

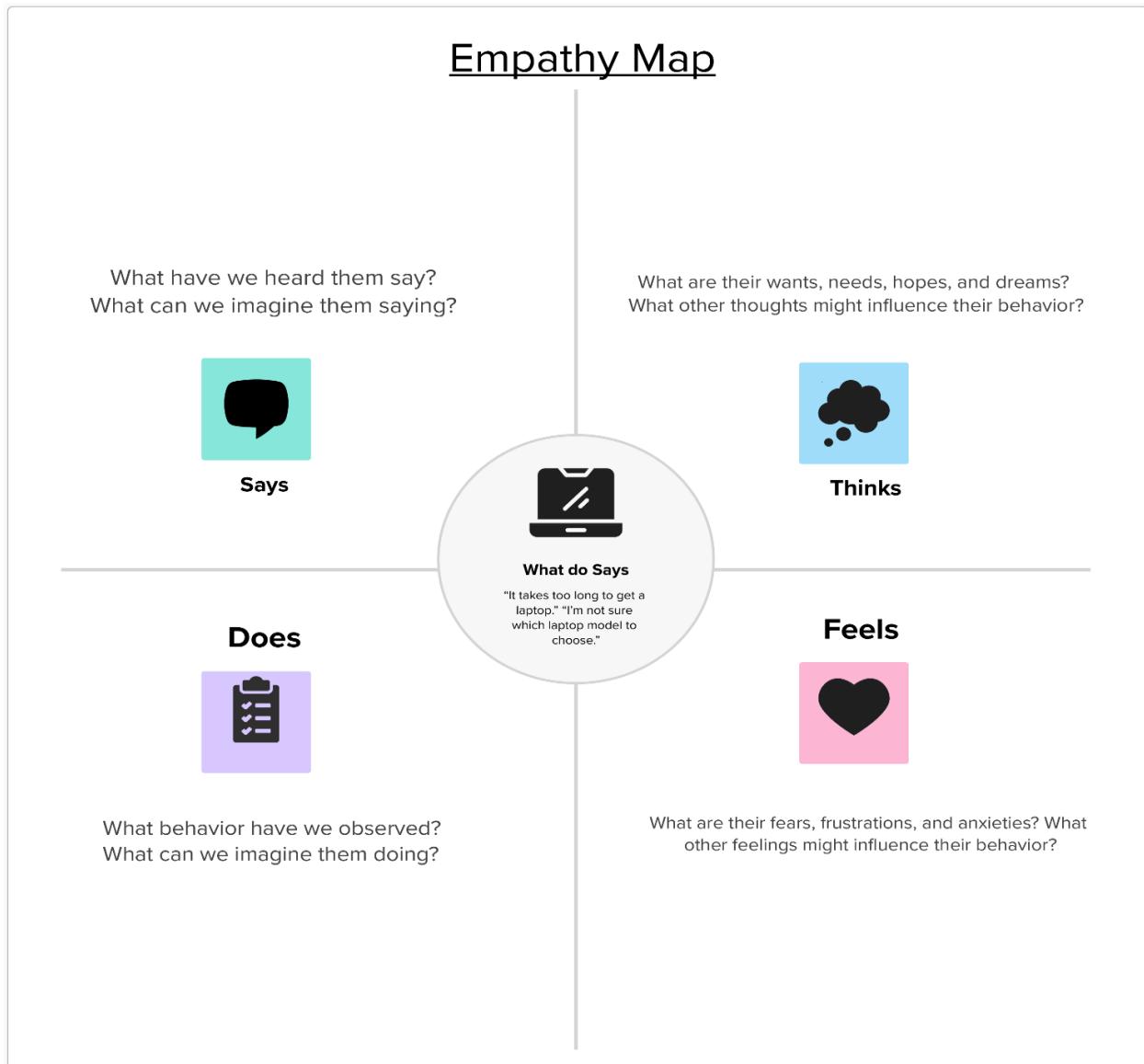
Ideation Phase

Empathize & Discover

Date	31 October 2025
Team ID	NM2025TMID08347
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

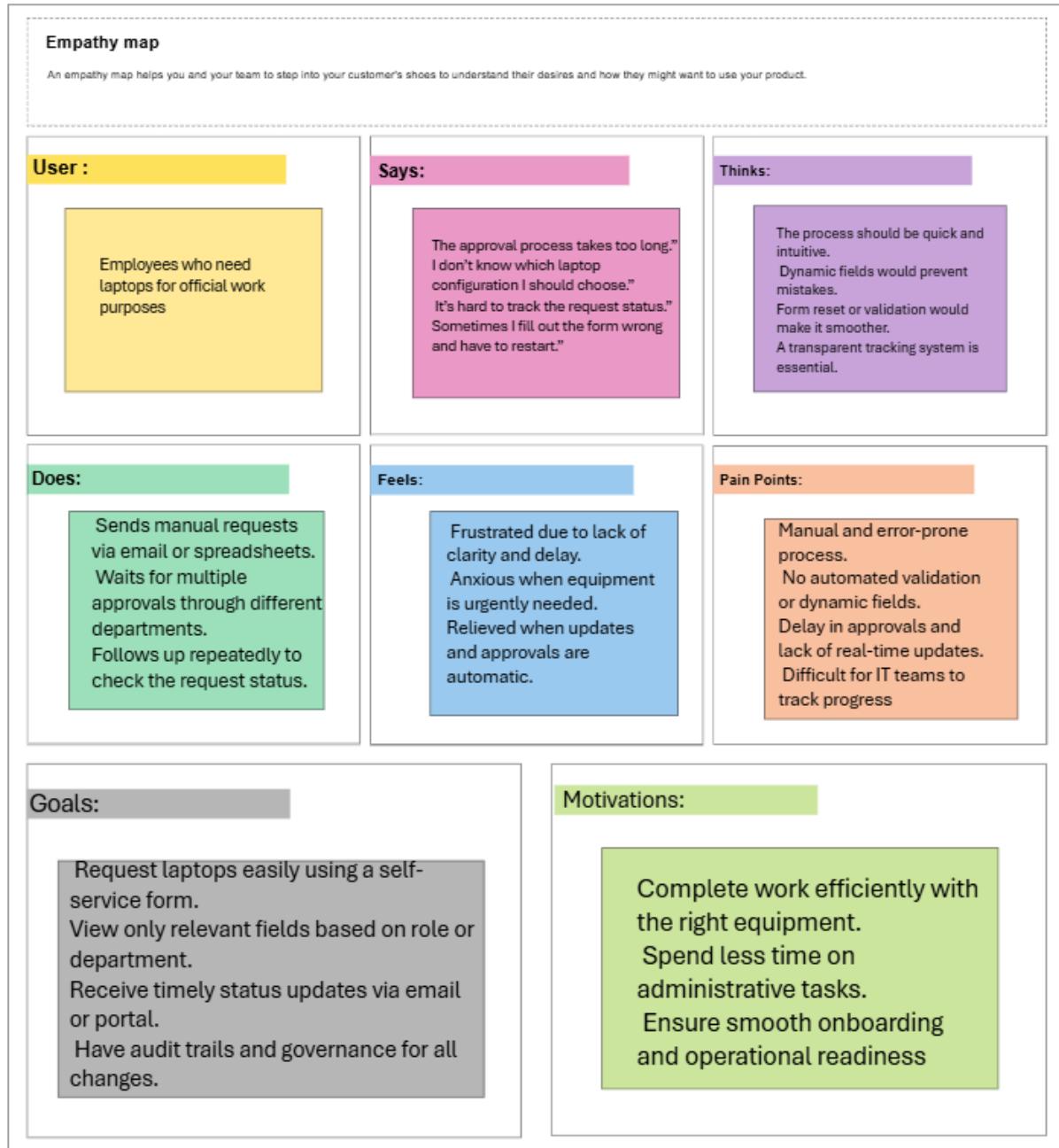
Empathy Map Canvas:

An empathy map for the Laptop Request Catalog Item focuses on the employee experience when requesting laptops an empathy map helps visualize what users say, think, do, and feel. It provides a deeper understanding of the user's needs and frustrations to guide solution design. Below is the empathy map for the Service Catalog laptop request scenario.



Reference: <https://www.mural.co/templates/empathy-map-canvas>

Laptop Service Catalog Item



Ideation Phase

Brainstorm & Idea Prioritization Template

Date	31 October 2025
Team ID	NM2025TMID08347
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization Template:

This guided project demonstrates how to create a **Service Catalog Item** in ServiceNow that allows employees to request laptops efficiently and accurately. The goal of this project is to streamline the laptop request process, reduce manual paperwork, and ensure all necessary approvals and configurations are handled automatically.

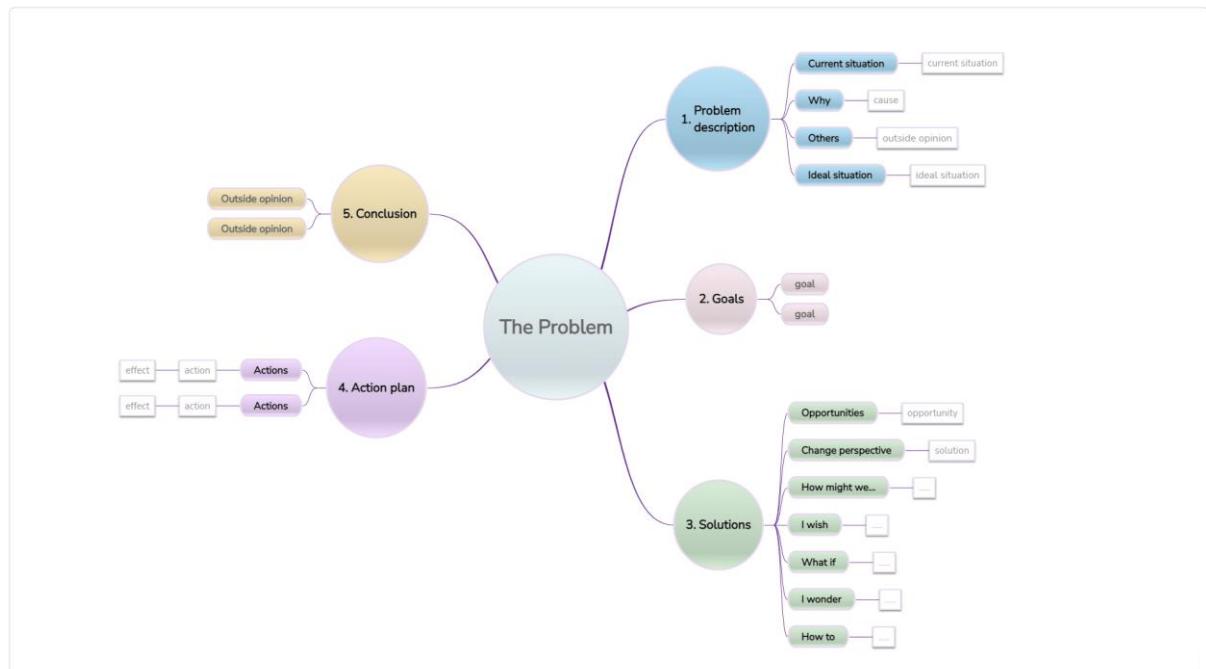
The project begins with the creation of a **Service Catalog Item** named “**Laptop Request**” under the IT Services category. The form includes key fields such as **Laptop Type, Purpose, Department, Justification, Expected Date, and Manager Approval**.

Dynamic form behavior is implemented using **Catalog Client Scripts and UI Policies** to display or hide fields based on user selection. For example, if a user selects “High-Performance Laptop,” additional justification fields appear automatically.

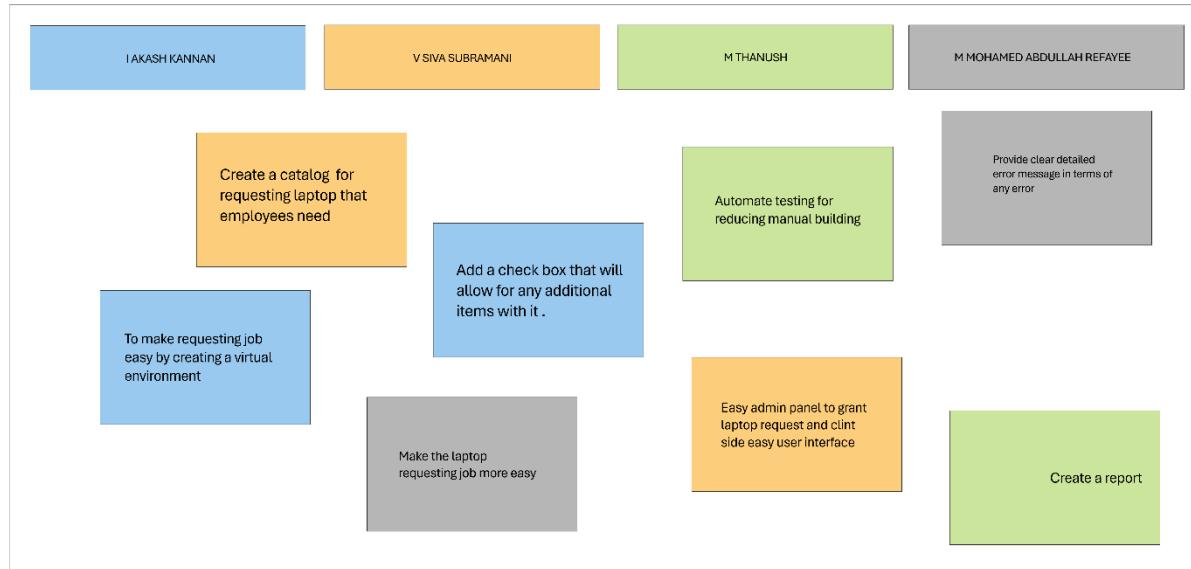
A **workflow** is designed to handle approvals — when a user submits a request, it is routed to their manager for approval and then to the IT fulfillment team for processing. Once approved, a task is generated for IT staff to assign and deliver the requested laptop.

