

LAPTOP REQUEST CATALOG ITEM

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Team size:4

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Problem Statement

Employees need a fast, reliable way to request laptops. The existing process is manual, slow, and error-prone: forms aren't dynamic to guide users, required information is often missed, there's no simple reset option, and changes aren't tracked for controlled deployment.

Objective

To streamline and automate the laptop request process by creating a dynamic, user-friendly Service Catalog item in ServiceNow.

To eliminate manual, error-prone methods by implementing guided forms, conditional logic (UI policies), and reset functionality.

To ensure all configuration changes are properly tracked and transferable between environments through update sets.

To improve efficiency, accuracy, and governance in laptop provisioning requests.

Skills Demonstrated

1. ServiceNow Configuration

Creating and managing Service Catalog Items.

Designing and adding variables (form fields) for structured data collection.

2. UI Policies & Policy Actions

Implementing dynamic form behavior (show/hide fields, mandatory conditions).

3. UI Actions (Client-side Scripting)

Writing client-side scripts for enhanced usability (e.g., reset form button).

4. Update Set Management

Capturing, exporting, importing, and committing update sets for controlled deployment.

5. Testing & Validation

End-to-end testing of catalog items and workflows to ensure correct behavior and user experience.

6. Problem-Solving & Process Automation

Analyzing manual processes and transforming them into efficient, automated solutions.

Update set

Step-by-step process

Create a local update set (capture all changes)

1. All → System Update Sets → Local Update Sets → New.
2. Name: Laptop Request (or Laptop Request Project). Add description if needed.

The screenshot shows the ServiceNow Update Set creation interface. The left sidebar has a 'Local Update Sets' section highlighted with a red box. The main form is titled 'Update Set - Create Laptop Request Project 2'. It contains fields for Name (Laptop Request Project), State (In progress), Parent (empty), Revision date (empty), and Description (empty). At the bottom, there are three buttons: 'Submit', 'Save', and 'Submit and Make Current'. The 'Submit and Make Current' button is highlighted with a red box.

3. Click Submit, then click Make Current.

> Perform every subsequent action while this update set is current so all changes are recorded.

Service Catalog Item

Create the Service Catalog item

1. All → Service Catalog → Catalog Definitions → Maintain Items → New.

Name	Short description	Active	Roles	Catalog	Category	Price	Type	Updated
20 Privacy Filter - Lenco X3 Carbon	Privacy Filter - X3 Carbon	true		Service Catalog	Peripherals	\$40.19	Item	2022-11-20 20:46:33
20 Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.20	Item	2022-11-20 20:46:33
20 Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.01	Item	2022-11-08 16:00:00
40100 Plan Enrollment Inquiry	Ask to or modify your 401(k) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-08-18 10:52:39
40100 Plan Enrollment Inquiry	Ask a question about your retirement plan...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-09-30 17:59:54
40100 Retirement Plan Inquiry	Ask a question about your 401(k) plan...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:55
Access	Microsoft Access	true		Service Catalog	Software	\$1,09.99	Item	2022-11-20 20:46:33
Add/Remove users	Add or remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-06 10:57:33
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-06 10:57:33
Create, edit or convert PDF	Create, edit or convert PDF	true		Service Catalog	Utilities	\$0.00	Item	2023-13-05

2. Fill in:

Name: Laptop Request Catalog:

Service Catalog Category:

Hardware

Short description: Use this item to request a new laptop

The screenshot shows the ServiceNow Catalog Item - New Record page. The left sidebar has a tree view under 'service cat' with categories like 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, and Catalog Administration.

The main form has the following fields:

- Name: Laptop Request
- Application: Global
- Active: checked
- Fulfillment automation level: Unspecified
- Catalog: Service Catalog
- Category: Hardware
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator

Below the form are tabs: Item Details, Process Engine, Picture, Pricing, and Portal Settings. The Item Details tab is selected. The Description field contains the text "Use this item to request a new laptop".

3. Click Save.

Add variables (form fields)

On the saved catalog item, use the Variables related list → New for each variable:

Variable 1

Label: Laptop Model

Type: Single line text

Name: laptop_model

Order: 100 → Submit

The screenshot shows the ServiceNow 'Variable - New Record' interface. The top navigation bar includes links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main form is titled 'Variable - New Record' with a star icon. On the left, there's a sidebar with a back arrow and the text 'Variable New record'. The main configuration area has several sections:

- Application:** Global
- Type:** Single Line Text
- Catalog Item:** Laptop Request
- Order:** 100
- Active:**
- Mandatory:**
- Read only:**
- Hidden:**

Below these settings is a tabbed section with 'Question' selected, followed by 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab contains a field labeled 'Specify the Question that explains the options available to the end user when ordering the item'. Inside this field, there are input fields for:

- * Question: Laptop Model
- * Name: laptop_model
- Conversational label: (empty)
- Tooltip: (empty)
- Example Text: (empty)

A 'Submit' button is located at the bottom left of this section. A watermark for 'shotcut AI VIDEO EDITOR' is visible on the right side of the form.

