

Laptop Request Catalog Item

Team Id :NM2025TMID18922

Team Size:4

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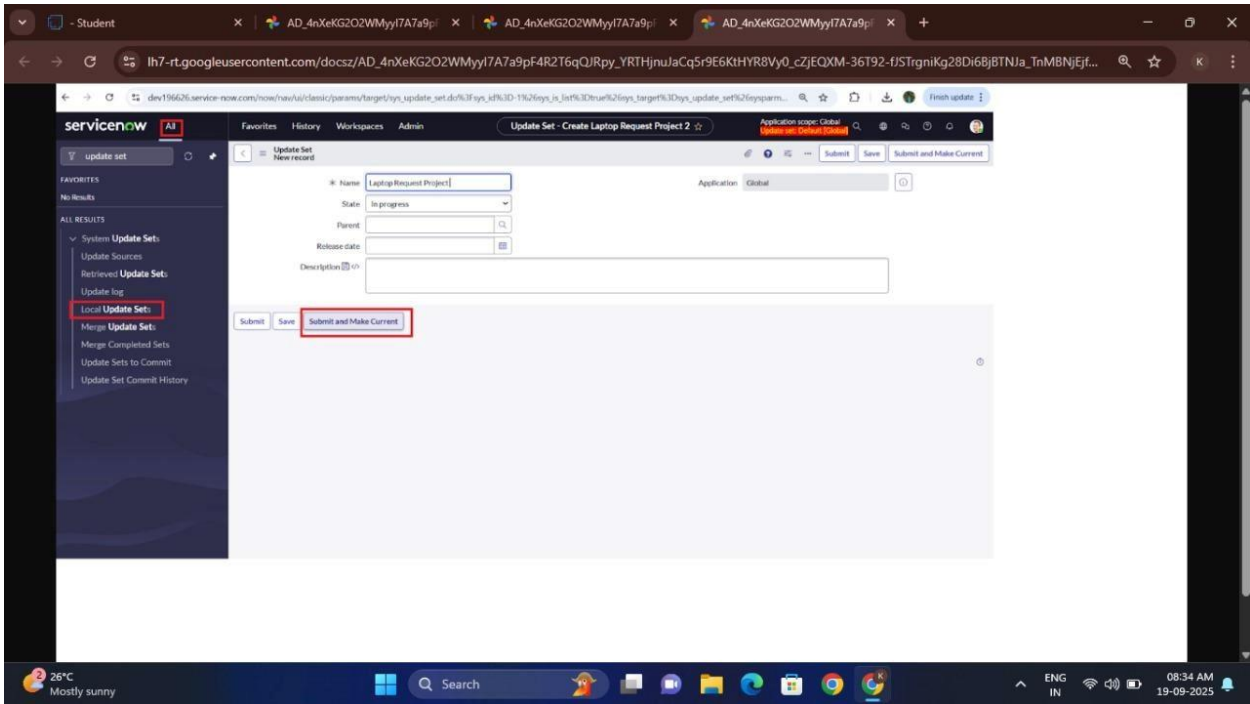
Team member : MONISHA D

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.

