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## **MANGAYARKARASI COLLEGE OF ENGINEERING**

**Department Of Computer Science and Engineering**

**Completed a project on**

### **LAPTOP REQUEST CATALOG ITEM**

**Submitted By**

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# LAPTOP REQUEST CATALOG ITEM

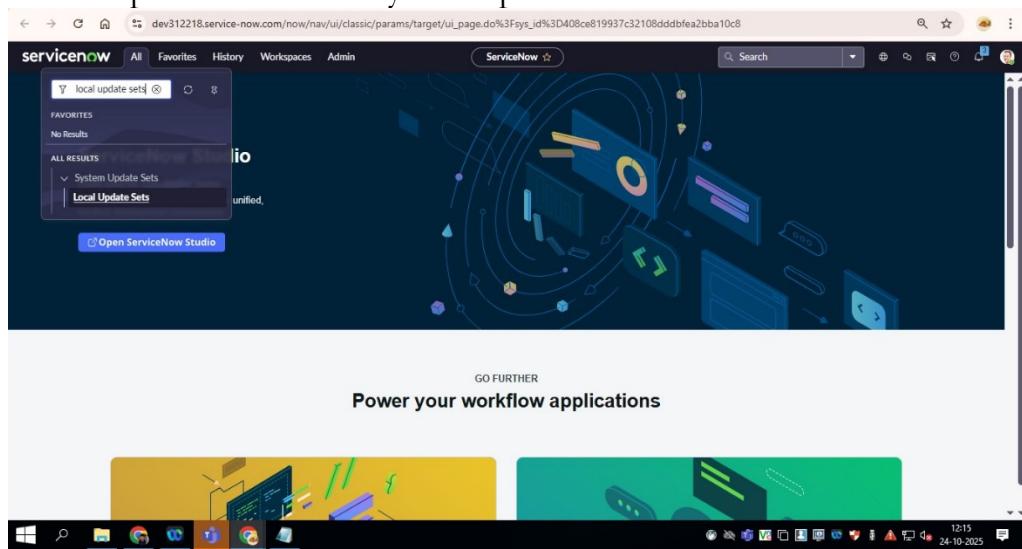
## **Problem Statement:**

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.

## **Update set:**

### **Create Local Update set:**

1. Open service now.
2. Click on All >> search for update set.
3. Select local update sets under system update sets.



4. Click on new.

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Security Center	In progress		2025-07-27 17:42:06	system	(empty)	(empty)
Default	Pipeline	In progress		2025-08-24 04:18:16	admin	(empty)	(empty)
Default	Global	In progress		2025-07-27 16:20:01	system	(empty)	(empty)
Default	Now Assist Troubleshooting	In progress		2025-07-27 17:42:36	admin	(empty)	(empty)
Laptop Request Project	Global	Complete		2025-10-23 21:53:48	admin	(empty)	(empty)
Laptop Request Project	Global	Complete		2025-10-23 21:18:50	admin	(empty)	(empty)

Related Links  
[Merge Update Sets](#)

5. Fill the following details to create a update set as: “Laptop Request”.

Update Set - Create Laptop Request Project 2

* Name	<input type="text" value="Laptop Request"/>	Application	<input type="text" value="Global"/>
State	<input type="text" value="In progress"/>		
Parent	<input type="text"/>		
Release date	<input type="text"/>		
Description	<input type="text"/>		
<input type="button" value="Submit"/> <input type="button" value="Submit and Make Current"/>			

6. Click on submit and make current.

servicenow All Favorites History Workspaces Admin Update Set - Create Laptop Request Project 2

Name: Laptop Request

State: In progress

Parent:

Release date:

Description:

Submit **Submit and Make Current**

By clicking on the button it activates the update set.

**NOTE: Perform all actions under this newly created update set only.**

### Service Catalog Item

#### Create Service Catalog Item

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

Your current update set has been changed to Laptop Request [Global]

Name	State	Installed from	Created	Created by	Parent	Batch Base
System Center	In progress	2025-07-27 17:42:06	2025-07-27 17:42:06	system	(empty)	(empty)
Service Catalog	In progress	2025-08-24 04:18:16	2025-08-24 04:18:16	admin	(empty)	(empty)
Catalog Definitions	In progress	2025-07-27 16:20:01	2025-07-27 16:20:01	system	(empty)	(empty)
Maintain Items	In progress	2025-07-27 17:42:36	2025-07-27 17:42:36	admin	(empty)	(empty)
Laptop Request Project	Complete	2025-10-23 23:49:11	2025-10-23 23:49:11	admin	(empty)	(empty)
Laptop Request Project	Complete	2025-10-23 21:53:48	2025-10-23 21:53:48	admin	(empty)	(empty)
Laptop Request Project	Complete	2025-10-23 21:18:50	2025-10-23 21:18:50	admin	(empty)	(empty)

