

LAPTOP REQUEST CATALOG ITEM

Team ID: NM2025TMID09112

Team size:4

Team Leader: SRUTHI R

Team member 1:OVIYA M

Team member 2:PRIYADHARSINI VM

Team member 3:SHAIMA M

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

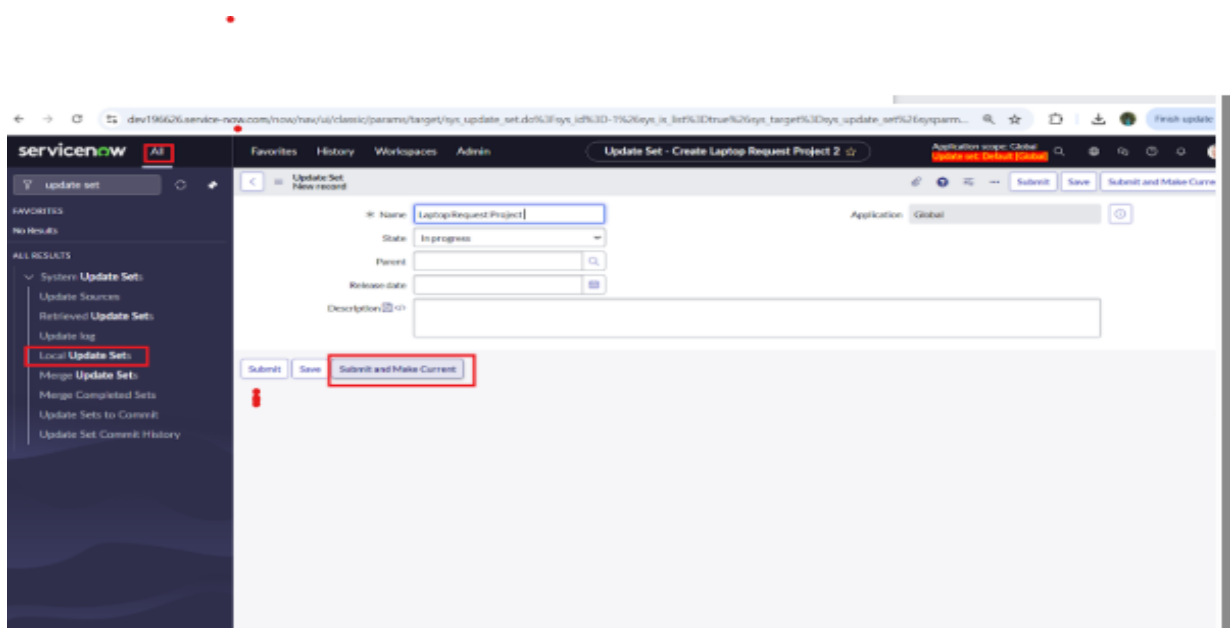
Analyzing manual processes and transforming them into efficient, automated solutions.

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.



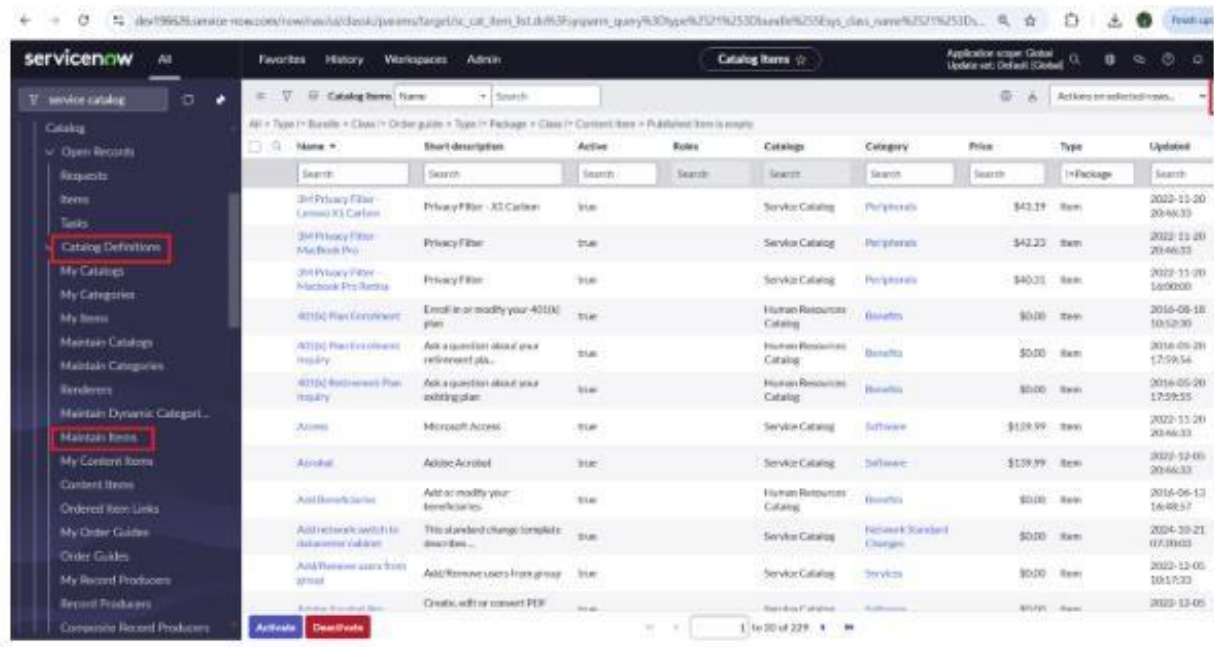
3. Click Submit, then click Make Current.

