LAPTOP REQUEST CATALOG ITEM

Team ID:NM2025TMID00665

Team Size:4

Team Leader: Abikumar G

Team Member: Selvaragavan C

Team Member: Varatharaj S

Team Member: Vignesh V

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

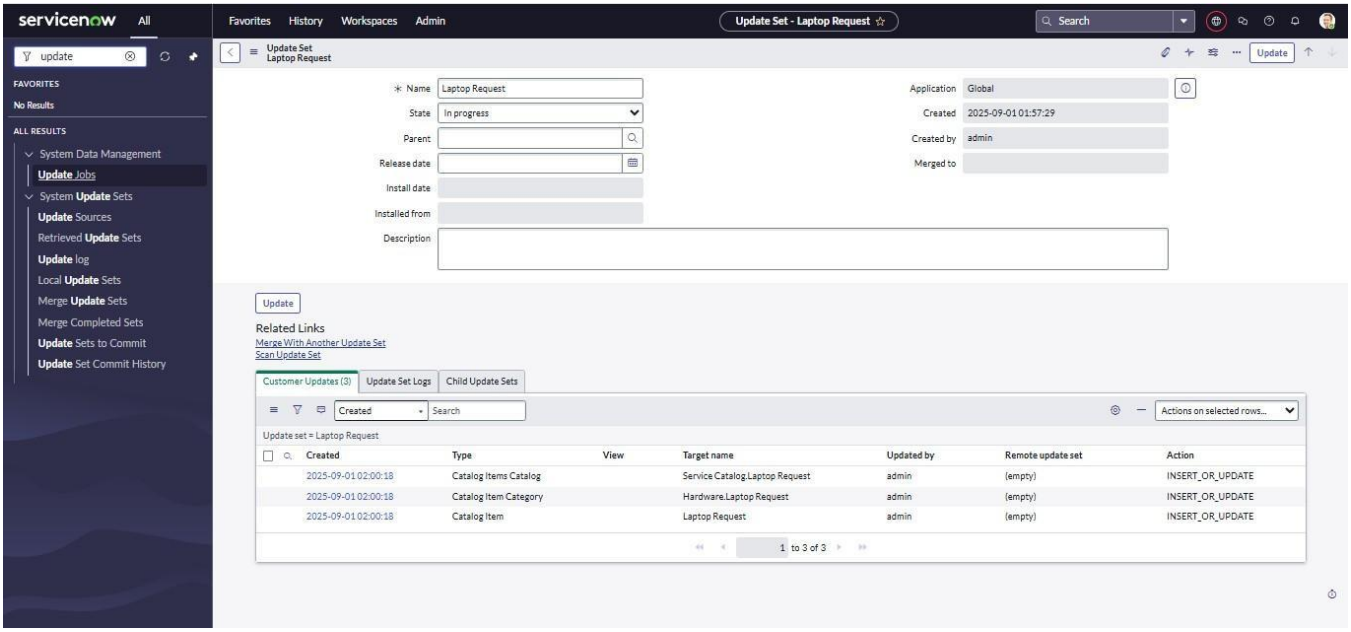
Features

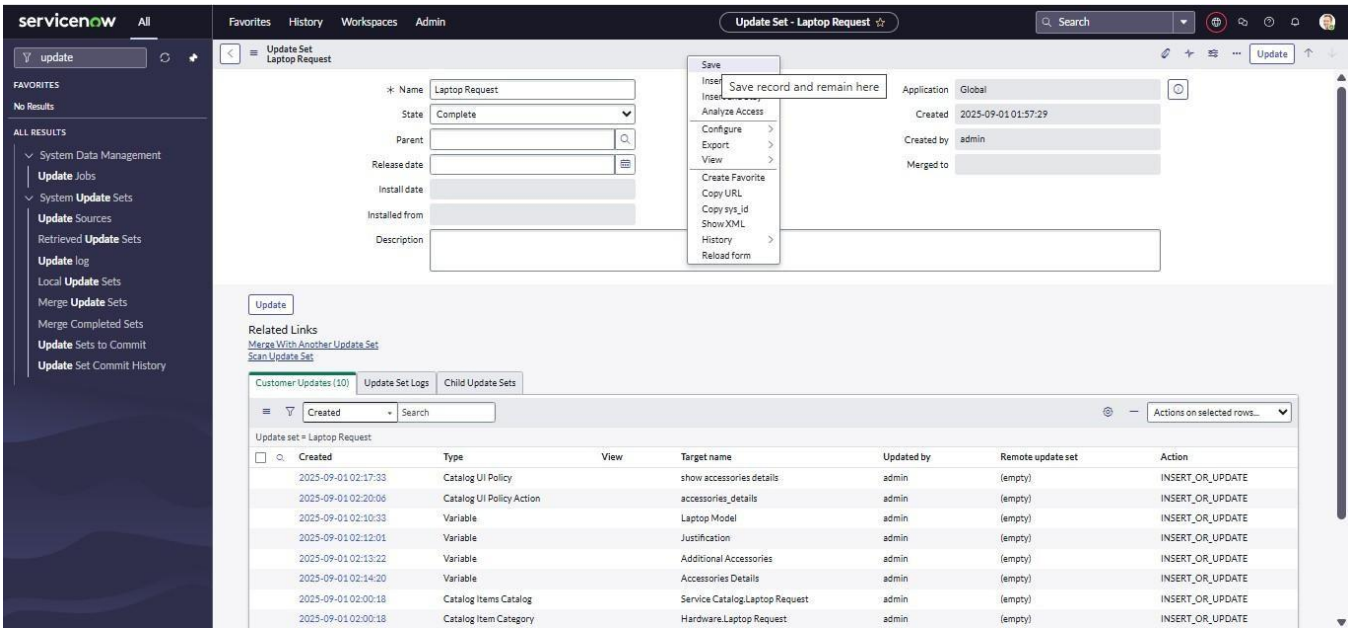
- Service Catalog Item with user-friendly form to request laptops
- Dynamic field behavior using Catalog UI Policies
- Reset form functionality via UI Action
- Exportable update set for migration to other instances
- Tested on a different instance to ensure deployment integrity

