



**ANJALAI AMMAL MAHALINGAM ENGINEERING COLLEGE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
**NM-SERVICE NOW ADMINISTRATOR**

**TITLE: LAPTOP REQUEST CATALOG ITEMS**

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## **LAPTOP REQUEST CATALOG ITEMS**

## **Abstract**

The “Laptop Request Catalog Item” project is designed to automate and streamline the process of requesting laptops for employees using the ServiceNow platform. The solution replaces traditional manual request methods, such as emails and spreadsheets, with a centralized and user-friendly Service Catalog item. It enables employees to easily submit laptop requests, automates the approval process, and allows IT and HR teams to efficiently manage and track hardware distribution. By implementing this catalog item, the project aims to enhance operational efficiency, improve visibility of asset requests, and ensure timely fulfillment while reducing administrative overhead.

## **Introduction**

In many organizations, managing laptop requests manually leads to delays, miscommunication, and tracking issues. To address these challenges, the “Laptop Request Catalog Item” project was initiated using ServiceNow, a leading IT Service Management (ITSM) platform known for its automation and workflow capabilities. This project focuses on creating a dedicated Service Catalog item that allows employees to request laptops directly through the ServiceNow portal. The system automatically routes requests for approval, assigns tasks to the IT fulfillment team, and provides real-time updates to users. The key objectives of the project are to simplify the laptop request process, automate approvals, and provide better visibility and accountability in hardware management.

## **Problem Statement**

Before the implementation of this solution, the laptop request process was handled manually through emails or verbal communication, resulting in inefficiencies and lack of transparency. Requests were often delayed, approvals were missed, and there was no centralized record of who requested or received laptops. This manual process also increased the risk of asset mismanagement and made tracking difficult for IT administrators. The absence of automation and a structured workflow led to poor user experience and unnecessary administrative burden. Therefore, the project aims to develop an automated Service Catalog item in ServiceNow that standardizes the laptop request process, ensures proper approvals, and provides clear visibility across all stages of the request lifecycle.

## **Methodology/System Design**

### **1. Design Approach**

The solution is designed using ServiceNow Studio and Service Catalog. The design follows a user-centered approach to ensure simplicity for requesters and efficiency for approvers. The catalog item includes predefined fields for laptop model selection, justification, and urgency. ServiceNow's Flow Designer is used for workflow automation, and approval rules are configured using Approval Policies.

### **2. System Architecture**

The architecture integrates the Catalog Item with ServiceNow's Request Management, Asset Management, and CMDB modules. When a user submits a laptop request, a Request Item (RITM) and Task (SCTASK) are automatically created. The workflow routes the request through the approval chain and fulfillment team. The fulfillment team can update the request status, and upon completion, the laptop details are recorded in the CMDB.

### **3. User Interface (UI) and User Experience (UX)**

The Catalog Item form is designed with clear, concise fields and dropdown menus for laptop models. Conditional visibility is applied so users only see relevant options. The interface uses ServiceNow's standard catalog UI to ensure consistency with other request items. A progress tracker displays each request's status (Submitted → Approved → Fulfilled).

## **Implementation Details**

### **1. Platform Setup**

A new instance of ServiceNow was configured with roles and groups such as *IT Fulfillment Team*, *Approvers*, and *End Users*. Users were assigned roles to control access to the catalog item and request records.

### **2. Development and Customization**

Using ServiceNow Studio, a custom Catalog Item titled "Request a Laptop" was created under the IT Services category. Custom fields (e.g., Laptop Model, Business Justification, Delivery Location) were added. Scripts and UI Policies were implemented to validate input and show/hide fields dynamically. Catalog Client Scripts ensured real-time updates based on user selections.

### 3. Workflow Implementation

A workflow was developed in Flow Designer to handle:

1. **Manager Approval** – Automatically routed to the requester's line manager.
2. **IT Fulfillment** – Task assigned to the IT team for provisioning.
3. **Closure Update** – Status set to “Completed” when the laptop is issued. Notifications were configured for each stage (submission, approval, completion) to keep users informed.



## STEP 1: Create Local Update set

1. Open service now.
2. Click on All >> search for update sets
3. Select local update sets under system update sets
4. Click on new
5. Fill the following details to create a update set as: “Laptop Request”
6. Click on submit and make current
7. By clicking on the button it activates the update set .

The screenshot displays the ServiceNow interface for managing update sets. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar is present, and a 'New' button is visible. The main table lists various update sets, with 'Generate Startup Event' selected. The table columns are: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. Below the table, there are 'Related Links' and a URL bar at the bottom.

