

LAPTOP REQUEST CATALOG ITEM

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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' form in ServiceNow. The top section contains fields for Name (Laptop Request), State (In progress), Parent (empty), Release date (empty), Install date (empty), Installed from (empty), and Description (empty). To the right, application details are shown: Application (Global), Created (2025-09-01 01:57:29), Created by (admin), and Merged to (empty). Below the main form is a table titled 'Customer Updates (3)' showing 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' form, but with a context menu open over the 'Save' button. The menu includes options like 'Save record and remain here', 'Insert', 'Analyze Access', 'Configure', 'Export', 'View', 'Create Favorite', 'Copy URL', 'Copy sys_id', 'Show XML', 'History', and 'Reload form'. The rest of the page is identical to the first screenshot, showing the update set details and the customer update list.

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

servicenow All

Favorites History Workspaces Admin Catalog Item - Laptop Request

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.

Name: Laptop Request Application: Global Active: Category: Hardware Fulfillment automation level: Unspecified

Catalog: Service Catalog State: -- None -- Checked out: -- None -- Owner: System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Description:

B I U Verdala 8pt

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Description:

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servicenow All

Favorites History Workspaces Admin Variable - New Record

Variable: New record

Application: Global Type: Single Line Text Catalog item: Laptop Request Order: 100

Save Configure Save record and remain here Active: Create Favorite Copy URL Copy sys_id Reload form

Mandatory: Read only: Hidden:

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

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

servicenow All

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

1 to 4 of 4

This screenshot shows the ServiceNow interface for managing catalog items. On the left, a sidebar lists 'FAVORITES' and 'ALL RESULTS' sections, including 'Service Catalog', 'Catalog Definitions', and 'Catalog Wizards'. The main area is titled 'Catalog Item - Laptop Request'. It includes a note about adding tags to the 'Meta' field. Below is a table with four rows, each containing a question and its order value. The table has columns for Type, Question, and Order.

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

Step 3: Add Catalog UI Policies

Create UI policies to:

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

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that Catalog Task form. [More Info](#)

Applies to: A Catalog Item

* Catalog item: Laptop Request

* Short description: show accessories details

Save Configure Export Create Favorite Copy URL Copy sys_id Reload form Application: Global Active:

When to Apply Script

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: additional_accessories is true AND OR X

Applies on a Catalog Item view:

Applies on Catalog Tasks:

Applies on Requested Items:

On load:

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false:

Reverse if false:

Submit

Catalog UI Policy Action - New Record

UI policy actions specify exactly what actions to take on a specified field. The conditions specify

Catalog Item: Laptop Request

Variable name: accessories_details

Order: 100

Save Configure Export Create Favorite Copy URL Copy sys_id Reload form Application: Global