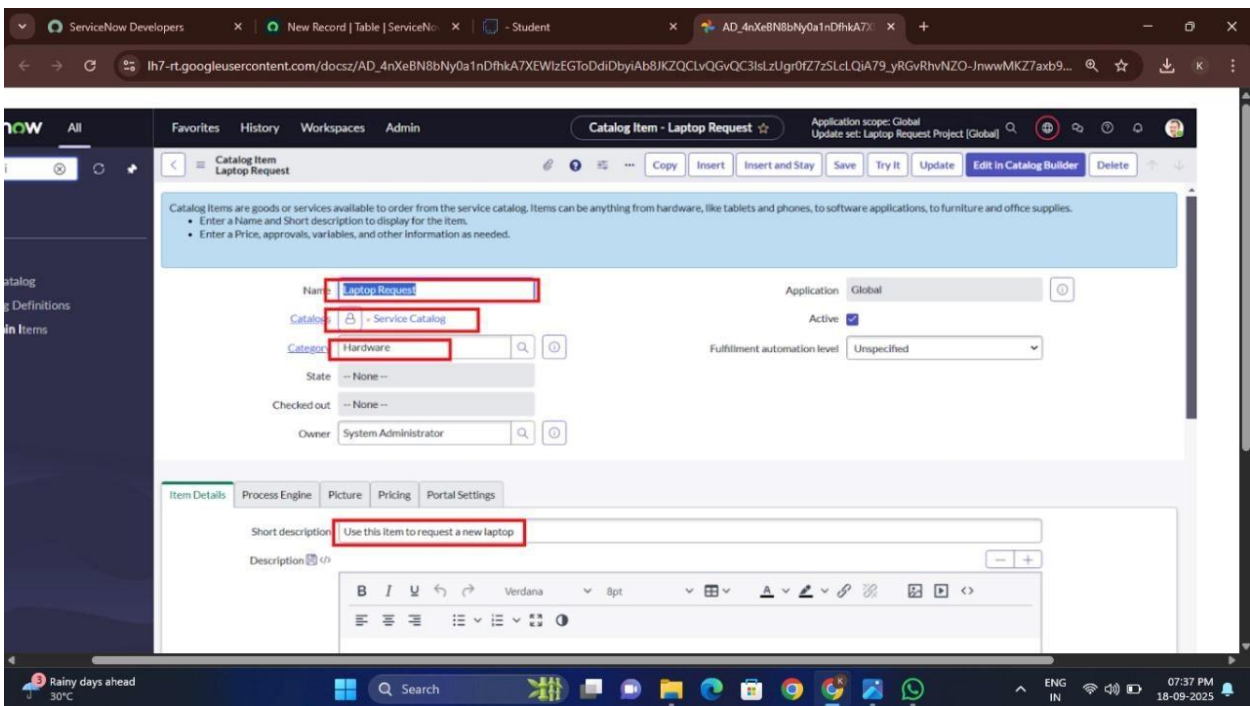
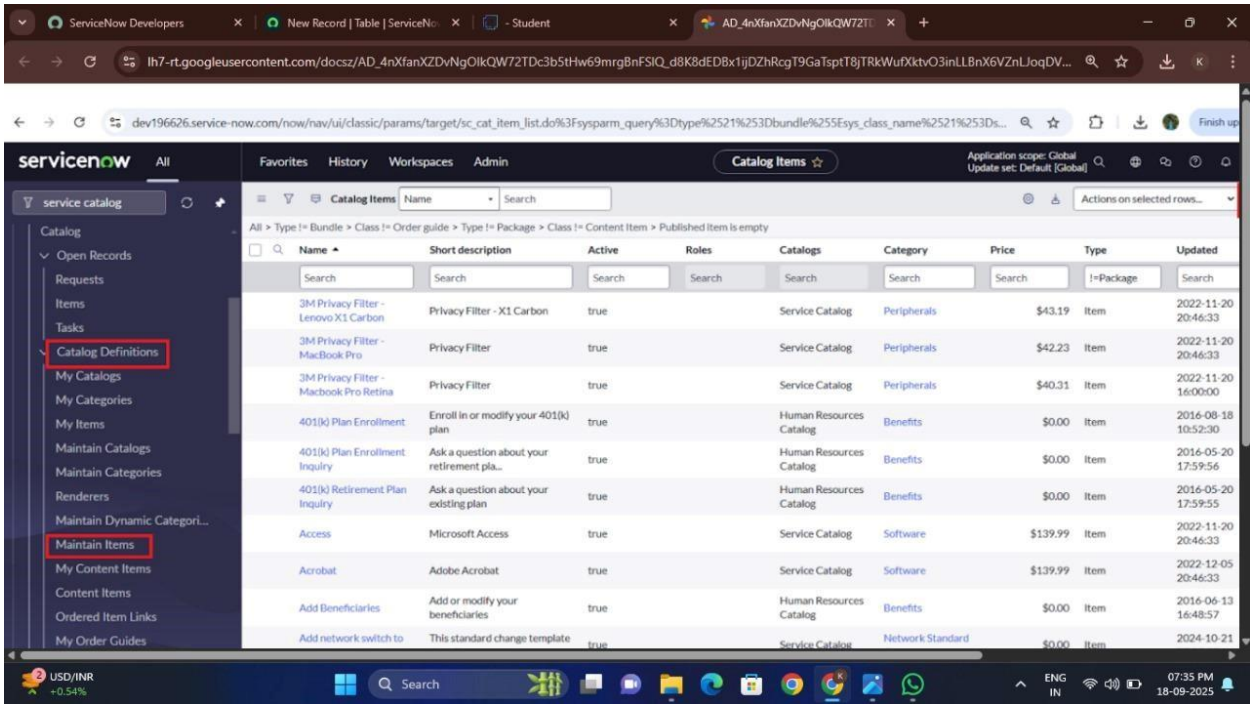
Create Local Update set