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
ACME - NA group	Global	Complete		2025-06-09 17:11:30	system	(empty)	(empty)
App Store Registration 2.0	Global	Complete		2025-10-26 22:03:03	system	(empty)	(empty)
CRUD on DB Image Table	Global	Complete		2025-10-26 22:00:07	system	(empty)	(empty)
Default	Security Center	In progress		2024-11-21 20:55:22	system	(empty)	(empty)
Default	Global	In progress		2024-11-21 19:20:24	system	(empty)	(empty)
Disable Centralized Scheduler (zombie sc...	Global	Complete		2025-10-26 22:05:57	system	(empty)	(empty)
<b>Generate Startup Event</b>	Global	Complete		2025-10-26 22:01:50	system	(empty)	(empty)
ITIL User Profile	Global	Complete		2025-06-09 17:09:48	system	(empty)	(empty)
JWT Library 0.4.3	Global	Complete		2025-10-26 22:04:10	system	(empty)	(empty)
KMF LDAP Property Fix	Global	Complete		2025-10-26 22:06:32	system	(empty)	(empty)
Lab Management	Global	Complete		2025-10-26 22:00:52	system	(empty)	(empty)
Lab Management Helper v1.4	Global	Complete		2025-10-26 21:59:27	system	(empty)	(empty)
LabMan Hotfix Module	Global	Complete		2025-10-26 22:02:31	system	(empty)	(empty)
Laptop Request Project	Global	Complete		2025-10-27 07:14:18	admin	(empty)	(empty)
Machine Learning Repair 3.0 (LabMan)	Global	Complete		2025-10-26 22:07:07	system	(empty)	(empty)
Machine Learning Repair Tool 3.7	Global	Complete		2025-10-26 22:07:39	system	(empty)	(empty)
Microcert Reqs	Global	Complete		2025-06-09 17:10:56	system	(empty)	(empty)
Sim Client Setup Global	Global	Complete		2025-10-26 22:08:59	system	(empty)	(empty)
Sim Client with sim_admin - Final	Global	Complete		2025-10-26 22:08:20	system	(empty)	(empty)
SNPF Virtual Agent	Global	Complete		2025-06-09 17:10:23	system	(empty)	(empty)

Related Links

[Merge Update Sets](#)

https://nowlearning-nlinst03414451-8gwze-0001.lab.service-now.com/sys\_update\_set.do?sys\_id=5cae3cebd703210744026786f3612&sysparm\_record\_target=sys\_update\_set&sysparm\_record\_row=7&sysparm\_record\_rows=23&sysparm\_record\_list=ORDERBYname

The screenshot shows a web browser window with multiple tabs. The active tab is 'Create Laptop Request Project'. The URL bar shows a ServiceNow instance path. The ServiceNow header is visible with the logo and navigation links. The main form area is titled 'Update Set - Create Laptop Request Project 2'. It contains several input fields: 'Name' (with a blue border and the text 'Laptop Request Project'), 'State' (a dropdown menu set to 'In progress'), 'Parent' (a text field with a search icon), 'Release date' (a date picker), and 'Description' (a large text area). To the right of the 'Name' field is an 'Application' dropdown set to 'Global'. At the bottom left of the form are two buttons: 'Submit' and 'Submit and Make Current'. A large, empty light gray rectangular area occupies the bottom half of the form.

## STEP 2: Create Service Catalog Item

1. Open service now.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions
4. Click on New.

**service-now** All Favorites History Workspaces Admin Catalog Items

Search [ ] Actions on selected rows... New

All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published Item is empty

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter -X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-21 04:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-21 04:46:33
3M Privacy Filter - MacBook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-21 00:00:00
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-21 04:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-06 04:46:33
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-11-22 02:00:00
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 18:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-06 04:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-06 04:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-21 04:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2022-05-20 15:30:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 10:02:19
Apple iPhone 4 Cable	For Apple iPhone 4/iS	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-21 04:46:33
Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-21 04:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-21 04:46:33
Apple iPhone 6s	Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-21 04:46:33
Apple iPhone 6s Plus	Apple iPhone 6s Plus	false		Service Catalog	Mobiles	\$799.99	Item	2022-11-21 04:46:33
Apple MacBook Pro 15"	Apple MacBook Pro	true		Service Catalog	Hardware	\$1,099.99	Item	2022-11-21 04:46:33
Apple Thunderbolt to Ethernet Adapter	For Macbook Air/Pro	true		Service Catalog	Peripherals	\$30.89	Item	2022-11-21 04:46:33
Apple USB Ethernet Adapter	Macbook Air Ethernet Adapter	false		Service Catalog	Peripherals	\$28.13	Item	2022-11-21 04:46:33

Activate Deactivate 1 to 20 of 190

5. Fill the following details to create a new catalog item  
Name: Laptop Request  
Catalog: service Catalog  
Category: Hardware  
Short Description: Use this item to request a new laptop
6. Click on 'SAVE'



servicenow All Favorites History Workspaces Admin Catalog Item - Laptop Request

Search

Meta

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.