This ensures requests are processed quickly, reduces errors, and provides a centralized tracking mechanism through ServiceNow. The result is a smoother, more transparent, and automated laptop issuance process.

Step-1: Team Gathering, Collaboration and Select the Problem Statement



Step-2: Brainstorm, Idea Listing and Grouping



Step-3: Idea Prioritization

Idea prioritization was done to focus on the most impactful and feasible features first. The team prioritized **automation and user-friendliness** since these had the greatest benefit for both employees and IT staff.

- **Priority 1:** Automate approval workflow
- **Priority 2:** Dynamic field visibility
- **Priority 3:** Asset assignment and tracking integration

This prioritization helps simplify implementation and ensures the system addresses critical needs like efficiency and transparency.

By breaking down tasks into clear components — form creation, approval logic, and task automation — the project achieved clarity and structure. The visual workflow and well-defined form elements improved communication between development and testing teams.

Overall, **the idea prioritization process ensured the successful execution of the ServiceNow Laptop Request Catalog Item**, making it a scalable and maintainable solution for IT service automation.

Ideation Phase

Define the Problem Statements

Date	31 October 2025
Team ID	NM2025TMID08347
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Problem Statement Template

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

I'm	I'm Trying to	But
An employee who needs a laptop to perform work tasks efficiently and securely.	Request a laptop that meets my technical and workflow needs.	The request process feels slow, unclear, or overly restrictive.

Because	Which Makes me Feel
The catalog options are limited, approvals take time, and requirements aren't well-communicated.	Frustrated, undervalued, and anxious about delays impacting productivity.

PROBLEM STATEMENTS:

PROBLEM STATEMENT					
	I'm	I'm Trying to	But	Because	Which Makes me Feel
PS-1	an employee starting a new role	request a laptop before my joining date	the process is slow and unclear	there's no visibility into approval timelines or inventory availability	anxious and unprepared
	a developer working on high-performance tasks	upgrade to a laptop with more RAM and storage	my request keeps getting rejected	the catalog doesn't offer models that meet my technical requirements	frustrated and blocked in my work

Project Design Phase-II

Technology Stack (Architecture & Stack)

Date	31 October 2025
Team ID	NM2025TMID08347
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	4 Marks

Technical Architecture:

The Deliverable shall include the architectural diagram as below and the information as per the table1 & table 2

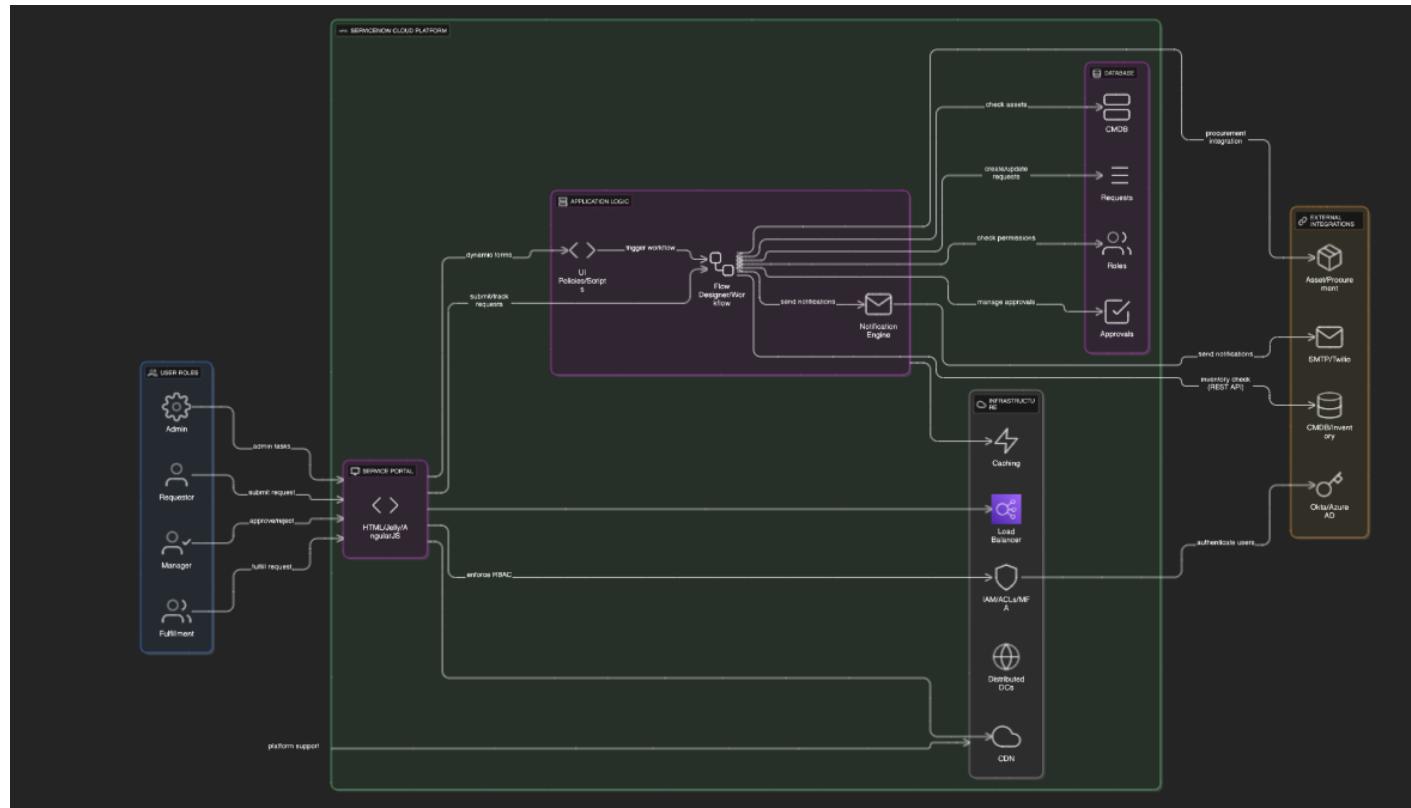


Table-1 : Components & Technologies:

S.No	Component	Description	Technology
1.	User Interface	Web-based ServiceNow Service Catalog portal to submit requests	ServiceNow UI Framework (HTML, Jelly, AngularJS inside ServiceNow)
2.	Application Logic-1	Dynamic form behavior using UI Policies and Client Scripts	ServiceNow Server-side scripts (JavaScript, Glide API)
3.	Application Logic-2	Workflow automation and approval processing	ServiceNow Flow Designer / Workflow Engine
4.	Application Logic-3	Email notification and alert logic	ServiceNow Notification Engine
5.	Database	Stores laptop request, approval, and user data	ServiceNow CMDB, Task and Request tables (MySQL-based backend)
6.	External API-1	Integration to fetch laptop availability from CMDB	ServiceNow REST API or OOTB CMDB APIs
7.	Infrastructure (Server / Cloud)	ServiceNow Platform hosted on Cloud	ServiceNow Cloud SaaS Platform

Table-2: Application Characteristics:

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	ServiceNow platform leverages open-source components like AngularJS for UI, and JavaScript for client/server scripting.	AngularJS, JavaScript
2.	Security Implementations	Role-based access control, multi-factor authentication, encryption of data at rest and in transit, OWASP best practices.	ServiceNow IAM, HTTPS, TLS, ACLs, OAuth2
3.	Scalable Architecture	ServiceNow's multi-tenant cloud architecture supports scalability with modular components and APIs following microservices principles.	ServiceNow Cloud Platform, REST APIs
4.	Availability	High availability with geographically distributed data centers, automated failover, scheduled maintenance windows.	ServiceNow Cloud Infrastructure, Load Balancers
5.	Performance	Optimized workflows, caching mechanisms within ServiceNow, and CDN services for static assets to ensure low latency and high throughput.	ServiceNow Caching Layer, CDN (Akamaized or similar)

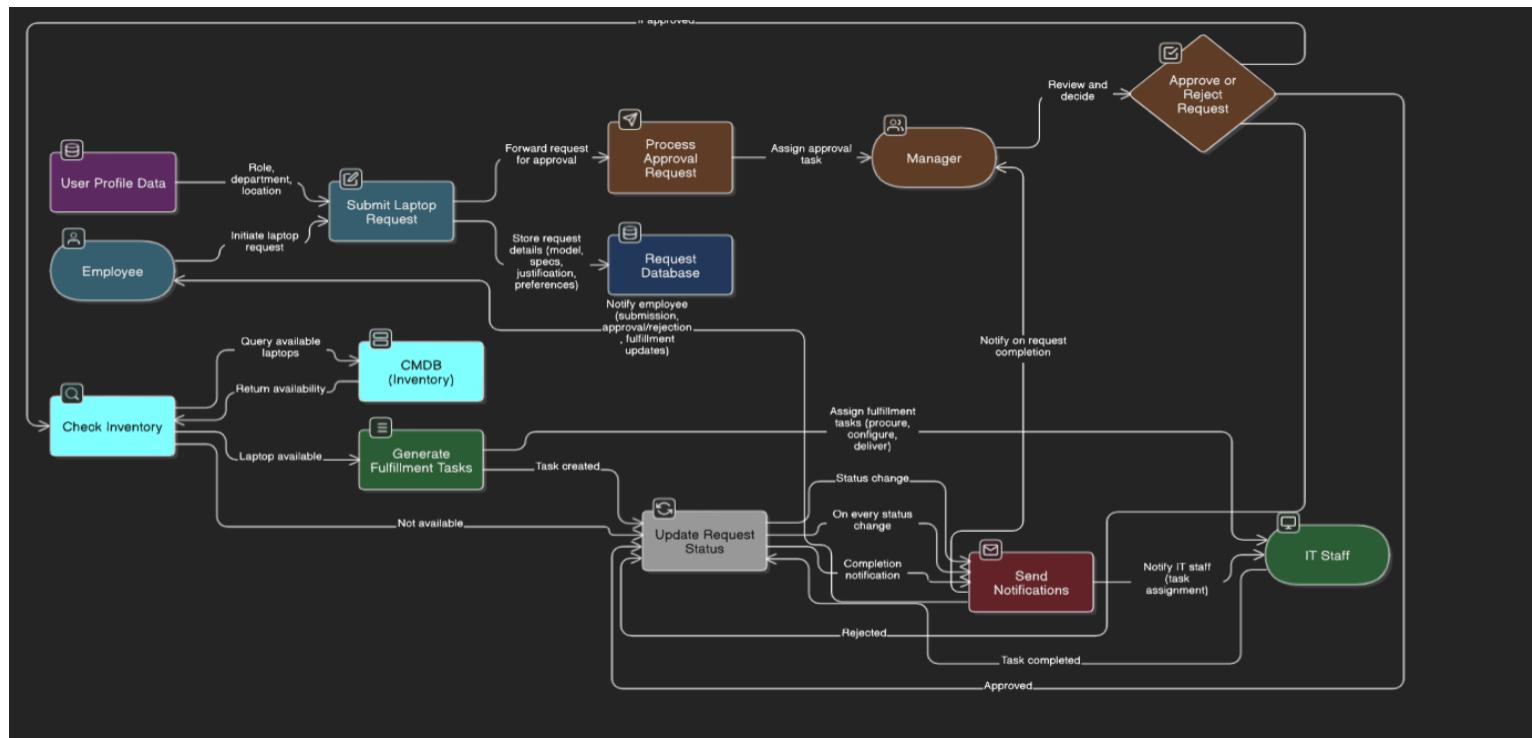
Project Design Phase-II

Data Flow Diagram & User Stories

Date	31 October 2025
Team ID	NM2025TMID08347
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.



