

Laptop Request Catalog Item

Team ID: NM2025TMID15693

Team Size: 4

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Project Overview:

This project, Laptop Request Catalog Item, is implemented using the Service Now platform. The objective is to provide employees a simple and efficient way to request laptops through a digital service catalog. The system automates form filling, approvals, and request tracking. It ensures accuracy in data collection, provides dynamic form behavior with UI Policies, supports UI Actions like reset/submit, and allows administrators to manage changes using update sets. This improves efficiency, reduces manual delays, and enhances IT service management in organizations.

Objectives:

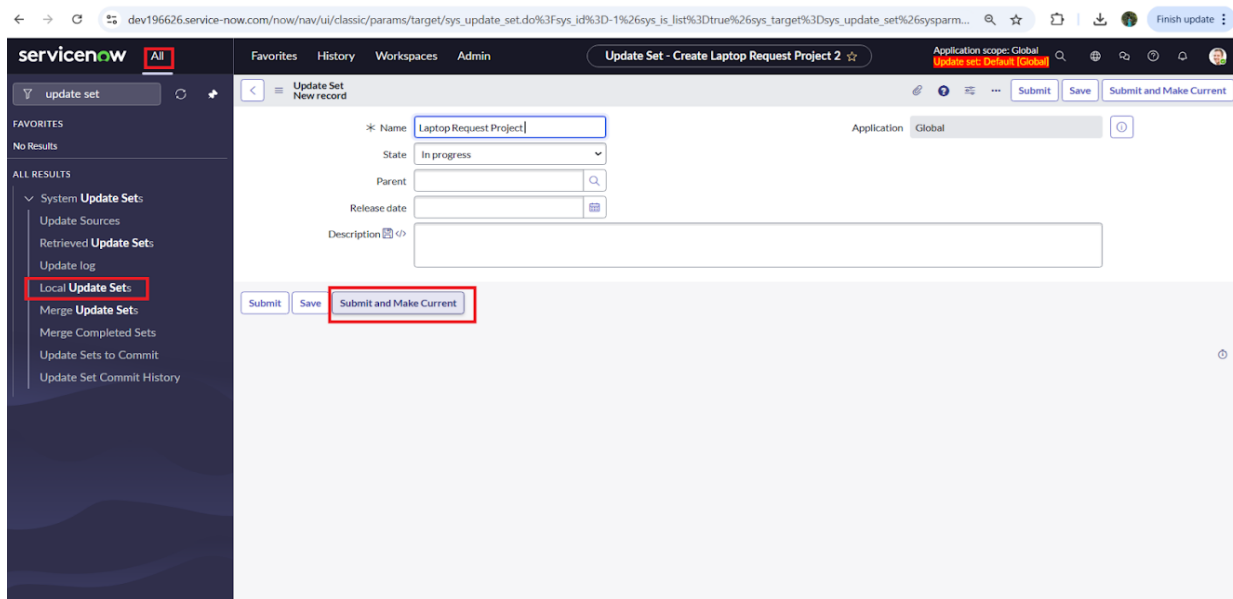
1. To create a Laptop Request Catalog Item in Service Now.
2. To use UI Policies for dynamic form behavior (show/hide fields, mandatory rules).
3. To use UI Actions for additional functionalities (reset, submit).
4. To manage configuration through Update Sets for easy migration.
5. To ensure request tracking, testing, and deployment in another instance.

Tools and Technologies:

- Platform: Service Now (Developer Instance)
- Modules Used: Catalog items, update sets, UI Policy, UI Action, Work flow , Testing Module
- Languages: JavaScript (for client scripts)

Skills Used:

- Service Now Administration
- Form Design & customization
- Configuration Management
- Problem-Solving & Logical Thinking
- Testing & Deb



The screenshot shows the ServiceNow interface for creating an update set. The left sidebar has a navigation menu with 'All' and 'Local Update Sets' highlighted. The main form is titled 'Update Set - Create Laptop Request Project 2'. It contains the following fields:

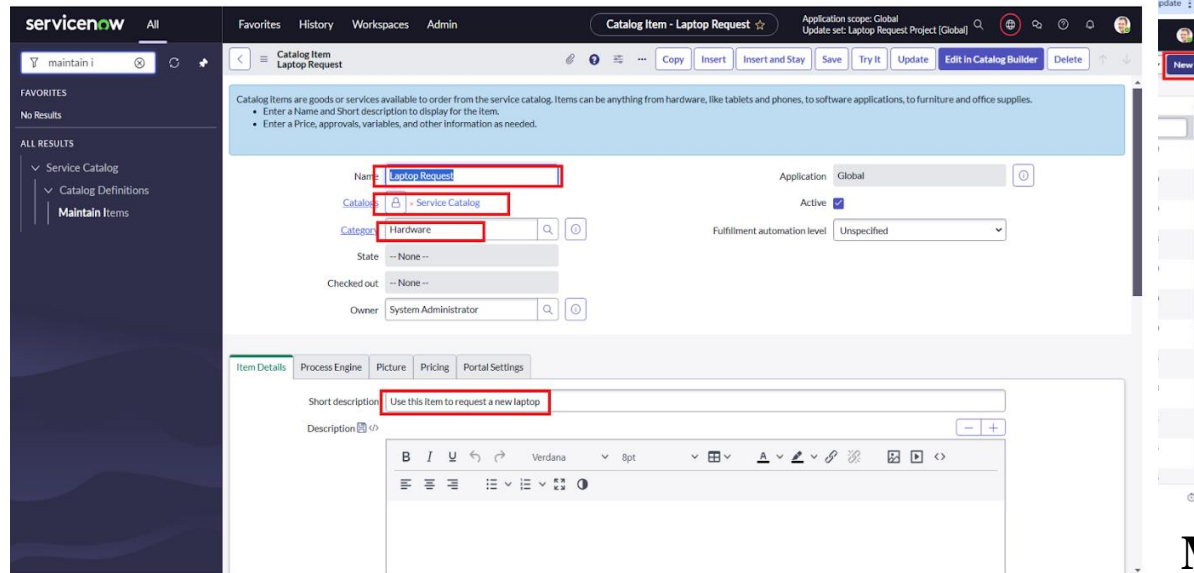
- Name: Laptop Request Project
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

The 'Submit and Make Current' button is highlighted in the bottom right corner of the form.

TASK INITIATION:

Milestone 1 : Creating a Update Set.

- Navigated to All → Local Update Sets
- Created a update set as laptop Request
- Update set activated



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Catalog Item - Laptop Request

Application scope: Global
Update set: Laptop Request Project (Global)

Copy Insert Insert and Stay Save 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: **Laptop Request**

Catalog: **Service Catalog**

Category: **Hardware**

State: -- None --

Checked out: -- None --

Owner: System Administrator

Application: Global

Active: ☒

Fulfillment automation level: Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Short description: **Use this item to request a new laptop**

Description

New

Milesto

ne 2 : Service Catalog Item

Activity 1: Create Service Catalog Item

- Open Service Now and login as System Administrator.
- In the left navigation menu, click on All → Service Catalog.
- Under Catalog Definitions, select Maintain Items.
- Click on New to create a new catalog item.
- Fill in the following details:
- Name: Laptop Request
- Catalog: Service Catalog
- Category: Hardware
- Short Description: Use this item to request a new laptop
- Click on Save to create the catalog item.