4. Click on New.

The screenshot shows the ServiceNow Catalog Items list page. The grid displays columns for Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. Key items listed include '3M Privacy Filter - Lenovo X1 Carbon', 'Privacy Filter - X1 Carbon', '3M Privacy Filter - MacBook Pro', 'Privacy Filter', '3M Privacy Filter - MacBook Pro Retina', 'Privacy Filter', 'Access', 'Microsoft Access', 'Acrobat', 'Adobe Acrobat', 'Add network switch to datacenter cabinet', 'This standard change template describes ...', 'Add/Remove users from group', 'Add/Remove users from group', 'Adobe Acrobat Pro', 'Create, edit or convert PDF files', 'Adobe Creative Cloud', 'More connected ways of creating and shar...', 'Apple iPad 3', 'Apple iPad 3', 'Apple iPhone 13', 'Request for Apple iPhone 13', 'Apple iPhone 13 pro', 'Request for Apple iPhone 13 pro', 'Apple iPhone 4 Cable', 'For Apple iPhone 4/4S', 'Apple iPhone 5', 'Apple iPhone 5', 'Apple iPhone 5 Cable', 'Apple iPhone 5 Cable', 'Apple iPhone 6s', 'Apple iPhone 6s', 'Apple iPhone 6s Plus', 'Apple iPhone 6s Plus', 'Apple MacBook Pro 13''', 'Apple MacBook Pro', 'For Macbook Air/Pro', 'Apple Thunderbolt to Ethernet Adapter', 'Apple Thunderbolt to Ethernet Adapter'. The bottom of the screen shows a Windows taskbar with icons for Start, Search, Task View, File Explorer, Edge, File Explorer, and Google Chrome.

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	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2023-08-24 04:18:48
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2024-08-08 02:16:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2024-08-08 02:16:16
Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 6s	Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33
Apple iPhone 6s Plus	Apple iPhone 6s Plus	false		Service Catalog	Mobiles	\$799.99	Item	2022-11-20 20:46:33
Apple MacBook Pro 13''	Apple MacBook Pro	true		Service Catalog	Hardware	\$1,099.99	Item	2022-11-20 20:46:33
Apple Thunderbolt to Ethernet Adapter	For Macbook Air/Pro	true		Service Catalog	Peripherals	\$30.89	Item	2022-11-20 20:46:33

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

The screenshot shows the ServiceNow Catalog Item - New Record creation page. The form includes fields for Name (Laptop Request), Catalog (Service Catalog), Category (Hardware), Active (checked), Fulfillment automation level (Unspecified), State (None), Checked out (None), and Owner (System Administrator). Below the form is a rich text editor for the Description field, which contains placeholder text: "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. Short description to display for the item. Details, variables, and other information as needed." The bottom of the screen shows a Windows taskbar with icons for Start, Search, Task View, File Explorer, Edge, File Explorer, and Google Chrome.

## Add variables

1. After saving the catalog item form scroll down and click on variable (related list).

The screenshot shows the ServiceNow interface for a Catalog Item named "Laptop Request". The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, Catalog Item - Laptop Request, and a search bar. Below the header, there's a section for "Meta" with a text input field and several buttons: Copy, Try It, Update, Edit in Catalog Builder (which is highlighted in blue), and Delete. A note below says "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." Under "Related Links", there are links for Item Diagnostic and Run Point Scan. The main content area is titled "Variables" and shows a table with one row. The table has columns for "Type" (Question) and "Order". The "Type" column contains an icon of a question mark inside a window. The "Order" column shows the value "1". A message at the bottom of the table says "No records to display". At the bottom of the page, there are "Edit in Catalog Builder" and "Delete" buttons.

2. Click on new and enter the details as below:

Variable 1: Laptop Model Type: Single line text Name: laptop model Order:100

The screenshot shows the ServiceNow interface for creating a new Variable. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, Variable - New Record, and a search bar. The main form has fields for "Application" (Global), "Type" (Single Line Text), "Catalog Item" (Laptop Request), and "Order" (100). There are checkboxes for "Active" (checked), "Mandatory" (unchecked), "Read only" (unchecked), and "Hidden" (unchecked). A note at the bottom says "Disable automatic slot fill based on user context". Below the form, there's a tabbed section with "Question" selected, containing fields for "Question" (Laptop Model), "Name" (laptop\_model), "Conversational label", "Tooltip", and "Example Text". A "Submit" button is at the bottom left. The status bar at the bottom right shows the date and time as 24-10-2025 12:21.