- Open ServiceNow
- Go to All → Update Sets → Local Update Sets
- Click New
- Enter name: Laptop Request
- Click Submit
- Click Make Current to activate



Create Service Catalog Item

- Open ServiceNow
- Go to All → Service Catalog → Maintain Items • Click New • Enter:
- Name: Laptop Request
- Catalog: Service Catalog
- Category: Hardware
- Short Description: Use this item to request a new laptop • Click Save



Add variables

- Save the catalog item → scroll down to Variables • Click New → add:
- Laptop Model | Single line text | laptop_model | 100
- Add more variables the same way:

- Justification | Multi line text | justification | 200
- Additional Accessories | Checkbox | additional_accessories | 300
- Accessories Details | Multi line text | accessories_details | 400
- Save the catalog item form

ServiceNow Developers | New Record | Table | ServiceNow | Student | AD_4nXcZAxsv4Ek5zZPevaSbvDF8G_RDwNEbzm... | Variable - New Record

Application: Global | Type: Single Line Text | Catalog Item: Laptop Request | Order: 100 | Active: ☒ | Mandatory: ☐ | Read only: ☐ | Hidden: ☐

Specify the Question that explains the options available to the end user when ordering the item

* Question: Laptop Model
* Name: laptop_model

Submit Save

ServiceNow Developers | New Record | Table | ServiceNow | Student | AD_4nXcZAxsv4Ek5zZPevaSbvDF8G_RDwNEbzm... | Catalog Item - Laptop Request

Meta:

Related Links: Item Diagnostic, Run Point Scan, (SN Utility) Versions (8)

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

Type	Question	Order
Single Line Text	Laptop Model	
Multi Line Text	Justification	
Checkbox	Additional Accessories	
Multi Line Text	Accessories Details	

1 to 4 of 4

Create Catalog Ui policies

- Create Catalog Ui policies
- Go to All → Service Catalog → Maintain Items
- Search and open Laptop Request
- Scroll down → Catalog UI Policies → New
- Short Description: Show accessories details
- Condition: additional_accessories is true
- Click Save (not Submit)
- Scroll down → Catalog UI Actions → New
- Variable: accessories_details
- Order: 100
- Mandatory: True
- Visible: True
- Click Save
- Click Save again on the Catalog UI Policy form

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The left sidebar contains the navigation menu with 'maintain it' selected. The main content area is titled 'Catalog UI Policy - Show Accessories Details'. The 'Applies to' section shows 'A Catalog Item' selected, with 'Laptop Request' entered in the 'Catalog item' field. The 'Application' is set to 'Global' and 'Active' is checked. The 'Short description' is 'Show Accessories Details'. The 'When to Apply' section has 'Script' selected. A blue box contains the following conditions: '1. The catalog UI policy is Active', '2. The items in the Conditions field evaluate to true', and '3. The field specified in the catalog UI policy is present on the specified catalog item'. The 'Catalog Conditions' section shows a filter for 'additional_accessories' with the condition 'is true'. The 'Applies on a Catalog Item view' checkbox is checked. The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values of' checkbox is checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is checked. The 'Reverse if false' checkbox is checked.