Variable 2

Label: Justification

Type: Multi-line text

Name: justification

Order: 200 → Submit

Variable 3

Label: Additional Accessories

Type: Checkbox

Name: additional_accessories

Order: 300 → Submit

Variable 4

Label: Accessories Details

Type: Multi-line text

Name: accessories_details

Order: 400 → Submit

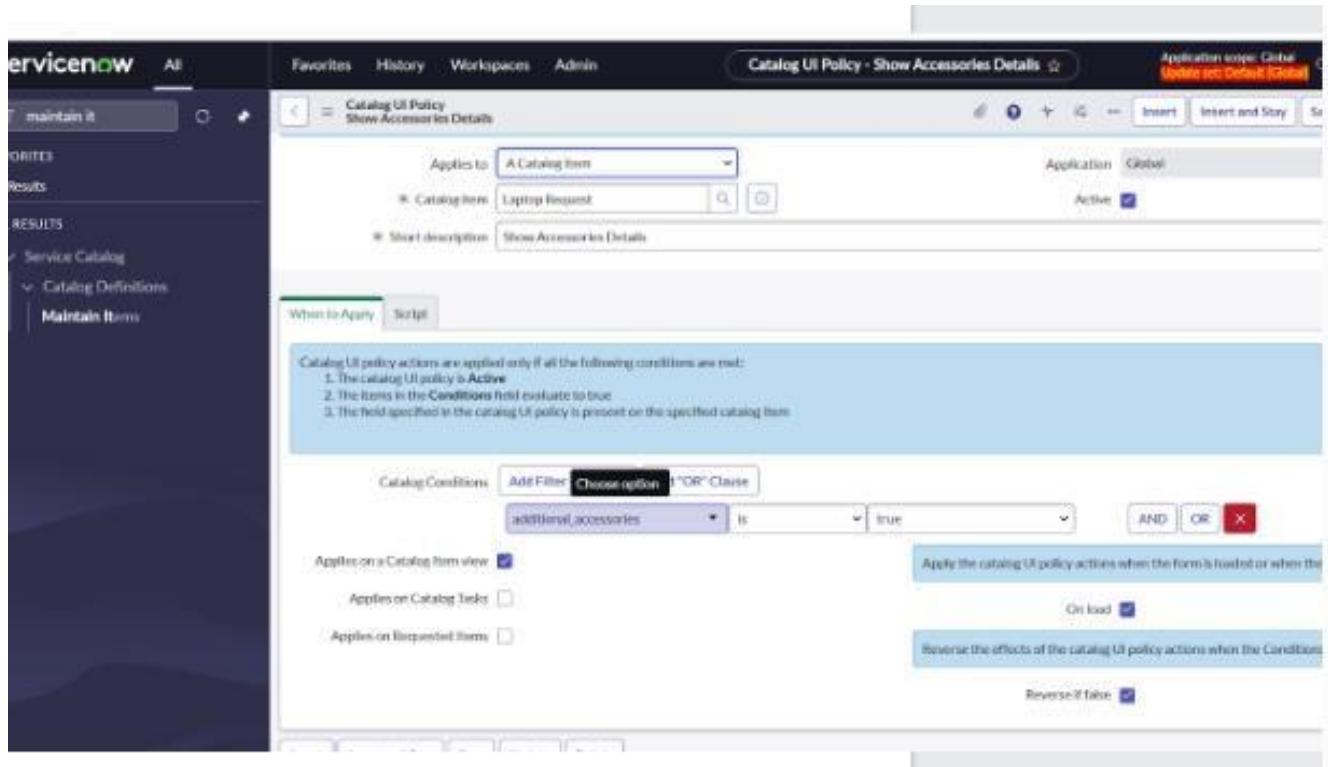
The screenshot shows the ServiceNow catalog item form for 'Laptop Request'. At the top, there's a table for 'Variables' with three rows: 'Type' (Single Line Text), 'Question' (Laptop Model), and 'Order' (400). Below this is a section for 'Variable Sets' with a table showing one entry: 'Variable set' (laptop-request-accessories) with 'Order' 400. At the bottom, there's a section for 'Catalog UI Policies' with a table showing one entry: 'Short description' (Show accessories details) with 'Variable set' (laptop-request-accessories) and 'Order' 400.

