

# **Laptop Request Catalog Item**

**Team ID: LTVIP2026TMIDS37778**

**Team Size: 4**

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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**

Design and implement a ServiceNow catalog item that enables employees to submit laptop requests dynamically with form validations, clear guidance, and governance controls, improving speed, accuracy, and accountability in the process.

## **Category**

ServiceNow System Administrator.

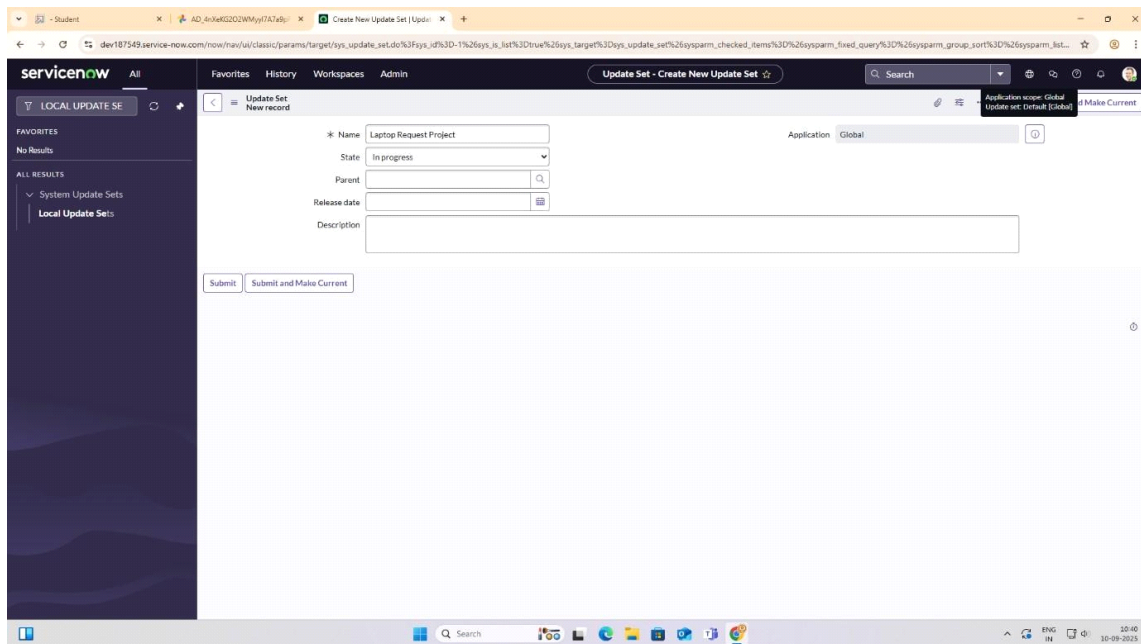
## **Skills**

UIPath RPA, Tanzu Application Service

## **TASK INITIATION Milestone 1: Create Local Update Set**

### **Activity 1: Create Update Set in ServiceNow**

- Open ServiceNow instance.
- Click on All → search for Update Sets.
- Select Local Update Sets under System Update Sets.
- Click on New.
- Fill in the  
following  
details:  
Name:  
Laptop  
Request
- Click Submit and make it Current.
- By clicking on the button it activates the update set