ServiceNow Developers | New Record | Table | ServiceNow | - Student | AD_4nXe4eemd1swf570eeF3 | +

lh7-rt.googleusercontent.com/docsz/AD_4nXe4eemd1swf570eeF3L4Yy-z6IE4yieVbQb7Y_5bN07tMmHtzqal53t8wi2GxIUWm-UREMNTvEuHHQ0WYe7aG/q2m4...

servicenow | All | Favorites | History | Workspaces | Admin | Catalog UI Policy - Show Accessories Details | Application scope: Global | Update set: Default Catalog

maintain it | FAVORITES | No Results | ALL RESULTS | Service Catalog | Catalog Definitions | Maintain Items

Catalog UI Policy - Show Accessories Details

Applies to: A Catalog Item | Application: Global | Active: ☒

* Catalog item: Laptop Request | * Short description: Show Accessories Details

When to Apply: Script

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

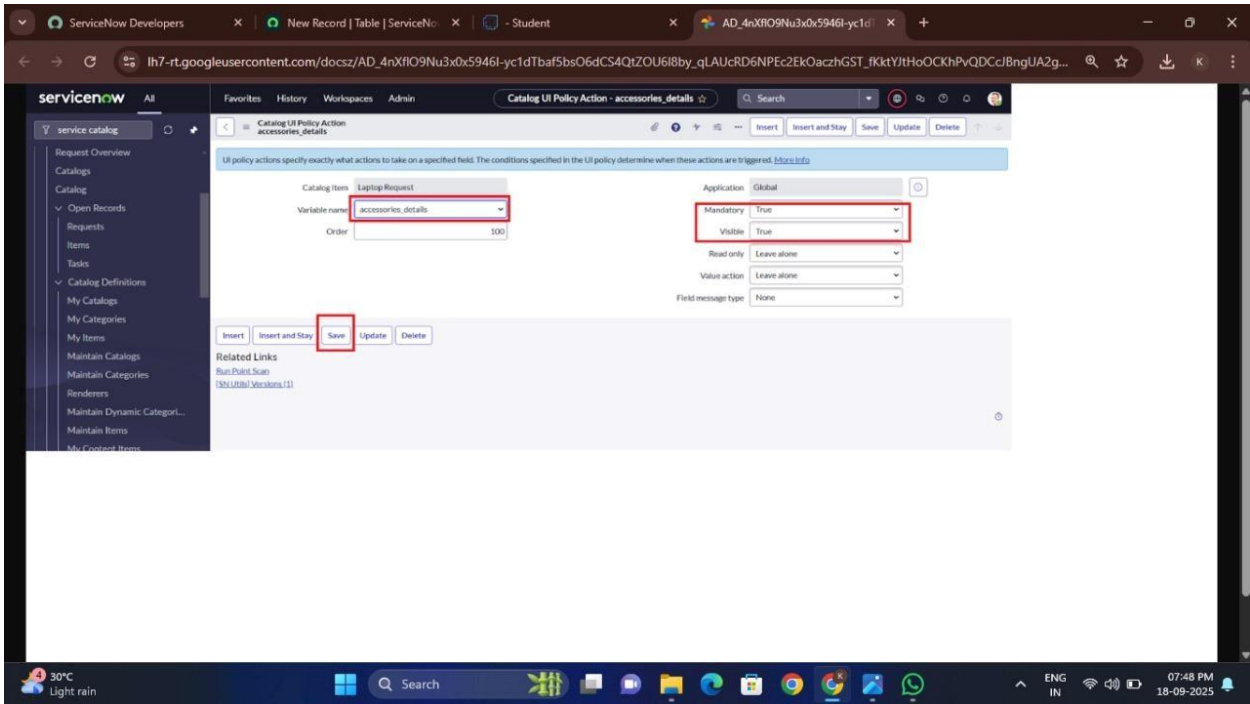
Catalog Conditions: Add Filter | Choose option | "OR" Clause

additional_accessories is true

Applies on a Catalog Item view: ☒ | Applies on Catalog Tasks: ☐ | Applies on Requested Items: ☐

