

## Laptop Request Catalog Item

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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.

Objective: To enhance company-wide productivity and security, we are procuring a standardized, high-performance laptop model. This critical investment provides the modern reliable hardware necessary to support our hybrid workforce from any location.

Standardization will streamline IT support, minimize downtime, and prepare our organization for future growth..

Skills:

ServiceNow (Users, Roles, Incidents, Flow Designer)

Spring Framework (Backend API integration)

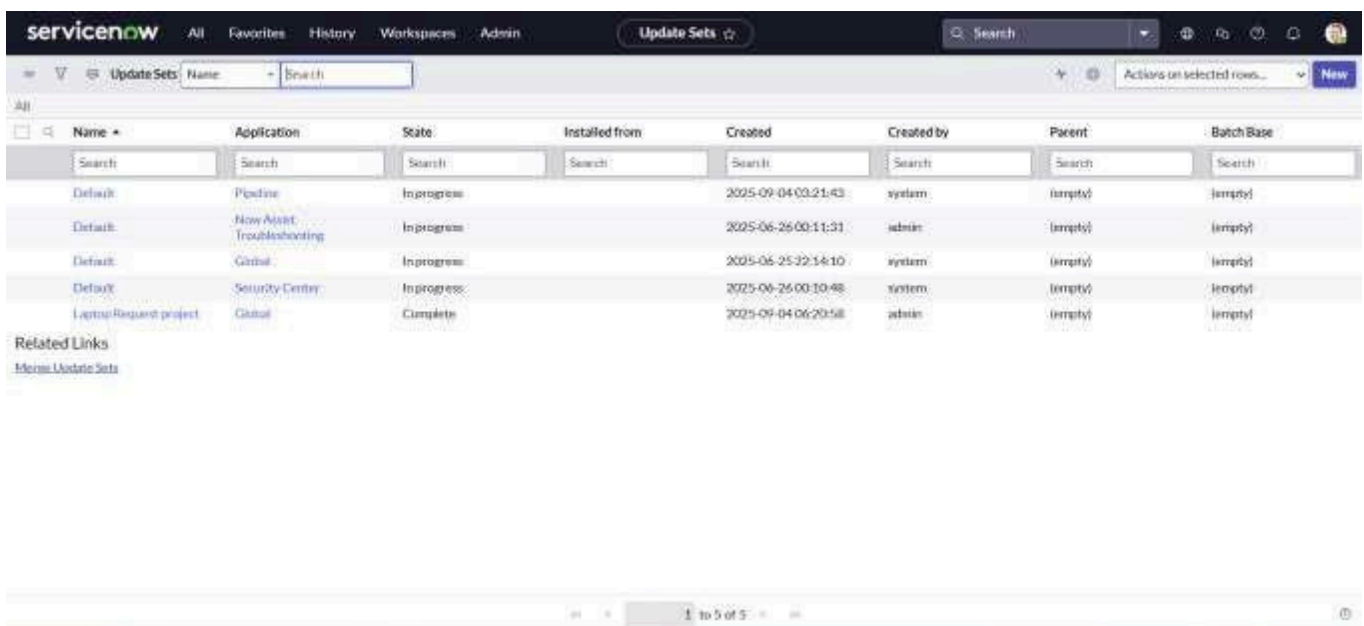
TensorFlow (Machine Learning classification model)