Setup Steps

Step 1: Create Local Update Set

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



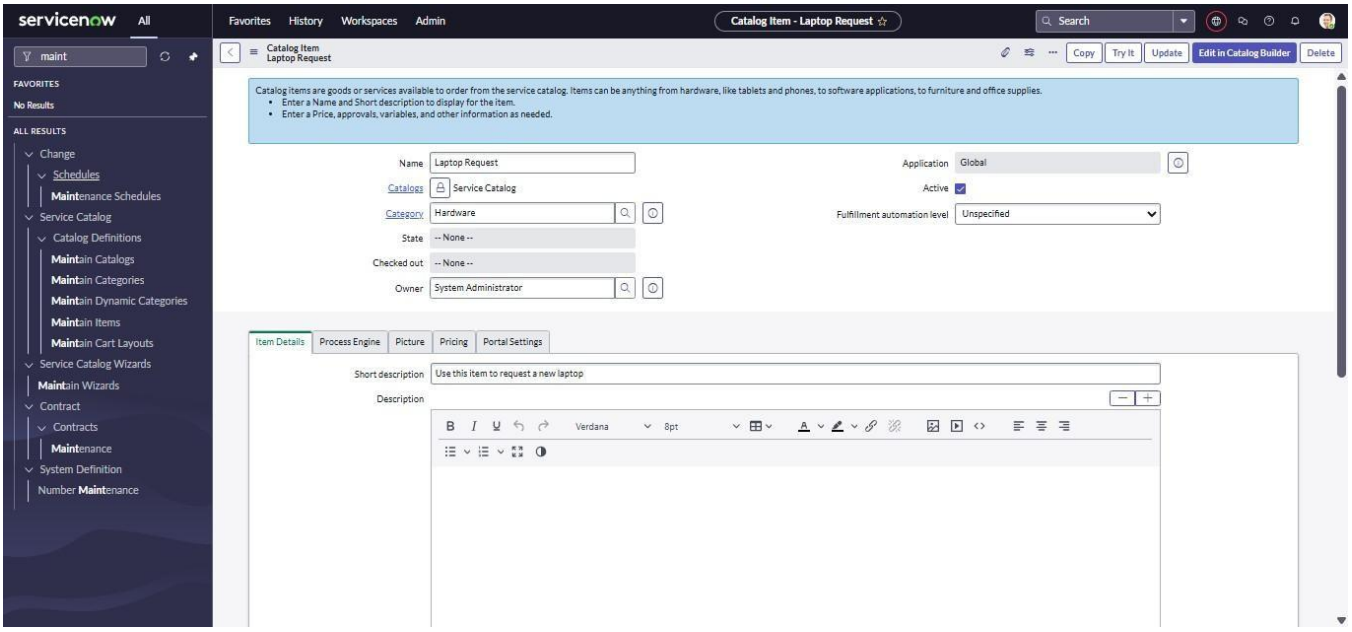


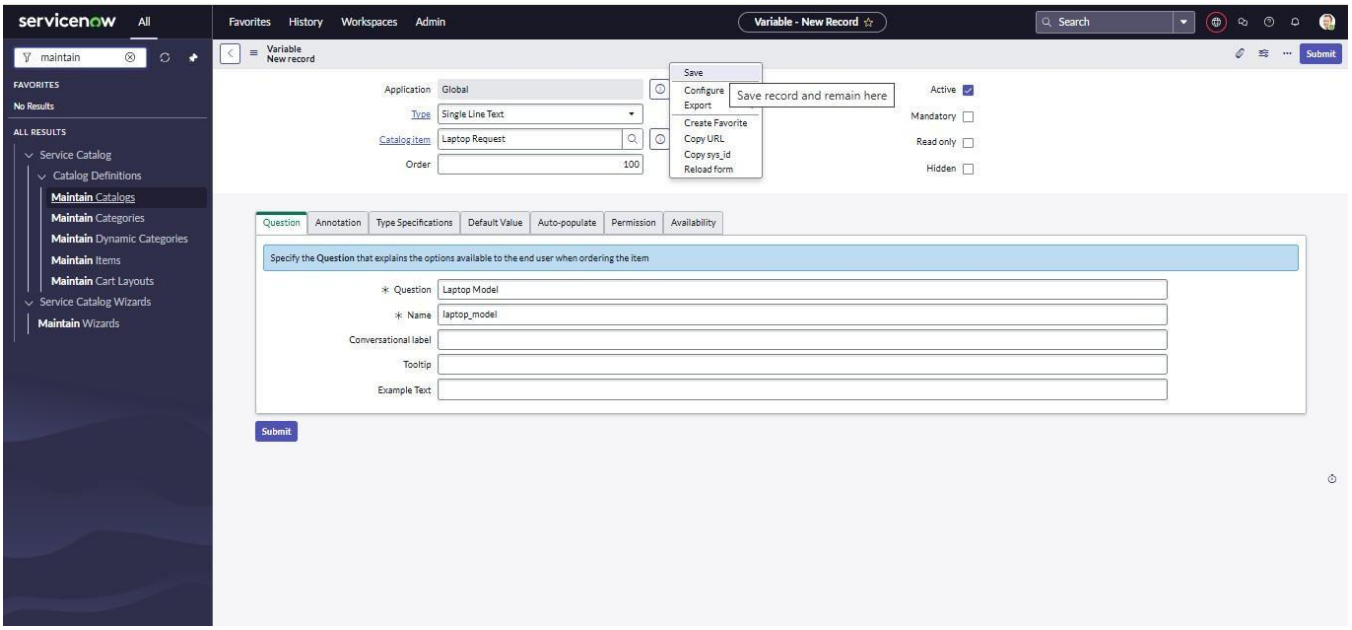
Step 2: Create Service Catalog Item

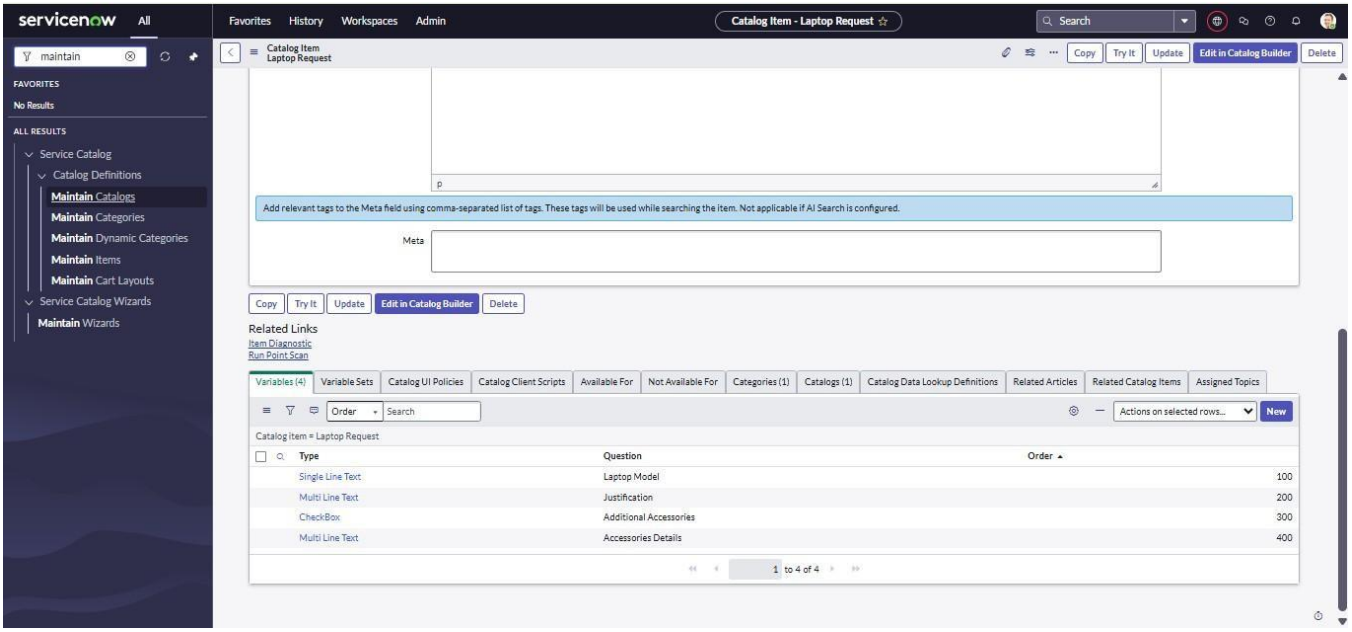
Create a catalog item named Laptop Request and add required variables such as:

- ☐ Laptop Model
- ☐ Justification
- ☐
- ☐

Additional Accessories
Accessories Details

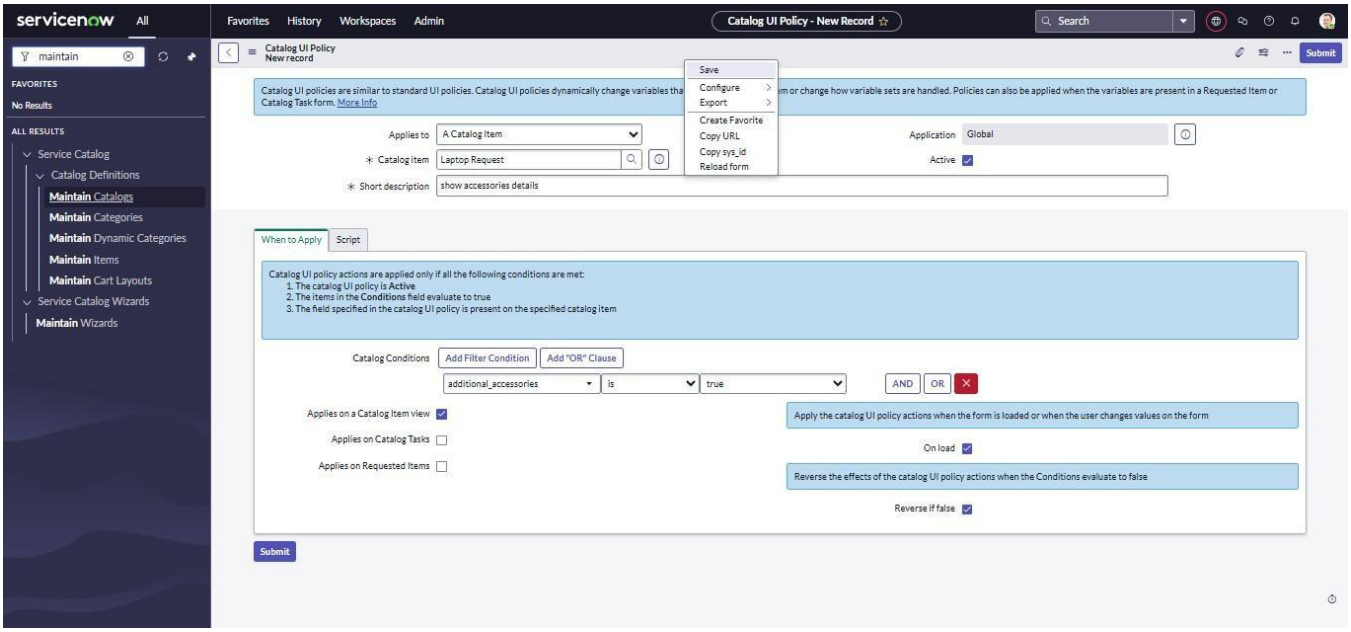


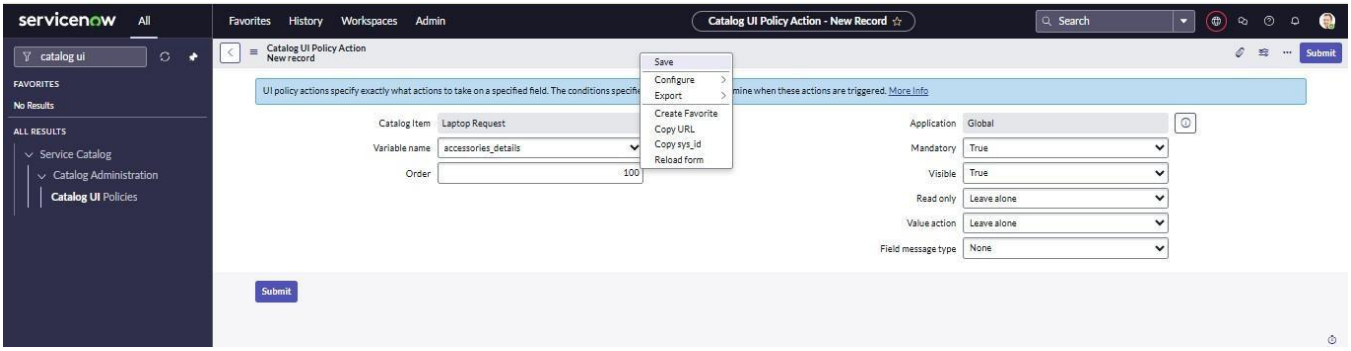



servicenow
All
Favorites
History
Workspaces
Admin
Catalog Item - Laptop Request
Search
maintain
FAVORITES
No Results
ALL RESULTS
Service Catalog
Catalog Definitions
Maintain Catalogs
Maintain Categories
Maintain Dynamic Categories
Maintain Items
Maintain Cart Layouts
Service Catalog Wizards
Maintain Wizards
Catalog Item
Laptop Request
Copy
Try It
Update
Edit in Catalog Builder
Delete
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
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