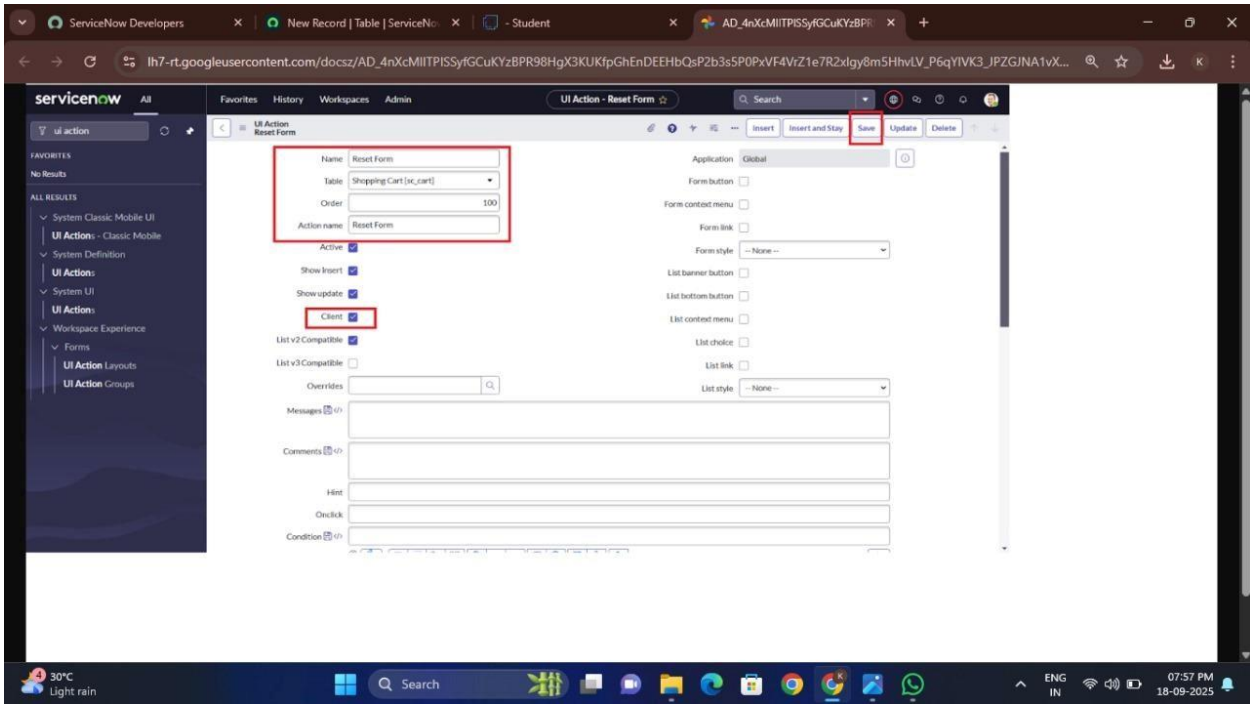
Apply the catalog UI policy actions when the form is loaded or when the user changes values of: ☒ | On load: ☒ | Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false: ☒ | Reverse if false: ☒

