

Laptop Request Catalog Item

Team ID : NM2025TMID01208

Team Size : 4

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Problem Statement:

Employees in the organisation need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behaviour to guide users or ensure accurate data collection. To address this, a Service Catalogue 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.

Create Local Update set:

- Open ServiceNow
- Log in to your ServiceNow instance.
- Navigate to Update Sets
- Go to All → Update Sets → Local Update Sets
- Create a New Update Set
- Save the Update Set and Save Submit
- Activate the Update Set

ServiceNow interface showing the 'Update Set - Create Laptop Request 2' form. The form includes fields for Name, State, Parent, Release date, and Description. The 'Submit' and 'Submit and Make Current' buttons are visible at the bottom.

Create Service Catalog Item:

- Open ServiceNow
- Log in to your ServiceNow instance.
- Go to All → Service Catalog → Maintain Items
- Create a New Catalog Item
- Click New.
- Fill in the details as follows
- Save the Catalog Item
- Click Save.

ServiceNow interface showing the 'Catalog Item - New Record' form. The form includes fields for Name, Category, State, Checked out, Owner, Application, Active, and Fulfillment automation level. The 'Submit' and 'Try It' buttons are visible at the bottom.

Add variables:

- Save the catalog item.
- Scroll down to the Variables related list.
- Click New and enter the following details for each variable:
- Click Submit after adding each variable
- After all variables are added, save the catalog item form again.

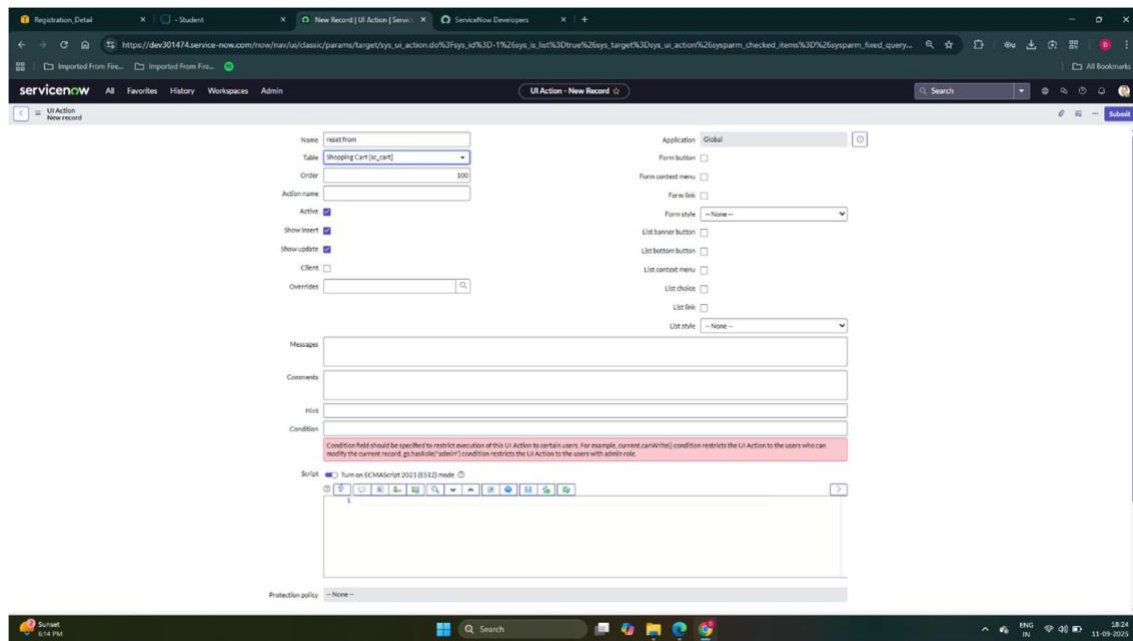
The screenshot shows the 'Catalog Item' form for 'Laptop Request' in ServiceNow. The form is divided into two main sections: 'Catalog Item' and 'Variables'. The 'Catalog Item' section includes fields for 'Name', 'Description', 'Short Description', 'Category', 'Subcategory', 'Status', 'Effective Date', and 'Created By'. The 'Variables' section is currently empty, with a 'New Variable' button visible. The 'Variables' section is highlighted with a green box, indicating the next step in the process.

