

LAPTOP REQUEST CATALOG ITEM **(ServiceNow)**

Team Nm Id : NM2025TMID19795

Team Leader : JAISURYA MD

Team Member 1 : HARISH RAGAVENDRA S

Team Member 2 : KARTHIK A

Team Member 3 : GOKULA KRISHNA G

PROBLEM STATEMENT

Objective:

To automate and streamline the laptop request catalog item using ServiceNow, ensuring faster requests, accurate data collection and improved user experience.

SKILLS

- ServiceNow Catalog Item Creation
- Update Set Management
- Testing & Deployment
- Team Collaboration

TASK INITIATION

Employees in the organization need a quick and efficient way to request laptops for work. The current manual process is prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection.

To solve this, a ServiceNow Catalog Item has been developed that includes:

- Dynamic fields
- Form reset functionality
- Clear instructions for user's
- Full change tracking for governance and deployment

Features:

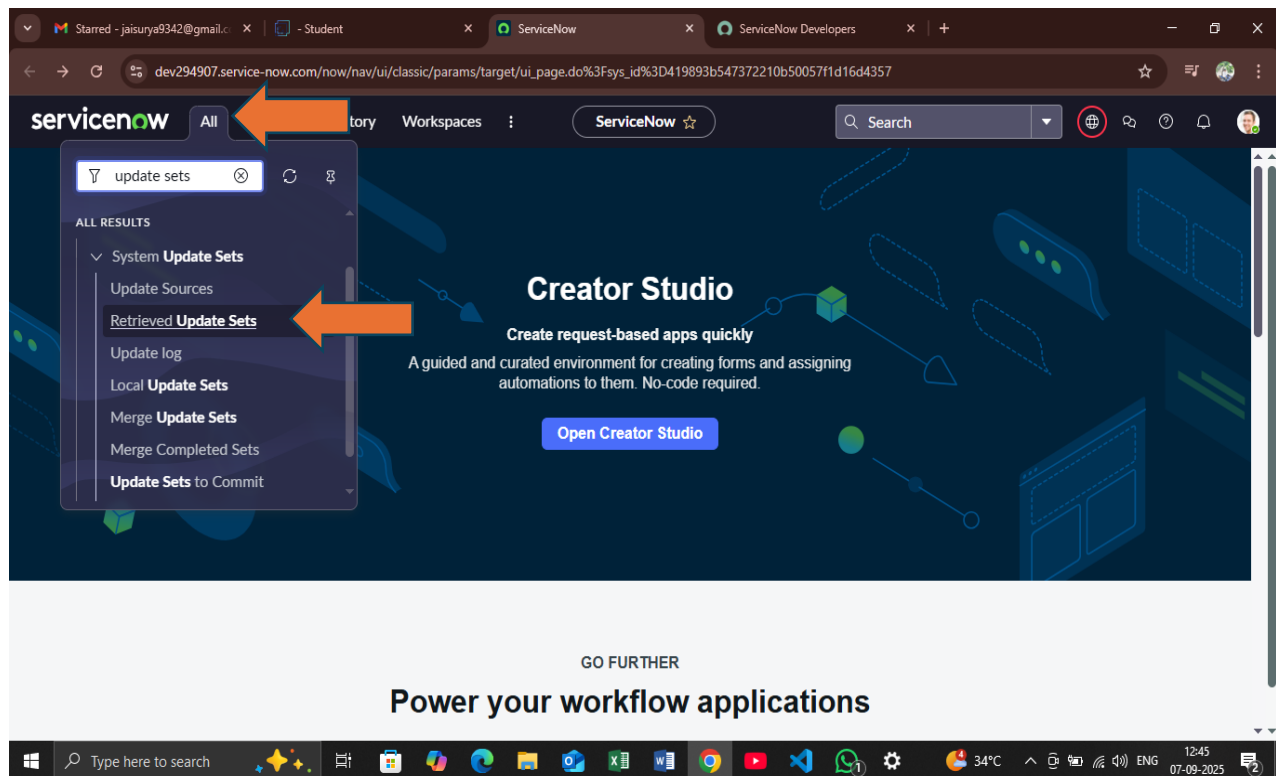
- ❖ Service Catalog Item with user-friendly form to request laptops
- ❖ Dynamic field behavior using Catalog UI Policies
- ❖ Reset form functionality via UI Action
- ❖ Exportable update set for migration to other instances
- ❖ Tested on a different instance to ensure deployment integrity