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

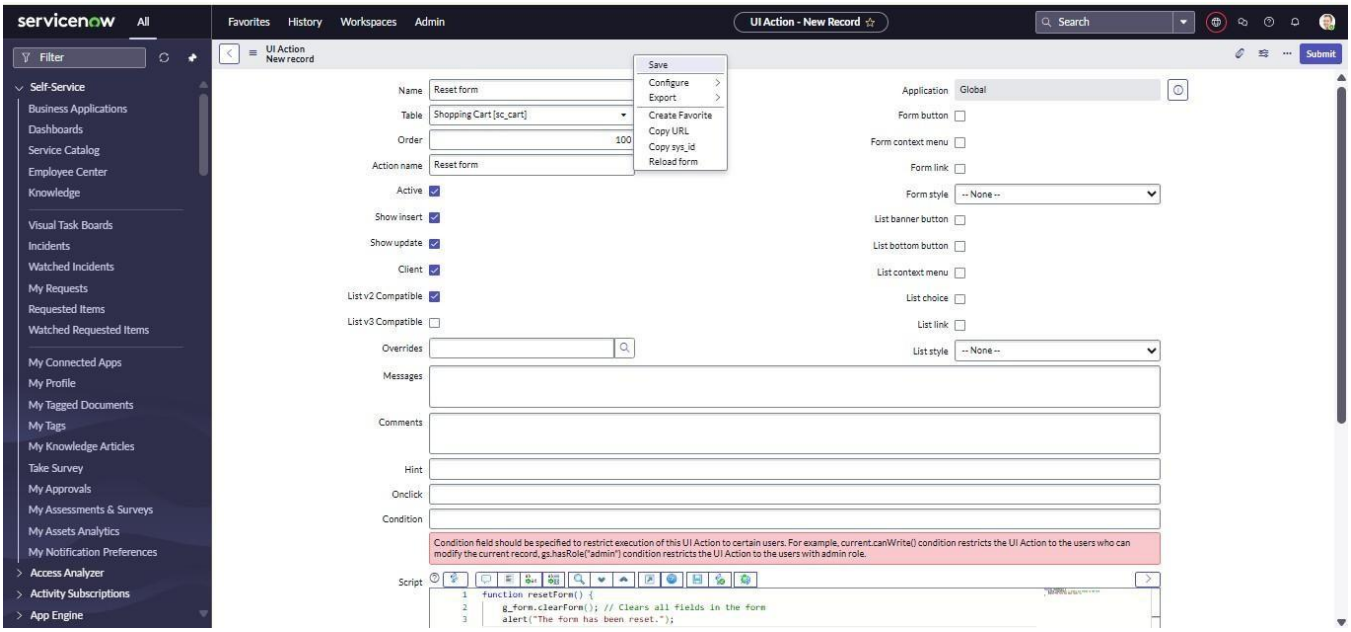
Action name: Reset form

Client : checked

Script:

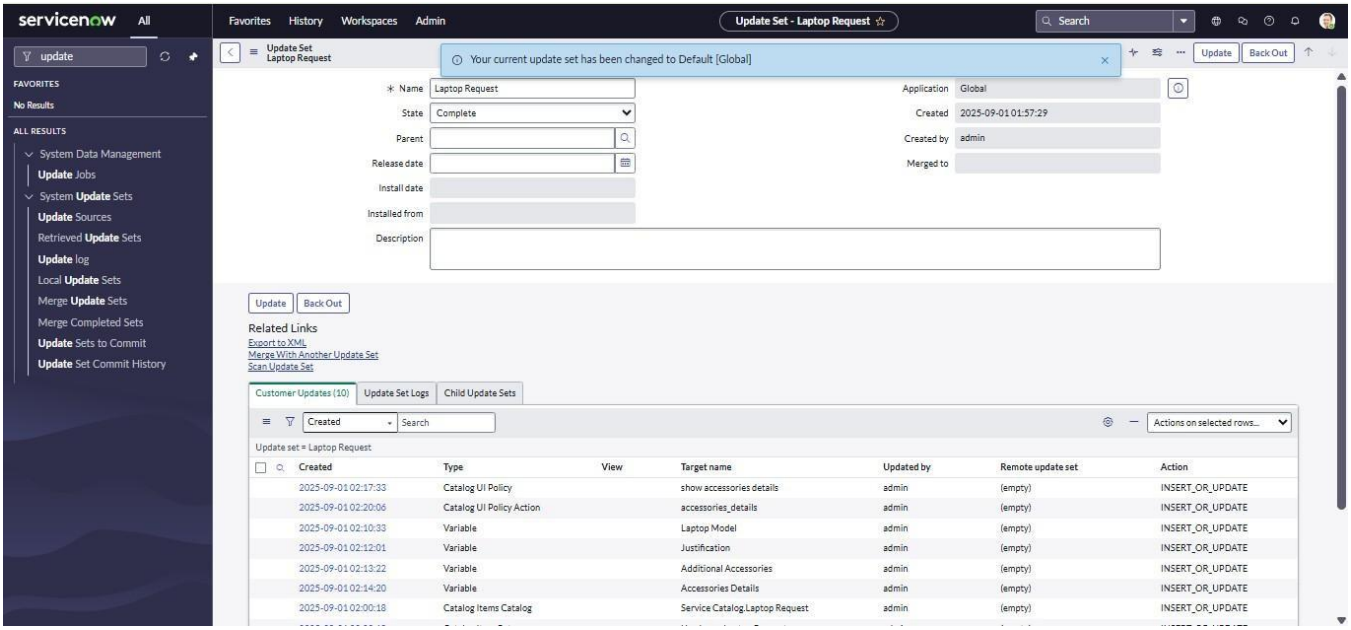
```
function resetForm() {     g_form.clearForm(); //
Clears all fields in the form      alert("The form has
been reset.");
}
```