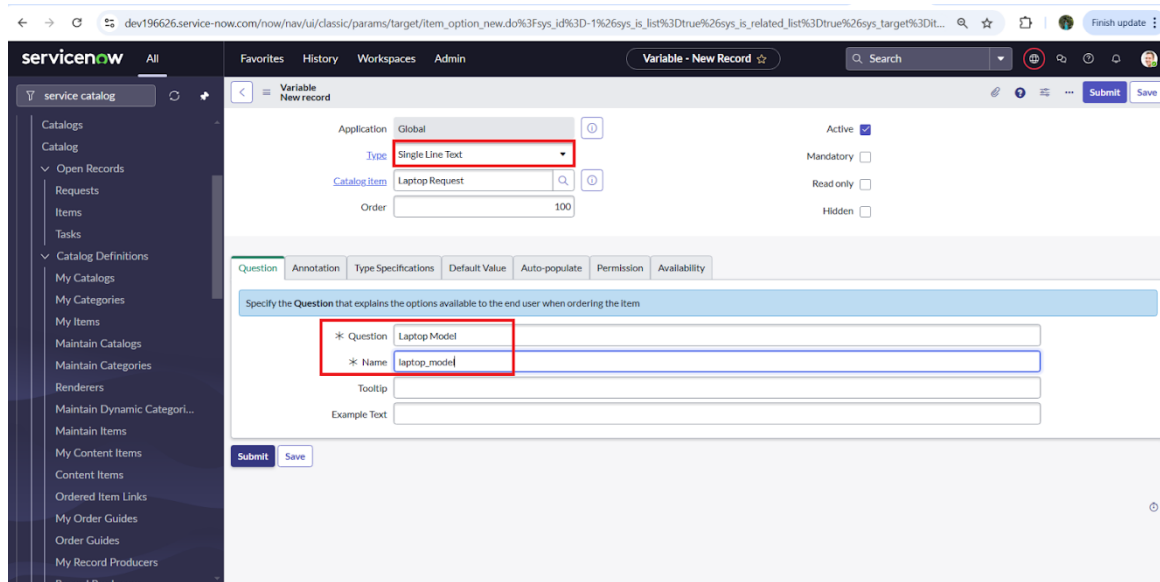
Activity 2: Add Variable

Step 1: After saving the Catalog Item form, scroll down and click on Variables (Related List).

Step 2: Click new and enter the details as below:

1. Variable 1: Laptop Model
Type: Single Line Text
Name: laptop_model
Order: 10

Click Submit



Step 3: Repeat the same process to add the remaining variables:

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

Step 4: After adding all the variables, save the Catalog Item form.

Milestone 3: UI Policy

Activity 1: Create Catalog UI Policies

Step 1: Open All → Service Catalog.

Step 2: Select Maintain Items under Catalog Definition.

Step 3: Search for Laptop Request.

Step 4: Open Laptop Request and scroll down. Click on Catalog UI Policies.

Step 5: Click New and fill in the details:

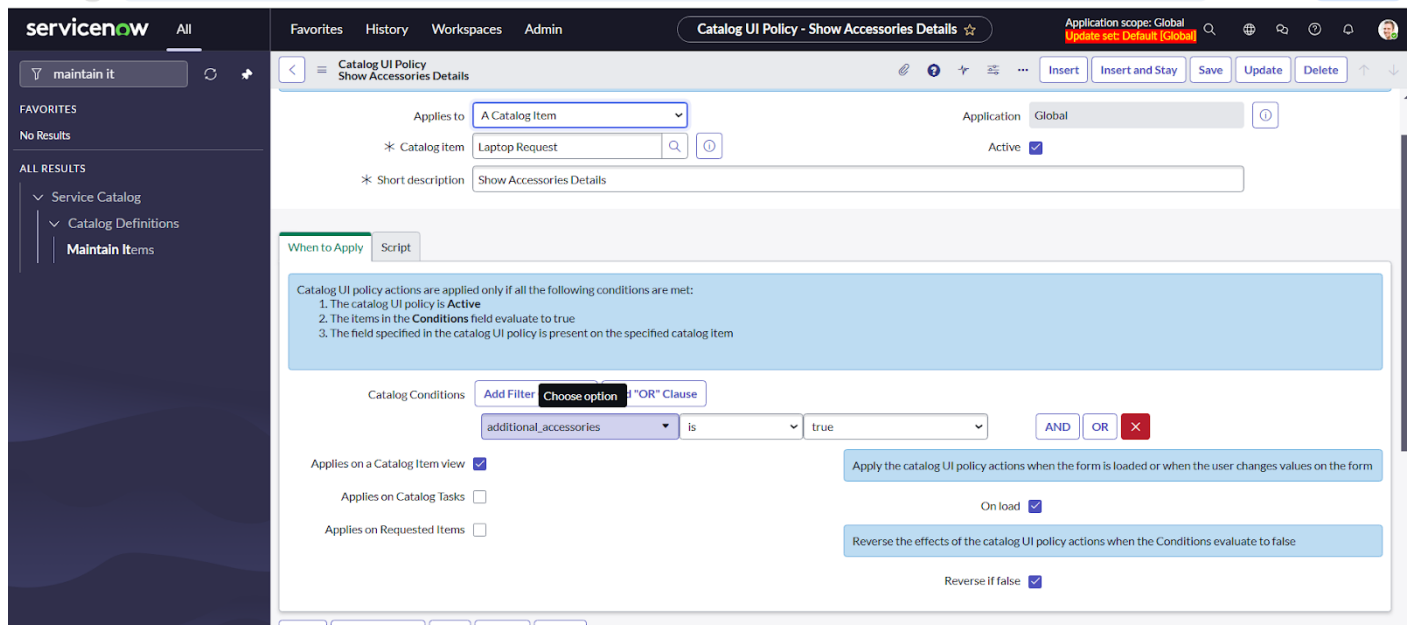
Short Description: Show Accessories Details