Copy Try It Update Edit in Catalog Builder Delete

Related Links

[Item Diagnostic](#)  
[Show VA render type](#)  
[Run Point Scan](#)

Variables (4) Variable Sets Catalog UI Policies (1) 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

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 2.1: Add variables

### Step1:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below

#### 1. Variable 1:Laptop Model

Type: Single line text

Name: laptop\_model

Order:100

- Click on submit
- Again click on new and add Remaining variables in the above process

← → nowlearning-nlinst03414451-8gwze-0001.lab.service-now.com/now/nav/ui/classic/params/target/item\_option\_new.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_is\_related\_list%3Dtrue%26sys\_target%3Ditem\_option\_new%26sysparm\_checked\_it...

servicenow All Favorites History Workspaces Admin Variable - New Record Search

Variable New record Submit

Application Global 0

Type Single Line Text

Catalog Item Laptop Request 0

Order 100

Active ☒ 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

\* Name laptop\_model

Tooltip

Example Text

Submit

## 2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

## 3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional\_accessories

Order:300

## 4. Variable 4: Accessories Details

Type: Multi line text

Name:accessories\_details

Order:400

## Step2:

- After adding above variable which are added to newly created catalog item
- Then save the catalog item form

ServiceNow 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](#)  
[Show VA render type](#)  
[Run Point Scan](#)

Variables (4) Variable Sets Catalog UI Policies (1) 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: Create Catalog Ui policies

1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for 'laptop request' which is created before
4. Select 'laptop request' and scroll down click on "Catalog Ui policies"
5. In the catalog ui policies related list tab click on new
6. Give short description as: show accessories details
7. Set the Catalog Condition in the related list tab 'when to apply[field: additional\_accessories, operator: is, value: true]

nowlearning-nlinst03414451-8gwze-0001lab.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item\_list.do%3Fsysparm\_first\_row%3D1%26sysparm\_query%3Dtype%253Dbundle%255esys\_class\_name%253Dsc\_cat\_item\_guide%255etype%253D... ☆ Action required

servicenow All Favorites History Workspaces Admin Catalog Items Search

Catalog Items Name Search Actions on selected rows... New

List controls bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty > Name > != Laptop Request

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Search	Search	Search	Search	Search	Search	Search	!=Package	Search
Laptop Request	Use this item to request a new laptop	true		Service Catalog	Hardware	£0.00	Item	2025-10-29 09:04:46
Lenovo ThinkPad Power Adapter - 135W	For Lenovo Thinkpad, AC Adapter, 135W	true		Service Catalog	Peripherals	\$99.99	Item	2022-11-21 04:46:33
Lenovo Thinkpad Power Adapter - 90W	For Lenovo Thinkpad, T-Series, 90W	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-21 04:46:33
Lenovo USB Ethernet Adapter	For Lenovo X1 Carbon	false		Service Catalog	Peripherals	\$28.79	Item	2022-11-21 04:46:33
Lenovo X1 Carbon Power Adapter	For Lenovo X1 Carbon	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-21 04:46:33
Loaner Laptop	Short term, while computer is repaired/L...	true		Service Catalog	Hardware	\$0.00	Item	2022-11-21 04:46:33
Logitech USB Headset for PC & Mac	PC/Mac Compatible Headset	true		Service Catalog	Peripherals	\$29.99	Item	2022-11-21 04:46:33
Logitech Wireless Mouse	PC / Mac Compatible	true		Service Catalog	Peripherals	\$35.88	Item	2022-11-21 04:46:33
Lotus Notes	IBM Lotus Notes	false		Service Catalog	Software	\$50.00	Item	2022-12-06 04:46:33
MacBook Air Power Adapter	Power Adapter	true		Service Catalog	Peripherals	\$75.84	Item	2022-11-21 04:46:33
MacBook Pro Power Adapter	MagSafe 2, for MacBook Pro	true		Service Catalog	Peripherals	\$75.84	Item	2022-11-21 04:46:33
Manage Knowledge Ownership Group	Catalog item for managing knowledge owne...	true			(empty)	\$0.00	Item	2024-11-21 21:25:05
Microsoft Surface Pro 3	Microsoft Surface Pro 3	false		Service Catalog	Hardware	\$1,399.00	Item	2015-09-17 17:39:36
Microsoft Wired Keyboard	PC / Mac Compatible	true		Service Catalog	Peripherals	\$11.92	Item	2022-11-21 04:46:33
Miro	Create, collaborate, and centralize comm...	true		Service Catalog	Application and Account Access	\$0.00	Item	2022-05-02 06:05:20
Modify a Standard Change Template		true		Service Catalog	Template Management	£0.00	Item	2022-11-21 04:46:33
Multipoint AV adapter	Request for multipoint AV adapter	true		Service Catalog	Cables and Adapters	\$30.00	Item	2022-05-02 05:42:37
New Email Account	New Email Creation	true		Service Catalog	Top Requests	\$0.00	Item	2022-11-21 04:46:33
New LDAP Server	Create a new LDAP server record	true		Service Catalog	(empty)	\$0.00	Item	2024-11-21 20:48:58
New virtual pc request	New windows virtual desktop (WVD)	true		Service Catalog	Application and Account Access	\$0.00	Item	2022-05-02 04:55:45