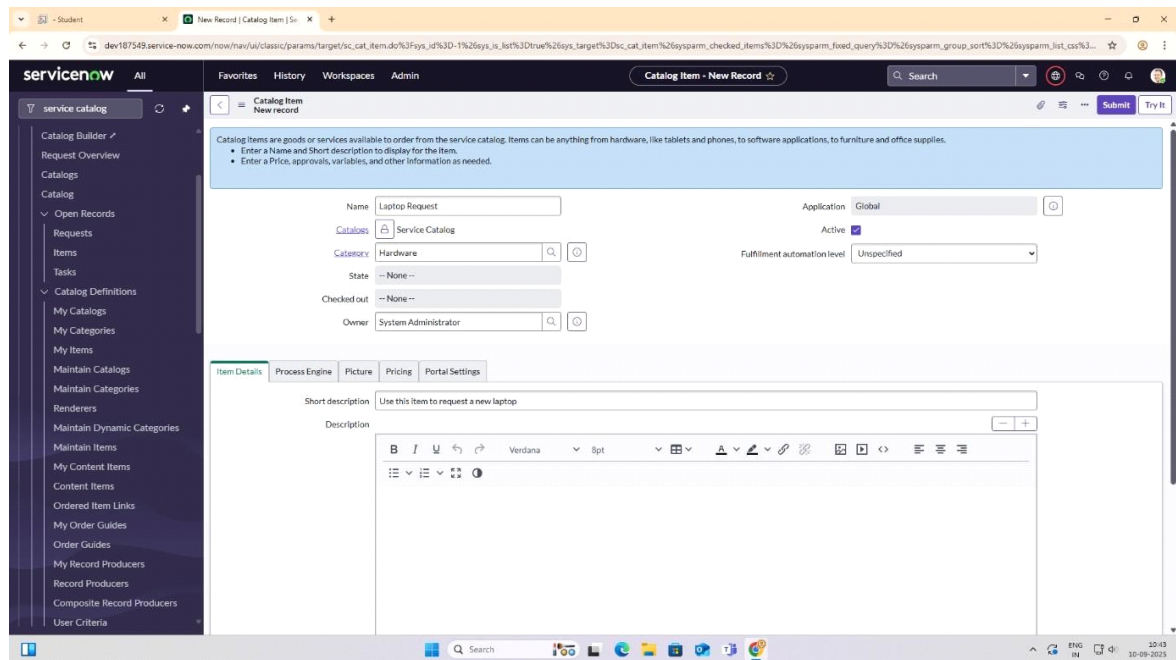
## Milestone 2: Create Service Catalog Item

### Activity 1: Create New Service Catalog Item in ServiceNow

- Open service now.
- Click on All >> service catalog
- Select maintain items under catalog definitions
- Click on New.

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	2025-09-09 20:18:45
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	2022-05-20 06:30:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 03:02:19
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 15"	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
Apple USB Ethernet Adapter	Macbook Air Ethernet Adapter	false		Service Catalog	Peripherals	\$28.13	Item	2022-11-20 20:46:33

- 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'



## Activity 2: Add Variables to the Catalog

### Item Step1:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below
  - Variable
    - 1:Laptop
    - Model
    - Type:
    - Single line
    - text Name:
    - laptop\_mod
    - el Order:100
- Click on submit
- Again click on new and add Remaining variables in the above process

- Variable 2:Justification

Type: Multi

line text

Name:

justification

Order:200

- Variable 3:Additional Accessories

Typ

e: Checkbox Name:

additional\_accessories

Order:300

- Variable 4:

Accessories

Details Type:

