

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
Parent:
Release date:
Install date:
Installed from:
Description:
Application: Global
Created: 2025-09-01 01:57:29
Created by: admin
Merged to:
Update

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

Customer Updates (3) | Update Set Logs | Child Update Sets

Update set = Laptop Request

| 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
Parent:
Release date:
Install date:
Installed from:
Description:
Application: Global
Created: 2025-09-01 01:57:29
Created by: admin
Merged to:
Update

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

Customer Updates (10) | Update Set Logs | Child Update Sets

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 |
| 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 box with instructions: '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), Catalog (Service Catalog), 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 box with instructions: '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). Below these 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

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

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 |

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