LOCAL UPDATE SET

Step 1: Go to All >> in the filter

Search for Update set >>

Click on Retrieved Update sets



Step 2: Click on new to create Update set

ServiceNow Update Sets list view. The 'New' button is highlighted. Below the table, the 'Related Links' section shows a link for 'Merge Update Sets'.

| Name | Application | State | Installed from | Created | Created by | Parent | Batch Base |
|----------------|----------------------------|-------------|----------------|---------------------|------------|---------|------------|
| Default | Now Assist Troubleshooting | In progress | | 2025-06-26 00:11:31 | admin | (empty) | (empty) |
| Default | Global | In progress | | 2025-06-25 22:14:10 | system | (empty) | (empty) |
| Default | Security Center | In progress | | 2025-06-26 00:10:48 | system | (empty) | (empty) |
| Default | Pipeline | In progress | | 2025-09-06 01:20:33 | system | (empty) | (empty) |
| Laptop Request | Global | In progress | | 2025-09-07 00:12:55 | admin | (empty) | (empty) |

Related Links
[Merge Update Sets](#)

Step 3: Enter the Details

Name : Laptop request

State : in progress

Step 4: Then click on the >> Submit

ServiceNow 'Create Laptop Request 2' form. The 'Submit' button is highlighted. The form fields are as follows:

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

Buttons: Submit, Submit and Make Current

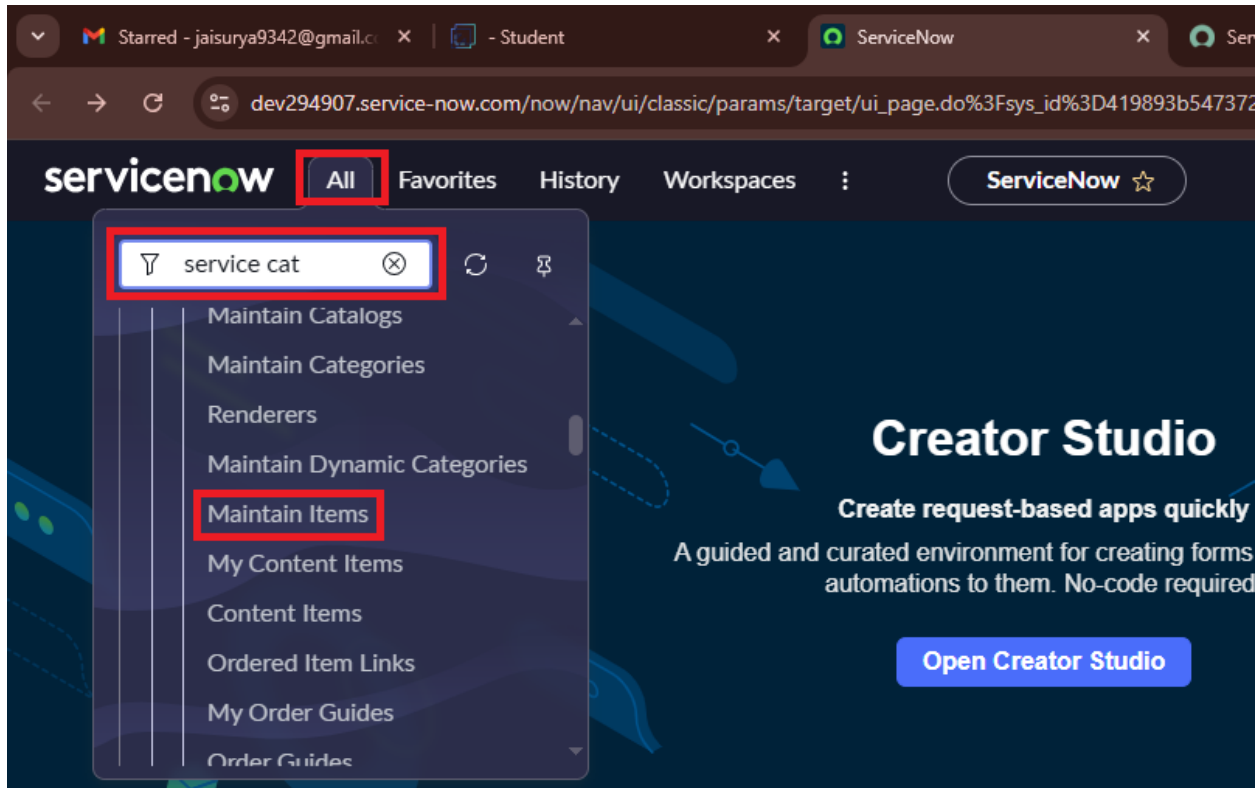
Step 5: Go to the header and right click on to >> Save.