User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Employee	Laptop Request Form	USN-1	As an employee, I can access a laptop request form in ServiceNow with guided fields.	1. Form is accessible. 2. Fields are highlighted based on role. 3. Form has a clear instruction for submission.	High	Sprint-1
Employee	Laptop Request Form	USN-2	As an employee, I see role-based laptop recommendations based on my job title.	1. Form is accessible. 2. Fields are highlighted based on role. 3. Form has a clear instruction for submission.	High	Sprint-1
Employee	Form Dynamics	USN-3	As an employee, I see dynamic fields that change based on my selections (via UI Policies).	1. Form fields show/hide depending on selections (e.g., RAM options based on model). 2. Form adjusts for user's laptop preference.	Medium	Sprint-1
Employee	Form Functionality	USN-4	As an employee, I can reset the form to correct errors before submission.	1. Form fields reset to their default state. 2. No data loss from inaccuracies.	Medium	Sprint-1
Manager	Login	USN-5	As a manager, I can approve or reject laptop requests with comments.	1. Email notifications sent to the approver and the requestor. 2. Approval logs are generated. 3. Manager can provide reasons for approval/rejection.	High	Sprint-1
Employee	Form Dynamics	USN-3	Important: This is to be revisited based on UI Policies specifics.	1. Email notifications sent to the approver and the requestor. 2. Approval logs are generated. 3. Manager can provide reasons for approval/rejection.	Medium	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
IT Staff	Status Tracking	USN-6	As an employee, I can see the real-time status of my laptop request.	1. Each request shows its status (e.g., "Pending Approval"). 2. Real-time updates are displayed on the dashboard.	Medium	Sprint-3
IT Staff	Integration	USN-7	As IT staff, I can see laptop availability from CMDB during request processing	1. IT can see available models through IT's dashboard. 2. CMDB integrates seamlessly.	Low	Sprint-3
Employee	Notifications	USN-8	As an employee, I receive email updates on request approval or rejection.	1. Email notifications are sent immediately after approval/rejection. 2. Notifications include the status	High	Sprint-2

Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	31 October 2025
Team ID	NM2025TMID08347
Project Name	LAPTOP REQUEST CATALOG ITEMS
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Laptop Request Form	Access laptop request form with guided fields Role-based laptop recommendations
FR-2	Dynamic Form Behavior	Dynamic fields visibility based on selections (UI Policies) Reset form to default (form functionality)
FR-3	Approval Workflow	Manager approval with comments Send email notifications for approval/rejection
FR-4	Fulfillment & Status Tracking	IT staff access inventory info from CMDB Real-time status tracking for employees

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

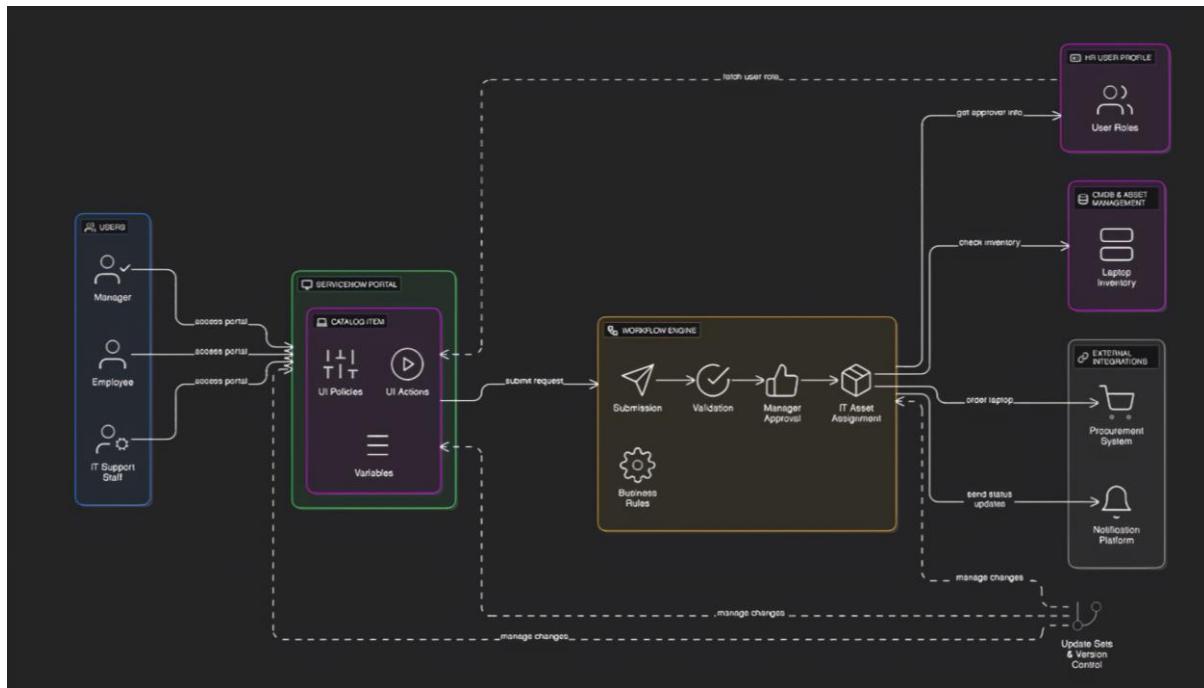
FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The catalog item interface should be intuitive, user-friendly, and provide dynamic guidance based on user input.
NFR-2	Security	Access to the laptop request form and approval workflows must be role-based with strict authentication and authorization controls to ensure data privacy.
NFR-3	Reliability	The system should process requests and approvals accurately without data loss or downtime, ensuring consistent operation.
NFR-4	Performance	The form loading time and workflow processing should be efficient, with minimal latency to avoid user frustration.
NFR-5	Availability	The laptop request service should be available 99.9% of the time, with scheduled maintenance windows communicated in advance.
NFR-6	Scalability	The solution must support future expansion such as additional user roles, new laptop models, and integration with other systems without significant rework.

Project Design Phase

Solution Architecture

Date	31 October 2025
Team ID	NM2025TMID08347
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	4 Marks

Solution Architecture:



Project Design Phase

Problem – Solution Fit Template

Date	31 October 2025
Team ID	NM2025TMID08347
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	2 Marks

Problem – Solution Fit Template:

Define CS, fit into CC	<p>Ap Vflyg/2BH yBc2B-g,yt Employees who request laptops (new hires, existing staff), IT support teams, procurement staff, managers approving requests</p>	CS	<p>6. CUSTOMER CONSTRAINTS Lack of clarity on suitable laptops, manual approval bottlenecks, limited IT resources, compliance rules on hardware</p>	CC	<p>5. AVAILABLE SOLUTIONS Manual request forms, email ticket requests, basic catalog listings without dynamic fields or role filters</p>	AS
Focus on J&P, tap into BE, understand RC	<p>2. JOBS-TO-BE-DONE / PROBLEMS Request laptops quickly and accurately; avoid delays; get the correct device; simplify approval; reduce manual errors</p>	J&P	<p>9. PROBLEM ROOT CAUSE Manual, unstructured process; no dynamic form guidance; lack of role-based recommendations; slow approvals</p>	RC	<p>7. BEHAVIOUR Employees guess laptop specs or submit incomplete requests; IT spends time clarifying; approvals take multiple steps</p>	BE
Identify strong TR & EM	<p>3. TRIGGERS New hire onboarding, laptop replacement requests, role changes requiring different specs, hardware failure</p>	TR	<p>10. YOUR SOLUTION Create a dynamic ServiceNow Laptop Request Catalog Item with role-based recommendations, guided form fields, reset functionality, and tracked approvals</p>	SL	<p>8. CHANNELS of BEHAVIOUR 8.1 ONLINE ServiceNow Catalog portal, email communications, internal chat tools</p> <p>8.2 OFFLINE Phone calls to IT, face-to-face inquiries</p>	CH
Extract online & offline CH of BE						Explore AS, differentiate