Create Catalog UI policies:

- Go to All → Service Catalog → Maintain Items.
- Search and open the catalog item Laptop Request.
- Scroll down to Catalog UI Policies and click New.
- Enter Short Description: Show accessories details.
- Set Condition: additional_accessories is true.
- Click Save (do not click Submit).
- Enter the following details:
- Click Save.
- Click Save again on the Catalog UI Policy form.

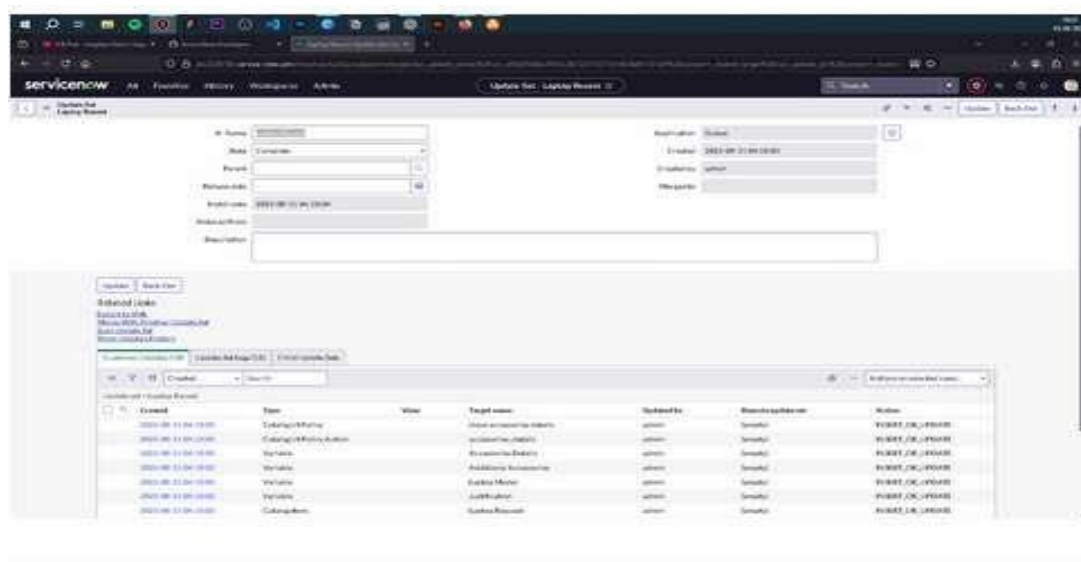
Create ui action:

- Go to All → Service Catalog → Maintain Items.
- Search and open the catalog item Laptop Request.
- Scroll down to Catalog UI Policies and click New.
- Enter Short Description: Show accessories details.
- Set Condition: additional accessories is true.
- Click Save (do not click Submit).
- Scroll down to Catalog UI Actions and click New.
- Click Save.
- Click Save again on the Catalog UI Policy form.



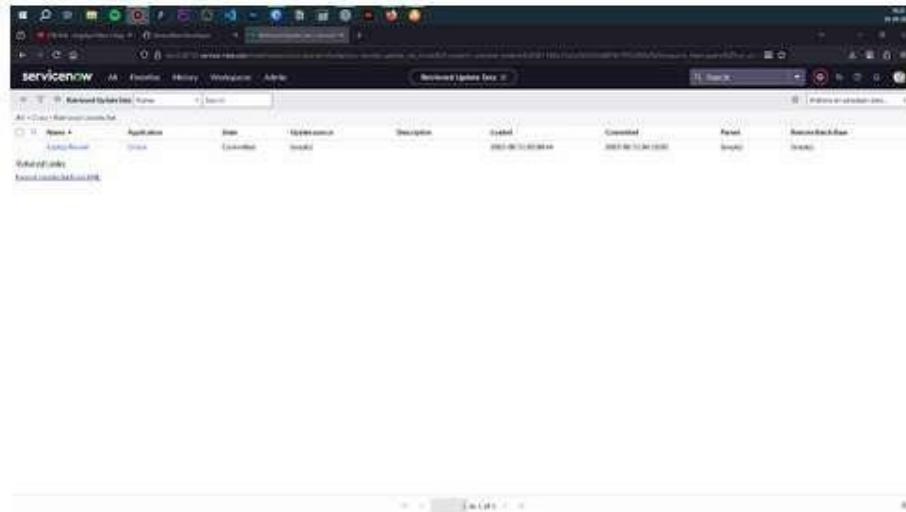
Exporting changes to another instances:

- Go to All → Update Sets → Local Update Sets.
- Open the update set Laptop Request Project.
- Set the State to Complete.
- In the Updates tab, review the captured changes.
- Click Export to XML, which downloads the update set as a file.



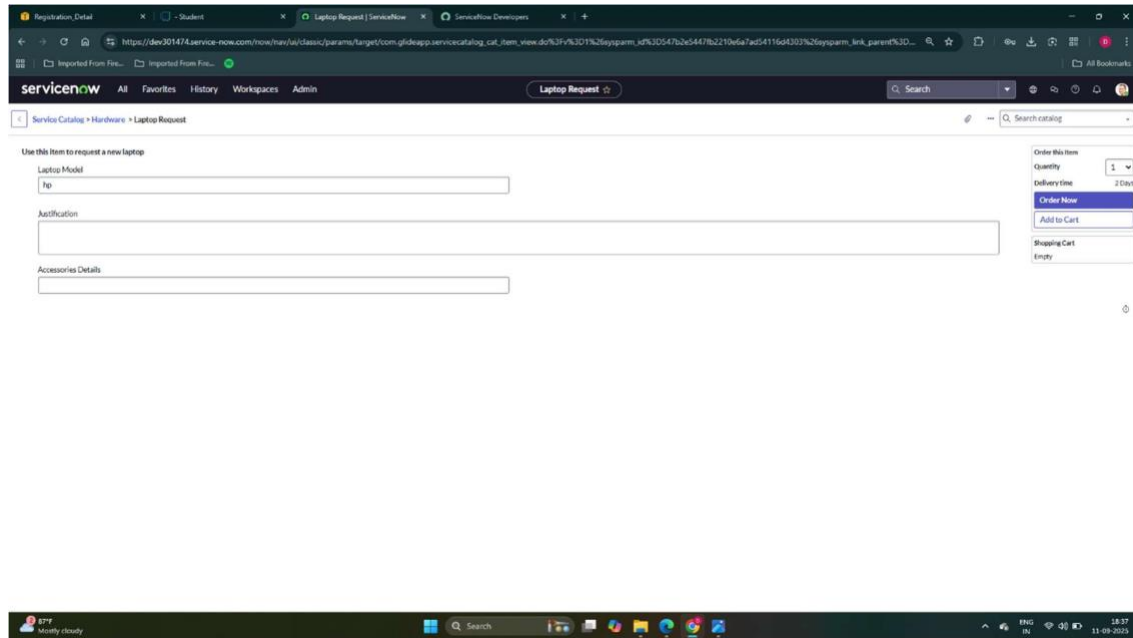
Retrieving the update set:

- Go to All → Update Sets → Retrieved Update Sets.
- Click Import Update Set from XML, choose the file, and click Upload.
- Open the update set Laptop Request Project.
- Click Preview Update Set, then Commit Update Set.
- Go to the Updates tab to verify all the captured changes.



Test Catalog Item:

- Go to Service Catalog → Hardware in the target instance.
- Open the Laptop Request item.
- Initially, only three variables are visible.
- Select the Additional Accessories checkbox → the Accessories Details field appears and becomes mandatory.
- The result fulfils the requirement.



Conclusion :

The Laptop Request Catalogue Item project successfully streamlines the laptop request process within the organisation by leveraging ServiceNow's Service Catalogue capabilities. Through the implementation of a dynamic catalogue 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.