After adding variables, Save the catalog item form.

UI Policy

Create Catalog UI Policy (show + mandatory behavior)

1. On the catalog item form, scroll to Catalog UI Policies → New.
2. Short description: Show accessories details.
3. When to apply (Catalog Condition): set Field additional_accessories is true.
4. Click Save (do not click Submit if your process prefers Save).



5. In the same policy, open Catalog UI Policy Actions → New and set:

Variable name: accessories_details

Order: 100

Mandatory: True

Visible: True → Save

6. Click Save again on the Catalog UI Policy record.

Catalog Item: Laptop Request

Variable name: additional_accessories

Order: 100

Application: Global

Mandatory: True

Visible: True

Read only: Leave alone

Value action: Leave alone

Field message type: None

Submit

Result:

when the user checks Additional Accessories, Accessories Details becomes visible and mandatory.

UI Action

Create UI Action (Reset form button)

1. All → System Definition → UI Actions → New.

2. Fill:

Table: sc_cart (or sc_cart_item if you want it on the item)

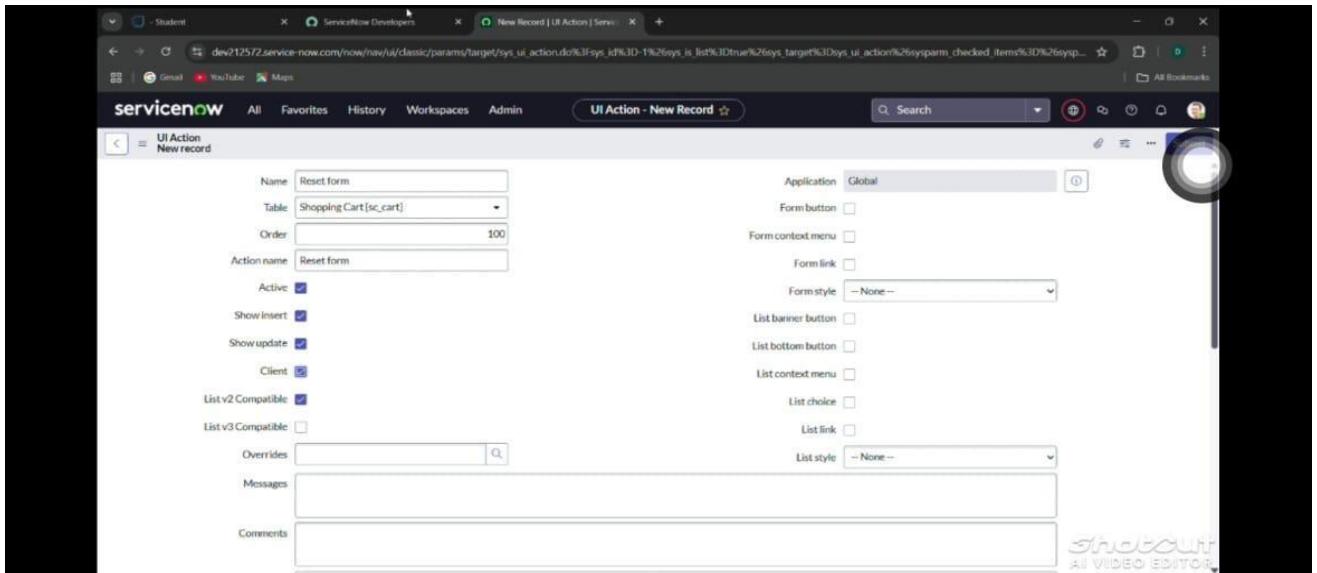
Order: 100

Action name / Label: Reset form Check

Client (so it runs client-side).

3. Script (client-side):

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



4. Click Save.

Export Update Set

Complete and export the update set

1. All → System Update Sets → Local Update Sets → open Laptop Request.
2. Change State to Complete.
3. Verify the Updates related list contains the catalog item, variables, UI policy, UI policy action, and UI action.
4. Click Export to XML and download the XML file.