Mandatory: True

Visible: True

Read only: Leave alone

Value action: Leave alone

Field message type: None

Submit

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 page. In the 'Script' section, the following code is entered:

```
1 Function resetForm()  
2   g_form.clearForm(); // Clears all fields in the form  
3   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 page. Under 'Related Links', there is an 'Export to XML' option. The bottom part of the screen shows a table of update set logs:

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

Favorites History Workspaces Admin Retrieved Update Sets

Retrieved Update Sets Name Search

All > Class = Retrieved Update Set

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

Related Links

[Import Update Set from XML](#)

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

FAVORITES

No Results

servicenow All

Favorites History Workspaces Admin ServiceNow

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file

Step 2: Upload the file

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

FAVORITES

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.

Name: Laptop Request	Committed:
Application: Global	Inserted:
Update source:	Deleted:
Parent: [Search]	
State: Loaded	
Loaded: 2025-09-01 22:56:15	
Description:	
Application name: Global	

Customer Updates (10) Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d26df7b0feaa3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8decad9883772210d26df7b0feaa3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d26df7b0feaa3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d26df7b0feaa342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db30251883772210d26df7b0feaa3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f4Rhs15883772210d76Af7b0feaa341	Variable	Accessories Details			INSERT_OR_UPDATE

Update | Delete | Preview Update Set | Related Links | Export to XML

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.

Name: Laptop Request	Committed:
Application: Global	Inserted:
Update source:	Deleted:
Parent: [Search]	
State: Previewed	Collisions: 0
Loaded: 2025-09-01 22:56:15	Total: 10
Description:	
Application name: Global	

Customer Updates (10) Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d26df7b0feaa3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8decad9883772210d26df7b0feaa3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d26df7b0feaa3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d26df7b0feaa342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db30251883772210d26df7b0feaa3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f4Rhs15883772210d76Af7b0feaa341	Variable	Accessories Details			INSERT_OR_UPDATE

Update | Delete | Preview Update Set | Related Links | Export to XML

Update Set Preview

Succeeded! - Succeeded in 2 Seconds

Close

The screenshot shows the ServiceNow interface with the title bar "Retrieved Update Set - Laptop Request". A modal window titled "Update Set Commit" is open, displaying the message "Update set committed - Succeeded in 1 Second". Below this, there are fields for Name (Laptop Request), Application (Global), Update source, Parent, State (Committed), Loaded (2025-09-01 22:56:15), Collisions (0), and Total (10). The application name is also listed as Global. At the bottom of the modal are buttons for "Update", "Delete", "Run Preview Again", and "Commit Update Set".

Related Links: Customer Updates (10) | Child Update Sets

Show All Preview Records

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5683772210d26ff7bfead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8dec19883772210d26ff7bfead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d26ff7bfead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d26ff7bfead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b251883772210d26ff7bfead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f480a13883772210d26ff7bfead3d1	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

The screenshot shows the ServiceNow interface with the title bar "Laptop Request". The left sidebar shows the navigation path "Service Catalog > Hardware > Laptop Request". The main content area displays a form titled "Use this item to request a new laptop". It has fields for "Laptop Model" (with a dropdown menu), "Justification" (a large text area), and "Additional Accessories" (a checkbox). To the right, there is a sidebar with "Order this item" options: Quantity (1), Delivery time (2 Days), and a prominent "Order Now" button. Below this is a "Shopping Cart" section which is currently empty.

Favorites: No Results

ALL RESULTS:

- Self-Service
 - Service Catalog
- System Mobile
- Now Mobile App
 - Catalogs
- Change
 - Standard Change
 - Standard Change Catalog
- Configuration
 - Database Catalogs
 - All
 - DB2
 - MSSQL
 - MySQL
 - Oracle
 - Sybase
- Service Catalog
 - Catalog Builder
 - Request Overview
 - Catalogs
 - Catalog
 - Open Records
 - Requests

The screenshot shows the ServiceNow Service Catalog interface. On the left is a navigation sidebar with sections like FAVORITES, ALL RESULTS, and a detailed tree view under Service Catalog. The main area displays a 'Laptop Request' form. It includes fields for 'Laptop Model' (with a placeholder 'Use this item to request a new laptop'), 'Justification' (empty), and 'Accessories Details' (empty). A checkbox for 'Additional Accessories' is checked. To the right, there's a sidebar with options to 'Order this Item', set 'Quantity' (1), 'Delivery time' (20 Days), and a prominent blue button labeled 'Order Now'. Below this is a 'Shopping Cart' section showing it's 'Empty'.

This screenshot shows the same ServiceNow interface after a request has been submitted. The top status bar indicates 'Order Status: REQ0010001'. The main area shows a confirmation message: 'Thank you, your request has been submitted'. Below this, it details the order placement: 'Order Placed: 2025-09-01 23:04:40', 'Request Number: REQ0010001', and 'Estimated Delivery Date: 2025-09-03'. A table summarizes the request: a single item for a laptop with a delivery date of 2025-09-03, a price of 1, and a total of 1. Navigation buttons 'Back to Catalog', 'Continue Shopping', and 'Home' are at the bottom.

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