Click on save



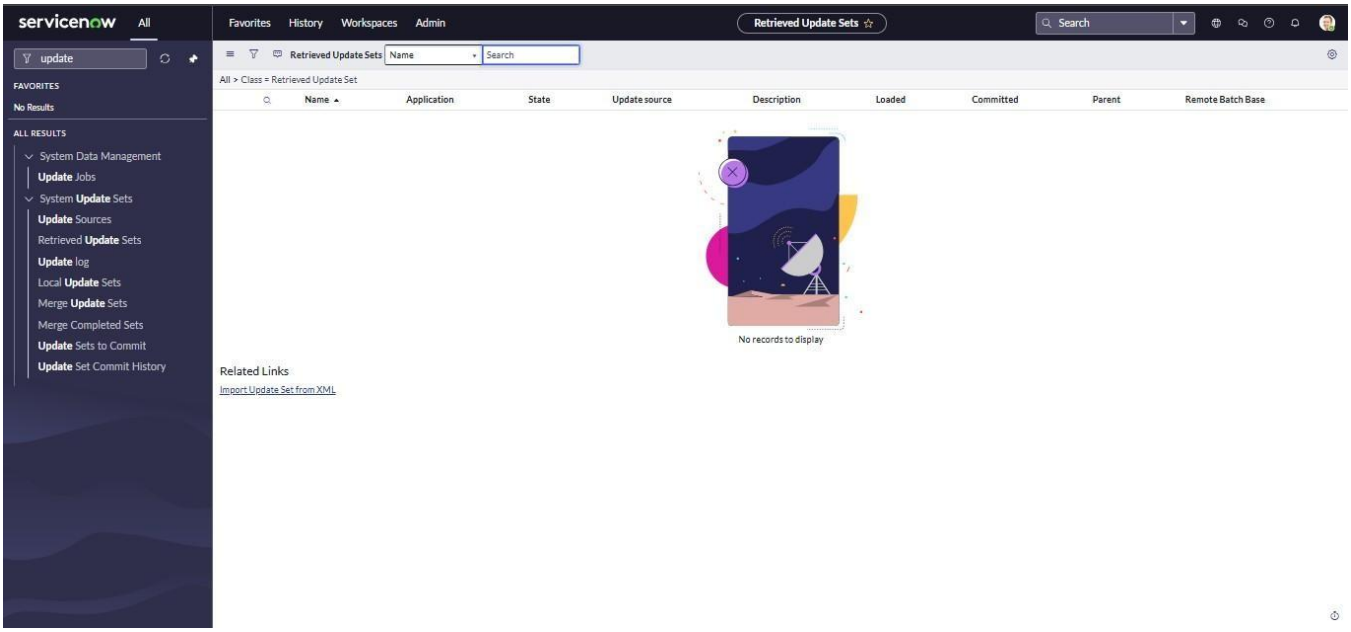
Step 5: Export Changes

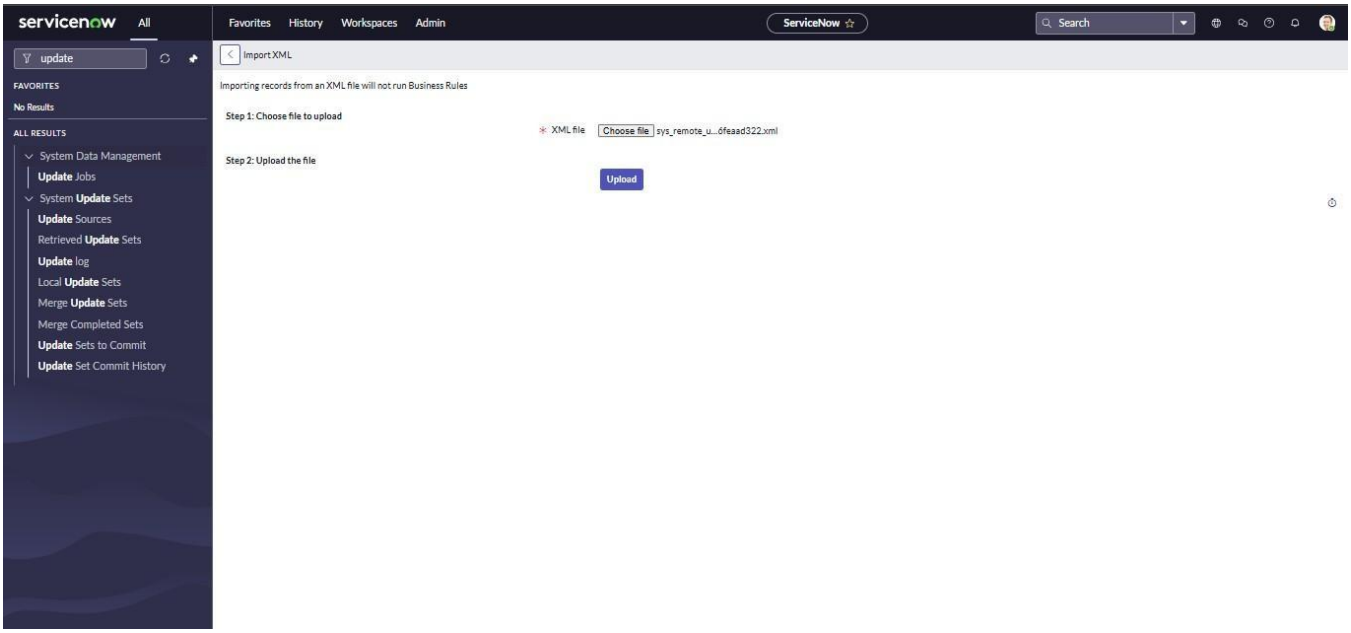
Export the update set to an XML file for reuse in other ServiceNow instances.