SERVICE CATALOG ITEM

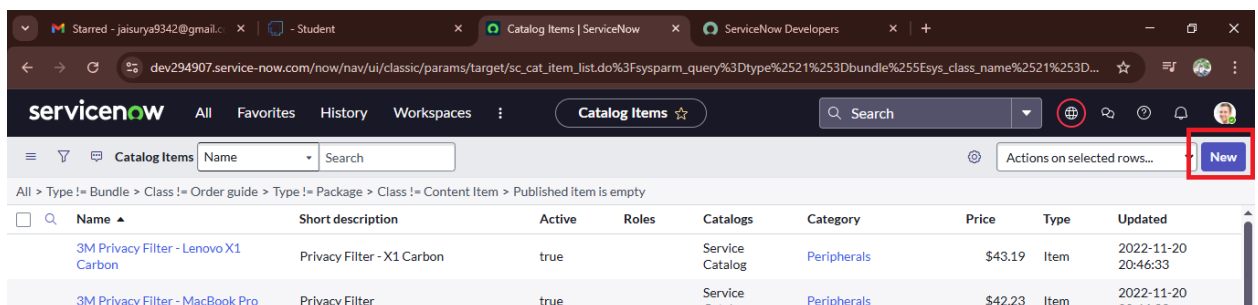
Step 1: Open service now >> click on All >>

Search for Service Catalog.

Step 2: Select maintain items under catalog definitions.



Step 3: click on New



Step 4: Fill the details >>

Name: Laptop Request

Catalog: service Catalog

Category: Hardware

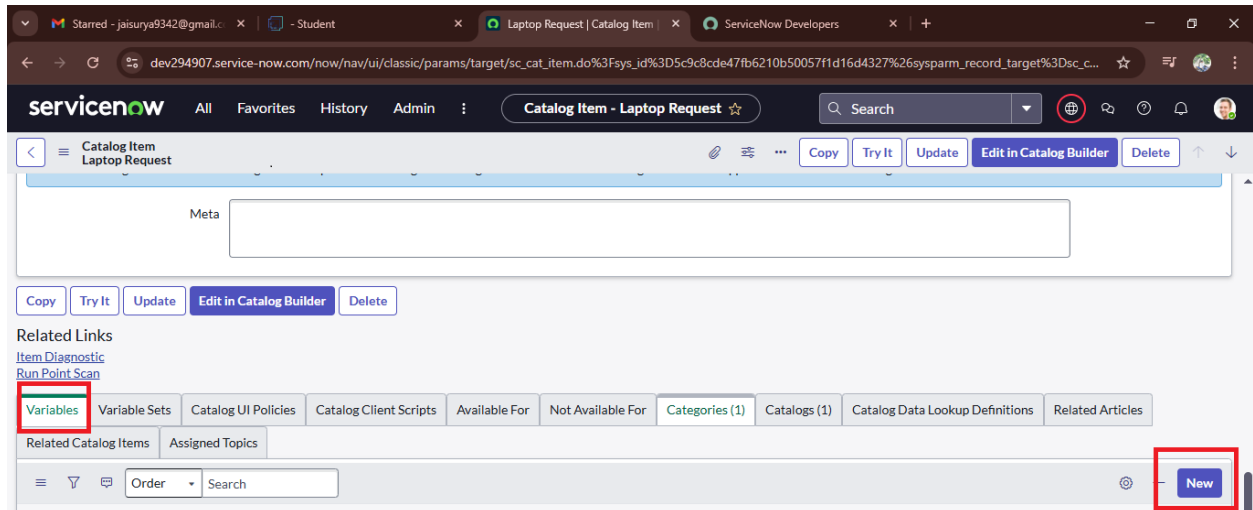
Short Description: Use this item to request a new laptop

Step 5: Go to the header and right click on to >> Save.

The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form. The browser address bar indicates the URL: `dev294907.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D5c9c8cde47fb6210b50057f1d16d4327%26sysparm_view%3D%26sysparm...`. The form header includes navigation links (All, Favorites, History, Admin), a search bar, and action buttons (Copy, Try It, Update, Edit In Catalog Builder, Delete). A blue informational box states: '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.' The form fields are as follows: Name (Laptop Request), Catalogs (Service Catalog), Category (Hardware), Application (Global), Active (checked), Fulfillment automation level (Unspecified), State (-- None --), Checked out (-- None --), and Owner (System Administrator). Below the form, the 'Item Details' tab is selected, showing the 'Short description' field with the text 'Use this item to request a new laptop'. The Windows taskbar at the bottom shows the system clock as 13:01 on 07-09-2025.