When to Apply Condition:

Field: additional_accessories

Operator: is

Value: true



The screenshot shows the 'Catalog UI Policy - Show Accessories Details' configuration page in ServiceNow. The left sidebar shows the navigation menu with 'Maintain Items' selected. The main form contains the following fields and settings:

- Applies to:** A Catalog Item
- Application:** Global
- Active:** ☒
- * Catalog Item:** Laptop Request
- * Short description:** Show Accessories Details
- When to Apply:** Script
- Catalog Conditions:** 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 on the form:** ☒
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false:** ☒

Click Save.

Step 6: Scroll down and go to the Catalog UI Policy Action.

Step 7: Click new and fill in the details:

Variable Name: accessories_details

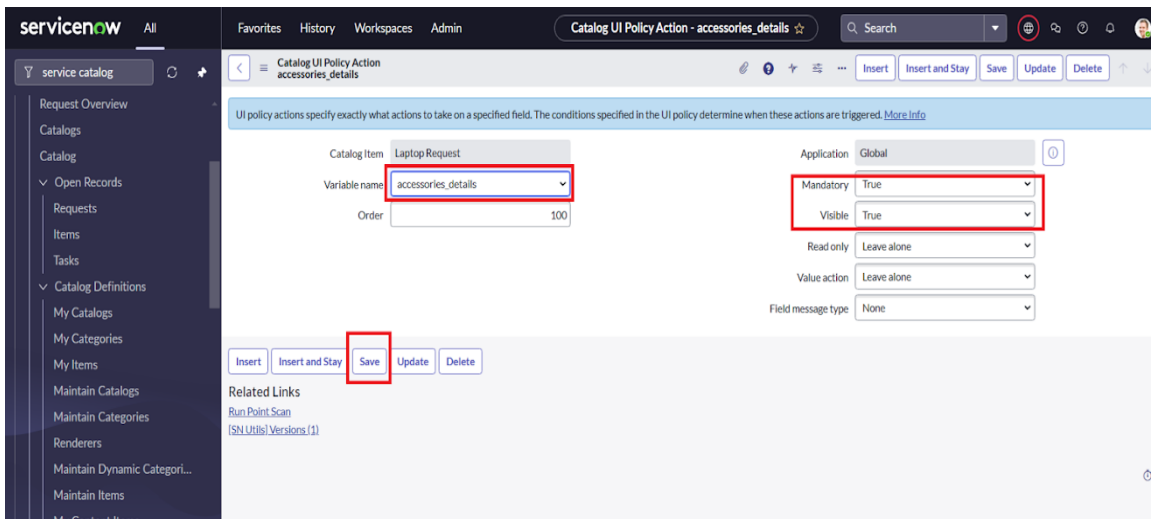
Order: 100

Mandatory: True

Visible: True

Click Save.

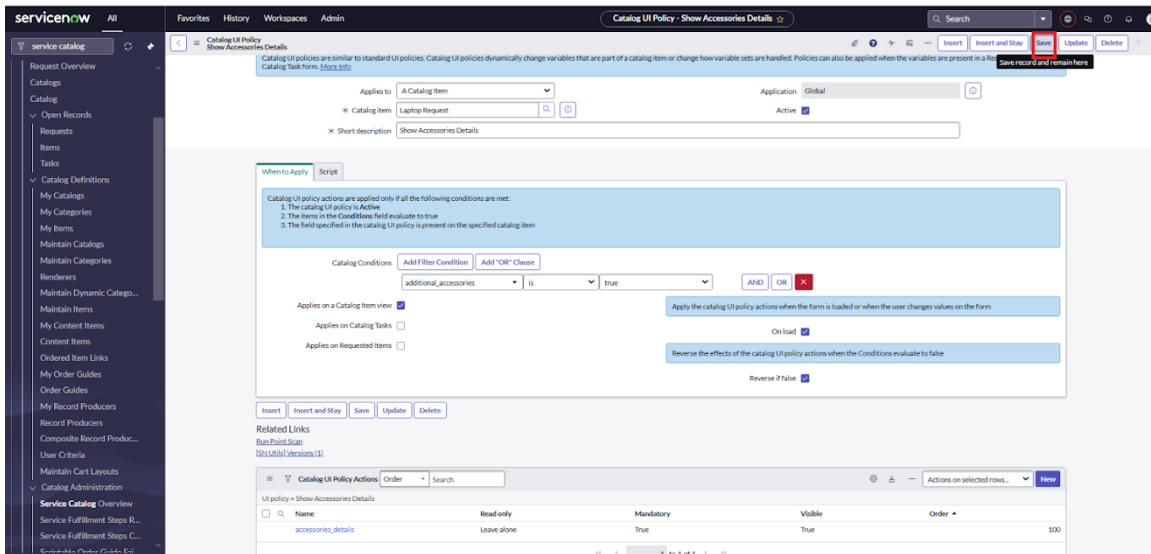
Step 8: Finally, click Save again on the Catalog UI Policy form.