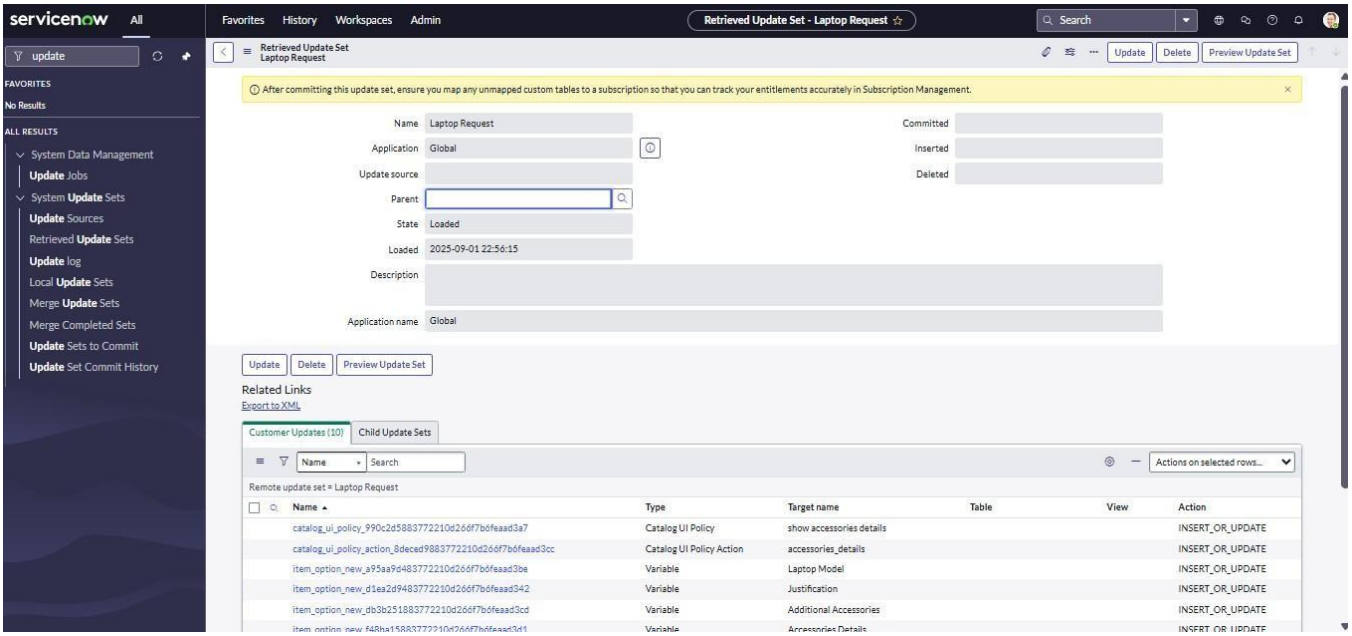


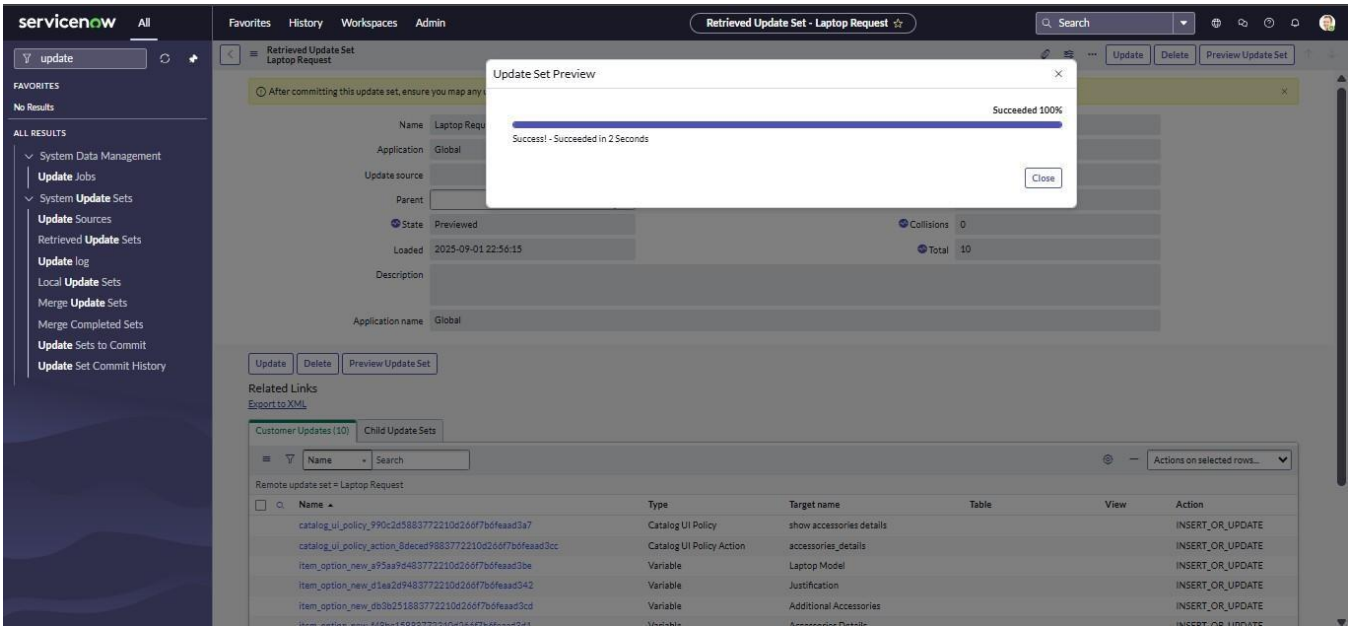
Step 6: Import to Another Instance

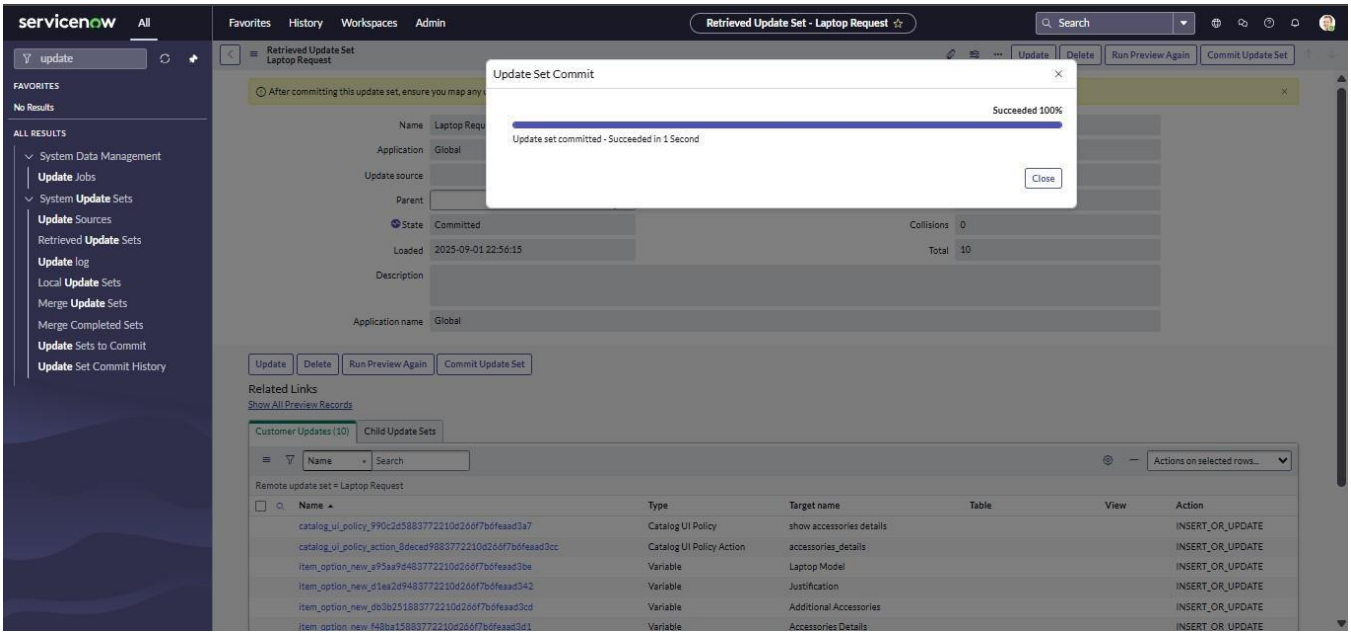
Log in to a different ServiceNow instance and retrieve the update set.


servicenow
All
Favorites
History
Workspaces
Admin
Retrieved Update Sets
Search
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
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


servicenow
All
Favorites
History
Workspaces
Admin
ServiceNow
Search
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
Import XML
Importing records from an XML file will not run Business Rules
Step 1: Choose file to upload
XML file
Choose file
sys_remote_u...6feaad322.xml
Step 2: Upload the file
Upload


servicenow
All
Favorites
History
Workspaces
Admin
Retrieved Update Set - Laptop Request
Search
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
Retrieved Update Set
Laptop Request
Update
Delete
Preview Update Set
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
Application Global
Update source
Parent
State Loaded
Loaded 2025-09-01 22:56:15
Description
Application name Global
Committed
Inserted
Deleted
Related Links
Export to XML
Customer Updates (10)
Child Update Sets
Remote update set = Laptop Request
Actions on selected rows...
Name
Type
Target name
Table
View
Action