> 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.



2. Fill in:

Name: Laptop Request Catalog:

Service Catalog Category:

Hardware

Short description: 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

ServiceNow Variable - New Record

Application: Global

Type: Single Line Text

Catalog Item: Laptop Request

Order: 100

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Question

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

* Question: Laptop Model

* Name: laptop_model

Conversational label:

Tooltip:

Example Text:

Submit

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

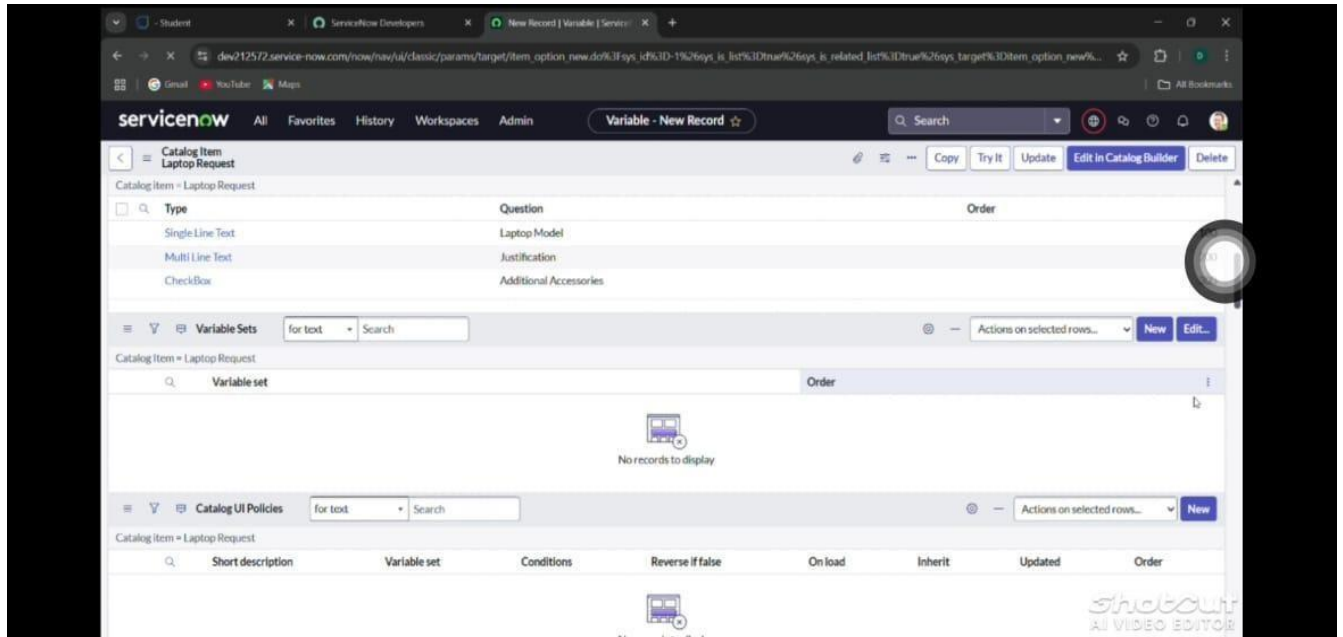
Variable 4

Label: Accessories Details

Type: Multi-line text

Name: accessories_details

Order: 400 → Submit

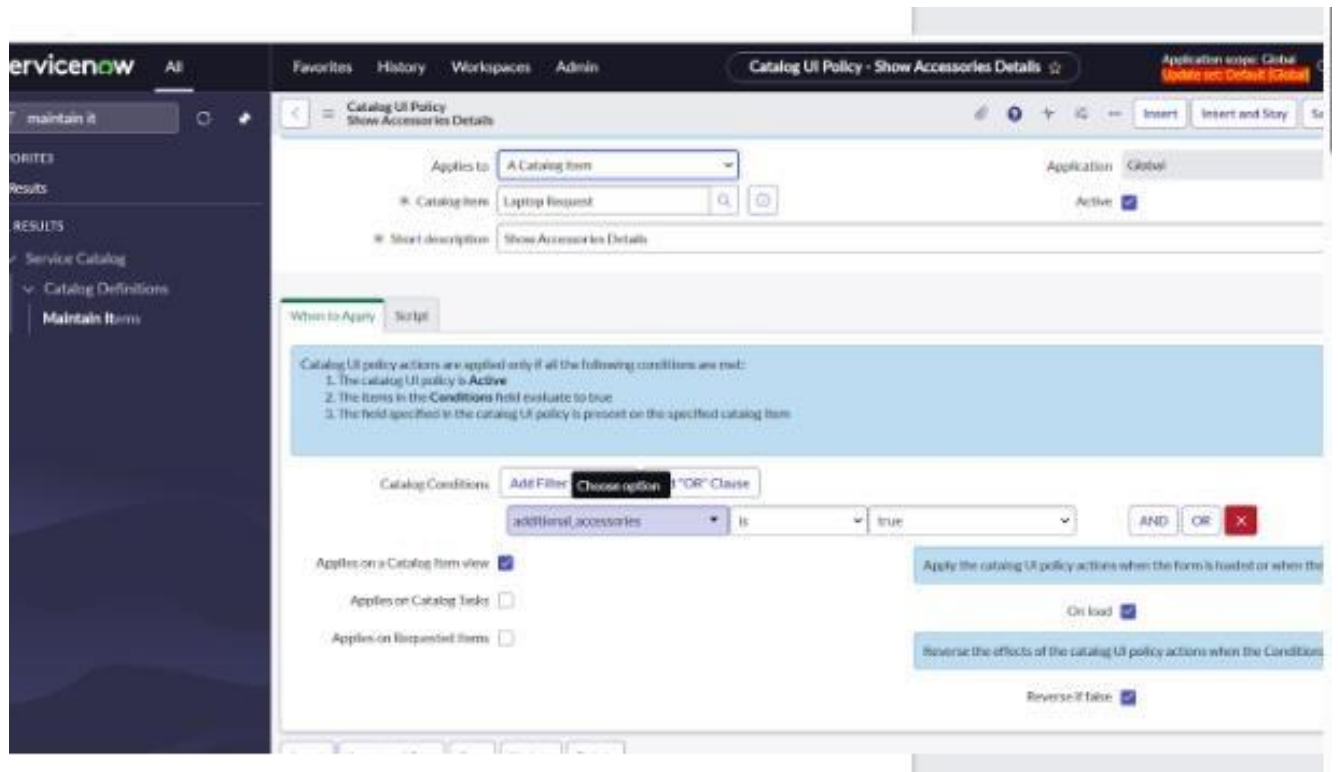


After adding variables, Save the catalog item form.

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.