## TASK INITIATION

Milestone 1 : Update set

### Activity 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 .



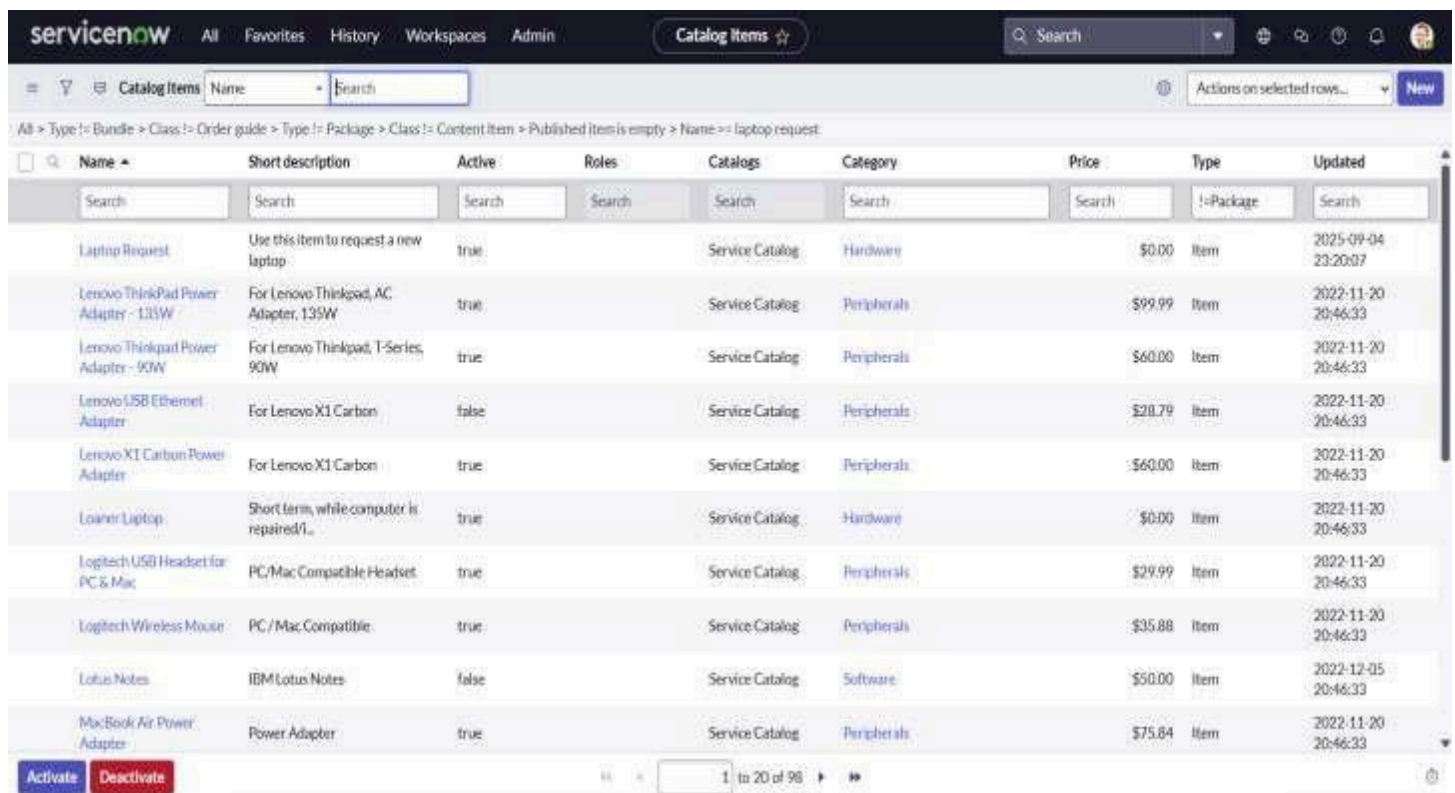
The screenshot shows the ServiceNow 'Update Sets' page. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar is present on the right. Below the navigation bar, there's a section for 'Update Sets' with a search filter and a 'New' button. The main table lists update sets with columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. The table contains five rows of data, including 'Default' update sets for 'Pocline', 'Now Assist Troubleshooting', 'Global', and 'Security Center', and a 'Laptop Request project' update set in 'Complete' state. A 'Related Links' section at the bottom left points to 'Manage Update Sets'.

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Pocline	Inprogress		2025-09-04 03:21:43	system	(empty)	(empty)
Default	Now Assist Troubleshooting	Inprogress		2025-06-26 00:11:31	admin	(empty)	(empty)
Default	Global	Inprogress		2025-06-25 32:14:10	system	(empty)	(empty)
Default	Security Center	Inprogress		2025-06-26 00:10:48	system	(empty)	(empty)
Laptop Request project	Global	Complete		2025-09-04 06:20:58	admin	(empty)	(empty)

## Milestone 2 : Service Catalog Item

### Activity 1: 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.



The screenshot shows the ServiceNow Catalog Items page. The breadcrumb trail is: All > Type != Bundle > Class != Order guide > Type != Package > Class != Content item > Published item is empty > Name != Laptop request. The table lists various catalog items with columns for Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated.

