | Catalog UI Policy

dev187549.service-now.com/nav/u/classic/params/target/catalog_ui_policy_action.do?sys_id=3Foyi_1d%3D-1%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Dcatalog_ui_policy_action%26sysparam_checked_items%3D%26sysparam_collection%3D%26sysparam_scope%3Dnull

Catalog UI Policy Action - New Record

Favorites History Workspaces Admin

Catalog Builder > Request Overview Catalogs Catalog Open Records Requests Items Tasks Catalog Definitions My Catalogs My Categories My Items Maintain Catalogs Maintain Categories Renderers Maintain Dynamic Categories Maintain Items My Content Items Content Items Ordered Item Links My Order Guides Order Guides My Record Producers Record Producers Composite Record Producers User Criteria

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

Submit

Search

10:54 10-09-2023

Reset Form | UI Action | Service

dev187549.service-now.com/nav/u/classic/params/target/sys_ui_action.do?sys_id=3Fys_Id%3Dv54ec70783b72210ada9f65eeaad3b8%26sysparam_view%3D%26sysparam_domain%3Dnull%26sysparam_domain_scope%3Dnull

UI Action - Reset Form

Favorites History Workspaces Admin

UI Action

FAVORITES No Results

ALL RESULTS

- System Classic Mobile UI
- UI Actions - Classic Mobile
- System Definition
- UI Actions
- System UI
- UI Actions
- Workspace Experience
- Forms
- UI Action Layouts
- UI Action Groups

Name: Reset Form Table: ShoppingCart [sc_cart] Order: 100 Action name: Reset Form Active: Show insert: Show update: Client: Listv2 Compatible: Listv3 Compatible: Overrides: 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–

Messages:

Comments:

Hint:

Onclick:

Condition:

```
1 Function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
4 }
```

Script

10:58 10-09-2023

Milestone 4: Create UI Action

Activity 1: Create Reset Form 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:

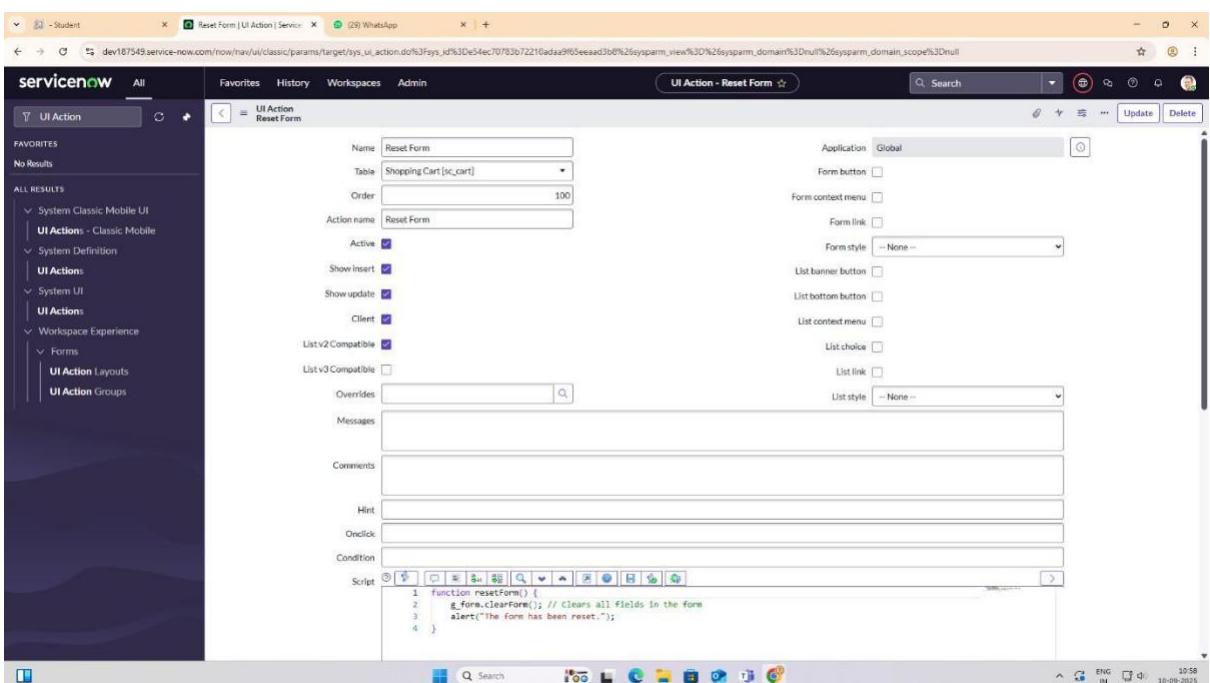
```
function resetForm() { g_form.clearForm(); //  

Clears all fields in the form    alert("The form has  

been reset.");  

}
```