Project Design Phase
Proposed Solution Template

Date	31 October 2025
Team ID	NM2025TMID08347
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Employees face delays and confusion in requesting laptops due to a manual, error-prone process with no dynamic guidance or automation.
2.	Idea / Solution description	Develop a dynamic ServiceNow Service Catalog Item for laptop requests with role-based recommendations, UI policies for guided form behavior, and automated approval workflows.
3.	Novelty / Uniqueness	Unique integration of dynamic UI policies and role-specific laptop suggestions within ServiceNow, reducing user error and streamlining IT processes.
4.	Social Impact / Customer Satisfaction	Improves employee onboarding and productivity by ensuring faster, accurate laptop delivery; boosts satisfaction for both users and IT staff through an intuitive interface.
5.	Business Model (Revenue Model)	Cost savings through reduced IT support time and error handling; potential for licensing the solution to other organizations using ServiceNow.
6.	Scalability of the Solution	Easily scalable by adding new laptop models, roles, or approval rules in ServiceNow; deployable across multiple instances or organizations via Update Sets.

Project Planning Phase

Project Planning Template (Product Backlog, Sprint Planning, Stories, Story points)

Date	31 October 2025
Team ID	NM2025TMID08347
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	

Product Backlog, Sprint Schedule, and Estimation (4 Marks)

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Laptop Request Form	USN-1	As an employee, I can access a laptop request form in ServiceNow with guided fields.	3	High	Developer, UX
Sprint-1	Laptop Request Form	USN-2	As an employee, I see role-based laptop recommendations based on my job title.	2	High	Developer
Sprint-2	Form Dynamics	USN-3	As an employee, I see dynamic fields that change based on my selections (via UI Policies)	3	Medium	Developer, Tester
Sprint-1	Form Functionality	USN-4	As an employee, I can reset the form to correct errors before submission.	1	Medium	Developer
Sprint-1	Approval Workflow	USN-5	As a manager, I can approve or reject laptop requests with comments.	2	High	Developer, IT
Sprint-3	Status Tracking	USN-6	As an employee, I can see the real-time status of my laptop request.	2	Medium	Developer, UX
Sprint-3	Integration	USN-7	As IT staff, I can see laptop availability from CMDB during request processing	3	Low	Developer, IT
Sprint-2	Notifications	USN-8	As an employee, I receive email updates on request approval or rejection.	1	High	Developer

Project Tracker, Velocity & Burndown Chart: (4 Marks)

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	7	4 Days	13 OCT 2025	16 OCT 2025	7	16 OCT 2025
Sprint-2	5	4 Days	17 OCT 2025	20 OCT 2025	5	20 OCT 2025
Sprint-3	5	5 Days	21 OCT 2025	25 OCT 2025	5	25 OCT 2025

Velocity:

Sprint-1: Completed 7 story points in 4 days, with a higher velocity due to focused work on core functionalities.

$$AV = \frac{\text{Total Story Points}}{\text{Duration (Days)}}$$

Sprint-1:

$$AV = \frac{7 \text{ points}}{4 \text{ days}} \approx 1.75 \text{ points/day}$$

Sprint-2:

$$AV = \frac{5 \text{ points}}{4 \text{ days}} = 1.25 \text{ points/day}$$

Sprint-3:

$$AV = \frac{5 \text{ points}}{5 \text{ days}} = 1 \text{ point/day}$$

Sprint-2: Completed 5 story points in 4 days, slightly lower velocity due to more complex tasks.

Sprint-3: Completed 5 story points in 5 days, the lowest velocity due to additional time required for testing and integrations.

Project Management Definitions for ServiceNow Laptop Request Catalog Item

Key Definitions

A Sprint: Fixed period or duration in which a team works to complete a set of tasks

An Epic: A big task or project that is too large to complete in one sprint. It is broken down into smaller tasks (stories) that can be completed over multiple sprints.

A Story: A small task. It is part of an Epic.

A Story Point: A number that represents how much effort a story takes to complete. (usually in form of Fibonacci series)

Story Point Complexity Scale

1 point: Very Easy task (e.g., adding a simple variable to form)

2 points: Easy task (e.g., creating basic UI policy)

3 points: Moderate task (e.g., implementing workflow notifications)

5 points: Difficult task (e.g., complex dynamic logic or integrations)

Sprint Details

Sprint 1:

Catalog Item Foundation

- Create basic laptop request form structure: 2
- Add essential variables (model, RAM, etc.): 1

Dynamic Form Logic

- Implement role-based laptop recommendations: 2
- Create UI policy for showing/hiding fields: 2

Sprint 2:

Workflow & Approvals

- Configure manager approval workflow: 3
- Set up email notifications: 2

Sprint 3:

Fulfillment & Integration

- Create IT fulfillment tasks: 2
- Integrate with CMDB for inventory check: 3

Velocity Calculation

Total Story Points:

- Sprint 1 = 7
- Sprint 2 = 5
- Sprint 3 = 5
- Total = 17

Velocity = Total Story Points Completed / Number of Sprints

- Total Story Points = $7 + 5 + 5 = 17$
- Number of Sprints = 3
- Velocity = $17 \div 3 = 5.67$

Your team's velocity is 5.67 Story Points per Sprint.

Note: This velocity means your team completes approximately 5-6 story points in each sprint, which helps in planning future work and setting realistic expectations for delivery timelines.

Key Definitions

A Sprint: Fixed period or duration in which a team works to complete a set of tasks

An Epic: A big task or project that is too large to complete in one sprint. It is broken down into smaller tasks (stories) that can be completed over multiple sprints.

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- Total Story Points = $7 + 5 + 5 = 17$
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- Velocity = $17 \div 3 = 5.67$

My team's velocity is 5.67 Story Points per Sprint.

