

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, 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.

Update set

Create Local Update set

1. Open service now.
2. Click on All >> search for update sets
3. Select local update sets under system update sets
4. Click on new
5. Fill the following details to create a update set as: “Laptop Request”
6. Click on submit and make current
7. By clicking on the button it activates the update set .

The screenshot shows the ServiceNow interface for creating an update set. The header includes the ServiceNow logo, navigation tabs (All, Favorites, History, Workspaces), and a search bar. The main form is titled 'Update Set - Laptop Request Project'. It contains several fields: 'Name' (Laptop Request Project), 'State' (In progress), 'Parent' (searchable), 'Release date' (calendar icon), 'Install date', 'Installed from', and 'Description' (text area). On the right, there are fields for 'Application' (Global), 'Created' (2025-09-09 02:51:47), 'Created by' (admin), and 'Merged to'. At the bottom, there are 'Update' and 'Back Out' buttons, and a 'Related Links' section with links to 'Export to XML' and 'Merge With Another Update Set'.

NOTE: Perform all actions under this newly created update set only.

Service Catalog Item

Create Service Catalog Item

1. Open service now.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions
4. Click on New.

5. 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
6. Click on 'SAVE'

Catalog Item New record

Name: Laptop Request

Catalogs: 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: [Rich text editor with toolbar]

Add variables

Step1:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below

1. Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

- Click on submit
- Again click on new and add Remaining variables in the above process

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


Step2:

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



The screenshot shows the ServiceNow interface for configuring a variable named 'Laptop Model'. The variable is set to 'Global' application, 'Single Line Text' type, and 'Catalog item' category. The 'Order' is set to 100. The 'Active' checkbox is checked. The 'Mandatory' checkbox is unchecked. The 'Read only' checkbox is unchecked. The 'Hidden' checkbox is unchecked. The 'Disable automatic slot fill based on user context' checkbox is unchecked. Below the variable configuration, there is a section for 'Question' with a prompt: 'Specify the Question that explains the options available to the end user when ordering the item'. The 'Question' field is filled with 'Laptop Model'. The 'Name' field is filled with 'laptop_model'. The 'Conversational label' field is empty.

servicenow All Variable - Lap...    

< Variable Laptop Model   ... Copy Update Delete ↑

Application
Global 

Type
Single Line Text

Catalog item
Laptop Request  

Order
100

Active
☒

Mandatory
☐

Read only
☐

Hidden
☐

Disable automatic slot fill based on user context
☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

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

* Question
Laptop Model

* Name
laptop_model

Conversational label

servicenow

All

Variable - Ne...

<

Variable
New record

Submit

Application

Global

Type

Multi Line Text

Catalog item

Laptop Request

Order

200

Active

☒

Mandatory

☐

Read only

☐

Hidden

☐

Disable automatic slot fill based on user context

☐

Question

Annotation

Type Specifications

Default Value

Auto-populate

Permission

Availability

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

* Question

Justification

* Name

justification

Conversational label

servicenow

All

Catalog Item ...

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Variable
Additional Accessories

Copy

Update

Delete

↑

Application

Global

Type

CheckBox

Catalog item

Laptop Request

Order

300

Active

☒

Selection Required

☐

Read only

☐

Hidden

☐

Disable automatic slot fill based on user context

☐

Question

Type Specifications

Default Value

Auto-populate

Permission

Availability

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

* Question

Additional Accessories

* Name

additional_accessories

Conversational label

servicenow All Variable - Acc... ☆

< Variable Accessories Details Copy Update Delete

Application: Global ⓘ

Type: Multi Line Text

Catalog item: Laptop Request ⓘ

Order: 400

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Disable automatic slot fill based on user context: ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

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

* Question: Accessories Details

* Name: accessories_details

Conversational label:

UI Policy

Create Catalog Ui policies

1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for 'laptop request' which is created before
4. Select 'laptop request' and scroll down click on "Catalog Ui policies"
5. In the catalog ui policies related list tab click on new
6. Give short description as: show accessories details
7. Set the Catalog Condition in the related list tab 'when to apply'