Click on save



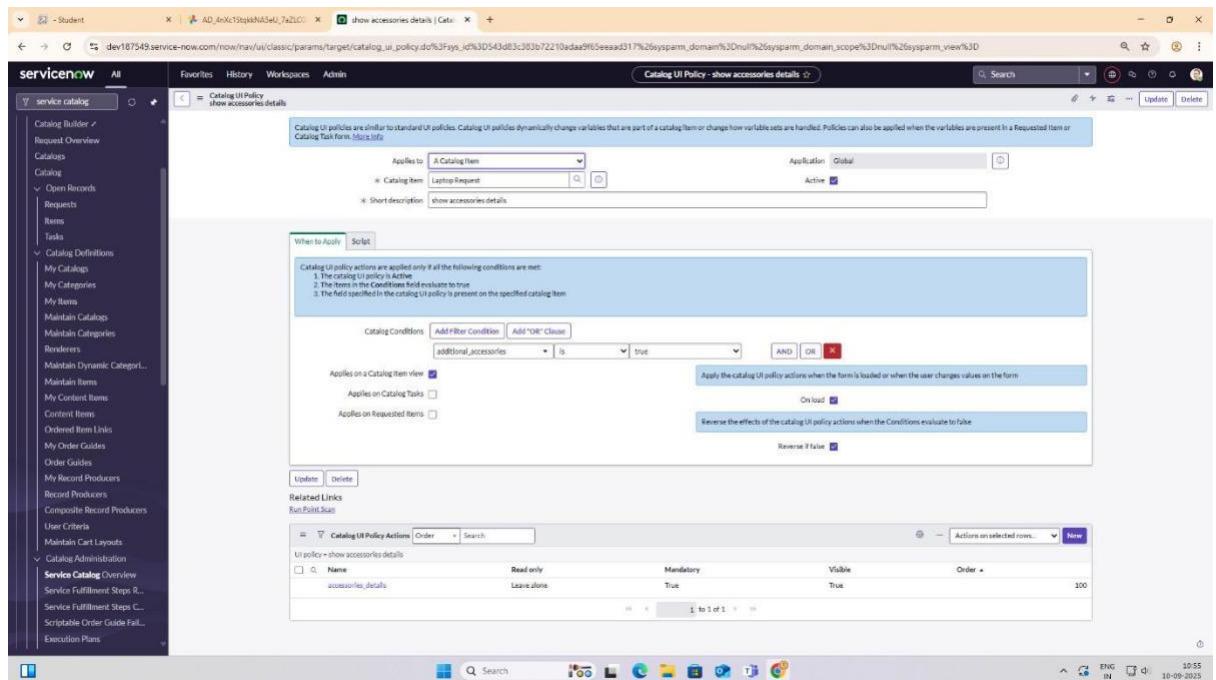
The screenshot shows the ServiceNow UI Action configuration page for a 'Reset Form' action. The 'Name' field is set to 'Reset Form', 'Table' is 'Shopping Cart [sc_cart]', and 'Order' is 100. The 'Action name' is also 'Reset Form'. Under the 'Client' section, the 'Show insert' and 'Show update' checkboxes are checked. The 'Listv2 Compatible' checkbox is checked, while 'Listv3 Compatible' is unchecked. The 'Script' field contains the following JavaScript code:

```
1 function resetForm() {
2     g_form.clearForm(); // Clears all fields in the form
3     alert("The form has been reset.");
4 }
```