3. Click on submit.
4. Again click on new and add Remaining variables in the above process.
5. Variable 2: Justification Type: Multi line text Name: justification Order:200
6. Variable 3: Additional Accessories Type: Checkbox Name: additional\_accessories Order: 300
7. Variable 4: Accessories Details Type: Multi line text Name : accessories\_details Order: 400

The screenshot shows the ServiceNow interface for creating a catalog item. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and a search bar. The main content area is titled "Catalog Item - Laptop Request". On the left, a sidebar menu lists options like Catalog Item, Save, Insert, and Edit in Catalog Builder. The main pane displays a table of variables:

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

At the bottom of the screen, the Windows taskbar is visible with various pinned icons and the date/time (24-10-2025, 12:24).

8. After adding above variable which are added to newly created catalog item.
9. Then save the catalog item.

## UI Policy

### Create Catalog UI policies

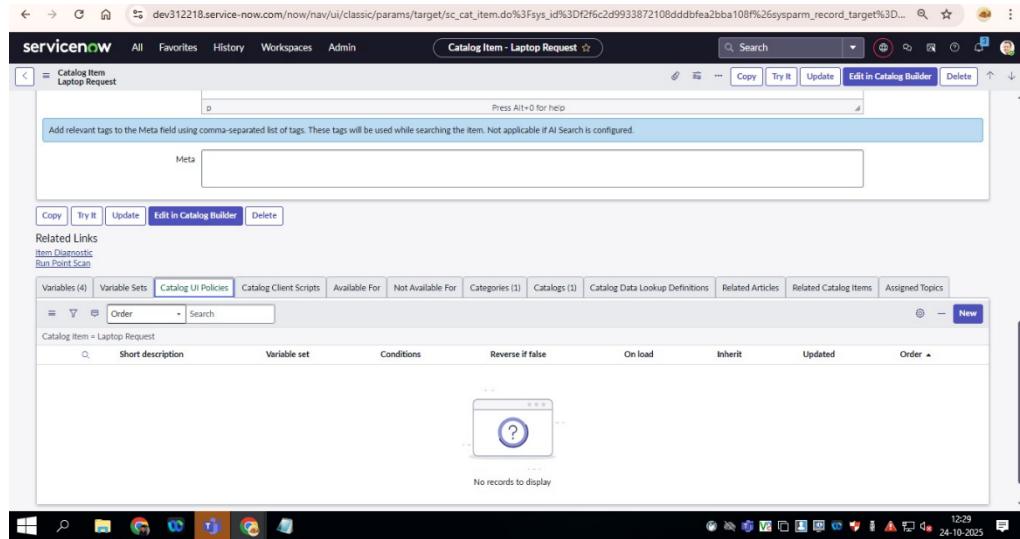
1. Click on all>> search for service catalog.
2. Select maintain item under catalog definition.

The screenshot shows the ServiceNow interface for managing catalog items. The title bar says 'Catalog Item - Laptop Request'. The left sidebar has a 'FAVORITES' section with 'No results' and an 'ALL RESULTS' section with 'Service Catalog' and 'Catalog Definitions'. Under 'Catalog Definitions', 'Maintain Item' is selected. The main content area shows a table of fields for a 'Laptop Request' catalog item, including 'Type' (Single Line Text), 'Question' (Laptop Model, Justification, Additional Accessories, Accessories Details), and 'Order' (values 100, 200, 300, 400). At the bottom right of the table, there is a 'New' button. The status bar at the bottom right shows '12:24 24-10-2025'.

3. Search for 'laptop request' which is created before.

The screenshot shows the ServiceNow search results for 'Catalog Items'. The search bar contains 'Name' and 'laptop request'. The results table has columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The 'laptop request' item is listed first, with a short description of 'Use this item to request a new laptop'. Other items listed include various hardware components like power adapters, USB headsets, and mice. The status bar at the bottom right shows '12:25 24-10-2025'.

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]
8. Click on **save** (do not click on submit).

**Catalog UI Policy - New Record**

Save

Applies to: A Catalog Item

\* Catalog Item: Laptop Request

\* Short description: show accessories details

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: additional\_accessories is true

Applies on Catalog Item view:

Applies on Catalog Tasks:

Applies on Requested Items:

On load:

Reverse if false:

9. Scroll down and select ‘catalog ui action’.

Catalog UI Policy - show accessories details

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

additional\_accessories

Applies on a Catalog Item view  Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form  
On load

Applies on Catalog Tasks  Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false  
Applies on Requested Items  Reverse if false

Related Links

Run Point Scan

Name	Read only	Mandatory	Visible	Order
accessories_details	false	true	true	100

No records to display

10. Then click on new button.

11. Select variable name as: accessories\_ details.

12. Order:100 Mandatory: True Visible : True

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

Catalog UI Policy Action - New Record

Save record and remain here what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