Multi line

text

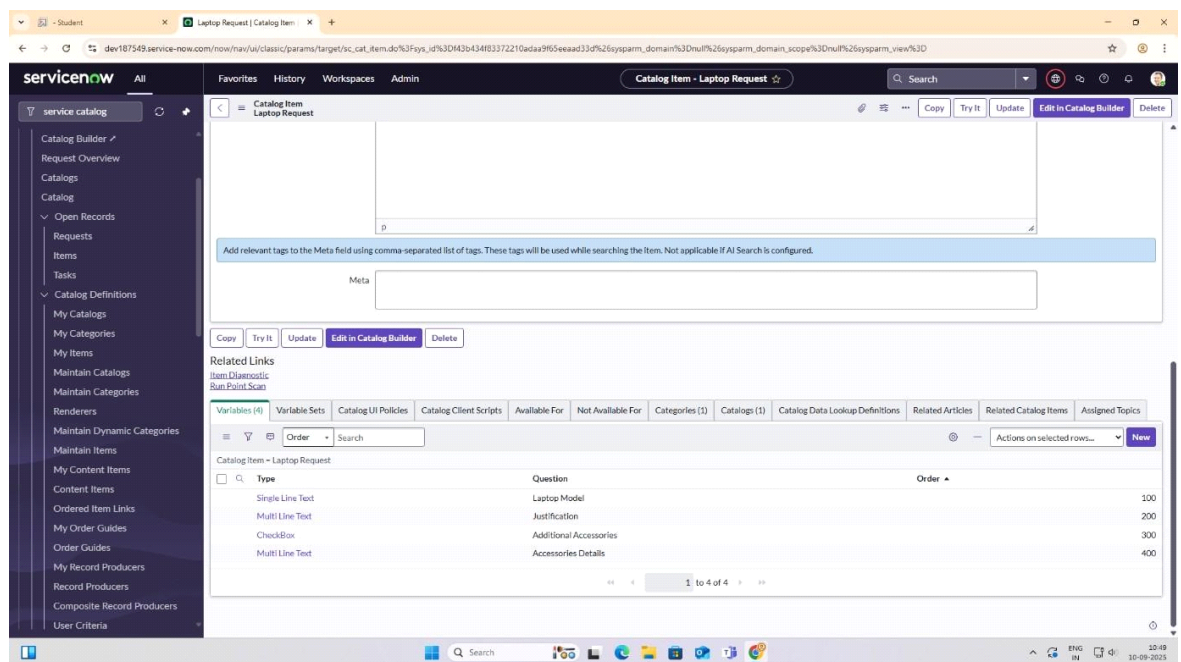
Name:accessso

ries\_details

Order:400

## Step2:

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



## Milestone 3: Create Catalog UI Policies

### Activity 1: Configure Catalog UI Policy for Dynamic Behavior

- Click on all>> search for service catalog
- Select maintain item under catalog definition
- Search for 'laptop request' which is created before
- Select 'laptop request' and scroll down click on "Catalog Ui policies"
- In the catalog ui policies related list tab click on new
- Give short description as: show accessories details

- Set the Catalog Condition in the related list tab  
‘when to apply’ [field: additional\_  
accessories, operator: is, value: true]

ServiceNow Catalog UI Policy - New Record

Applies to: A Catalog Item

Catalog Item: Laptop Request

Short description: show accessories details

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: additional\_accessories is true

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

On load ☒

Reverse if false ☒

- Click on **save**.(do not click on submit)
- Scroll down and select ‘catalog ui action’
- Then click on new button
- Select variable name as: accessories\_details

O

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100

Man

dato

ry:

True

Visi



ble :

True

- 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. The left sidebar contains a navigation menu with options like 'Catalog Builder', 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items', 'My Content Items', 'Content Items', 'Ordered Item Links', 'My Order Guides', 'Order Guides', 'My Record Producers', 'Record Producers', 'Composite Record Producers', and 'User Criteria'. The main form area has a title bar 'Catalog UI Policy Action - New Record' and a search bar. Below the title bar is a description: 'UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)'. The form contains several fields: 'Catalog Item' (Laptop Request), 'Variable name' (accessories\_details), 'Order' (100), 'Application' (Global), 'Mandatory' (True), 'Visible' (True), 'Read only' (Leave alone), 'Value action' (Leave alone), and 'Field message type' (None). A 'Submit' button is located at the bottom left of the form area.

The screenshot shows the 'UI Action - Reset Form' form in ServiceNow. The left sidebar contains a navigation menu with options like 'UI Action', 'System Classic Mobile UI', 'UI Actions - Classic Mobile', 'System Definition', 'UI Actions', 'System UI', 'UI Actions', 'Workspace Experience', 'Forms', 'UI Action Layouts', and 'UI Action Groups'. The main form area has a title bar 'UI Action - Reset Form' and a search bar. Below the title bar is a description: 'UI Action - Reset Form'. The form contains several fields: '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), 'List v3 Compatible' (unchecked), 'Overrides' (empty), 'Messages' (empty), 'Comments' (empty), 'Hint' (empty), 'OnClick' (empty), and 'Condition' (empty). The 'Script' field contains the following code: 

```
1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
4 }
```

 The form also has 'Update' and 'Delete' buttons at the top right.