Activate Deactivate 1 to 20 of 99

The screenshot above shows the Catalog Items list in ServiceNow, which displays all available services and products that users can request through the Service Catalog. Each record in the list represents a catalog item, such as hardware, software, or access requests. Important details such as the Name, Short Description, Category, Price, Type, and Active Status are shown for each item. In this example, the “**Laptop Request**” item is used to allow employees to request a new laptop, while other items like Lenovo Power Adapters, Loaner Laptops, and MacBook Accessories belong to the Hardware or Peripherals categories. The Active column indicates which items are currently available to users, and the Roles field defines access permissions. This list view helps administrators easily manage, activate, or deactivate catalog items, ensuring only relevant and approved services are visible to end users

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The left sidebar contains navigation links: 'maintain it', 'FAVORITES' (No Results), and 'ALL RESULTS' (Service Catalog, Catalog Definitions, Maintain Items). The main header includes 'Catalog UI Policy - Show Accessories Details' and 'Application scope: Global'. The configuration form includes the following fields and options:

- Applies to:** A Catalog Item (dropdown)
- Application:** Global (dropdown)
- \* Catalog item:** Laptop Request (text input)
- \* Short description:** Show Accessories Details (text input)
- Active:** ☒
- When to Apply:** Script (tab selected)
- Catalog Conditions:**
  - Buttons: Add Filter, Choose option, ! "OR" Clause
  - Condition: additional\_accessories is true
  - Logic: AND OR X
- Applies on a Catalog Item view:** ☒
- Applies on Catalog Tasks:** ☐
- Applies on Requested Items:** ☐
- Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form:** ☒ On load
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false:** ☒ Reverse if false

8. Click on save.(do not click on submit)
9. Scroll down and select 'catalog ui action'
10. Then click on new button
11. Select variable name as: accessories\_details

Order:100

Mandatory: True

Visible : True

12. Click on save and again click save button of the catalog ui policy form

**servicenow** All Favorites History Workspaces Admin

**Catalog UI Policy - New Record**

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. [More Info](#)

Applies to:

Application:

\* Catalog item:

Active: ☒

\* Short description:

**When to Apply**

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:

is

Applies on a Catalog Item view: ☒

Applies on Catalog Tasks: ☐

Applies on Requested Items: ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load: ☒

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

Reverse If false: ☒

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The browser tabs at the top include 'Inbox (151) - abinayavenkata...', 'Learning Course - ServiceNow...', 'show accessories details | Catalog UI Policy', 'Learning Dashboard | ServiceNow...', and 'Student'. The address bar shows the URL: `nowlearning-nlinst03411354-2ctds-0001.lab.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D3c7876a19f70321074448345824abca%26sysparm_record_target%3Dcatalog_ui...`

The main heading is 'servicenow'. Below it, there are tabs for 'All', 'Favorites', 'History', and 'Workspaces'. A search bar is present with the text 'Catalog UI Policy - show accessories details'. The page title is 'Catalog UI Policy - show accessories details'.