ADD VARIABLE

Step 1: After saving the catalog item form scroll down and click on variable (related list).



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

- ✓ Variable 1: Laptop Model
Type: Single line text
Name: laptop_model
Order:100

ServiceNow Variable - New Record

Application: Global

Type: Single Line Text

Catalog item: Laptop Request

Order: 100

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

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:

Tooltip:

Example Text:

Step 3: Repeat this process with different variables

- ✓ Variable 2: Justification
Type: Multi line text
Name: justification
Order:200
- ✓ Variable 3: Additional Accessories
Type: Checkbox
Name: additional_accessories
Order:300
- ✓ Variable 4: Accessories Details
Type: Multi line text
Name: accessories_details
Order:400

ServiceNow Catalog Item - Laptop Request

Related Links: [Item Diagnostic](#), [Run Point Scan](#)

Variables (4) | Variable Sets | Catalog UI Policies | 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

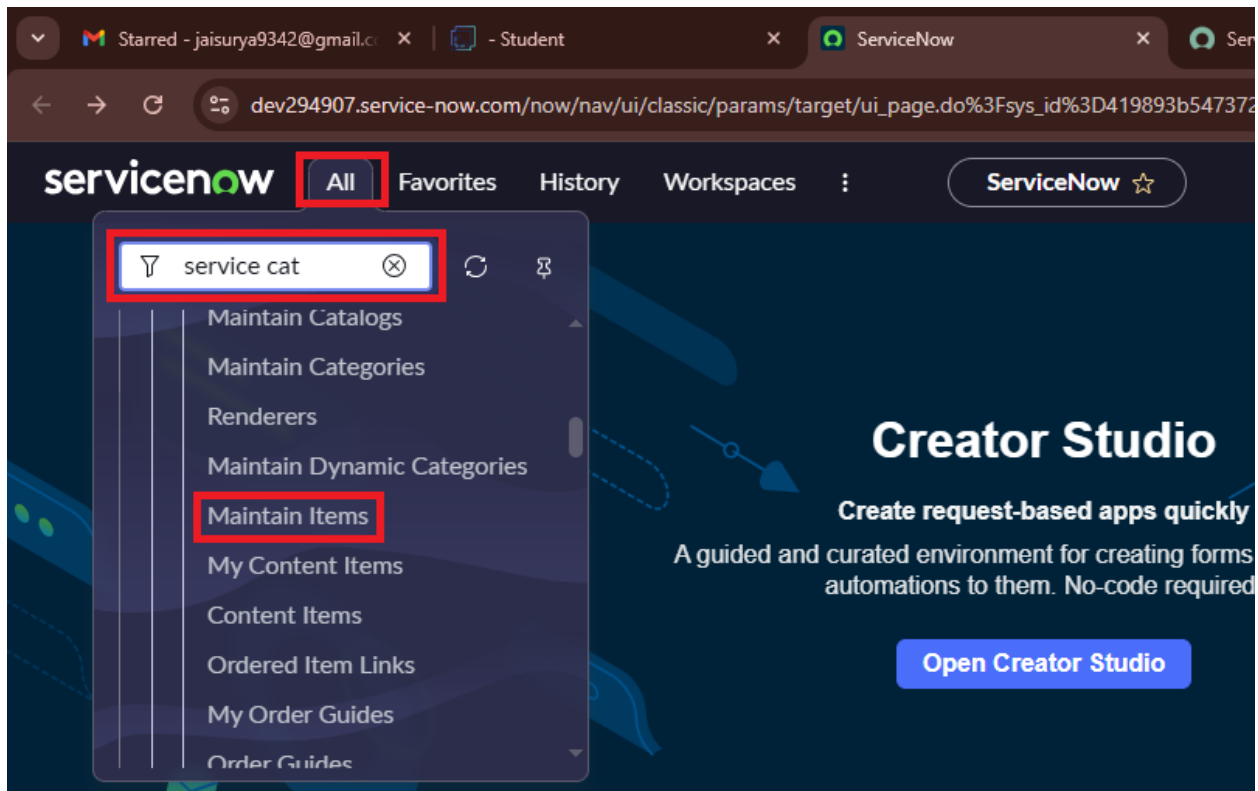
| Type | Question | Order |
|------------------|-----------------------|-------|
| Single Line Text | Laptop Model | 100 |
| Multi Line Text | Justification | 200 |
| CheckBox | Additional Accessorie | 300 |
| Multi Line Text | Accessories Details | 400 |