The screenshot shows the 'Catalog UI Policy Action - accessories_details' form in ServiceNow. The form is titled 'Catalog UI Policy Action - accessories_details' and includes a search bar and navigation tabs (Insert, Insert and Stay, Save, Update, Delete). The form fields are as follows:

- Catalog Item:** Laptop Request
- Variable name:** accessories_details
- Order:** 100
- Application:** Global
- Mandatory:** True
- Visible:** True
- Read only:** Leave alone
- Value action:** Leave alone
- Field message type:** None

At the bottom of the form, there are buttons for 'Insert', 'Insert and Stay', 'Save', 'Update', and 'Delete'. The 'Save' button is highlighted with a red box. Below the buttons, there is a 'Related Links' section with links to 'Run Point Scan' and 'SN Utils Versions (1)'.



The screenshot shows the 'Catalog UI Policy - Show Accessories Details' form in ServiceNow. The form is titled 'Catalog UI Policy - Show Accessories Details' and includes a search bar and navigation tabs (Insert, Insert and Stay, Save, Update, Delete). The form fields are as follows:

- Applies to:** A Catalog Item
- Application:** Global
- Active:** ☒
- Short description:** Show Accessories Details
- When to Apply:** Script
- Catalog Conditions:**
 - Additional Filter Condition: additional_accessories
 - Is: true
 - AND/OR: AND
- 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 on the form:** ☒
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false:** ☒

At the bottom of the form, there are buttons for 'Insert', 'Insert and Stay', 'Save', 'Update', and 'Delete'. The 'Save' button is highlighted with a red box. Below the buttons, there is a 'Related Links' section with links to 'Run Point Scan' and 'SN Utils Versions (1)'.

Below the form, there is a table showing the 'Catalog UI Policy Actions' for 'accessories_details'.

UI policy	Name	Read only	Mandatory	Visible	Order
<input type="checkbox"/>	accessories_details	Leave alone	True	True	100

Milestone 4 : UI Action

Activity 1: Create UI Action

Step 1: Open Service Now.

Step 2: Click on All → Search for UI Actions.

Step 3: Select UI Actions under System Definition.

Step 4: Click on New.

Step 5: Fill in the details:

Table: Shopping Cart (sc_cart)

