

# **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.

**Update Set - Laptop Request**

Name: Laptop Request  
State: In progress  
Application: Global  
Created: 2025-09-01 01:57:29  
Created by: admin  
Merged to:   
Description:   
  
Update

**Related Links**  
[Merge With Another Update Set](#)  
[Scan Update Set](#)

**Customer Updates (3)**

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

**Update Set - Laptop Request**

Name: Laptop Request  
State: Complete  
Application: Global  
Created: 2025-09-01 01:57:29  
Created by: admin  
Merged to:   
Description:   
  
Update

**Related Links**  
[Merge With Another Update Set](#)  
[Scan Update Set](#)

**Customer Updates (30)**

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-01 02:17:33	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:20:06	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:10:33	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:12:01	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:13:22	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:14:20	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
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

## 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 'Catalog Item - Laptop Request' form in ServiceNow. The left sidebar contains a navigation menu with 'maintain' selected. The main content area has a header with 'Catalog Item - Laptop Request' and a search bar. Below the header is a blue informational box stating: 'Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies. Enter a Name and Short description to display for the item. Enter a Price, approvals, variables, and other information as needed.' The form fields include: Name (Laptop Request), Application (Global), Category (Hardware), State (--None--), Checked out (--None--), Owner (System Administrator), Active (checked), and Fulfillment automation level (Unspecified). Below these fields are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a rich text editor.

The screenshot shows the 'Variable - New Record' form in ServiceNow. The left sidebar contains a navigation menu with 'maintain' selected. The main content area has a header with 'Variable - New Record' and a search bar. Below the header is a blue informational box stating: 'Specify the Question that explains the options available to the end user when ordering the item'. The form fields include: Application (Global), Type (Single Line Text), Catalog item (Laptop Request), Order (100), Active (checked), Mandatory (unchecked), Read only (unchecked), and Hidden (unchecked). A context menu is open over the 'Type' field, showing options: Save, Configure, Export, Create Favorite, Copy URL, Copy sys\_id, and Reload form. Below the form fields are tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab is active, showing a 'Question' field with the text 'Laptop Model', a 'Name' field with the text 'laptop\_model', and fields for 'Conversational label', 'Tooltip', and 'Example Text'. A 'Submit' button is at the bottom left.

servicenow

All

maintain

maintain

FAVORITES

No Results

ALL RESULTS

Service Catalog

Catalog Definitions

Maintain Catalogs

Maintain Categories

Maintain Dynamic Categories

Maintain Items

Maintain Cart Layouts

Service Catalog Wizards

Maintain Wizards

Catalog Item - Laptop Request

Search

Copy Try It Update Edit in Catalog Builder Delete

P

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

Search

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

1 to 4 of 4

### Step 3: Add Catalog UI Policies

Create UI policies to:

- ☐ Show/hide fields based on selections
- ☐ Make fields mandatory dynamically

The screenshot shows the 'Catalog UI Policy - New Record' form in ServiceNow. The left sidebar contains a navigation menu with 'Service Catalog' expanded, showing options like 'Catalog Definitions', 'Maintain Catalogs', 'Maintain Categories', 'Maintain Dynamic Categories', 'Maintain Items', 'Maintain Cart Layouts', 'Service Catalog Wizards', and 'Maintain Wizards'. The main form area has a 'When to Apply' tab selected. It includes a 'Script' section with a text area for policy actions. Below this is the 'Catalog Conditions' section, which has a table with one condition: 'additional\_accessories' is 'true'. To the right of the conditions are checkboxes for 'Applies on a Catalog item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). At the bottom right, there are checkboxes for 'On load' (checked) and 'Reverse if false' (checked). A 'Submit' button is at the bottom left.

The screenshot shows the 'Catalog UI Policy Action - New Record' form in ServiceNow. The left sidebar contains a navigation menu with 'Service Catalog' expanded, showing options like 'Catalog Administration' and 'Catalog UI Policies'. The main form area has a 'Script' section with a text area for policy actions. Below this is the 'Catalog Item' section, which has a table with one action: 'accessories\_details' with an order of 100. To the right of the actions are dropdown menus for 'Application' (Global), 'Mandatory' (True), 'Visible' (True), 'Read only' (Leave alone), 'Value action' (Leave alone), and 'Field message type' (None). A 'Submit' button is at the bottom left.

### Step 4: Create UI Action (Reset Form)

Add a Reset Form button using a client-side UI Action to clear the form inputs.

Step 5: UI Action Create 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 - New Record' configuration page. The left sidebar contains navigation links for various ServiceNow features. The main configuration area includes fields for Name, Table, Order, Action name, Active status, Show insert/update, Client, List v2/v3 Compatible, Overrides, Messages, Comments, Hint, Onclick, and Condition. A script editor at the bottom contains the provided JavaScript code. A right-hand panel shows application and form-related settings. A 'Save' dropdown menu is open, showing options like 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys\_id', and 'Reload form'.