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Laptop Request	Use this item to request a new laptop	true		Service Catalog	Hardware	\$0.00	Item	2025-09-04 23:20:07
Lenovo ThinkPad Power Adapter - 135W	For Lenovo Thinkpad, AC Adapter, 135W	true		Service Catalog	Peripherals	\$99.99	Item	2022-11-20 20:46:33
Lenovo Thinkpad Power Adapter - 90W	For Lenovo Thinkpad, T-Series, 90W	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33
Lenovo USB Ethernet Adapter	For Lenovo X1 Carbon	false		Service Catalog	Peripherals	\$20.79	Item	2022-11-20 20:46:33
Lenovo X1 Carbon Power Adapter	For Lenovo X1 Carbon	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33
Laptop Repair	Short term, while computer is repaired	true		Service Catalog	Hardware	\$0.00	Item	2022-11-20 20:46:33
Logitech USB Headset for PC & Mac	PC/Mac Compatible Headset	true		Service Catalog	Peripherals	\$29.99	Item	2022-11-20 20:46:33
Logitech Wireless Mouse	PC/Mac Compatible	true		Service Catalog	Peripherals	\$35.88	Item	2022-11-20 20:46:33
Lotus Notes	IBM Lotus Notes	false		Service Catalog	Software	\$50.00	Item	2022-12-05 20:46:33
MacBook Air Power Adapter	Power Adapter	true		Service Catalog	Peripherals	\$75.84	Item	2022-11-20 20:46:33