[field: additional_accessories, operator: is, value: true]

servicenow

All

Catalog UI Po... ☆

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☰

Catalog UI Policy
New record

🔗

⚙️

⋮

Submit

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. [More Info](#)

Applies to

A Catalog Item

* Catalog item

Laptop Request 🔍 ⓘ

* Short description

show accessories details

Application

Global ⓘ

Active

✓

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 and OR Clause

additional_accessories is true

Applies on a Catalog Item view

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 Condition](#) [Add OR Clause](#)

additional_accessories is true

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

On load ☒

Reverse if false ☒

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

[Submit](#)

8. Click on **save**.(do not click on submit)
9. Scroll down and select 'catalog ui action'
10. Then click on new button
11. Select variable name as: accessories_details
 - Order:100
 - Mandatory: True
 - Visible : True
12. Click on save and again click save button of the catalog ui policy form

servicenow All : Catalog UI Po... ☆

< ≡ Catalog UI Policy show accessories details

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

On load ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false ☒

Update Delete

Related Links

[Run Point Scan](#)

≡ Catalog UI Policy Actions Order Search

UI policy = show accessories details

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

1 to 1 of 1

UI Action

Create ui action

1. Open service now.
2. Click on All >> search for ui action
3. Select ui actions under system definition
4. Click on new
5. 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

servicenow

All

UI Action - N...

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≡

UI Action
New record

...

Submit

Name

Reset Form

Table

Shopping Cart [sc_cart]