The configuration section is titled 'Catalog Conditions'. It includes buttons for 'Add Filter Condition' and 'Add "OR" Clause'. The current condition is 'additional\_accessories is true'. There are buttons for 'AND', 'OR', and a red 'X' button to remove the condition. Below the condition, there are checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). There are also buttons for 'Update' and 'Delete'.

Two blue informational boxes are present:
 

- 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' with a 'Load' checkbox checked.
- 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' with a 'Reverse if false' checkbox checked.

Below the configuration section, there are 'Update' and 'Delete' buttons. The 'Related Links' section includes a link for 'Run Point Scan'.

The bottom section is titled 'Catalog UI Policy Actions'. It includes a search bar and a table with columns: 'Name', 'Read only', 'Mandatory', 'Visible', and 'Order'. The table contains one row: 'accessories\_details' with values 'Leave alone', 'True', 'True', and '100'. There are navigation buttons at the bottom: '<< < 1 to 1 of 1 > >>'.

## STEP 4: Create ui action

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

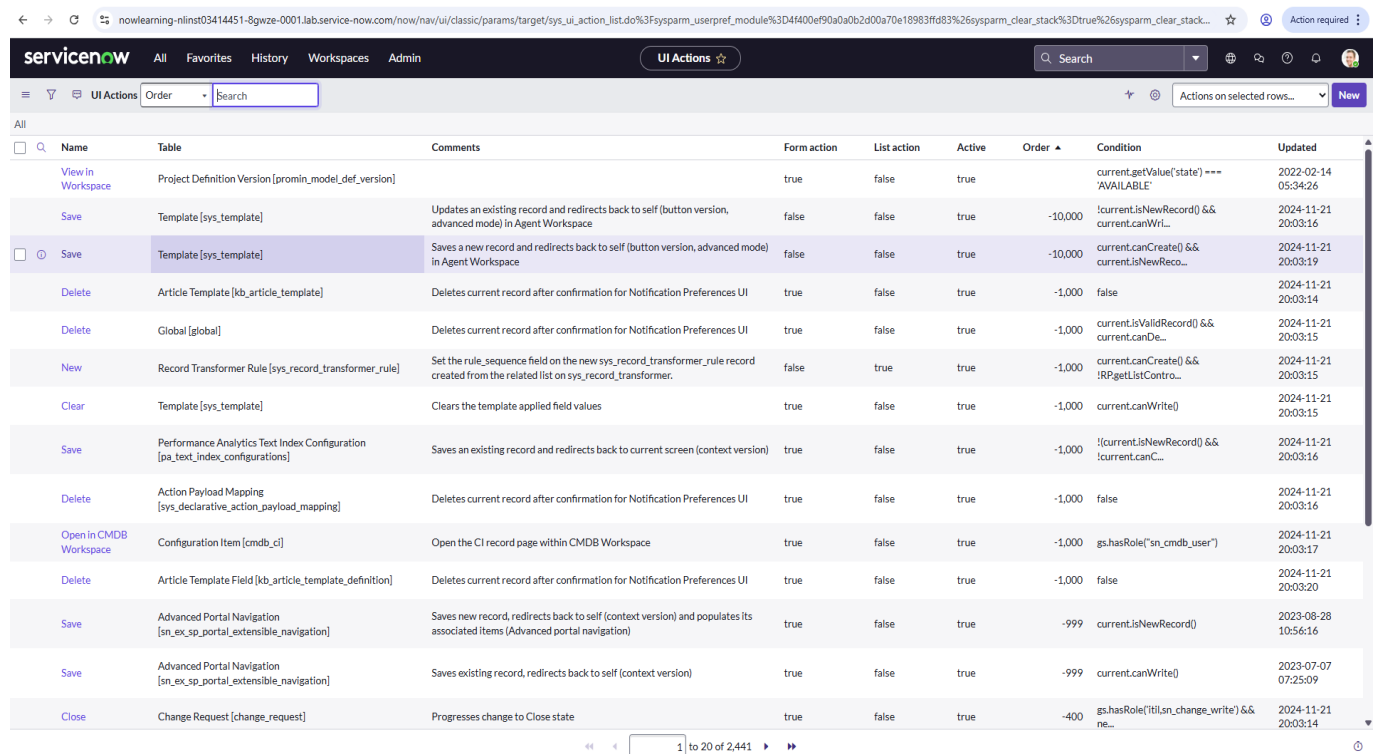
Action name: Reset form

Client : checked

### Script:

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

Click on save



Name	Table	Comments	Form action	List action	Active	Order	Condition	Updated
View in Workspace	Project Definition Version [promin_model_def_version]		true	false	true		current.getValue('state') === 'AVAILABLE'	2022-02-14 05:34:26
Save	Template [sys_template]	Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	!current.isNewRecord() && current.canWrite()	2024-11-21 20:03:16
Save	Template [sys_template]	Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.canCreate() && current.isNewRecord()	2024-11-21 20:03:19
Delete	Article Template [kb_article_template]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2024-11-21 20:03:14
Delete	Global [global]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() && current.canDelete()	2024-11-21 20:03:15
New	Record Transformer Rule [sys_record_transformer_rule]	Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer.	false	true	true	-1,000	current.canCreate() && !RPGetListControl()	2024-11-21 20:03:15
Clear	Template [sys_template]	Clears the template applied field values	true	false	true	-1,000	current.canWrite()	2024-11-21 20:03:15
Save	Performance Analytics Text Index Configuration [pa_text_index_configurations]	Saves an existing record and redirects back to current screen (context version)	true	false	true	-1,000	!(current.isNewRecord()) && !current.canCreate()	2024-11-21 20:03:16
Delete	Action Payload Mapping [sys_declarative_action_payload_mapping]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2024-11-21 20:03:16