### Activity 2: 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

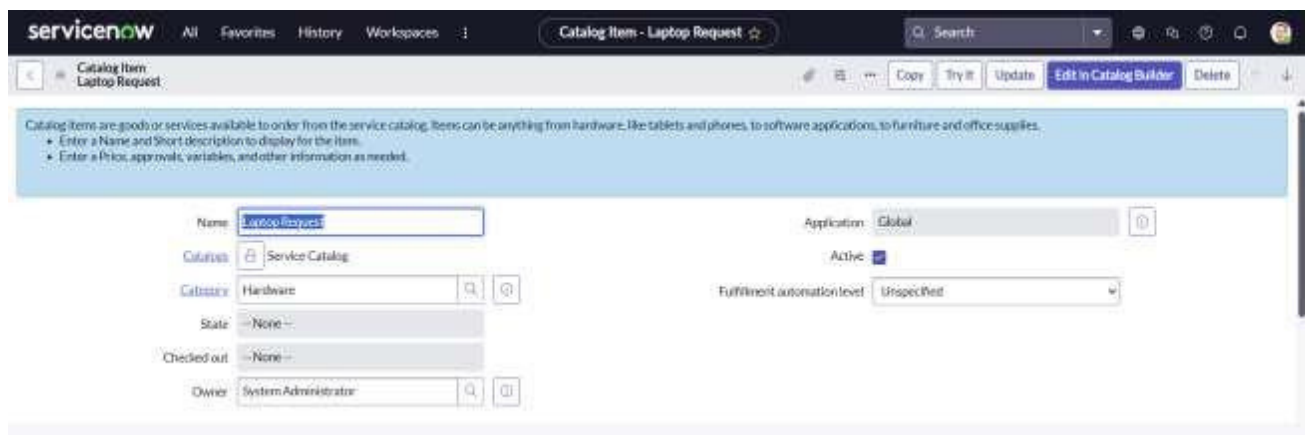
Click on submit

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

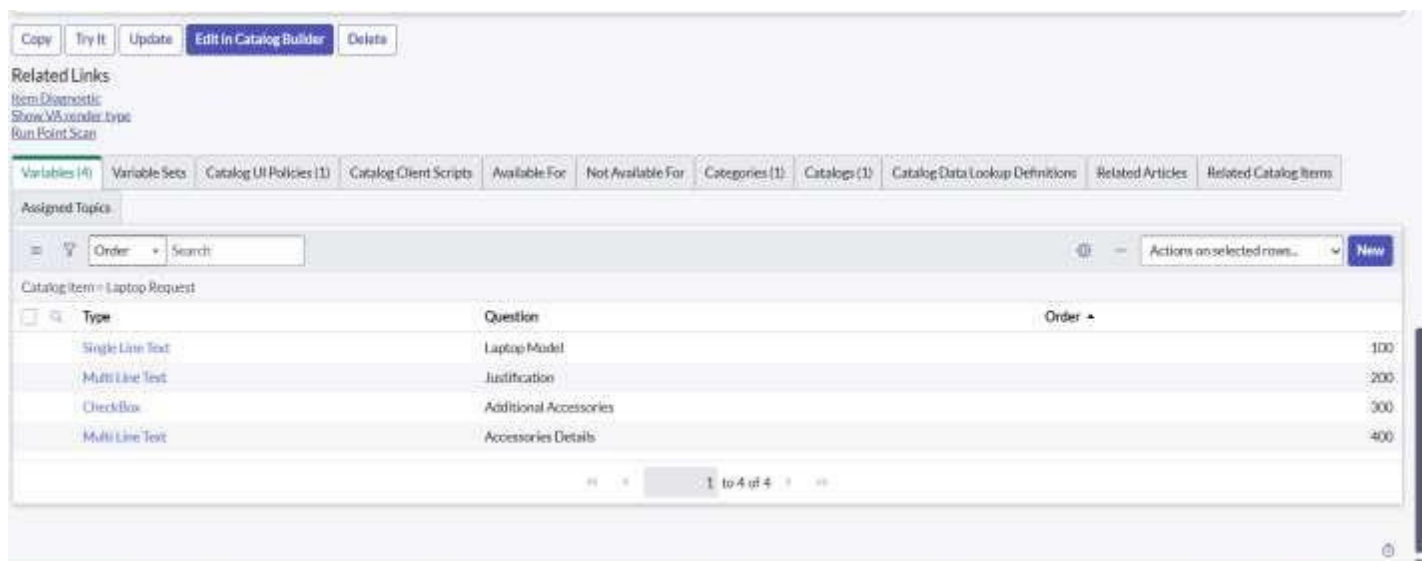
2. Variable 2:Justification  
 Type: Multi line text  
 Name: justification  
 Order:200
3. Variable 3:Additional Accessories  
 Type: Checkbox  
 Name: additional\_accessories  
 Order:300
4. Variable 4: Accessories Details  
 Type: Multi line text  
 Name:accessories\_details  
 Order:400

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 in ServiceNow. The form includes fields for Name (Laptop Request), Application (Global), Category (Hardware), State (None), Checked out (None), and Owner (System Administrator). There are also buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete.



The screenshot shows the 'Related Links' and 'Assigned Topics' sections of the 'Catalog Item - Laptop Request' form. The 'Assigned Topics' table lists the variables added to the catalog item.

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

## Milestone 3 : UI Policy

### Activity 1: 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]

Copy Try It Update **Edit in Catalog Builder** Delete

Related Links  
[Item Diagnostic](#)  
[how.VA.render.type](#)  
[two.Point.Scan](#)

Variables (0) 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

<input type="checkbox"/>	Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
<input type="checkbox"/>	<a href="#">show accessories details</a>	(empty)		true	true	false	2025-09-04 23:16:12	100

1 to 1 of 1

**servicenow** All Favorites History Workspaces Catalog Item - Laptop Request Search

< Catalog Item Laptop Request Copy Try It Update **Edit in Catalog Builder** Delete

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name:  Application:

Catalog: Service Catalog

Category:

State:

Checked out:

Owner:

Fulfillment automation level:

Active: ☒

**Item Details** Process Engine Picture Pricing Portal Settings

Short description:

## Milestone 4 : UI Action

### Activity 1: 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

Code:

Script:

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

Click on save

## Milestone 5 : Export Update set

### Activity 1: 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



The screenshot shows a web application interface for managing update sets. The main form is titled 'Update Set' and 'Laptop Request project'. It contains several input fields and buttons. The 'Name' field is set to 'Laptop Request project'. The 'State' dropdown is set to 'Complete'. The 'Application' dropdown is set to 'Global'. The 'Created' date is '2025-09-04 06:20:58'. The 'Created by' field is 'admin'. The 'Merged to' field is empty. There are 'Update' and 'Back Out' buttons at the top right and bottom left. Below the form, there is a 'Related Links' section with links for 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'.

Name	Laptop Request project	Application	Global
State	Complete	Created	2025-09-04 06:20:58
Parent		Created by	admin
Release date		Merged to	
Install date			
Installed from			
Description			

Update Back Out

**Related Links**

- [Export to XML](#)
- [Merge With Another Update Set](#)
- [Scan Update Set](#)

## Milestone 6 : Export Update set

### Activity 1: Testing

Service Catalog > Hardware > Laptop Request

Search catalog

Use this item to request a new laptop

Laptop Model

Justification

☐ Additional Accessories

Order this item

Quantity

1

Delivery time

2 Days

Order Now

Add to Cart

Shopping Cart

Empty

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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 :

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.