ServiceNow UI Action - New Record configuration page. The script editor contains the following code:

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

## Step 5: Export Changes

Export the update set to an XML file for reuse in other ServiceNow instances.

The screenshot shows the ServiceNow 'Update Set - Laptop Request' configuration page. The left sidebar contains navigation links for update sets. The main configuration area includes fields for Name, State, Parent, Release date, Install date, Installed from, and Description. A right-hand panel shows application and form-related settings. A 'Your current update set has been changed to Default [Global]' message is displayed. Below the configuration area, there are 'Update' and 'Back Out' buttons, and a 'Related Links' section. At the bottom, there is a table showing the contents of the update set.

Update set: Laptop Request

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-01 02:17:33	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:20:06	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:10:33	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:12:01	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:13:22	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:14:20	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Items Catalog		Service Catalog Laptop Request	admin	(empty)	INSERT_OR_UPDATE

## **Step 6: Import to Another Instance**

Log in to a different ServiceNow instance and retrieve the update set.



servicenow

All

update

update

FAVORITES

No Results

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

FavoritesHistoryWorkspacesAdmin

Retrieved Update Sets

Search

Retrieved Update Sets

All > Class > Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
<div><div>No records to display</div></div>								

Related Links

[Import Update Set from XML](#)

servicenow

All

update

update

FAVORITES

No Results

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

FavoritesHistoryWorkspacesAdmin

ServiceNow

Search

ImportXML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

\* XML file  sys\_remote\_u...dfeaad322.xml

Step 2: Upload the file

Upload

servicenow

All

update

No Results

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

Retrieved Update Set - Laptop Request

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.

NameLaptop Request

ApplicationGlobal

Update source

Parent

StateLoaded

Loaded2025-09-01 22:56:15

Description

Application nameGlobal

Update

Delete

Preview Update Set

Related Links

Export to XML

Customer Updates (10)

Child Update Sets

Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d266f7b6fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8deced9883772210d266f7b6fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba158a3772210d266f7b6fead3e1	Variable	Accessories Details			INSERT_OR_UPDATE

servicenow

All

update

No Results

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

Retrieved Update Set - Laptop Request

Update Set Preview

Succeeded 100%

Success! - Succeeded in 2 Seconds

Close

NameLaptop Request

ApplicationGlobal

Update source

Parent

StatePreviewed

Loaded2025-09-01 22:56:15

Description

Application nameGlobal

Update

Delete

Preview Update Set

Related Links

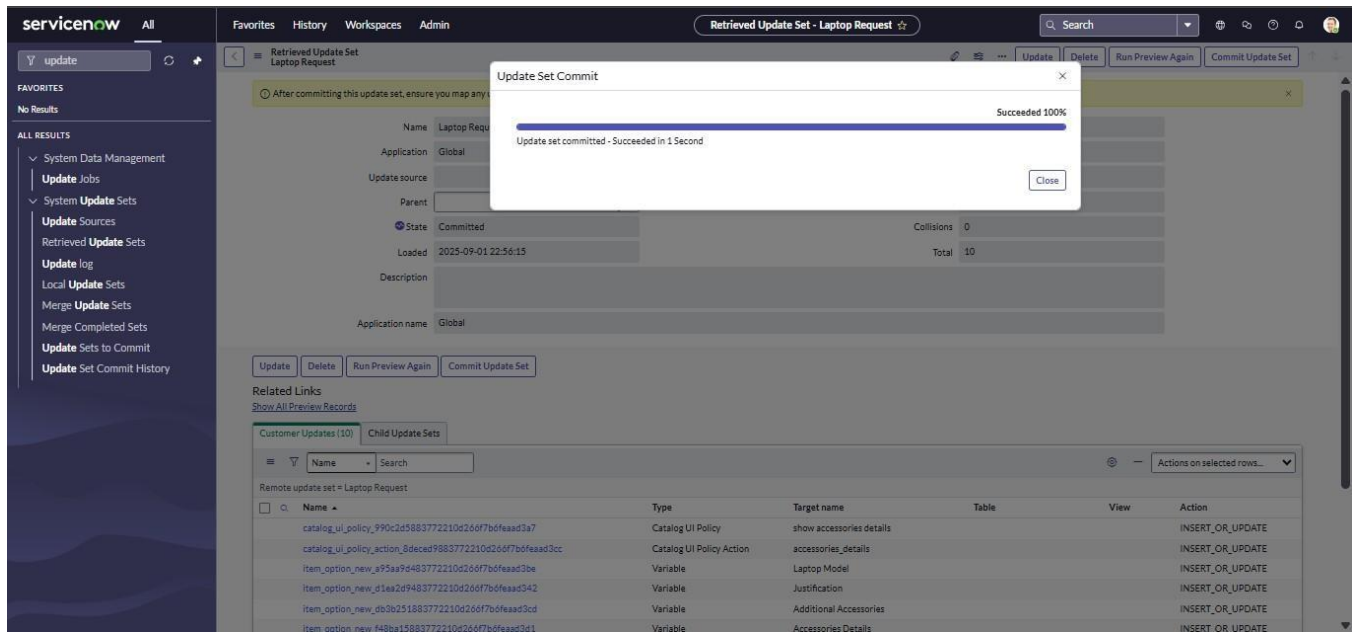
Export to XML

Customer Updates (10)