## **Milestone 4: Create UI Action**

### **Activity 1: Create Reset Form UI Action**

- Open service now.
- Click on All >> search for ui action
- Select ui actions under system definition
- Click on new
- Fill the following details to

create ui action Table:

shopping cart(sc\_cart)

Order:100

Action name:

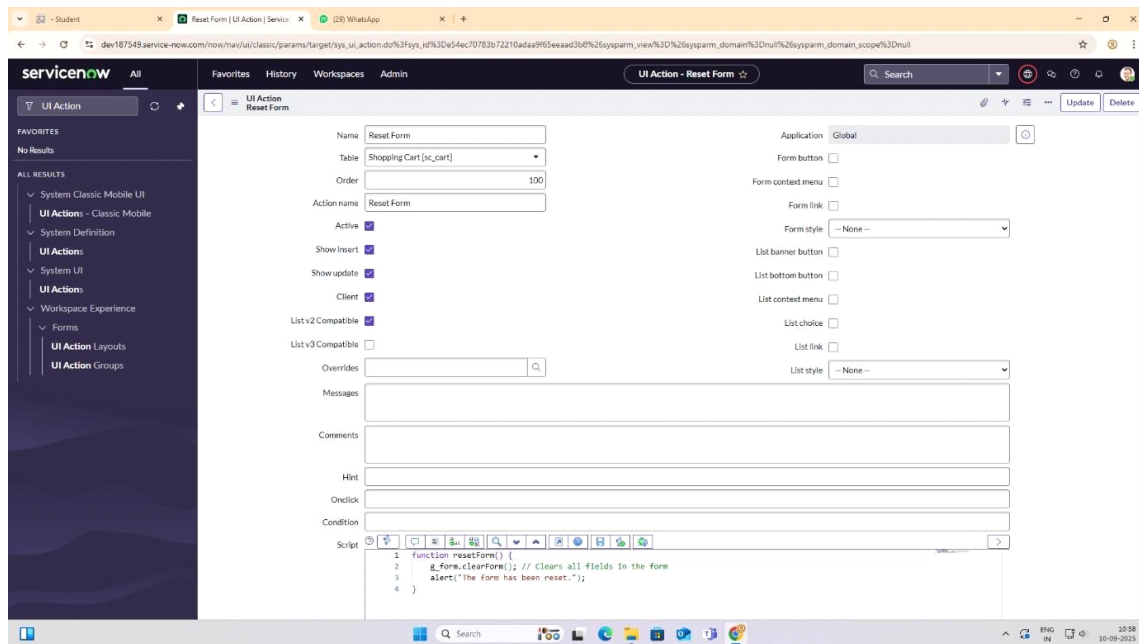
Reset form

Client :