Catalog Item: Laptop Request

Variable name: accessories\_details

Order: 100

Application: Global

Mandatory: True

Visible: True

Read only: Leave alone

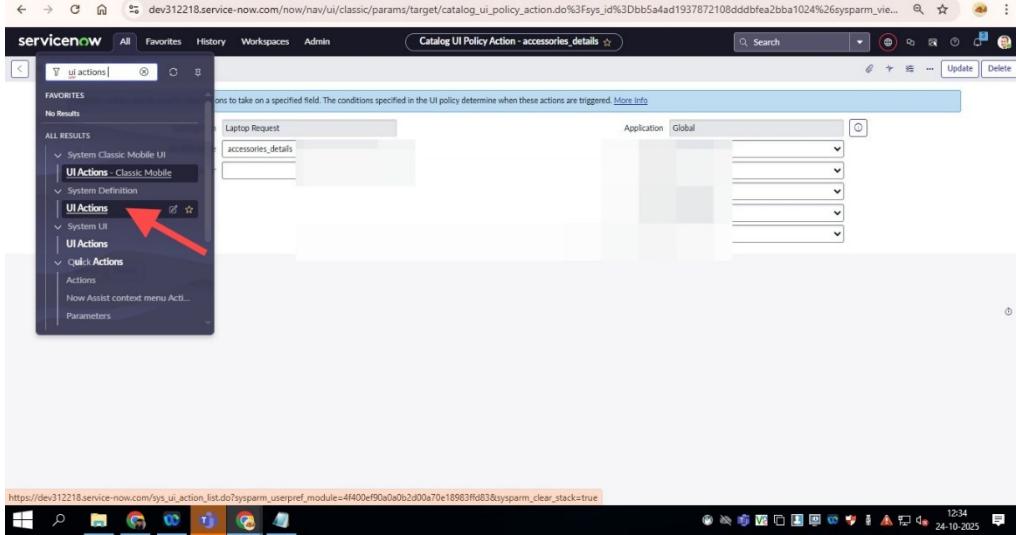
Value action: Leave alone

Field message type: None

## UI Action

### Create ui action

1. Open service now.
2. Click on All >> search for ui action.
3. Select ui actions under system definition.

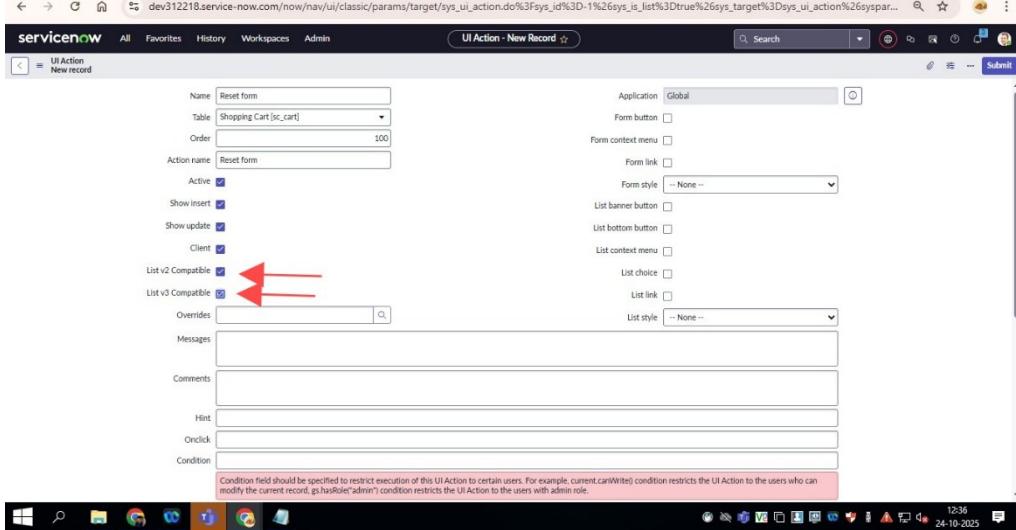


The screenshot shows the ServiceNow interface for creating a UI policy action. The URL is [https://dev312218.service-now.com/nav/ui/classic/params/target/catalog\\_ui\\_policy\\_action.do?sys\\_id=%3Ddbb5a4ad1937872108dddbfea2bba1024%26sysparm\\_view=accessories\\_details](https://dev312218.service-now.com/nav/ui/classic/params/target/catalog_ui_policy_action.do?sys_id=%3Ddbb5a4ad1937872108dddbfea2bba1024%26sysparm_view=accessories_details). The left sidebar has a 'UI Actions' link under 'System Definition' highlighted with a red arrow. The main pane shows a table with one row: 'accessories\_details'. The bottom status bar shows the URL and the date 24-10-2025.