Order: 100

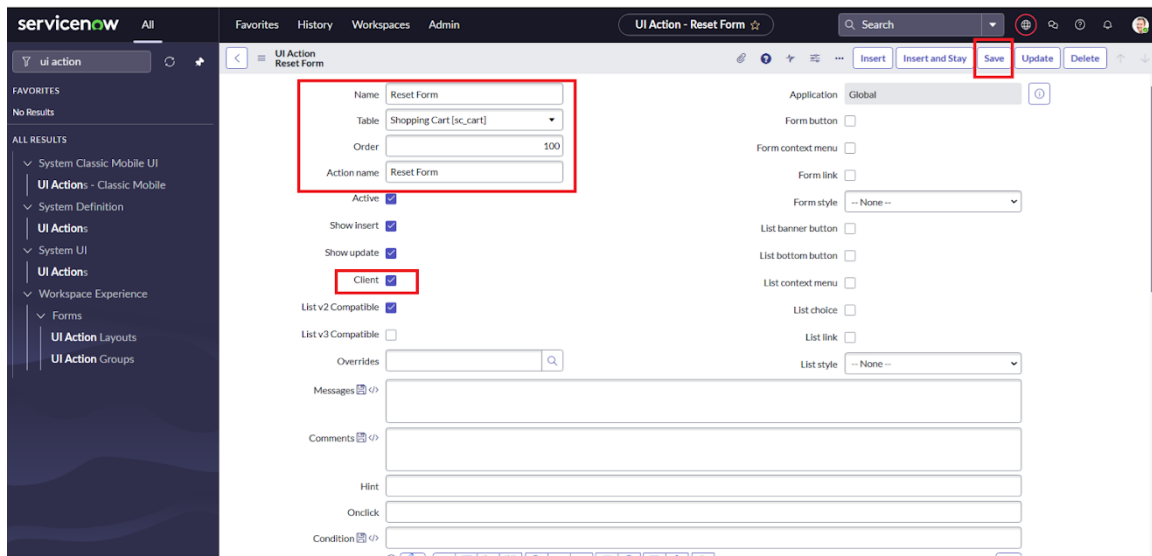
Action Name: Reset Form

Client: Checked

Step 6: Add the following Script:

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

Step 7: Click Save.



The screenshot shows the ServiceNow 'UI Action - Reset Form' configuration page. The left sidebar contains a navigation menu with 'UI Action' selected. The main area displays configuration fields for the 'Reset Form' action. A red box highlights the 'Name' field (Reset Form), 'Table' (Shopping Cart [xc_cart]), 'Order' (100), and 'Action name' (Reset Form). Another red box highlights the 'Client' checkbox, which is checked. The right sidebar contains various options for the action, including 'Form button', 'Form context menu', 'Form link', 'Form style', 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style'. The 'Save' button is highlighted with a red box.

Milestone 5 : Export Update Set

Activity 1: Exporting Changes to Another Set

Step 1: Open All → Search for Update Sets.

Step 2: Select Local Update Set.

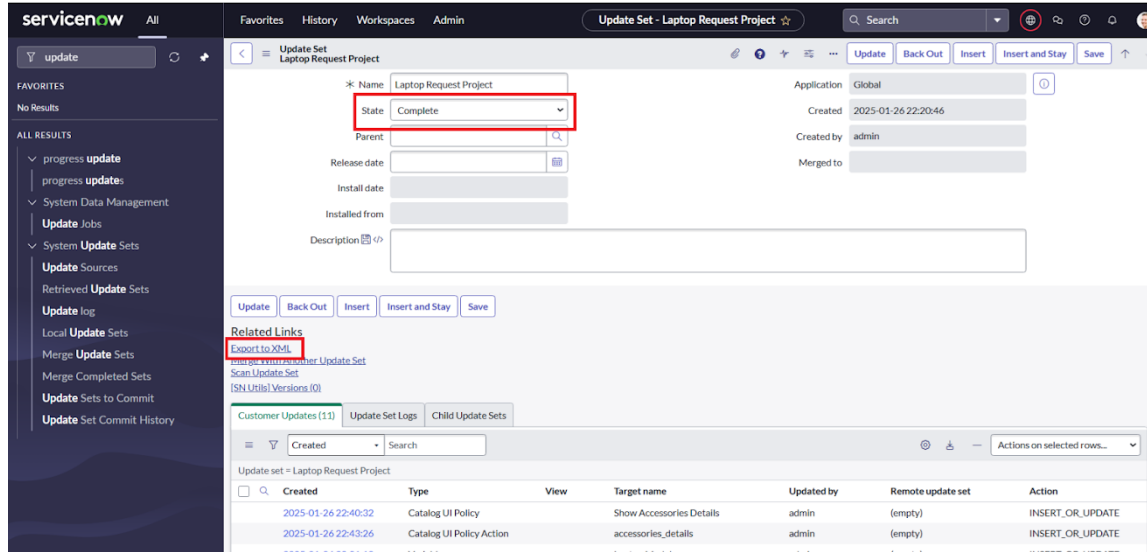
Step 3: Choose the created update set (e.g., Laptop Request Project).

Step 4: Set the State to Complete.

Step 5: In the Related List → Updates tab, verify that all performed updates are visible.

Step 6: Click on Export to XML.

This will download the update set as an XML file.