Milestone 5: Exporting Changes to Another Instance

Activity 1: Export Update Set as XML

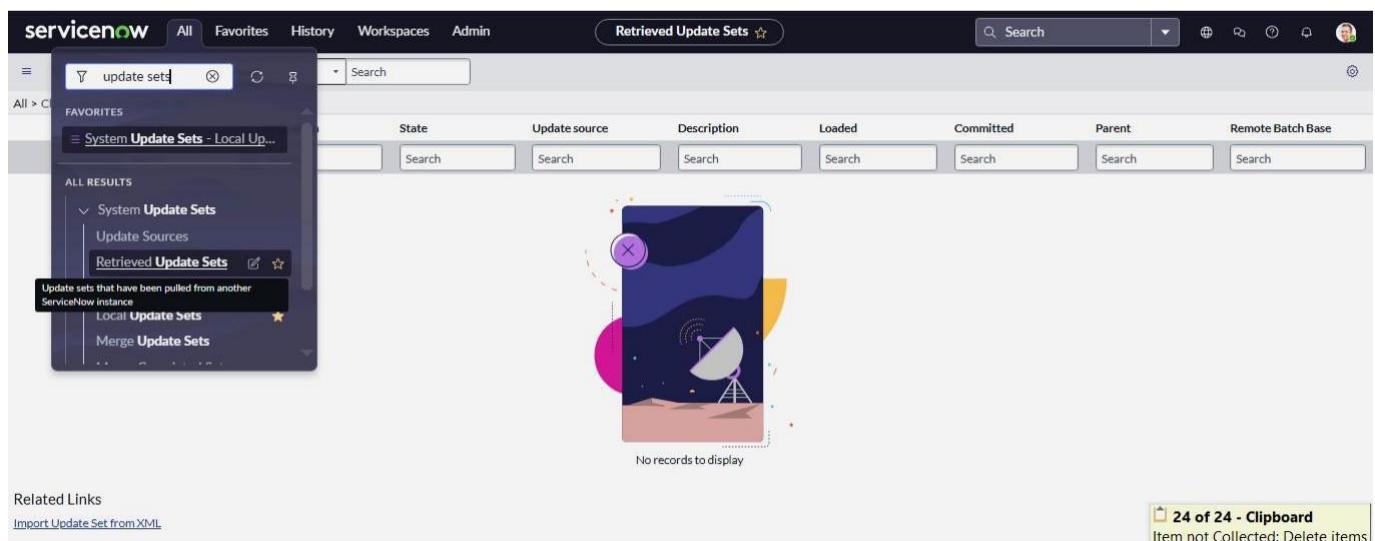
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. ‘Laptop Request Project’
4. Set the state to ‘Complete’
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file