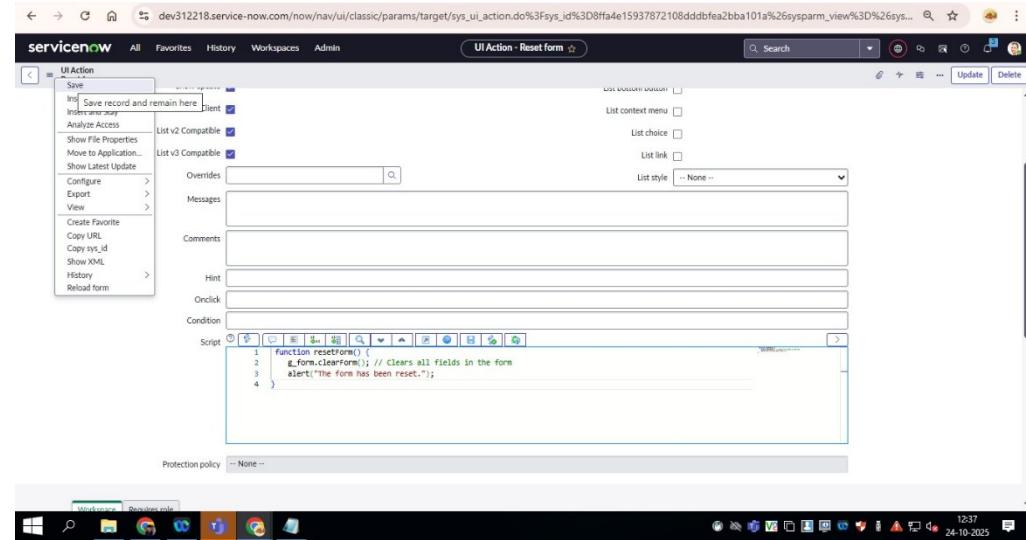
4. Click on new.
5. Fill the following details to create ui action Table: shopping cart (sc\_cart)  
Order:100  
Action name: Reset form Client : checked

Script:

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



The screenshot shows the ServiceNow interface for creating a new UI action. The URL is [https://dev312218.service-now.com/nav/ui/classic/params/target/sys\\_ui\\_action\\_list.do?sys\\_id=%3D-1%26sys\\_is\\_list%3Dtrue%26sys\\_target%3Dsys\\_ui\\_action%26sysparm\\_list\\_type=ui\\_action&sysparm\\_list\\_order=100](https://dev312218.service-now.com/nav/ui/classic/params/target/sys_ui_action_list.do?sys_id=%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_ui_action%26sysparm_list_type=ui_action&sysparm_list_order=100). The left sidebar shows 'Ui Action' and 'New record'. The main form has fields for Name (Reset form), Table (Shopping Cart [sc\_cart]), Order (100), Action name (Reset form), Active (checked), Show insert (checked), Show update (checked), Client (checked), List v2 Compatible (checked), and List v3 Compatible (checked). Red arrows point to the 'List v2 Compatible' and 'List v3 Compatible' checkboxes. The bottom status bar shows the URL and the date 24-10-2025.



- Click on save.

