Final Documentation

Date	29 October 2025
Team ID	795852F3221DB4B929C4102734754A06
Project Name	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, I proposed creating a Service Catalog item that allows users to request laptops easily, with dynamic fields, clear instructions, and a reset option. All changes would be tracked for governance and deployment.

Implementation Steps – Laptop Request Catalog Item:

1. Create Local Update Set

- Open ServiceNow.
- Navigate to: **All → Update Sets → Local Update Sets**.
- Click **New** and fill in the details:
    - **Name:** Laptop Request
- Click **Submit**, then click **Make Current** to activate the update set.

2. Create Service Catalog Item

- Navigate to: **All → Service Catalog → Maintain Items**.
- Click **New** and fill in the following:
    - **Name:** Laptop Request
    - **Catalog:** Service Catalog
    - **Category:** Hardware
    - **Short Description:** Use this item to request a new laptop
- Click **Save**.

3. Add Variables

- Scroll down to the **Variables** related list in the catalog item form.

- Add the following variables one by one:

Variable Name	Type	Technical Name	Order
Laptop Model	Single Line Text	`laptop_model`	100
Justification	Multi Line Text	`justification`	200
Additional Accessories	Checkbox	`additional_accessories`	300
Accessories Details	Multi Line Text	`accessories_details`	400

- After adding all variables, click **Save** on the catalog item form.

4. Create Catalog UI Policy

- Navigate to: **All → Service Catalog → Maintain Items**.
- Search and open the **Laptop Request** item.
- Scroll to **Catalog UI Policies** and click **New**.
- Fill in:
  - **Short Description:** Show Accessories Details
  - **Condition:**
    - Field: `additional_accessories`
    - Operator: `is`
    - Value: `true`
- Click **Save** (do not submit yet).
- Scroll to **Catalog UI Policy Actions** and click **New**:
  - **Variable Name:** `accessories_details`
  - **Order:** 100
  - **Mandatory:** True
  - **Visible:** True
- Click **Save**, then save the UI Policy form again.

5. Create UI Action

- Navigate to: **All → UI Actions → System Definition**.
- Click **New** and fill in:
  - **Table:** `sc_cart` (Shopping Cart)
  - **Order:** 100
  - **Action Name:** Reset Form
  - **Client:** Checked

○ **Script:**
javascript
function resetForm() {

      g_form.clearForm();

      alert("The form has been reset.");

}

- Click **Save**.

6. Export Update Set to Another Instance

- Navigate to: **All → Update Sets → Local Update Sets**.
- Open the update set: **Laptop Request Project**.
- Set **State** to `Complete`.
- In the **Updates** related list, verify all tracked changes.
- Click **Export to XML** to download the update set file.

7. Retrieve Update Set in Target Instance

- Open the target instance in an incognito window and log in.
- Navigate to: **All → Update Sets → Retrieved Update Sets**.
- Click **Import Update Set from XML** and upload the downloaded file.
- After upload, open the retrieved update set: **Laptop Request Project**.
- Click **Preview Update Set**, then **Commit Update Set**.
- Confirm updates are visible in the related list.

8. Test Catalog Item

- In the target instance, navigate to: **All → Service Catalog → Catalog**.
- Select the **Hardware** category and open the **Laptop Request** item.
- Confirm that the catalog item loads correctly and displays the expected variables.
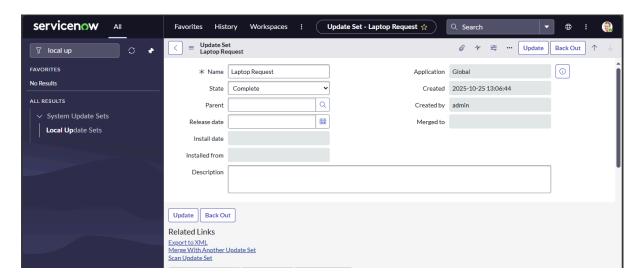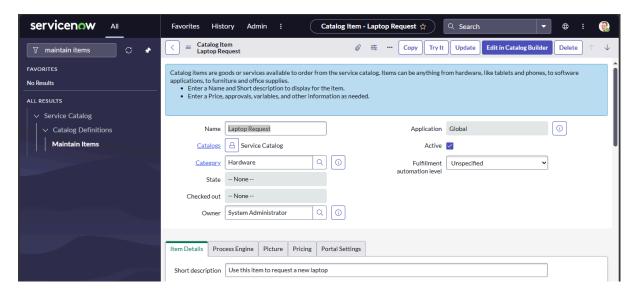
Output Screenshots:

Figure 1: Updated Local Set
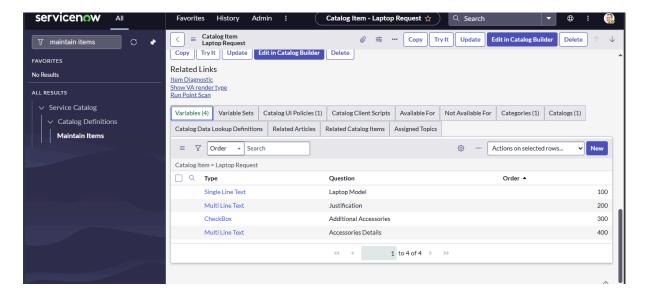

Figure 2: Maintain Item's Laptop request

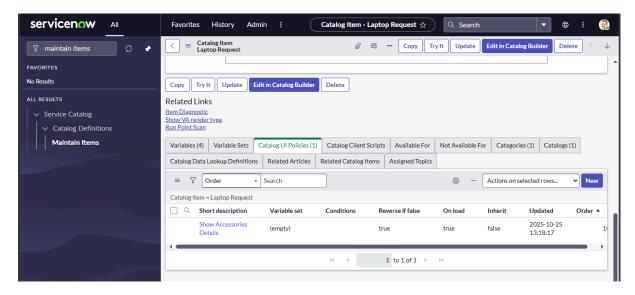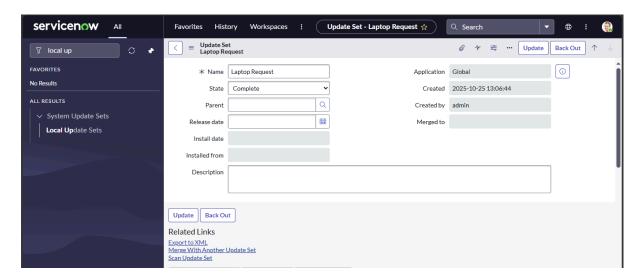**Figure 3: Variable set**

Figure 4: Catalog UI Policies

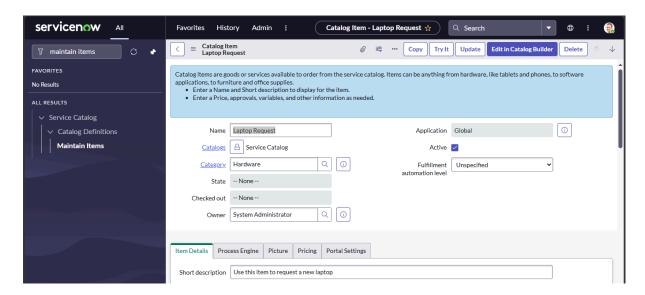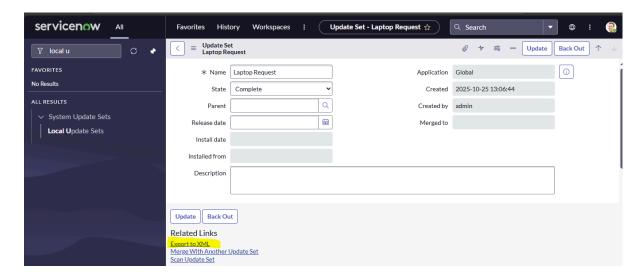**Figure 5.1: UI Action**
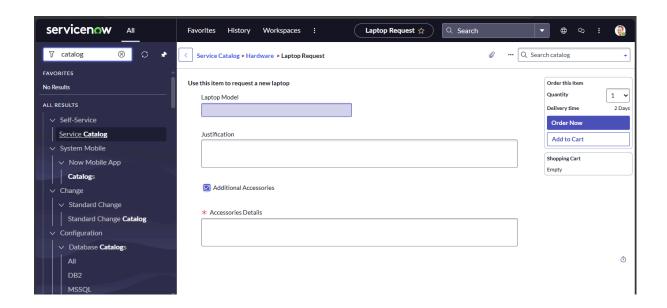

Figure 5.2: UI Action continuation

Figure 6: Export Changes

Figure 7: Testing (Final)