Milestone 6: Retrieving the Update Set

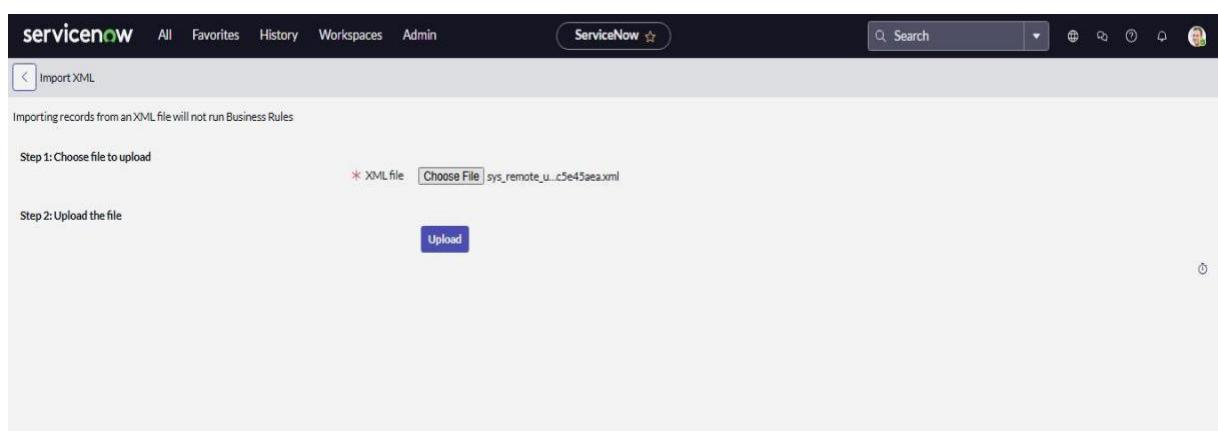
Activity 1: Import Update Set from XML into Another Instance

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



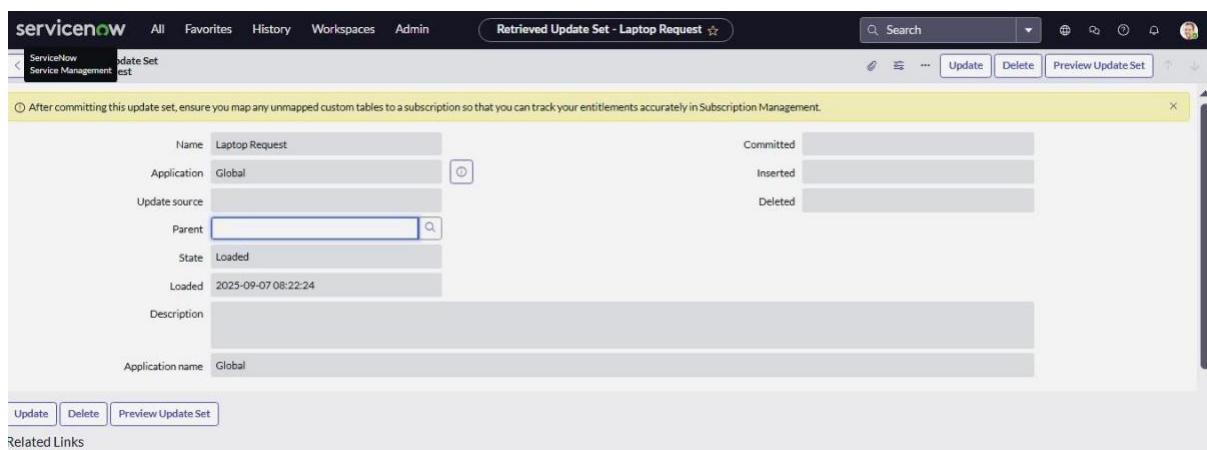
The screenshot shows the ServiceNow interface with the title 'Retrieved Update Sets'. The search bar at the top contains 'update sets'. Below the search bar is a results table with columns: State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. A message 'No records to display' is centered in the table area. To the left of the table is a sidebar with sections 'FAVORITES' and 'ALL RESULTS'. Under 'FAVORITES', there is a link to 'System Update Sets - Local Up...'. Under 'ALL RESULTS', there is a section titled 'System Update Sets' with links to 'Update Sources', 'Retrieved Update Sets', and 'Merge Update Sets'. A message 'Update sets that have been pulled from another ServiceNow instance' is displayed above the 'Retrieved Update Sets' link. At the bottom right of the screen, there is a message '24 of 24 - Clipboard' and 'Item not Collected: Delete items'.

7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.



The screenshot shows the ServiceNow 'Import XML' interface. At the top, it says 'Importing records from an XML file will not run Business Rules'. Below that, 'Step 1: Choose file to upload' is shown with a 'Choose File' button and the file path 'sys_remote_u...c5e45ae.xml'. Below that, 'Step 2: Upload the file' is shown with an 'Upload' button. A progress bar at the bottom indicates the upload status.