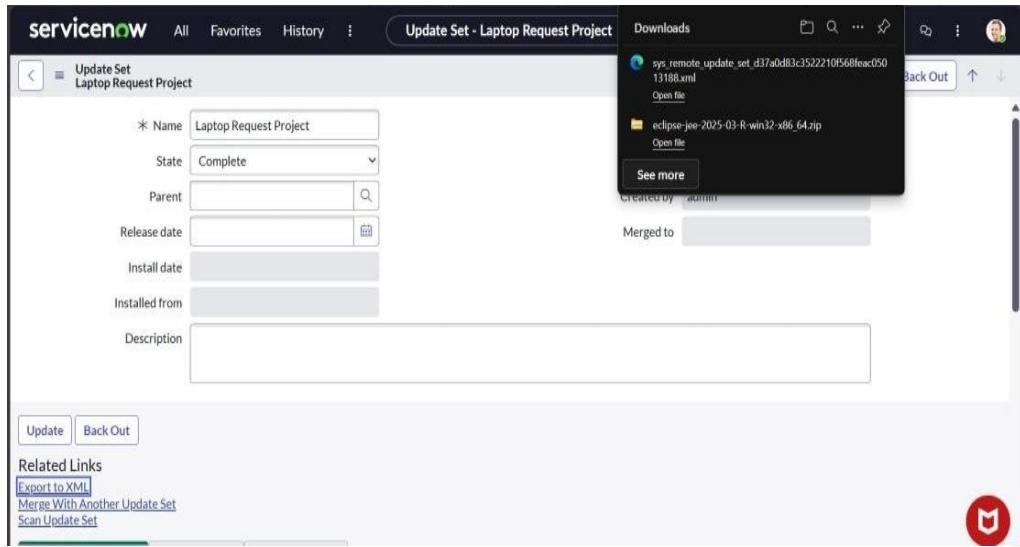
## Export Update set

### Exporting changes to another instances

- Click on All >> search for update sets.
- Select local update set.
- Select created update set i.e. 'Laptop Request Project'.
- Set the state to 'Complete'.
- In the related list Update tab, updates are visible which we perform under this update set.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-06-26 23:01:30	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 23:03:29	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:49:09	Variable	Laptop Model	Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:50:53	Variable	Justification	Justification	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:53:09	Variable	Accessories Details	Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:51:54	Variable	Additional Accessories	Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:27:25	Catalog Item	Laptop Request	Laptop Request	system	(empty)	INSERT_OR_UPDATE
2025-06-26 22:27:24	Catalog Items Catalog	Service Catalog.Laptop Request	Service Catalog.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 22:27:24	Catalog Item Category	Hardware.Laptop Request	Hardware.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-06-26 23:12:01	UI Action			admin	(empty)	INSERT_OR_UPDATE
2025-06-26 23:09:30	UI Action			admin	(empty)	INSERT_OR_UPDATE

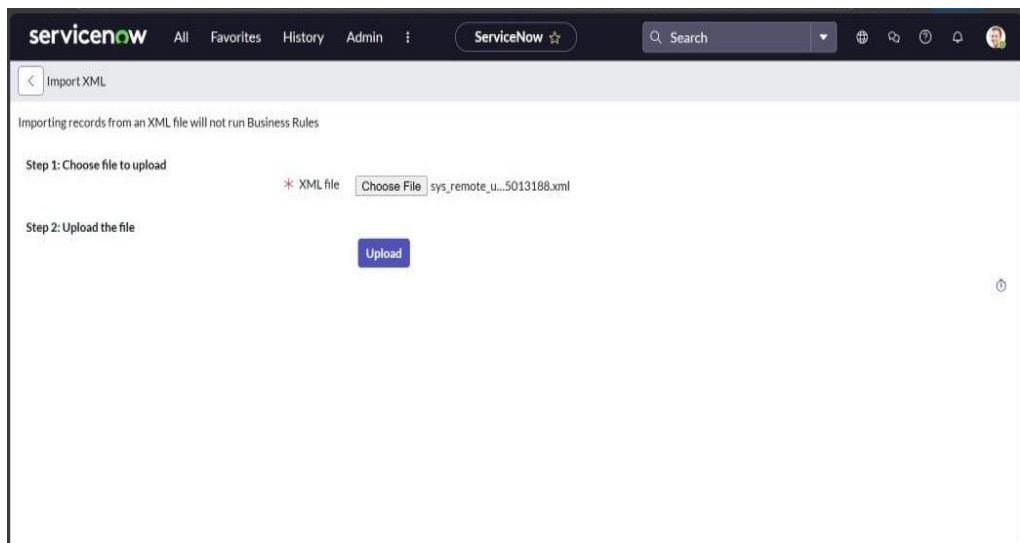
- Click on export to XML, it downloads one file.



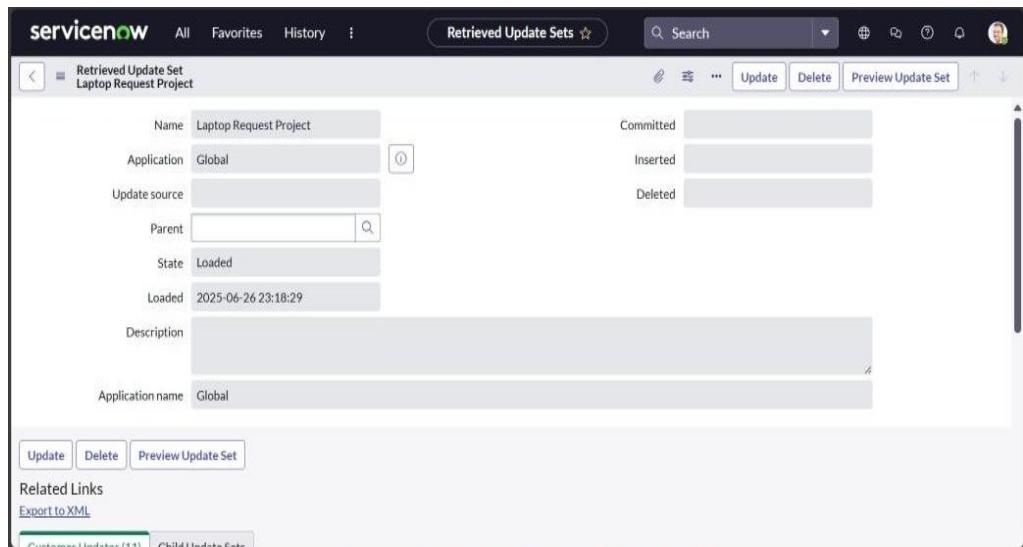
## Login to another Instance

### 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.
7. Upload the downloaded file in XML file.
8. Click on Upload and it gets uploaded.