catalog_ui_policy_990c2d5883772210d266f7b6feaad3a7 Catalog UI Policy show accessories details INSERT_OR_UPDATE
catalog_ui_policy_action_8deced9883772210d266f7b6feaad3cc Catalog UI Policy Action accessories_details INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b6feaad3be Variable Laptop Model INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6feaad342 Variable Justification INSERT_OR_UPDATE
item_option_new_db3b251883772210d266f7b6feaad3cd Variable Additional Accessories INSERT_OR_UPDATE

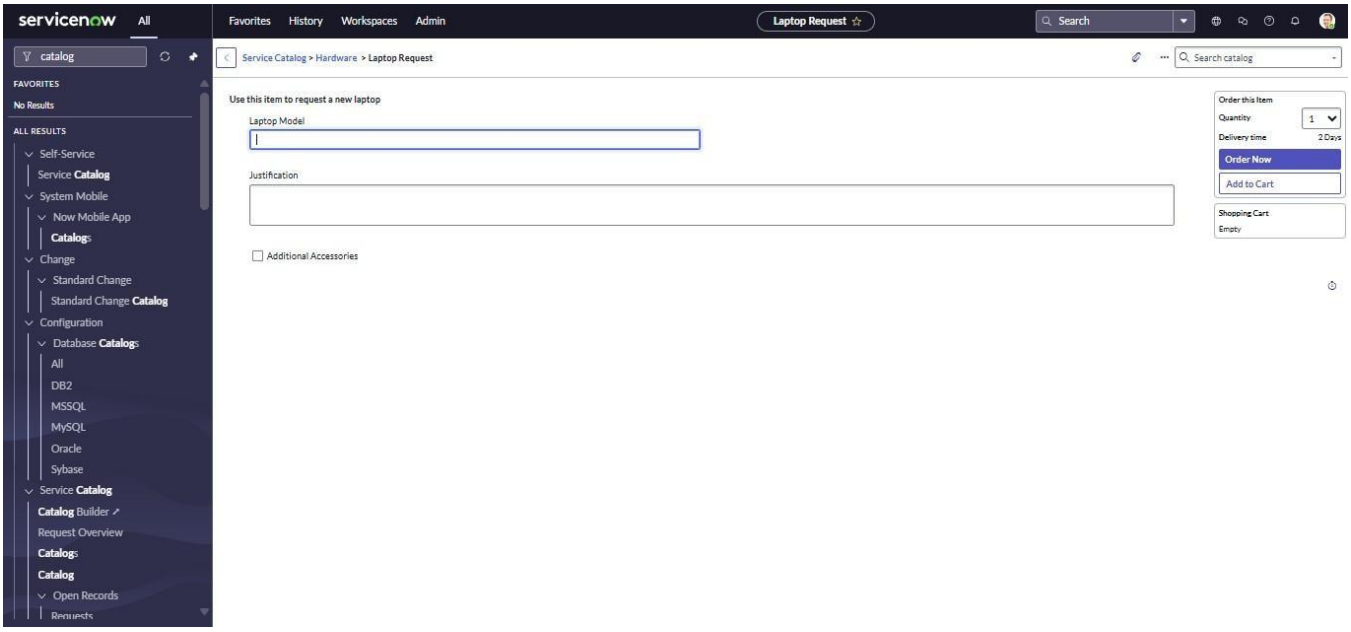

servicenow
All
Favorites
History
Workspaces
Admin
Retrieved Update Set - Laptop Request
Search
Update Set Preview
Succeeded 100%
Success! - Succeeded in 2 Seconds
Close
State Previewed
Loaded 2025-09-01 22:56:15
Collisions 0
Total 10
Application name Global
Related Links
Export to XML
Customer Updates (10)
Child Update Sets
Remote update set = Laptop Request
catalog_ui_policy_990c2d5883772210d266f7b6feaad3a7 Catalog UI Policy show accessories details INSERT_OR_UPDATE
catalog_ui_policy_action_8deced9883772210d266f7b6feaad3cc Catalog UI Policy Action accessories_details INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b6feaad3be Variable Laptop Model INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6feaad342 Variable Justification INSERT_OR_UPDATE
item_option_new_db3b251883772210d266f7b6feaad3cd Variable Additional Accessories INSERT_OR_UPDATE