Laptop Request Catalog Item

Date	31 October 2025
Team ID	NM2025TMID08347
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Introduction

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

Key Features

- **Update Set :** Create or select an update set to track changes.
- **Service Catalog Item:** Create the laptop request item in the Service Catalog.
- **UI Policy:** Define UI policies to control form behavior
- **UI Action:** Add buttons or links (UI actions) for user interactions.
- **Export Update Set:** Export the update set after completing configurations.
- **Login to Another Instance:** Access a different ServiceNow instance
- **Testing:** Test the catalog item to ensure all functionality works as expected.
- **Conclusion:** Final thoughts or wrap-up.

Pre-requisites

1. Active ServiceNow Personal Developer Instance (PDI) obtained from developer.servicenow.com.
2. Basic familiarity with:
 - **ServiceNow navigation and configuration**
 - **Tables, forms, and related lists**
 - **Business rules and Flow Designer**
3. GitHub or other repository (optional) for maintaining documentation and exported update sets

Requirements

Functional Requirements

- The system must allow the creation of an update set to track changes made for the catalog item.
- Users should be able to create a new catalog item specifically for laptop requests.
- The item should include relevant fields such as model, purpose, justification, and approval.
- Show/hide fields based on conditions.
- Make fields mandatory or read-only.
- Add actions like submit, reset, or cancel to the catalog item form for user interaction.
- Ability to export the completed update set for transfer to another instance.

Non-Functional Requirements

- The catalog item form should load within 2 seconds.
- Request submission should be processed without noticeable delay.
- The catalog item form should be user-friendly and intuitive.
- Field labels and help text must be clear and meaningful.
- Only authorized users (e.g., IT Admins or Catalog Admins) should be able to create or modify the catalog item.
- Data in the form should be validated to prevent injection attacks.

Phases of the Project

Ideation Phase

The **Ideation Phase** identifies the need to automate laptop requests using ServiceNow. Stakeholders discuss challenges with manual processes and propose a catalog item with dynamic forms and approvals. Key requirements are outlined, feasibility is assessed, and the idea is approved to move forward.

Requirement Analysis Phase

- Identify required fields (e.g., laptop model, justification).
- Define user roles (requester, approver, fulfiller).
- Document functional and non-functional requirements.
- Set business rules and approval conditions.
- Plan request workflow (submit → approve → fulfill).
- Use ServiceNow components like Catalog Item, UI Policies, and Update Sets.
- Validate and finalize requirements with stakeholders.

Project Planning Phase

The team executed these milestones:

1. ServiceNow Instance Setup

- Signed up at developer.servicenow.com and requested a Personal Developer Instance (PDI)
- Filled necessary details; received instance access credentials via email
- Logged in and prepared the instance for development.

2. Creation of Local Update Set

1. Access Navigation

- Open ServiceNow and go to All → Update Sets.

2. Choose Local Update Sets

- Select Local Update Sets under the *System Update Sets* module.

3. Create New Update Set

- Click New to open the update set form.
- Enter a meaningful name, e.g., "Laptop Request".

4. Save and Submit

- Click Submit to save the new update set.

5. Activate the Update Set

- After submission, click Make Current.
- This ensures all your changes are tracked under this update set.

The screenshot shows the ServiceNow interface for creating a new update set. The title bar reads "Update Set - Create Laptop Request Project 2". The main form has the following fields:

* Name	Laptop Request Project 2
State	In progress
Parent	(dropdown menu)
Release date	(date picker)
Description	(text area)

At the bottom of the form, there are two buttons: "Submit" and "Submit and Make Current".

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.

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

Click on 'SAVE'

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

The screenshot shows the ServiceNow interface for creating a new variable. At the top, the navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Variable - New Record'. The main form has sections for 'Application' (set to 'Global'), 'Type' (set to 'Single Line Text'), 'Catalog item' (set to 'Laptop Request'), and 'Order' (set to '101'). There are checkboxes for 'Active' (checked), 'Mandatory' (unchecked), 'Read only' (unchecked), and 'Hidden' (unchecked). Below this, there are tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab is active, showing fields for 'Question' (containing 'Laptop Model'), 'Name' (containing 'laptop_model'), 'Conversational label', 'Tooltip', and 'Example Text'. A 'Submit' button is at the bottom.

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

The screenshot shows the Catalog Item - Laptop Request form. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Catalog Item - Laptop Request'. The main form has tabs for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Below these are 'Related Links' for 'Run Item', 'Run Item Scan', and 'Run Item Scan'. There are tabs for 'Variables (0)', 'Variable Sets', 'Catalog UI Policies', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (5)', 'Catalog Data Lookup Definitions', 'Related Articles', and 'Related Catalog Items'. A 'Assigned Topics' section with a search bar and a 'New' button is also present. The main content area shows a table for 'Catalog Item - Laptop Request' with columns for 'Type', 'Question', and 'Order'. The table contains four rows: 'Single Line Text' (Question: Laptop Model, Order: 100), 'Multi Line Text' (Question: Justification, Order: 200), 'Checkbox' (Question: Additional Accessories, Order: 300), and 'Multi Line Text' (Question: Accessories Details, Order: 400). Navigation icons for back, forward, and search are at the bottom.

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]

The screenshot shows the 'Catalog UI Policy - New Record' form in ServiceNow. The 'When to Apply' tab is selected. Under 'Catalog Conditions', there is a clause 'additional_accessories is true'. Other tabs like Script, Catalog Item view, Catalog Tasks, Requested Items, On load, and Reverse effects are also visible.

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.

The screenshot shows the 'Catalog UI Policy Action - New Record' form in ServiceNow. It shows the configuration for the 'accessories_details' variable, including Order:100, Mandatory: True, Visible: True, Read only: Leave alone, Value action: Leave alone, and Field message type: None. The 'Submit' button is at the bottom left.