30°C | Light rain | Search | 07:44 PM | 18-09-2025



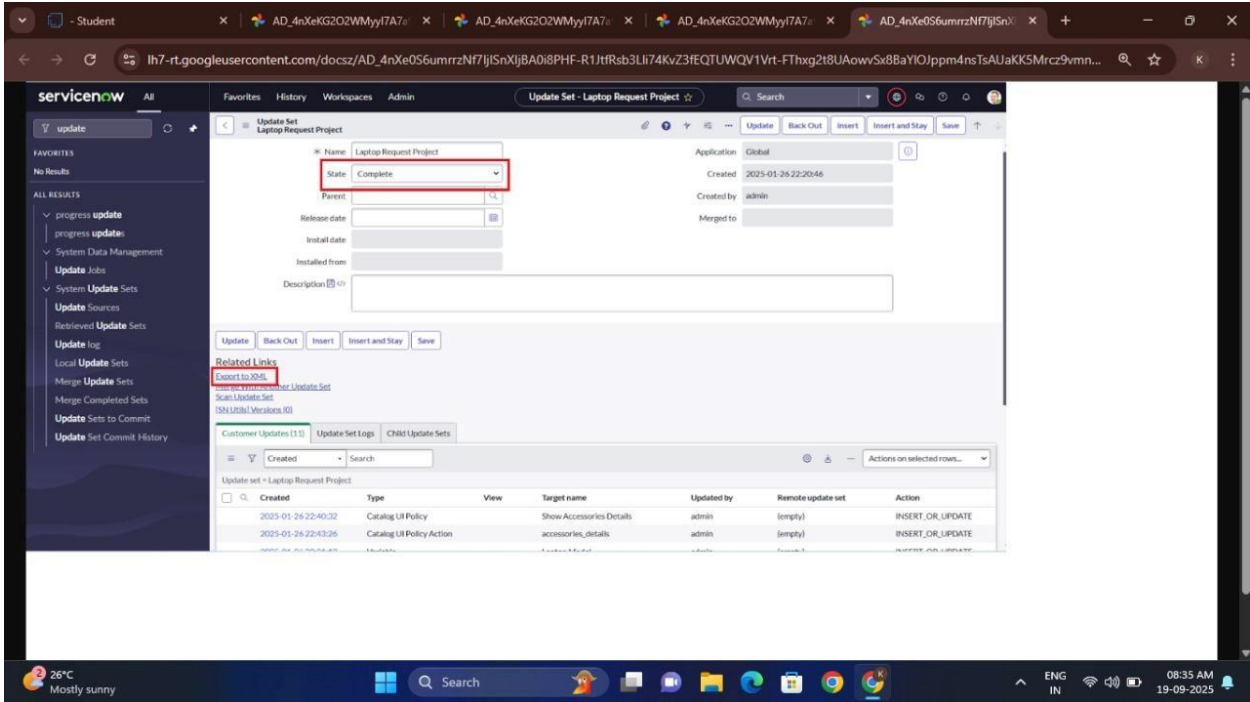
Create ui action

- 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
 - Actionname:Reset form
 - Client : checked
- Click on save



Exporting changes to another instances

- Go to All → Update Sets → Local Update Sets
- Open Laptop Request Project
- Set State = Complete
- In Updates tab, check the changes
- Click Export to XML → file downloads



Retrieving the update set

- Open ServiceNow in Incognito and log in
- Go to All → Update Sets → Retrieved Update Sets
- Click Import from XML → upload the file → Upload
- Open Laptop Request Project
- Click Preview Update Set → then Commit Update Set
- Check Updates tab to see all changes

ServiceNow interface showing the 'Retrieved Update Sets' list. The left sidebar contains navigation options under 'update', with 'Retrieved Update Sets' highlighted. The main table lists update sets with columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. A 'Related Links' section at the bottom left of the table contains a link 'Import Update Set from XML'.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
first update set 2	Global	Previewed	sandeeep		2024-08-30 03:00:07	(empty)	(empty)	(empty)
Migration of AI Search Profile: AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migration s...	2023-06-30 15:09:38	(empty)	(empty)	(empty)
program	Global	Previewed	sandeeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	sandeeep		2024-08-30 03:00:05	2024-08-30 03:01:03	(empty)	(empty)
Rathan's Snow	Global	Loaded	(empty)	Testing purpose	2024-07-10 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	sandeeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny.gujia	Global	Previewed	sandeeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

Related Links
[Import Update Set from XML](#)

ServiceNow interface showing the 'Import XML' wizard. The left sidebar contains navigation options under 'update', with 'Import XML' highlighted. The main area displays the 'Import XML' wizard steps: Step 1: Choose file to upload (with a 'Choose File' button) and Step 2: Upload the file (with an 'Upload' button).