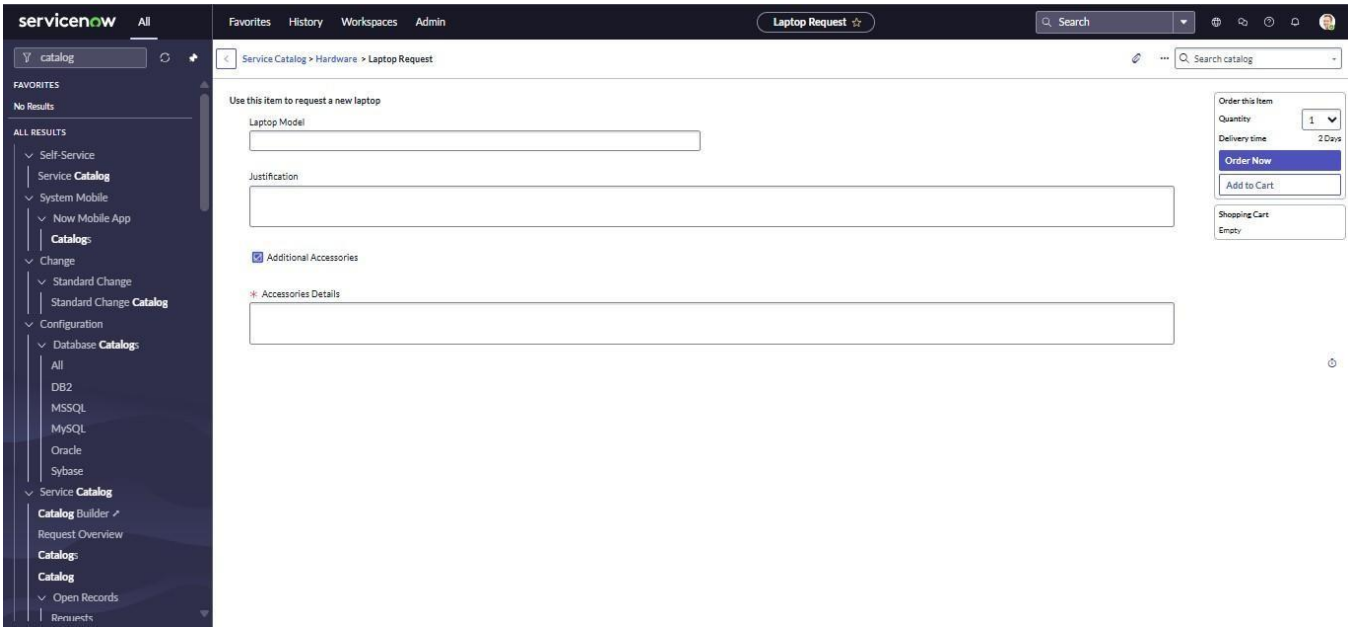


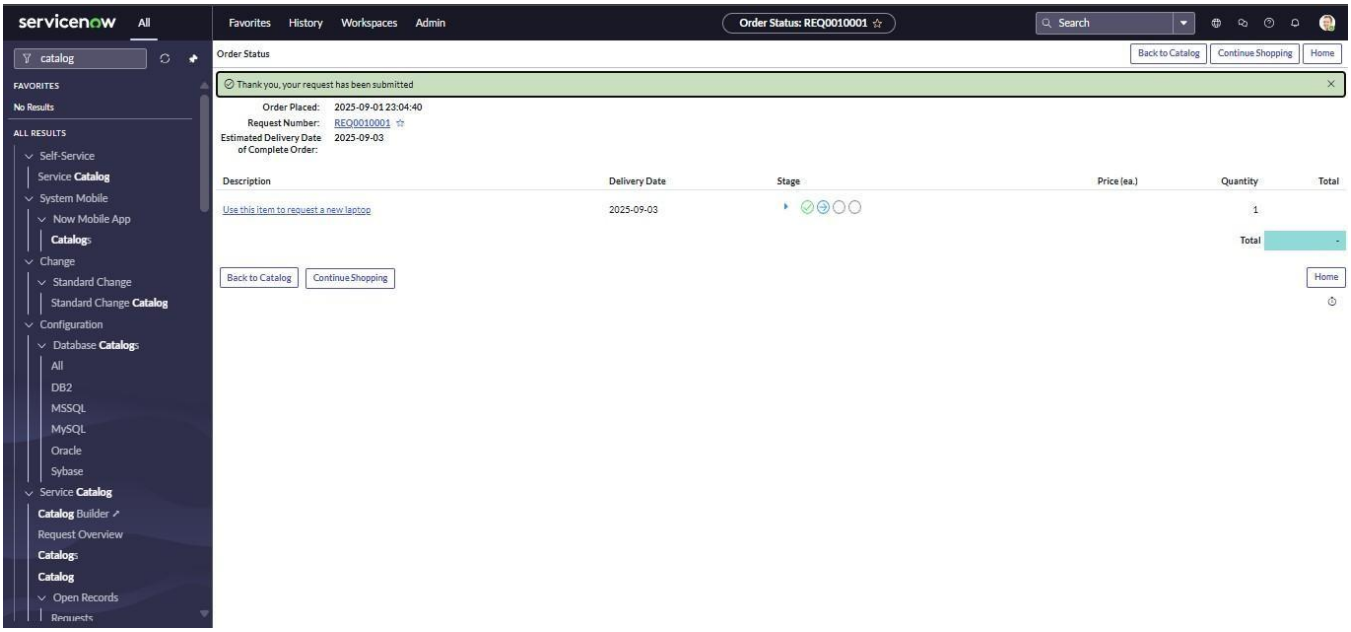
Step 7: Test the Catalog Item

Submit a test request and verify:

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







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