1 to 4 of 4

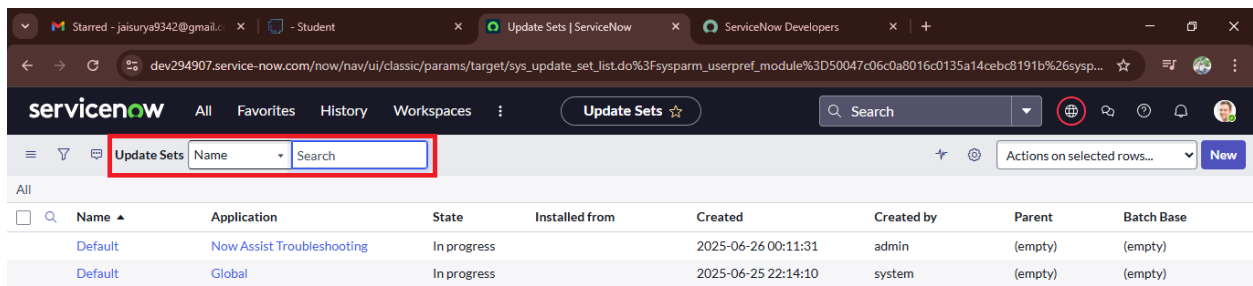
Step 4: After adding above variable which are added to newly created catalog item >>
>> Then save the catalog item form.

UI POLICY

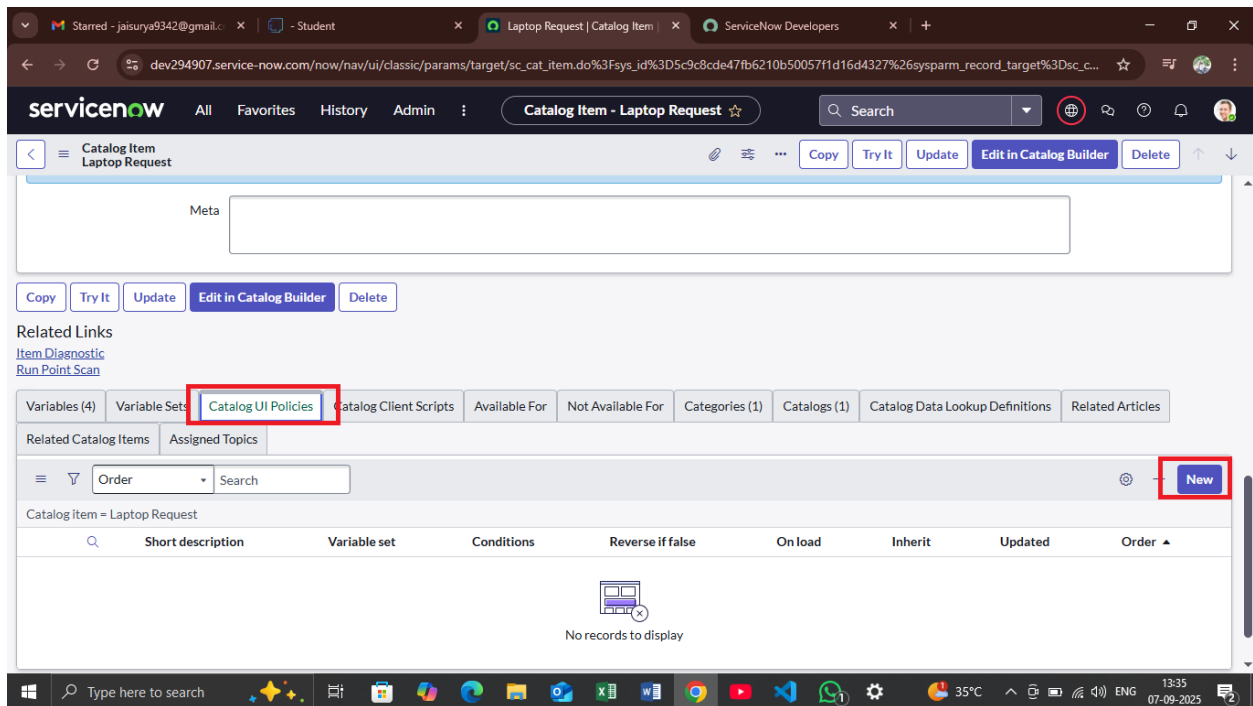
Step 1: Click on all>> search for service catalog >> Select maintain item under catalog definition.