Child Update Sets

Remote update set = Laptop Request

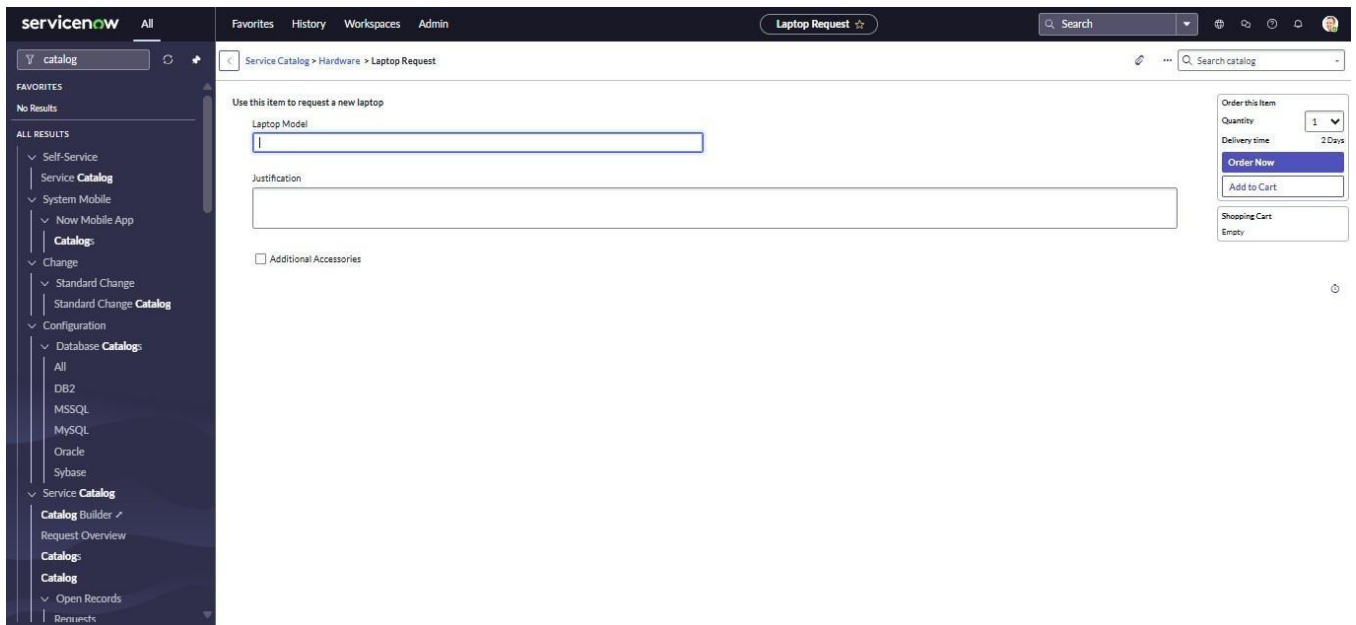
Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d266f7b6fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8deced9883772210d266f7b6fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba158a3772210d266f7b6fead3e1	Variable	Accessories Details			INSERT_OR_UPDATE



## Step 7: Test the Catalog Item

Submit a test request and verify:

- ☐ Workflow triggers
- ☐ Form behavior
- ☐ Request visibility in ServiceNow portal



servicenow All

Favorites History Workspaces Admin

Laptop Request

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model

Justification

☒ Additional Accessories

Accessories Details

Order this item

Quantity 1

Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart Empty

servicenow All

Favorites History Workspaces Admin

Order Status: REQ0010001

Order Status

Thank you, your request has been submitted

Order Placed: 2025-09-01 23:04:40

Request Number: REQ0010001

Estimated Delivery Date: 2025-09-03

Estimated Complete Order:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-09-03	▶ ⏸ ⏹ ⏶ ⏷		1	
				Total	-

Back to Catalog Continue Shopping

Home

## Conclusion

The Laptop Request Catalog Item project streamlines the laptop request process in the organization. By leveraging ServiceNow's powerful Service Catalog capabilities, this solution:

- ☐ Enhances efficiency and reduces errors
- ☐ Replaces outdated manual processes
- ☐ Improves employee satisfaction with a modern interface