Open in CMDB Workspace	Configuration Item [cmdb_ci]	Open the CI record page within CMDB Workspace	true	false	true	-1,000	gs.hasRole('itil:sn_cmdb_user')	2024-11-21 20:03:17
Delete	Article Template Field [kb_article_template_definition]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2024-11-21 20:03:20
Save	Advanced Portal Navigation [sn_ex_sp_portal_extensible_navigation]	Saves new record, redirects back to self (context version) and populates its associated items (Advanced portal navigation)	true	false	true	-999	current.isNewRecord()	2023-08-28 10:56:16
Save	Advanced Portal Navigation [sn_ex_sp_portal_extensible_navigation]	Saves existing record, redirects back to self (context version)	true	false	true	-999	current.canWrite()	2023-07-07 07:25:09
Close	Change Request [change_request]	Progresses change to Close state	true	false	true	-400	gs.hasRole('itil:sn_change_write') && !current.isClosed()	2024-11-21 20:03:14





≡ ⚙ ⌵ **Update Sets**   ⊞ ⓘ ⌵ Actions on selected rows... **New**

All

<input type="checkbox"/> <input type="checkbox"/>	Name ▲	Application	State	Installed from	Created	Created by	Parent	Batch Base
	ACME - NA group	Global	Complete		2025-06-09 17:11:30	system	(empty)	(empty)
	App Store Registration 2.0	Global	Complete		2025-10-26 22:03:03	system	(empty)	(empty)
	CRUD on DB Image Table	Global	Complete		2025-10-26 22:00:07	system	(empty)	(empty)
	Default	Security Center	In progress		2024-11-21 20:55:22	system	(empty)	(empty)
	Default	Global	In progress		2024-11-21 19:20:24	system	(empty)	(empty)
	Disable Centralized Scheduler (zombie sc...	Global	Complete		2025-10-26 22:05:57	system	(empty)	(empty)
	Generate Startup Event	Global	Complete		2025-10-26 22:01:50	system	(empty)	(empty)
	ITIL User Profile	Global	Complete		2025-06-09 17:09:48	system	(empty)	(empty)
	JWT Library 0.4.3	Global	Complete		2025-10-26 22:04:10	system	(empty)	(empty)
	KMF LDAP Property Fix	Global	Complete		2025-10-26 22:06:32	system	(empty)	(empty)
<input type="checkbox"/> <input type="checkbox"/>	Lab Management	Global	Complete		2025-10-26 22:00:52	system	(empty)	(empty)
	Lab Management Helper v1.4	Global	Complete		2025-10-26 21:59:27	system	(empty)	(empty)
	LabMan Hotfix Module	Global	Complete		2025-10-26 22:02:31	system	(empty)	(empty)
	Laptop Request Project	Global	Complete		2025-10-27 07:14:18	admin	(empty)	(empty)
	Machine Learning Repair 3.0 (LabMan)	Global	Complete		2025-10-26 22:07:07	system	(empty)	(empty)
	Machine Learning Repair Tool 3.7	Global	Complete		2025-10-26 22:07:39	system	(empty)	(empty)
	Microcert Reqs	Global	Complete		2025-06-09 17:10:56	system	(empty)	(empty)
	Sim Client Setup Global	Global	Complete		2025-10-26 22:08:59	system	(empty)	(empty)
	Sim Client with sim_admin - Final	Global	Complete		2025-10-26 22:08:20	system	(empty)	(empty)
	SNPF Virtual Agent	Global	Complete		2025-06-09 17:10:23	system	(empty)	(empty)