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

Catalog Item	Laptop Request	Application	Global
Variable name	additional_accessories	Mandatory	True
Order	100	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)

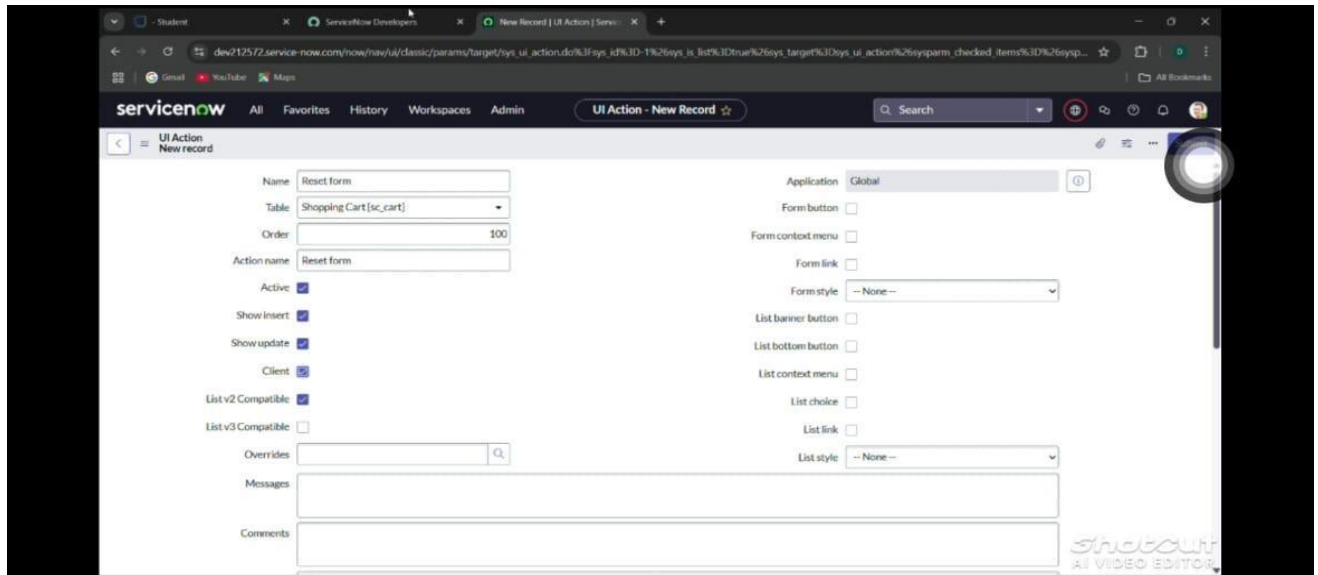
Order: 100

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.");
}
```

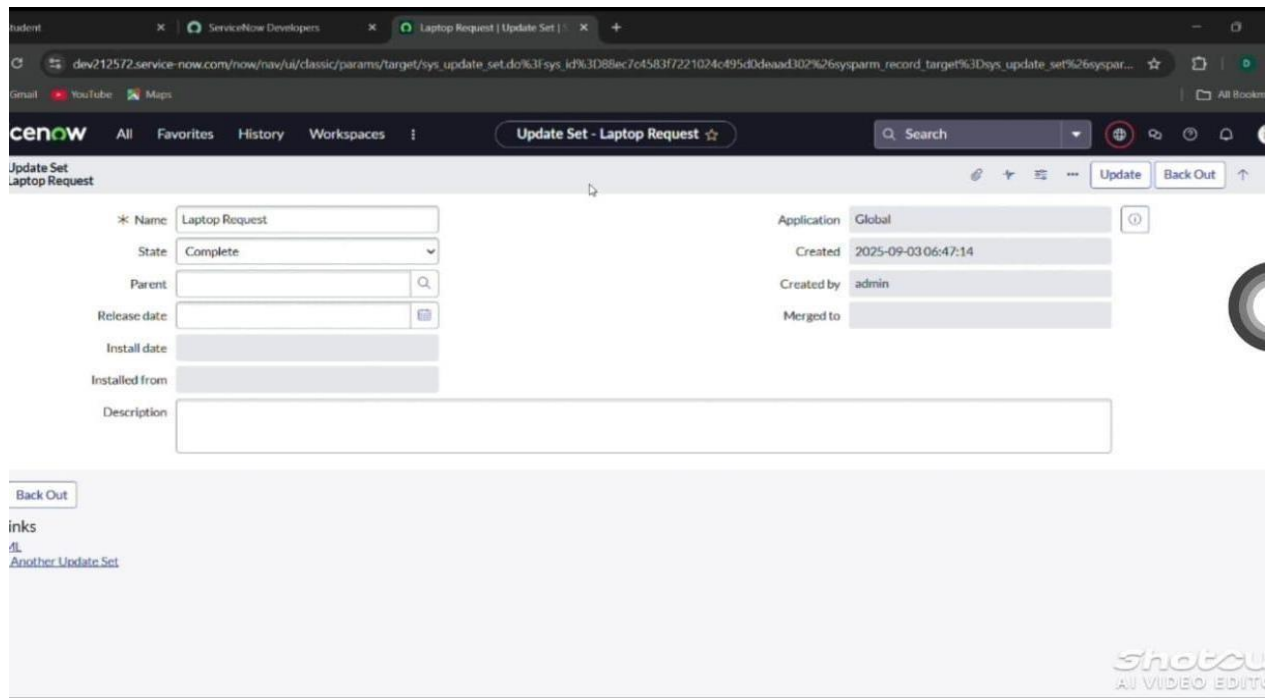



4. Click Save.

Export Update Set

Complete and export the update set

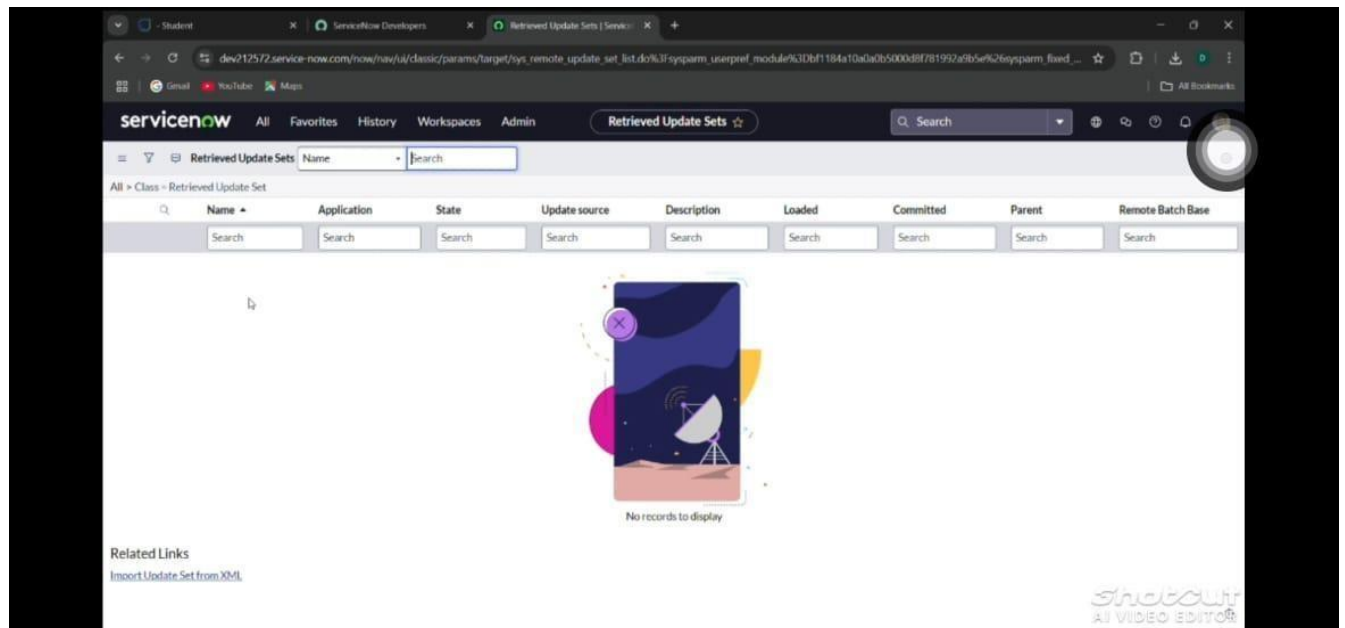
1. All → System Update Sets → Local Update Sets → open Laptop Request.
2. Change State to Complete.
3. Verify the Updates related list contains the catalog item, variables, UI policy, UI policy action, and UI action.
4. Click Export to XML and download the XML file.



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.



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

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	Committed	
Application	Global	Inserted	0
Update source		Updated	10
Parent		Deleted	0
State	Previewed	Collisions	0
Loaded	2025-09-03 07:33:16	Total	10
Description			
Application name	Global		

Update Delete Run Preview Again Commit Update Set

Related Links
[Show All Preview Records](#)

Customer Updates (10) Child Update Sets

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.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request	Global	Previewed	(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.