checked

#### **Script:**

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

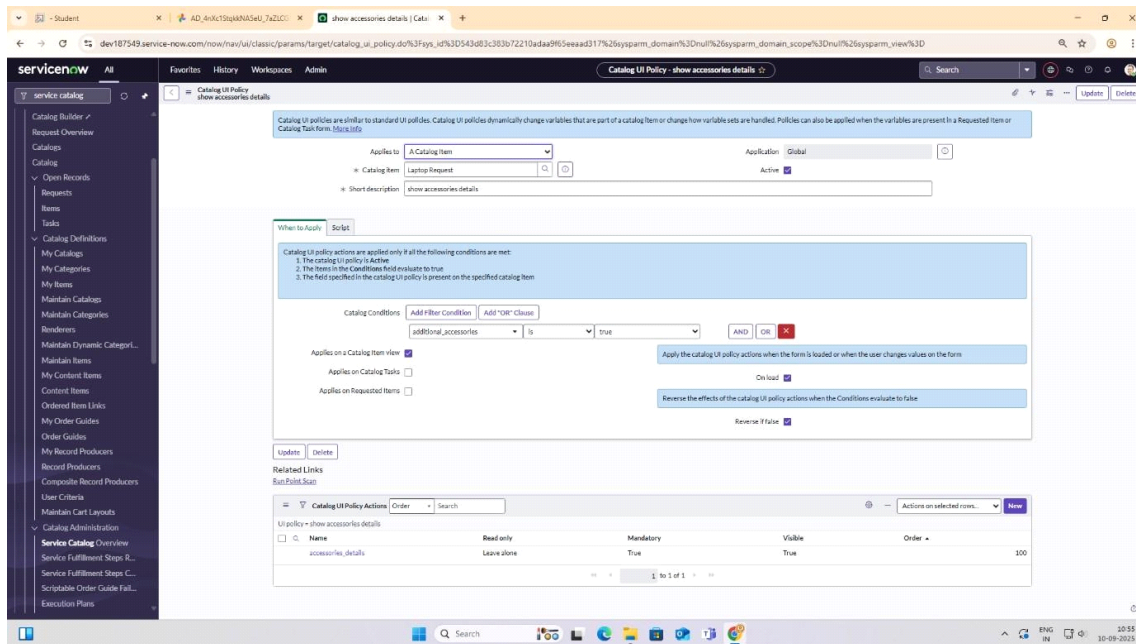


Click on save

## Milestone 5: Exporting Changes to Another

### Instance Activity 1: Export Update Set as XML

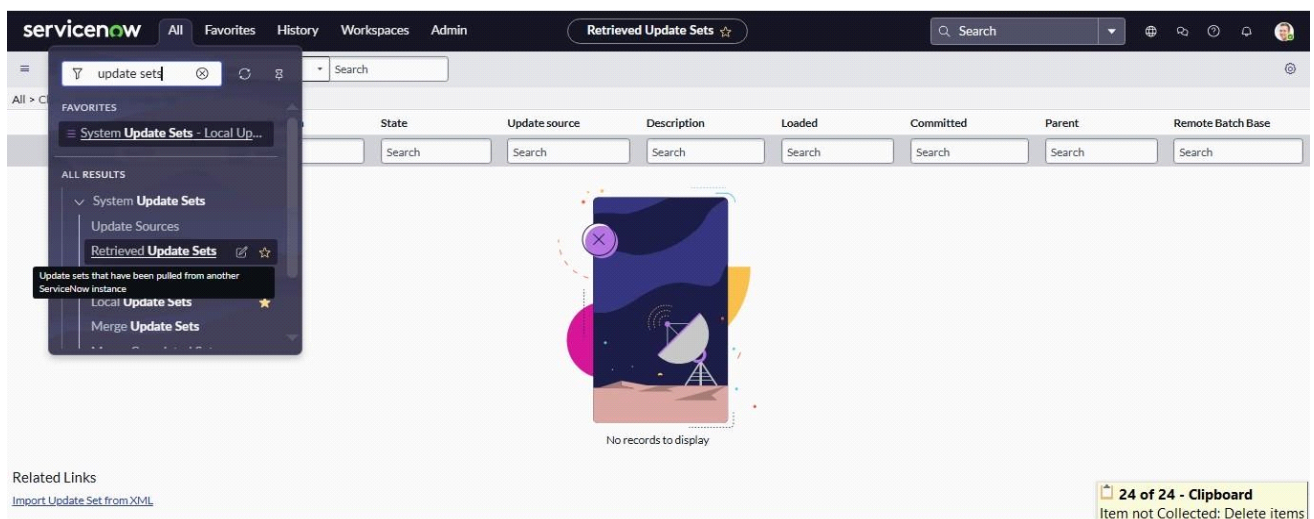
- Click on All >> search for update sets
- Select local update set
- Select created update set i.e. 'Laptop Request Project'
- Set the state to 'Complete'
- In the related list Update tab, updates are visible which we perform under this update set.
- Click on export to XML ,it download one file



## Milestone 6: Retrieving the Update Set

### Activity 1: Import Update Set from XML into Another Instance

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



- Upload the downloaded file in XML file
- Click on Upload and it gets uploaded.

servicenow All Favorites History Workspaces Admin ServiceNow

Search

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

\* XML file Choose File sys\_remote\_u...c5e45aea.xml

Step 2: Upload the file

Upload

- Open retrieved update set ‘laptop request project’
- Click on preview update set
- And click on commit update set
- And also see the related tab updates
- After committing update set in this instance we get all updates which are done in the previous instance

servicenow All Favorites History Workspaces Admin Retrieved Update Set - Laptop Request

Search

ServiceNow Service Management Update Set test

Update Delete Preview Update Set

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name	Laptop Request	Committed	
Application	Global	Inserted	
Update source		Deleted	
Parent			
State	Loaded		
Loaded	2025-09-07 08:22:24		
Description			
Application name	Global		