Update Set - Laptop Request

Name	Laptop Request
State	Complete
Parent	
Release date	
Install date	
Installed from	
Description	

Application	Global
Created	2025-09-03 06:47:14
Created by	admin
Merged to	

Back Out

links

[Another Update Set](#)

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Login To Another Instance

Import & commit update set in target instance

1. Log into target instance. All → System Update Sets → Retrieved Update Sets.
2. Click Import Update Set from XML, upload the XML file → Upload.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Search	Search	Search	Search	Search	Search	Search	Search	Search

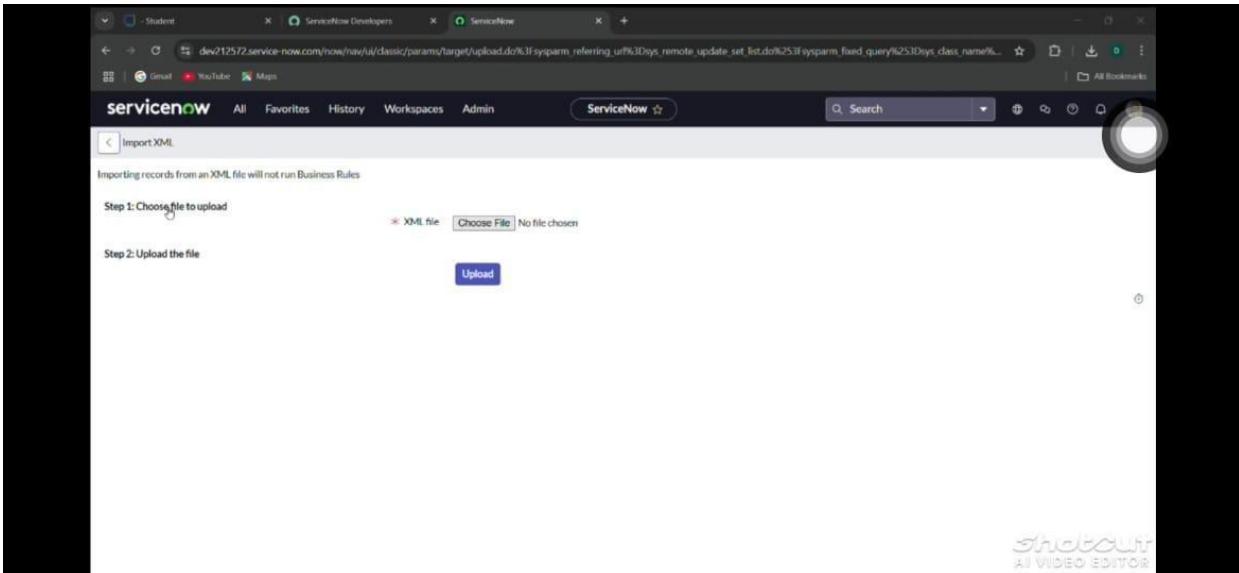
No records to display

Related Links

[Import Update Set from XML](#)

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3. Open the retrieved update set → Preview Update Set (resolve any preview issues).



4. Click Commit Update Set. Confirm the Updates related list shows imported objects.

Testing

Test the catalog item (validation)

1. In target instance: Service Catalog → Catalogs → Service Catalog (or Hardware) → open Laptop Request.

Retrieved Update Set - Laptop Request

Name: Laptop Request
Application: Global
Update source:
Parent:
State: Previewed
Loaded: 2025-09-03 07:33:16
Description:
Application name: Global

Committed: 10
Inserted: 0
Updated: 10
Deleted: 0
Collisions: 0
Total: 10

Update Delete Run Preview Again Commit Update Set

Related Links
Show All Preview Records

Customer ID	Laptop Model	Justification	Accessories
1	MacBook Pro	For work	Yes
2	Dell XPS	For work	No
3	HP Pavilion	For work	No
4	Lenovo ThinkPad	For work	No
5	ASUS ROG	For work	No
6	Samsung Galaxy Book	For work	No
7	Microsoft Surface	For work	No
8	Acer Nitro	For work	No
9	Alienware Area-51m	For work	No
10	ASUS TUF Gaming	For work	No

Customer Updates (10) Child Update Sets

Actions on selected rows...

2. Verify fields: Laptop Model, Justification, Additional Accessories, Accessories Details (hidden initially).

3. Test behavior:

Leave Additional Accessories unchecked → accessories_details stays hidden. Check

Additional Accessories → accessories_details appears and is mandatory.

4. Add the item to cart and verify Reset form works (clears fields) in the cart or item area where created.

Retrieved Update Sets

All > Class > Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request	Global	Previewed	(empty)	(empty)	2025-09-03 07:33:16	(empty)	(empty)	(empty)

Related Links
Import Update Set from XML

1 to 1 of 1

Conclusion

Creating the Laptop Request ServiceNow catalog item replaces a slow, manual laptop request process with a tracked, dynamic, user-friendly form. Dynamic fields and UI policy logic ensure required details are captured only when relevant, the reset button improves usability, and using an update set guarantees changes are governed and portable between instances — resulting in faster requests, fewer errors, and better governance.