Catalog UI Policy - show accessories details

Catalog Conditions: additional accessories IS true AND OR

Applies on Catalog Item view: checked

Applies on Catalog Tasks: unchecked

Applies on Requested Items: unchecked

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

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

Related Links: Related Links, Run Point Scan

Catalog UI Policy Actions:

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

Exporting changes to another instances

1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. ‘Laptop Request Project’
4. Set the state to ‘Complete’
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file

Update Set - Laptop Request Project

* Name: Laptop Request Project

State: Complete

Parent: (empty)

Release date: (empty)

Install date: (empty)

Installed from: (empty)

Description: (empty)

Application: Global

Created: 2025-06-24 06:51:45

Created by: admin

Merged to: (empty)

Customer Updates (10):

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-06-24 06:51:45	Variable	View	Accessories Details	admin	Laptop Request Project	Import update set from XML
2025-06-24 06:51:45	Variable	View	Additional Accessories	admin	Laptop Request Project	Import update set from XML
2025-06-24 06:51:45	Variable	View	Laptop Model	admin	Laptop Request Project	Import update set from XML
2025-06-24 06:51:45	Variable	View	Justification	admin	Laptop Request Project	Import update set from XML
2025-06-24 06:51:45	Catalog Item	View	Laptop Request	admin	Laptop Request Project	Import update set from XML
2025-06-24 06:51:45	Catalog Item Catalog	View	Service Catalog/Laptop Request	admin	Laptop Request Project	Import update set from XML
2025-06-24 06:51:45	Catalog Item Category	View	Hardware/Laptop Request	admin	Laptop Request Project	Import update set from XML
2025-06-24 06:51:45	UI Action	View	Shopping Cart [sc.cart]	admin	Laptop Request Project	Import update set from XML

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

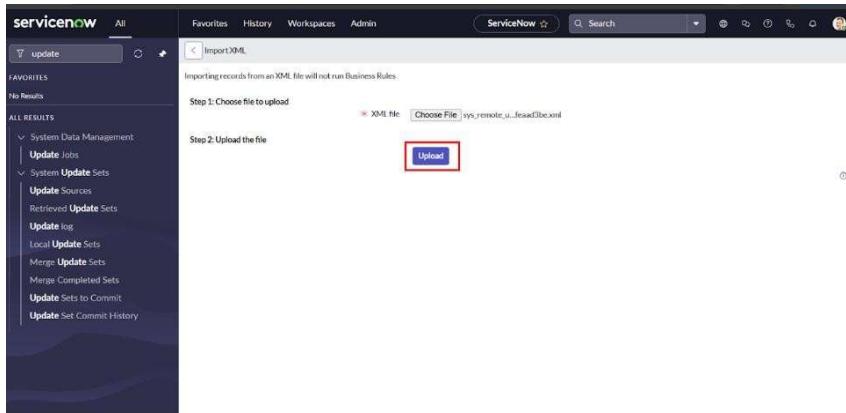
Retrieved Update Set - Laptop Request Project

Customer Updates (10):

Name	Type	Target name	Table	View	Action
catalog_ui_policy_046a8fb06c0522210a99fb1fd4013102	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_f5d9ef46c3522210a99fb1fd4013146	Catalog UI Policy Action	accessories.details			INSERT_OR_UPDATE
item_option_new_f1399702c3522210a94fb1fd40131fb	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_a0097cc0c172210a99fb1fd40131fb	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_a0740d2c3522210a99fb1fd40131fd	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_ae1858fb2c3522210a99fb1fd4013123	Variable	Justification			INSERT_OR_UPDATE
sc_cat_item_11669300c0122210a99fb1fd4013199	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_b107df00c3522210a99fb1fd40131fe	Catalog Item Catalog	Service Catalog/Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_75971342c3522210a99fb1fd4013103	Catalog Item Category	Hardware/Laptop Request			INSERT_OR_UPDATE
sys_il_action_a1df6fc6c3522210a99fb1fd40131f1	UI Action	Reset Form	Shopping Cart [sc.cart]		INSERT_OR_UPDATE

7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.



9. Open retrieved update set 'laptop request project'

10. Click on preview update set

11. And click on commit update set

12. And also see the related tab updates

13. After committing update set in this instance we get all updates which are done in the previous instance.

Name	Type	Target name	Table	Action
catalog_ui_policy_044adbf06c3522210e96fb1fdd4013102	Catalog UI Policy	show accessories details		INSERT_OR_UPDATE
catalog_ui_policy_action_5076df46c3522210e96fb1fdd4013146	Catalog UI Policy Action	accessories_details		INSERT_OR_UPDATE
item_option_new_1f399782c3522210e96fb1fdd401311b	Variable	Accessories Details		INSERT_OR_UPDATE
item_option_new_42097bcc3122210e96fb1fdd40131ae	Variable	Additional Accessories		INSERT_OR_UPDATE
item_option_new_ue7d742c3522210e96fb1fdd40131af	Variable	Laptop Model		INSERT_OR_UPDATE
item_option_new_ue8582c3522210e96fb1fdd4013120	Variable	Justification		INSERT_OR_UPDATE
sc_cat_item_11d6930ec3122210e96fb1fdd4013199	Catalog Item	Laptop Request		INSERT_OR_UPDATE
sc_cat_item_catalog_b1fdff02c3522210e96fb1fdd40131fe	Catalog Items Catalog	Service Catalog.Laptop Request		INSERT_OR_UPDATE
sc_cat_item_category_75871342c3522210e96fb1fdd4013103	Catalog Item Category	Hardware.Laptop Request		INSERT_OR_UPDATE
sys_ui_action_a61dfdc3522210e96fb1fdd40131f1	UI Action	Reset Form	Shopping Cart[sc_cart]	INSERT_OR_UPDATE

Name	Type	Target name	Table	Action
catalog_ui_policy_044adbf06c3522210e96fb1fdd4013102	Catalog UI Policy	show accessories details		INSERT_OR_UPDATE
catalog_ui_policy_action_5076df46c3522210e96fb1fdd4013146	Catalog UI Policy Action	accessories_details		INSERT_OR_UPDATE
item_option_new_1f399782c3522210e96fb1fdd401311b	Variable	Accessories Details		INSERT_OR_UPDATE
item_option_new_42097bcc3122210e96fb1fdd40131ae	Variable	Additional Accessories		INSERT_OR_UPDATE
item_option_new_ue7d742c3522210e96fb1fdd40131af	Variable	Laptop Model		INSERT_OR_UPDATE
item_option_new_ue8582c3522210e96fb1fdd4013120	Variable	Justification		INSERT_OR_UPDATE
sc_cat_item_11d6930ec3122210e96fb1fdd4013199	Catalog Item	Laptop Request		INSERT_OR_UPDATE
sc_cat_item_catalog_b1fdff02c3522210e96fb1fdd40131fe	Catalog Items Catalog	Service Catalog.Laptop Request		INSERT_OR_UPDATE
sc_cat_item_category_75871342c3522210e96fb1fdd4013103	Catalog Item Category	Hardware.Laptop Request		INSERT_OR_UPDATE
sys_ui_action_a61dfdc3522210e96fb1fdd40131f1	UI Action	Reset Form	Shopping Cart[sc_cart]	INSERT_OR_UPDATE

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.

6. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory

7. Now see the results, it fulfills our requirements.

Output:

https://drive.google.com/file/d/1cXZv3boBmkt6fATx1vDW0EmMqDA0_eZx/view?usp=sharing

Conclusion:

The Laptop Request Catalog Item project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalog capabilities. Through the implementation of a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, reducing errors and improving efficiency. This project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.