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



The screenshot shows the ServiceNow interface for managing update sets. The title bar says 'Retrieved Update Set - Laptop Request'. The main area displays the following details:

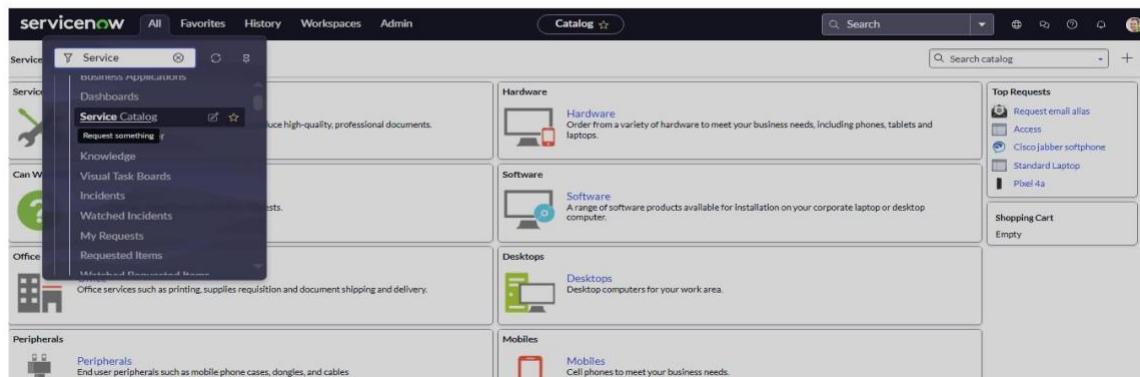
- Name: Laptop Request
- Application: Global
- Update source: (empty)
- Parent: (empty)
- State: Loaded
- Loaded: 2025-09-07 08:22:24
- Description: (empty)
- Application name: Global

At the bottom, there are buttons for 'Update', 'Delete', and 'Preview Update Set'. A note above the form states: '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.'

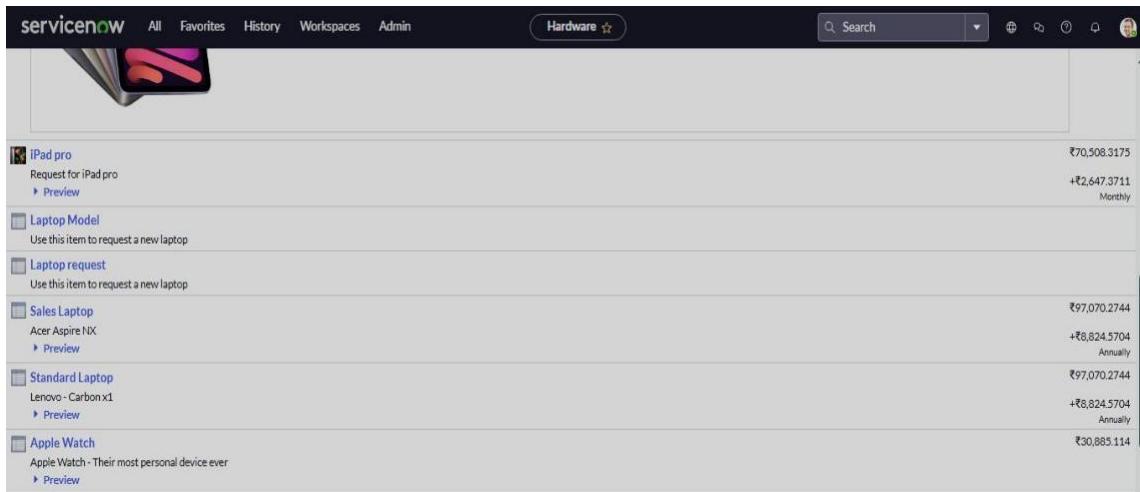
Milestone 7: Test Catalog Item

Activity 1: Verify Functionality of the Laptop Request 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



