

LAPTOP REQUEST CATALOG ITEM

Team ID:NM2025TMID00665

Team Size:4

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Problem Statement:

Objective:

To automate and streamline the laptop request process using ServiceNow, ensuring faster requests, accurate data collection, and improved user experience.

Skills:

- ServiceNow Catalog Item Creation
- UI Policies & UI Actions
- Update Set Management
- Testing & Deployment
- Team Collaboration

TASK INITIATION

Employees in the organization need a quick and efficient way to request laptops for work. The current manual process is prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection.

To solve this, a ServiceNow Catalog Item has been developed that includes:

- Dynamic fields
- Form reset functionality
- Clear instructions for users
- Full change tracking for governance and deployment

Features

- Service Catalog Item with user-friendly form to request laptops
 - Dynamic field behavior using Catalog UI Policies
 - Reset form functionality via UI Action
 - Exportable update set for migration to other instances
- Tested on a different instance to ensure deployment integrity

Setup Steps

Step 1: Create Local Update Set

Create a new local update set in ServiceNow to track all your changes.

The screenshot shows the 'Update Set - Laptop Request' creation page in ServiceNow. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The main form fields are: Name (Laptop Request), State (In progress), Parent (empty), Release date (empty), Install date (empty), Installed from (empty), Description (empty), Application (Global), Created (2025-09-01 01:57:29), Created by (admin), and Merged to (empty). Below the form is a 'Related Links' section with 'Merge With Another Update Set' and 'Scan Update Set'. A 'Customer Updates' grid shows three entries:

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-01 02:00:18	Catalog Items Catalog	Service Catalog.Laptop Request	admin	(empty)		INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Item Category	Hardware.Laptop Request	admin	(empty)		INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Item	Laptop Request	admin	(empty)		INSERT_OR_UPDATE

The screenshot shows the same 'Update Set - Laptop Request' creation page. A context menu is open over the 'Save' button, listing options like 'Insert', 'Save record and remain here' (selected), 'Analyze Access', 'Configure', 'Export', 'View', 'Create Favorite', 'Copy URL', 'Copy sys_id', 'Show XML', 'History', and 'Reload form'. The rest of the page and data are identical to the first screenshot.

Step 2: Create Service Catalog Item

Create a catalog item named Laptop Request and add required variables such as:

- Laptop Model

Justification

Additional Accessories

Accessories Details

The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Catalog Item - Laptop Request'. The left sidebar has a 'maintain' search bar and sections for 'FAVORITES' (No Results) and 'ALL RESULTS' (listing various service catalog categories like Change, Schedules, Maintenance Schedules, Service Catalog, Catalog Definitions, etc.). The main content area displays the 'Laptop Request' catalog item with fields: Name (Laptop Request), Application (Global), Catalog (Service Catalog), Category (Hardware), State (None), Checked out (None), Owner (System Administrator). Below these are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab contains a 'Short description' field with the value 'Use this item to request a new laptop' and a rich text editor.

The screenshot shows the ServiceNow interface for creating a new variable. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Variable - New Record'. The left sidebar has a 'maintain' search bar and sections for 'FAVORITES' (No Results) and 'ALL RESULTS' (listing various service catalog categories). The main content area shows a form for creating a variable named 'laptop_model' under the 'Laptop Request' catalog item. The form includes fields for 'Application' (Global), 'Type' (Single Line Text), 'CatalogItem' (Laptop Request), and 'Order' (100). On the right, there are configuration options: 'Save' (selected), 'Configure' (Save record and remain here), 'Export', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'. Below the configuration is a 'Question' tab with fields for 'Question' (Laptop Model), 'Name' (laptop_model), 'Conversational label', 'Tooltip', and 'Example Text'. A 'Submit' button is at the bottom.

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Favorites History Workspaces Admin Catalog Item - Laptop Request

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic Run Point Scan

Variables (4) Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items Assigned Topics

Order ▲ Actions on selected rows... New

Catalog Item = Laptop Request

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

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This screenshot shows the ServiceNow interface for managing catalog items. On the left, there's a sidebar with 'FAVORITES' and 'ALL RESULTS' sections. The main area is titled 'Catalog Item - Laptop Request'. It includes a note about adding tags to the 'Meta' field. Below this is a large text input field labeled 'Meta'. At the bottom of the page, there's a table titled 'Catalog Item = Laptop Request' with four rows of data. The columns are 'Type', 'Question', and 'Order'. The data is as follows:

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