The screenshot shows the ServiceNow 'Update Set - Laptop Request Project' configuration page. The 'State' dropdown menu is highlighted with a red box and set to 'Complete'. Below the form, the 'Related Links' section contains a red box around the 'Export to XML' link. At the bottom, the 'Customer Updates (1)' table is visible, showing two entries for 'Catalog UI Policy' and 'Catalog UI Policy Action'.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-01-26 22:40:32	Catalog UI Policy		Show Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-01-26 22:43:26	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE

Milestone 6: Login To Update Set

Activity 1: Retrieving the Update Set

Step 1: Open another Service Now instance in Incognito Window.

Step 2: Login with valid credentials.

Step 3: Click on All → Search for Update Sets.

Step 4: Select Retrieved Update Set under System Update Sets.

Step 5: In the Retrieved Update Set list, scroll down and click Import Update Set from XML.

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Retrieved Update Sets

Search

Actions on selected rows...

All > Class = Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		03:00:03	(empty)	(empty)	(empty)
first update set 2	Global	Previewed	sandeep		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 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	sandeep		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	sandeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny guja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

Related Links

Import Update Set from XML

1 to 15 of 15

Step 6: Upload the previously downloaded XML file.

Step 7: Click on Upload → The update set will be imported

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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...fead3be.xml

Step 2: Upload the file

Upload

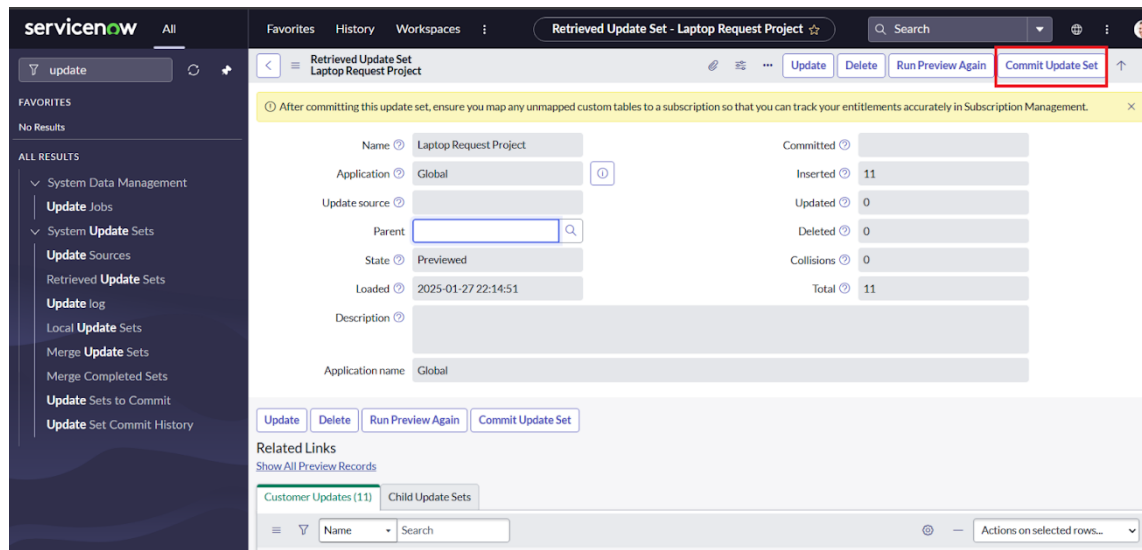
Step 8: Open the retrieved update set (Laptop Request Project).

Step 9: Click on Preview Update Set.

Step 10: Click on Commit Update Set.

Step 11: Check the Related List → Updates tab to confirm all updates are applied.

- ✓ After committing, all updates from the previous instance will be available in the new instance.