Import XML

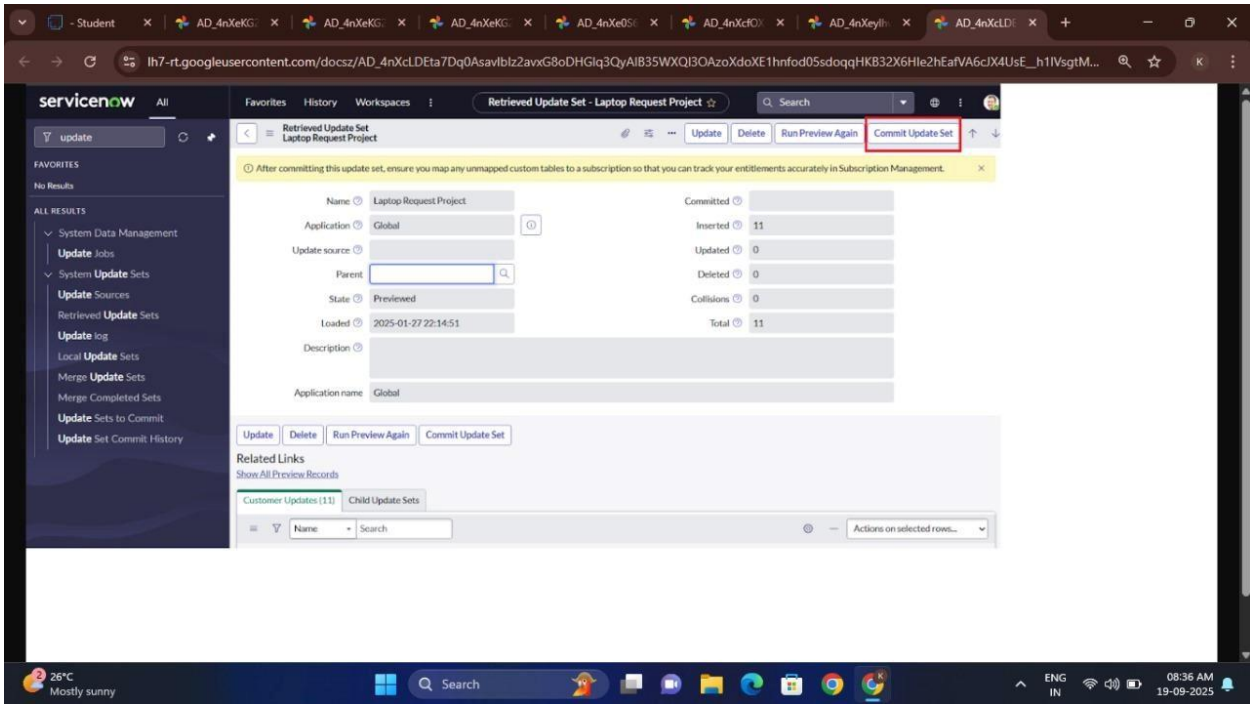
Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