Related Links

[Merge Update Sets](#)

1 to 20 of 23



⏪ ≡ ⚙ ⌵ **Update Set** **Laptop Request Project** ⊞ ⚙ ⓘ ⌵ Update Back Out ⬆️ ⬆️

\* Name

State

Parent

Release date

Install date

Installed from

Description

Application

Created

Created by

Merged to

**Update** **Back Out**

Related Links

[Export to XML](#)  
[Merge With Another Update Set](#)  
[Scan Update Set](#)  
[Show Update's History](#)

**Customer Updates (10)** **Update Set Logs (12)** **Child Update Sets**

Created

Search

</

## STEP 6: Retrieving the update set

1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML

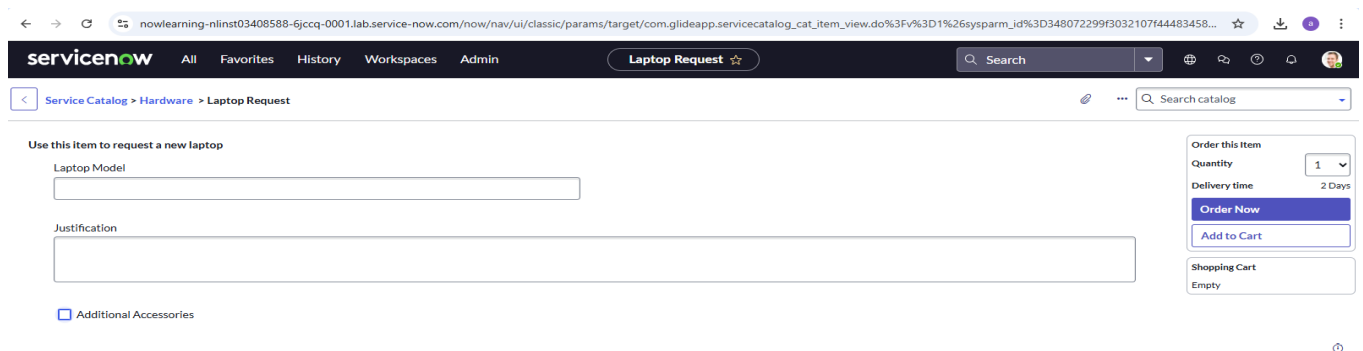
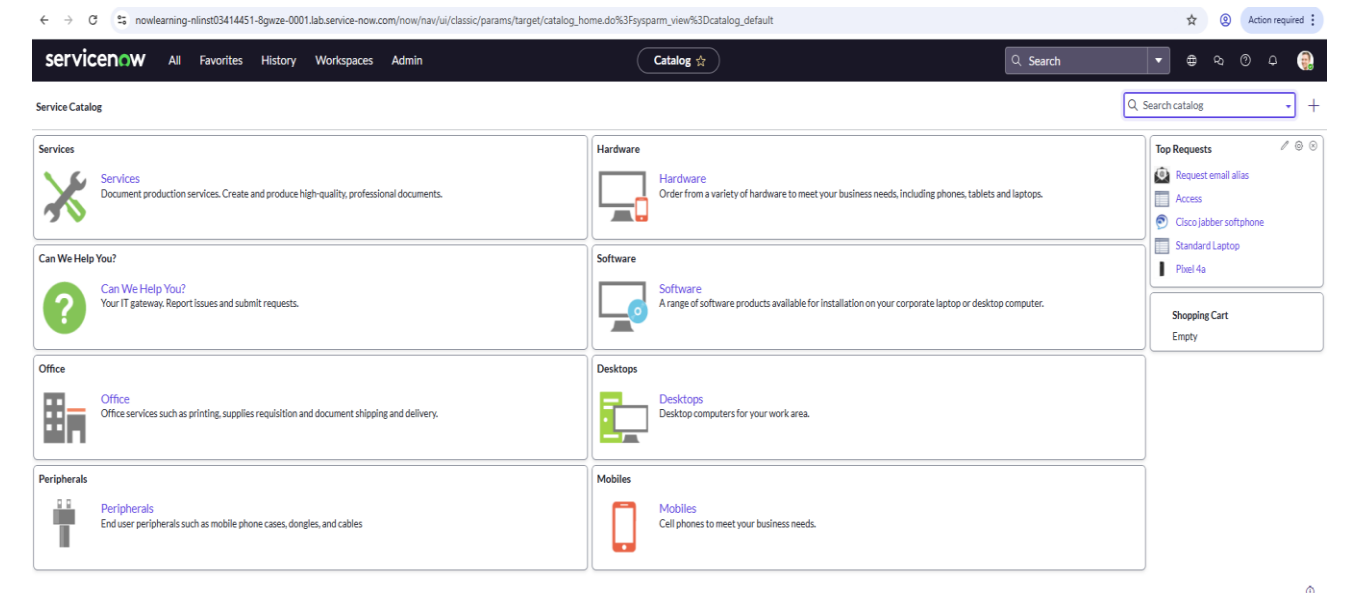
Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
ACME - NA group	Global	Complete		2025-06-09 17:11:30	system	(empty)	(empty)
App Store Registration 2.0	Global	Complete		2025-10-26 22:03:03	system	(empty)	(empty)
CRUD on DB Image Table	Global	Complete		2025-10-26 22:00:07	system	(empty)	(empty)
Default	Security Center	In progress		2024-11-21 20:55:22	system	(empty)	(empty)
Default	Global	In progress		2024-11-21 19:20:24	system	(empty)	(empty)
Disable Centralized Scheduler (zombie sc...	Global	Complete		2025-10-26 22:05:57	system	(empty)	(empty)
Generate Startup Event	Global	Complete		2025-10-26 22:01:50	system	(empty)	(empty)
ITIL User Profile	Global	Complete		2025-06-09 17:09:48	system	(empty)	(empty)
JWT Library 0.4.3	Global	Complete		2025-10-26 22:04:10	system	(empty)	(empty)
KMF LDAP Property Fix	Global	Complete		2025-10-26 22:06:32	system	(empty)	(empty)
Lab Management	Global	Complete		2025-10-26 22:00:52	system	(empty)	(empty)
Lab Management Helper v1.4	Global	Complete		2025-10-26 21:59:27	system	(empty)	(empty)
LabMan Hotfix Module	Global	Complete		2025-10-26 22:02:31	system	(empty)	(empty)
Laptop Request Project	Global	Complete		2025-10-27 07:14:18	admin	(empty)	(empty)
Machine Learning Repair 3.0 (LabMan)	Global	Complete		2025-10-26 22:07:07	system	(empty)	(empty)
Machine Learning Repair Tool 3.7	Global	Complete		2025-10-26 22:07:39	system	(empty)	(empty)
Microcert Reqs	Global	Complete		2025-06-09 17:10:56	system	(empty)	(empty)
Sim Client Setup Global	Global	Complete		2025-10-26 22:08:59	system	(empty)	(empty)
Sim Client with sim_admin - Final	Global	Complete		2025-10-26 22:08:20	system	(empty)	(empty)
SNPF Virtual Agent	Global	Complete		2025-06-09 17:10:23	system	(empty)	(empty)