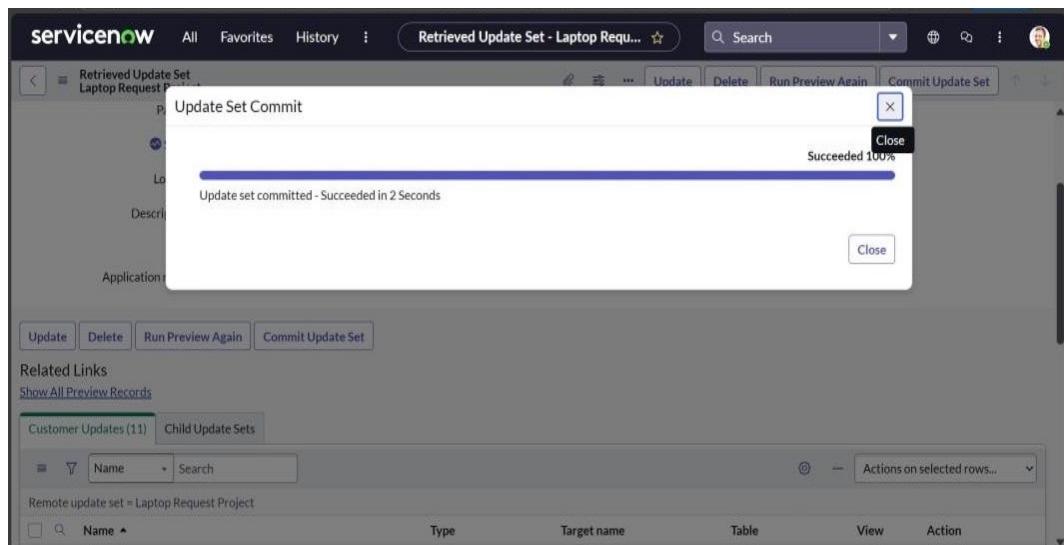


9. Open retrieved update set 'laptop request project'.

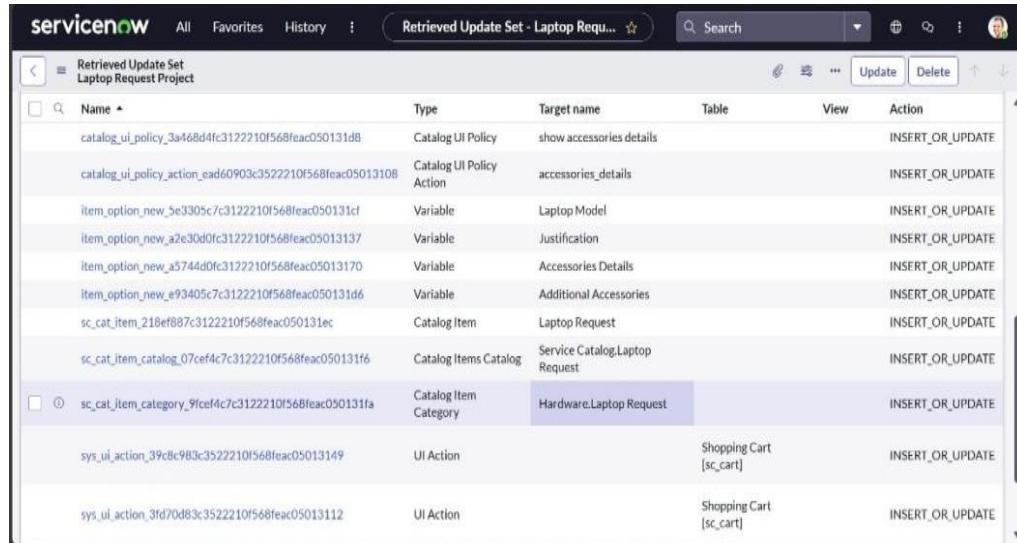


10. Click on preview update set.

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.