Order

100

Action name

Reset Form

Active

☒

Show insert

☒

Show update

☒

Client

☒

List v2 Compatible

☒

List v3 Compatible

☐

Application

Global

Form button

☐

Form context men

☐

Form link

☐

Form style

-- None --

List banner button

☐

List bottom button

☐

List context menu

☐

List choice

☐

List link

☐

Save

Configure >

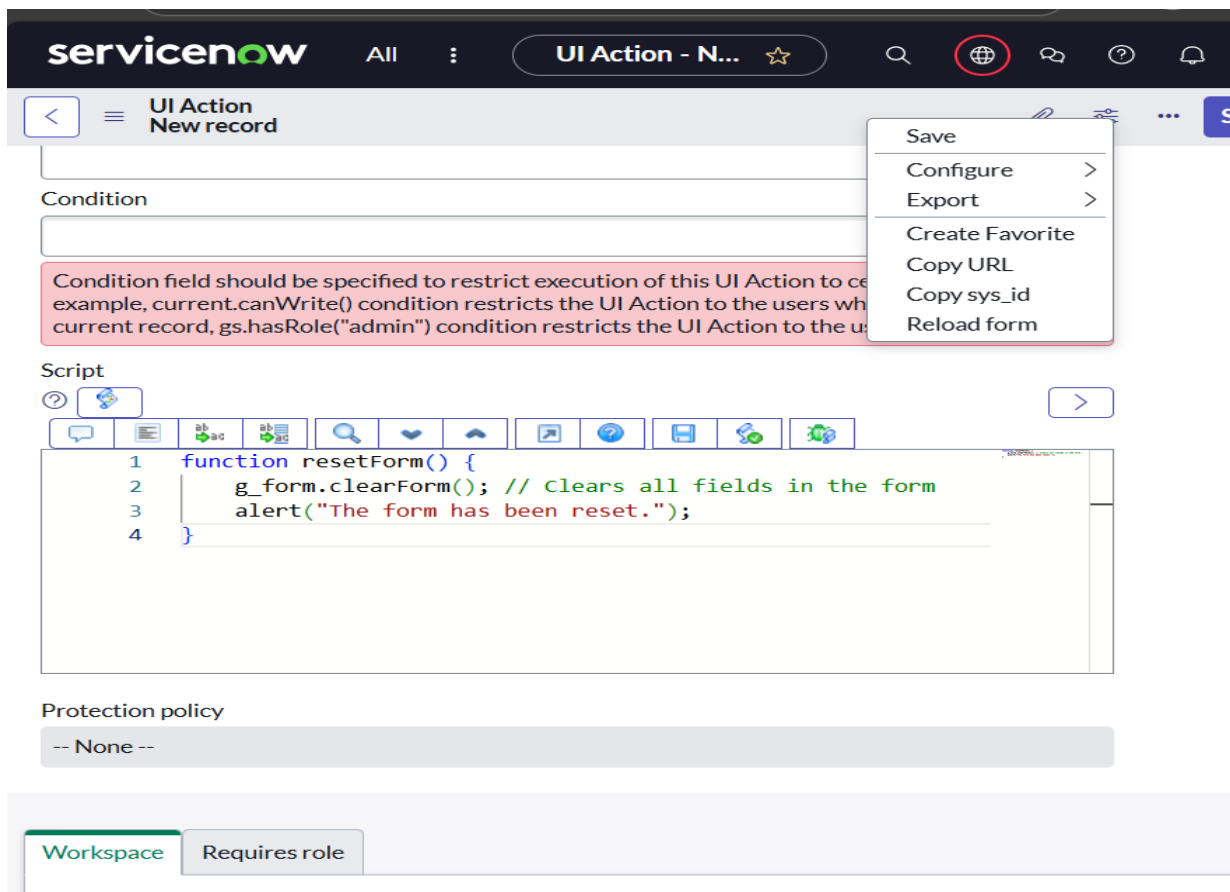
Export >

Create Favorite

Copy URL

Copy sys_id

Reload form



Export Update set

Exporting changes to another instances

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

servicenow

All

Update Set - ...

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Update Set
Laptop Request Project

Update

Back Out

* Name

Laptop Request Project

Application

Global

State

Complete

Created

2025-09-09 02:51:47

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](#)

Login to another Instance

Retrieving the update set

1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select "Retrieved update set" under system update set

5. It open retrieved update set list and scroll down
6. Click on Import update set from XML
7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.
9. Open retrieved update set 'laptop request project'
10. Click on preview update set
11. And click on commit update set
12. And also see the related tab updates
13. After committing update set in this instance we get all updates which are done in the previous instance

servicenow All : Retrieved Up... ☆ 🔍 🌐 💬 ? 🔔 👤

< ≡ Retrieved Update Set Laptop Request Project 🔗 ⚙️ ... 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	Committed
Laptop Request Project	
Application	Inserted
Global ⓘ	
Update source	Deleted
Parent	
<input type="text"/> 🔍	
State	
Loaded	
Loaded	
2025-09-09 09:55:28	
Description	
Application name	
Global	

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Export to XML

Customer Updates (10) Child Update Sets

Remote update set = Laptop Request Project

Name	Type	Target name	Tab
catalog_ui_policy_8b24433a83b3a610d2bd55a6feaad3fa	Catalog UI Policy	show accessories details	
catalog_ui_policy_action_4c944b3a83b3a610d2bd55a6feaad3fc	Catalog UI Policy Action	accessories_details	
item_option_new_2363cf7683b3a610d2bd55a6feaad34e	Variable	Accessories Details	
item_option_new_4202837683b3a610d2bd55a6feaad337	Variable	Laptop Model	
<input type="checkbox"/> item_option_new_6c23cf7683b3a610d2bd55a6feaad349	Variable	Additional Accessories	
item_option_new_a3920b7683b3a610d2bd55a6feaad3cc	Variable	Justification	
sc_cat_item_2621033683b3a610d2bd55a6feaad30d	Catalog Item	Laptop Request	
sc_cat_item_catalog_31d14f3683b3a610d2bd55a6feaad395	Catalog Items Catalog	Service Catalog.Laptop Request	
sc_cat_item_category_b5d14f3683b3a610d2bd55a6feaad399	Catalog Item Category	Hardware.Laptop Request	

Testing

Test Catalog Item

1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it
5. It shows three variables only
6. 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.



Service Catalog > Hardware > Laptop Request



Search catalog



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



28°C

Partly cloudy



vice president...