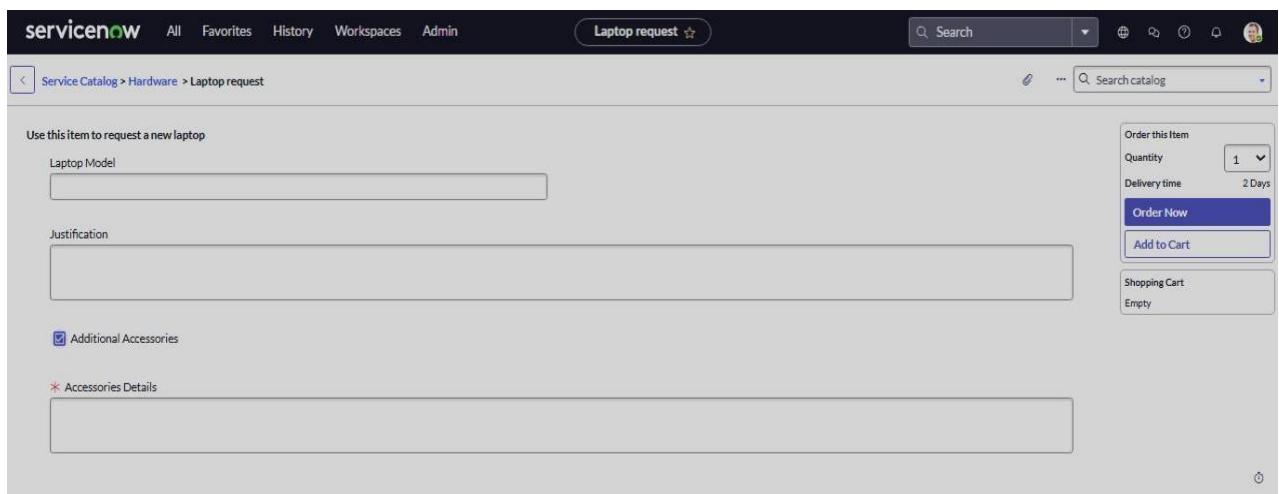
The screenshot shows the ServiceNow Service Catalog interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Catalog', and a search bar. The left sidebar lists categories: Service, Service Catalog, Dashboards, Knowledge, Visual Task Boards, Incidents, Watched Incidents, My Requests, Requested Items, Office, Peripherals, and Mobiles. The main content area displays several categories: Service Catalog (Request something), Hardware (Hardware, Software, Desktops, Mobiles), and a Top Requests sidebar listing items like Request email alias, Access, Cisco Jabber softphone, Standard Laptop, and Pixel 4a.



The screenshot shows the ServiceNow Service Catalog under the 'Hardware' category. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Hardware', and a search bar. The main content area lists hardware items with their descriptions and prices:

- iPad pro: Request for iPad pro, ₹70,508.3175, +₹2,647.3711 Monthly
- Laptop Model: Use this item to request a new laptop
- Laptop request: Use this item to request a new laptop
- Sales Laptop: Acer Aspire NX, ₹97,070.2744, +₹8,824.5704 Annually
- Standard Laptop: Lenovo - Carbon X1, ₹97,070.2744, +₹8,824.5704 Annually
- Apple Watch: Apple Watch - Their most personal device ever, ₹30,885.114, +₹8,824.5704 Annually

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 shows the ServiceNow Service Catalog under the 'Laptop request' form. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Laptop request', and a search bar. The left sidebar shows the breadcrumb path: Service Catalog > Hardware > Laptop request. The main content area contains the following fields:

- Justification: A large text input field.
- Additional Accessories: A checkbox labeled Additional Accessories.
- Accessories Details: A large text input field with a red asterisk (*) indicating it is mandatory.
- Order Details (right side): Quantity (1), Delivery time (2 Days), Order Now button, Add to Cart button, and a Shopping Cart section.

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.