

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:

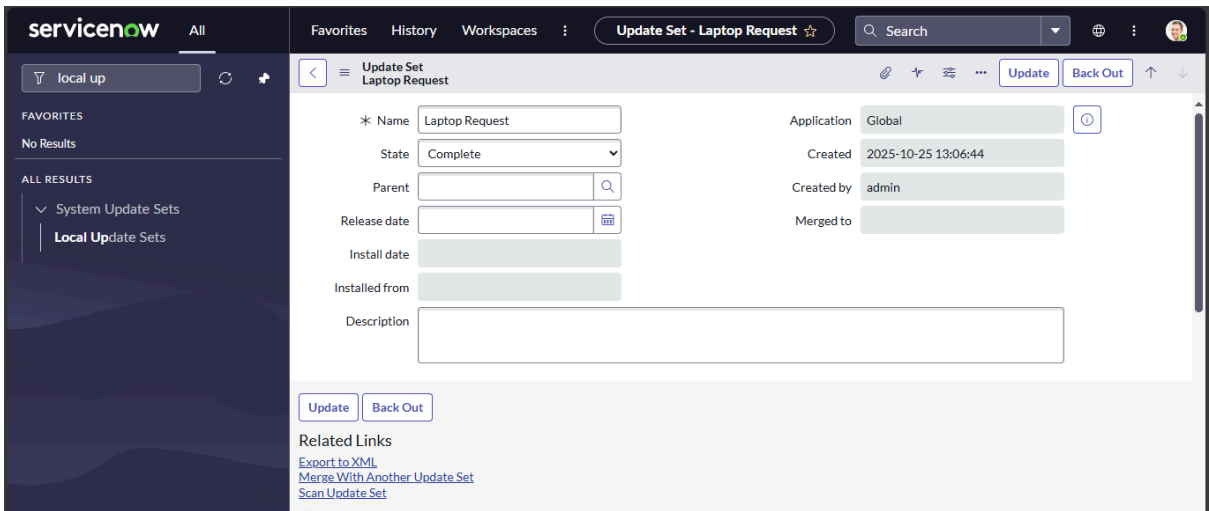


Figure 1: Updated Local Set

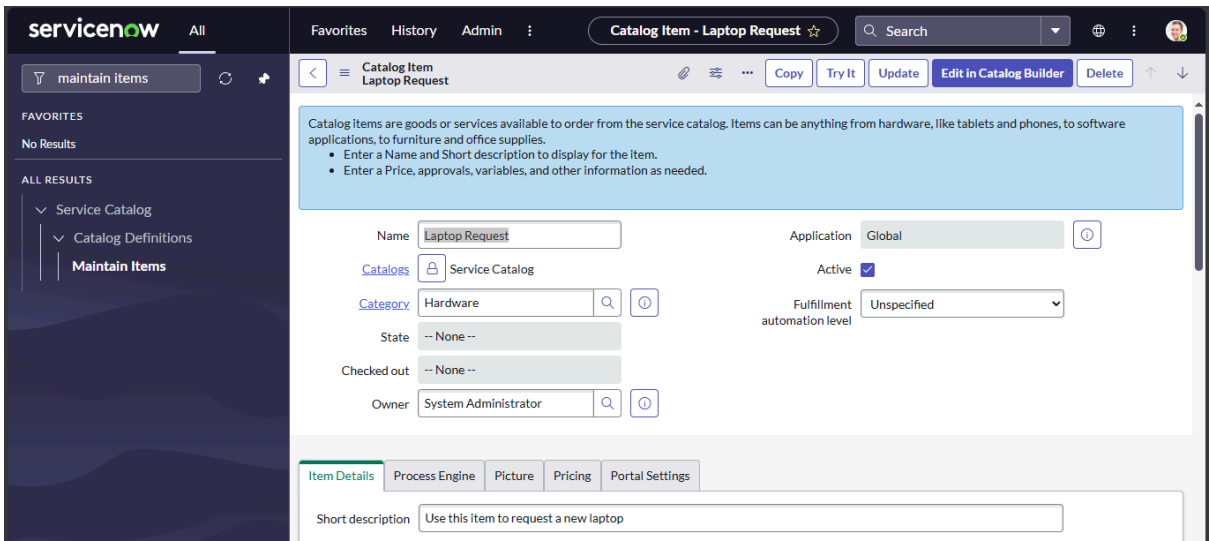


Figure 2: Maintain Item's Laptop request

servicenow All

maintain items

FAVORITES
No Results

ALL RESULTS

- Service Catalog
- Catalog Definitions
 - Maintain Items

Catalog Item - Laptop Request

Copy Try It Update Edit in Catalog Builder Delete

Related Links

- Item Diagnostic
- Show VA render type
- Run Point Scan

Variables (4) 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

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

1 to 4 of 4

Figure 3: Variable set

servicenow All

maintain items

FAVORITES
No Results

ALL RESULTS

- Service Catalog
- Catalog Definitions
 - Maintain Items

Catalog Item - Laptop Request

Copy Try It Update Edit in Catalog Builder Delete

Related Links

- Item Diagnostic
- Show VA render type
- Run Point Scan

Variables (4) 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

Short description	Variable set	Conditions	Reverse If false	On load	Inherit	Updated	Order
Show Accessories Details	(empty)		true	true	false	2025-10-25 13:18:17	1

1 to 1 of 1

Figure 4: Catalog UI Policies

servicenow

All

local up

local up

FAVORITES

No Results

ALL RESULTS

System Update Sets

Local Update Sets

Favorites

History

Workspaces

Update Set - Laptop Request

Search

Update

Back Out

Update Set

Laptop Request

* Name

Laptop Request

Application

Global

State

Complete

Created

2025-10-25 13:06:44

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

Figure 5.1: UI Action

servicenow

All

maintain items

maintain items

FAVORITES

No Results

ALL RESULTS

Service Catalog

Catalog Definitions

Maintain Items

Favorites

History

Admin

Catalog Item - Laptop Request

Search

Copy

Try It

Update

Edit in Catalog Builder

Delete

Catalog Item

Laptop Request

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

Laptop Request

Application

Global

Catalogs

Service Catalog

Active

☒

Category

Hardware

Fulfillment automation level

Unspecified

State

-- None --

Checked out

-- None --

Owner

System Administrator

Item Details

Process Engine

Picture

Pricing

Portal Settings

Short description

Use this item to request a new laptop

Figure 5.2: UI Action continuation

servicenow All

Favorites History Workspaces **Update Set - Laptop Request** Search

local u Update Set Laptop Request Update Back Out

Name Laptop Request Application Global
State Complete Created 2025-10-25 13:06:44
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](#)

Figure 6: Export Changes

servicenow All

catalog Service Catalog Hardware Laptop Request Search

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

Figure 7: Testing (Final)