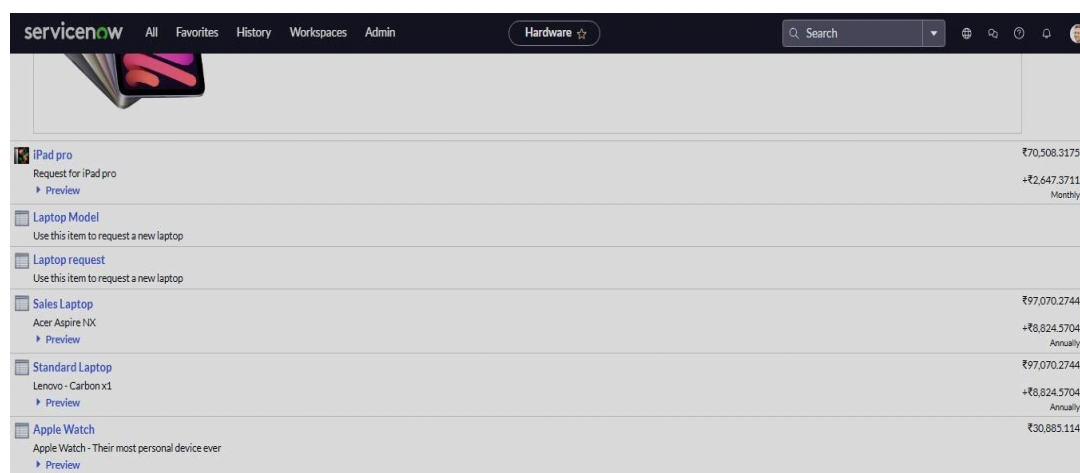
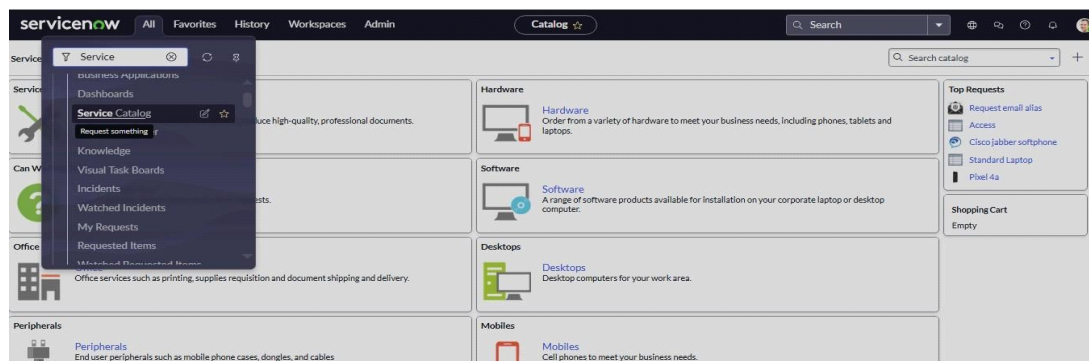
Update Delete Preview Update Set

Related Links

## Milestone 7: Test Catalog Item

### Activity 1: Verify Functionality of the Laptop Request Catalog Item

- Search for service catalog in application navigator in target instance
- Select catalog under service catalog
- Select hardware category and search for 'laptop request' item
- Select laptop request item and open it
- 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 7. Now see the results, it fulfills our requirements

The screenshot displays the ServiceNow user interface for a 'Laptop request' catalog item. The top navigation bar includes the ServiceNow logo, links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin', a search bar, and a user profile icon. The breadcrumb trail shows 'Service Catalog > Hardware > Laptop request'. The main form area is titled 'Use this item to request a new laptop' and contains several input fields: 'Laptop Model', 'Justification', a checked checkbox for 'Additional Accessories', and a field for 'Accessories Details' marked with a red asterisk. On the right side, a summary panel shows 'Order this Item' with a quantity of 1 and a delivery time of 2 Days, along with 'Order Now' and 'Add to Cart' buttons. At the bottom right, it indicates the 'Shopping Cart' is '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.