Name	Application	Update source	Parent	State	Loaded	Description	Application name
Laptop Request Project	Global			Committed	2025-10-25 05:35:32		Global

Name	Type	Target name	Table	View	Action
catalog_ui_policy_3c7876a19f7032107f4448345824abca	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE

## STEP 7: Test Catalog Item

1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it
5. It shows three variables only



1. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
2. Now see the results,it fulfills our requirements.

← → ↺

nowlearning-nlinst03408588-6jccq-0001.lab.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog\_cat\_item\_view.do%3Fv%3D1%26sysparm\_id%3D348072299f3032107f44483458...

☆ ⬇ 8 ⋮

servicenow

All Favorites History Workspaces Admin

Laptop Request ☆

🔍 Search

🌐 🔄 ⓘ 🔔 👤

< Service Catalog > Hardware > Laptop Request

🔍 Search catalog

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

⚙

## **Conclusion and Future Scope**

The “Laptop Request Catalog Item” project successfully transformed a previously manual and inefficient laptop request process into a fully automated and transparent system using ServiceNow. By introducing a standardized Service Catalog item, the project enhanced user experience, reduced processing time, and ensured proper tracking and accountability for each laptop request. The automated workflow streamlined approvals, fulfillment, and notifications, resulting in improved coordination between employees, managers, and the IT department. Overall, the implementation not only optimized resource management but also contributed to better governance of IT assets. In the future, the system can be further enhanced through integrations with inventory management and procurement modules to enable automatic stock updates and purchase orders, making the process even more efficient and intelligent.