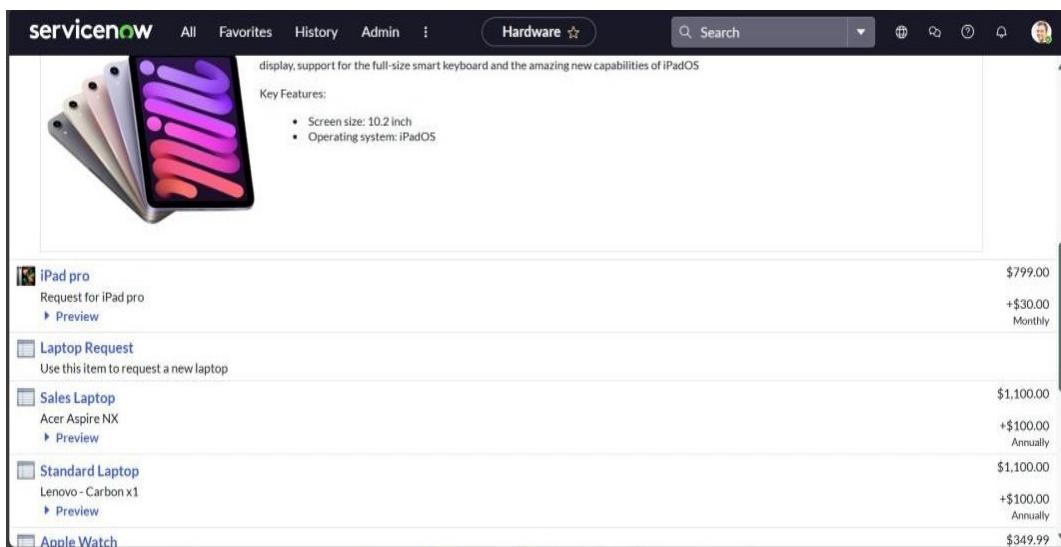
The screenshot shows a ServiceNow application window titled "Retrieved Update Set - Laptop Requ...". The main area displays a table with the following columns: Name, Type, Target name, Table, View, and Action. The table contains several rows of data, including:

Name	Type	Target name	Table	Action
catalog_ui_policy_3a468d4fc3122210f568feac050131d8	Catalog UI Policy	show accessories details		INSERT_OR_UPDATE
catalog_ui_policy_action_ead60903c3522210f568feac05013108	Catalog UI Policy Action	accessories_details		INSERT_OR_UPDATE
item_option_new_5e3305c7c3122210f568feac050131cf	Variable	Laptop Model		INSERT_OR_UPDATE
item_option_new_a2e30d0fc3122210f568feac05013137	Variable	Justification		INSERT_OR_UPDATE
item_option_new_a5744d0fc3122210f568feac05013170	Variable	Accessories Details		INSERT_OR_UPDATE
item_option_new_e93405c7c3122210f568feac050131d6	Variable	Additional Accessories		INSERT_OR_UPDATE
sc_cat_item_218ef887c3122210f568feac050131ec	Catalog Item	Laptop Request		INSERT_OR_UPDATE
sc_cat_item_catalog_07cef4c7c3122210f568feac050131f6	Catalog Items Catalog	Service Catalog.Laptop Request		INSERT_OR_UPDATE
sc_cat_item_category_9fce4c7c3122210f568feac050131fa	Catalog Item Category	Hardware.Laptop Request		INSERT_OR_UPDATE
sys_ui_action_39cb8c983c3522210f568feac05013149	UI Action	Shopping Cart [sc_cart]		INSERT_OR_UPDATE
sys_ui_action_3fd70d83c3522210f568feac05013112	UI Action	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

## Testing

### 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.



The screenshot shows the ServiceNow service catalog interface. At the top, there's a search bar and a navigation bar with tabs like All, Favorites, History, Admin, and Hardware. Below the search bar, there's a section for "Key Features" showing an image of an iPad Pro and some text about its capabilities. The main list of items includes:

- iPad pro: Request for iPad pro, \$799.00, +\$30.00 Monthly
- Laptop Request: Use this item to request a new laptop
- Sales Laptop: Acer Aspire NX, \$1,100.00, +\$100.00 Annually
- Standard Laptop: Lenovo - Carbon x1, \$1,100.00, +\$100.00 Annually
- Apple Watch

5. It shows three variables only.

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

Now see the results, it fulfills our requirements.

The screenshot shows the ServiceNow interface for a 'Laptop Request' catalog item. The top navigation bar includes 'All', 'Favorites', 'History', 'Admin', and a search bar. The main content area is titled 'Service Catalog > Hardware > Laptop Request'. On the left, there's a section titled 'Use this item to request a new laptop' with fields for 'Laptop Model' and 'Justification'. On the right, there's a sidebar titled 'Order this item' with options for 'Quantity' (set to 1), 'Delivery time' (set to 2 Days), and buttons for 'Order Now', 'Add to Cart', and 'Shopping Cart (Empty)'. At the bottom left, there's a checkbox labeled 'Additional Accessories' which is checked, and a field labeled 'Accessories Details' with a red asterisk indicating it is mandatory. The overall interface is clean and modern, designed for user-friendly interaction.

## 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.