Choose File | sys_remote_us_fread31ae.xml

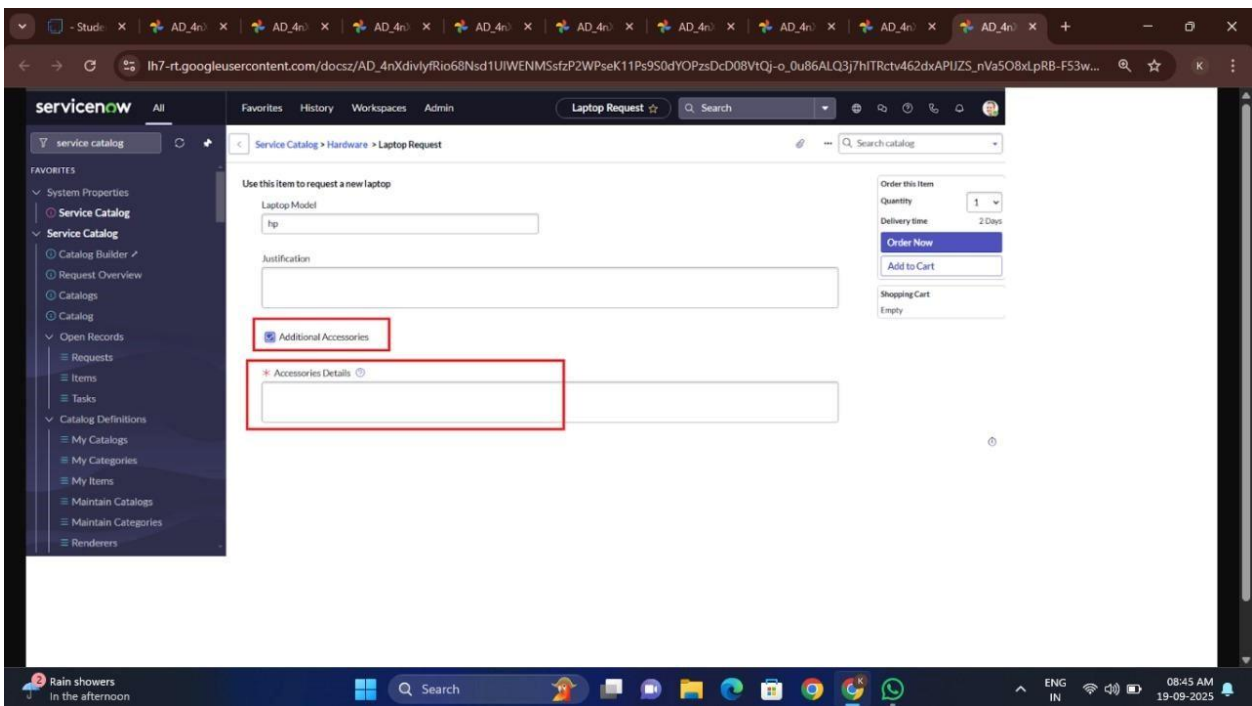
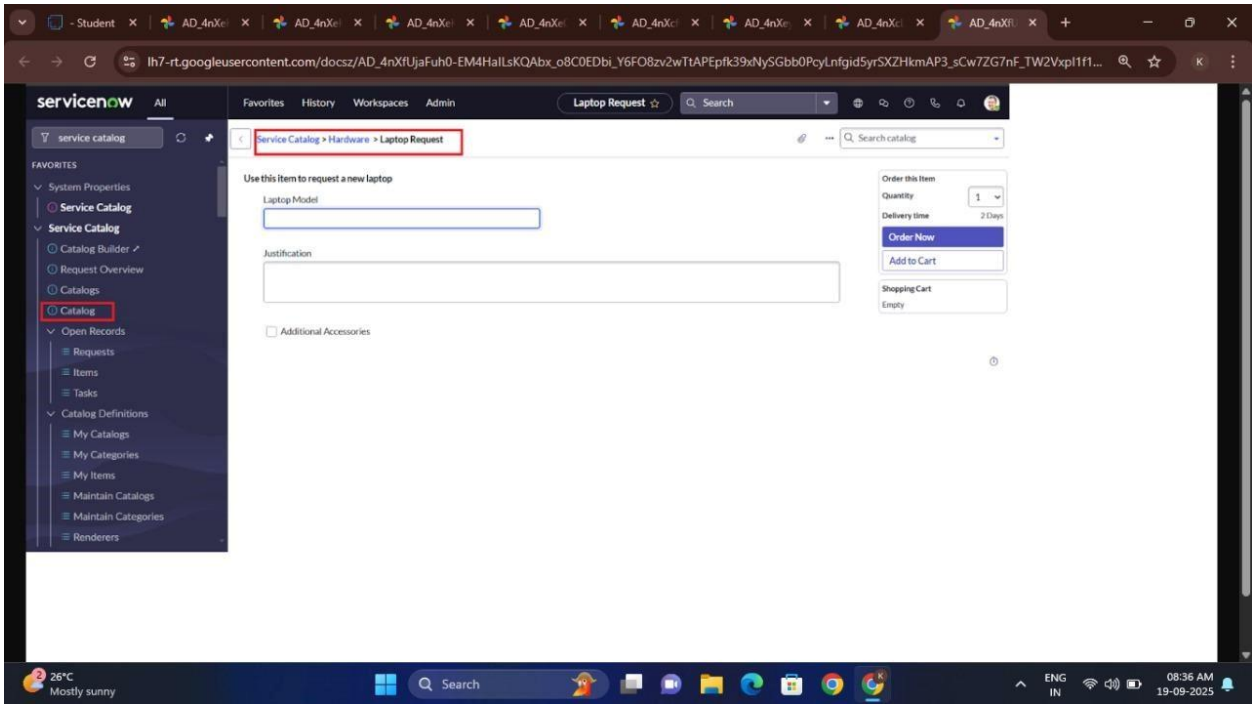
Step 2: Upload the file

Upload



Test Catalog Item

- Go to Service Catalog → Hardware in target instance
- Open Laptop Request item
- Only 3 variables show first
- Tick Additional Accessories → Accessories Details appears and is mandatory • Result matches the requirement



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.