Milestone 7: Testing

Activity 1: Test Catalog Item

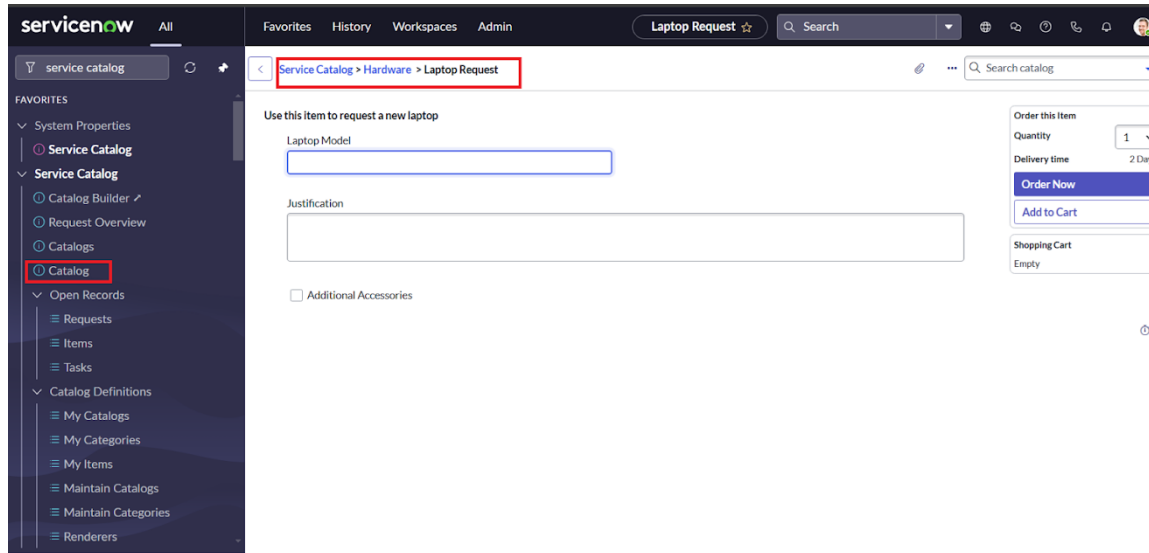
Step 1: Search for Service Catalog in the Application Navigator of the target instance.

Step 2: Select Catalog under Service Catalog.

Step 3: Choose the Hardware category and search for the item Laptop Request.

Step 4: Open the Laptop Request item.

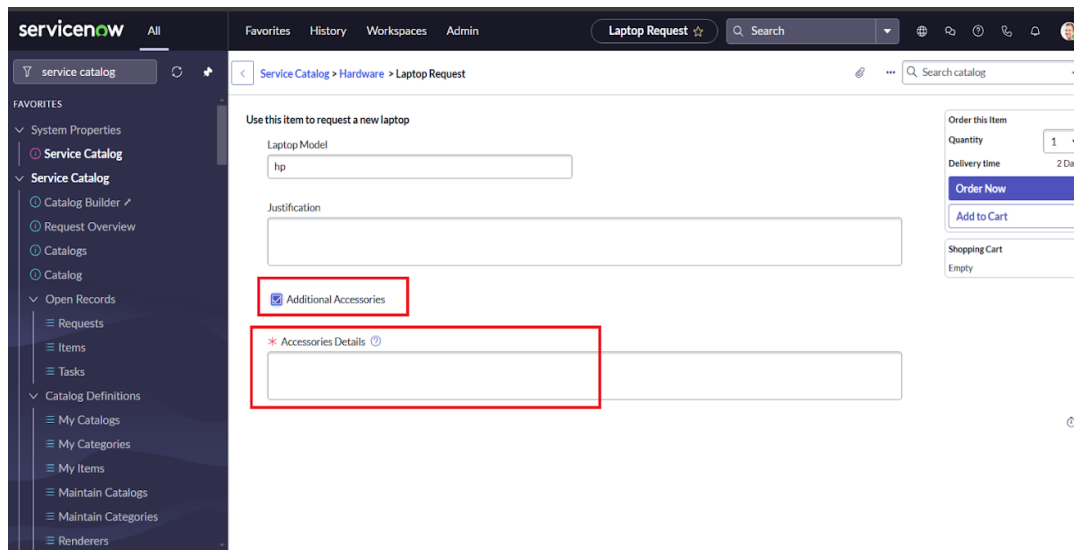
Step 5: Verify that it shows three variables only by default.



Step 6: Check the scenario:

When you select the Additional Accessories checkbox → The Accessories Details field becomes visible and Mandatory.

Step 7: Confirm that the results full fill the project requirements.



Conclusion:

The Laptop Request Catalog Item Project successfully streamlines the process of requesting laptops within the organization by utilizing Service Now's Service Catalog capabilities. By implementing a dynamic catalog item with variables, UI policies, and actions, the project ensures that users have an intuitive and user-friendly interface. This reduces errors, improves efficiency, and enhances the overall service delivery process.

The project clearly demonstrates how Service Now can replace manual, error-prone methods with automated, efficient, and user-centric solutions. Ultimately, it not only improves IT service management but also enhances employee satisfaction by providing a modern, reliable, and streamlined request experience.