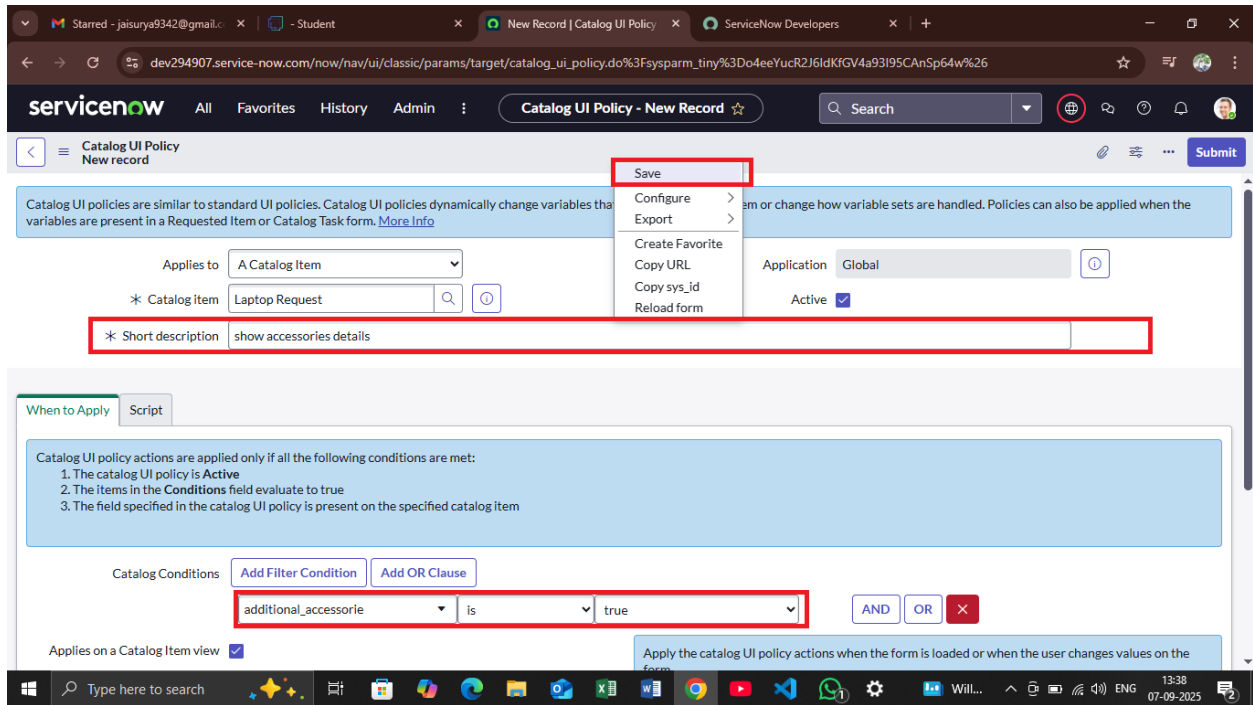
Step 2: Search for 'laptop request' which is created before.



Step 3: In the catalog ui policies related list tab click on new.



Step 4: Give short description as “show accessories details”.



Step 5: Go to the header and right click on to >> Save.

Step 6: Scroll down and select 'catalog Ui action' >>
>>Then click on new button.

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The browser address bar shows the URL: `dev294907.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D419598da473f6210b50057f1d16d43ab%26sysparm_view%3D%26sys...`. The page title is "Catalog UI Policy - show accessories...".

On the left, under "Catalog UI Policy show accessories details", there are two checkboxes: "Applies on Catalog Tasks" and "Applies on Requested Items", both of which are unchecked. Below these are "Update" and "Delete" buttons.

On the right, under "form", there is a section for "On load" with a checked checkbox. Below this is a text box containing the instruction: "Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false". At the bottom of this section is a "Reverse if false" checkbox, which is also checked.

Below the configuration area, there is a "Related Links" section with a link to "Run Point Scan".

At the bottom, there is a table header for "Catalog UI Policy Actions" with columns: "Name", "Read only", "Mandatory", "Visible", and "Order". The table is currently empty, displaying "No records to display". A "New" button is located to the right of the table header.

Step 7: Select variable name as: accessories_details

- ✓ Order:100
- ✓ Mandatory: True
- ✓ Visible : True

ServiceNow Catalog UI Policy Action - New Record

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

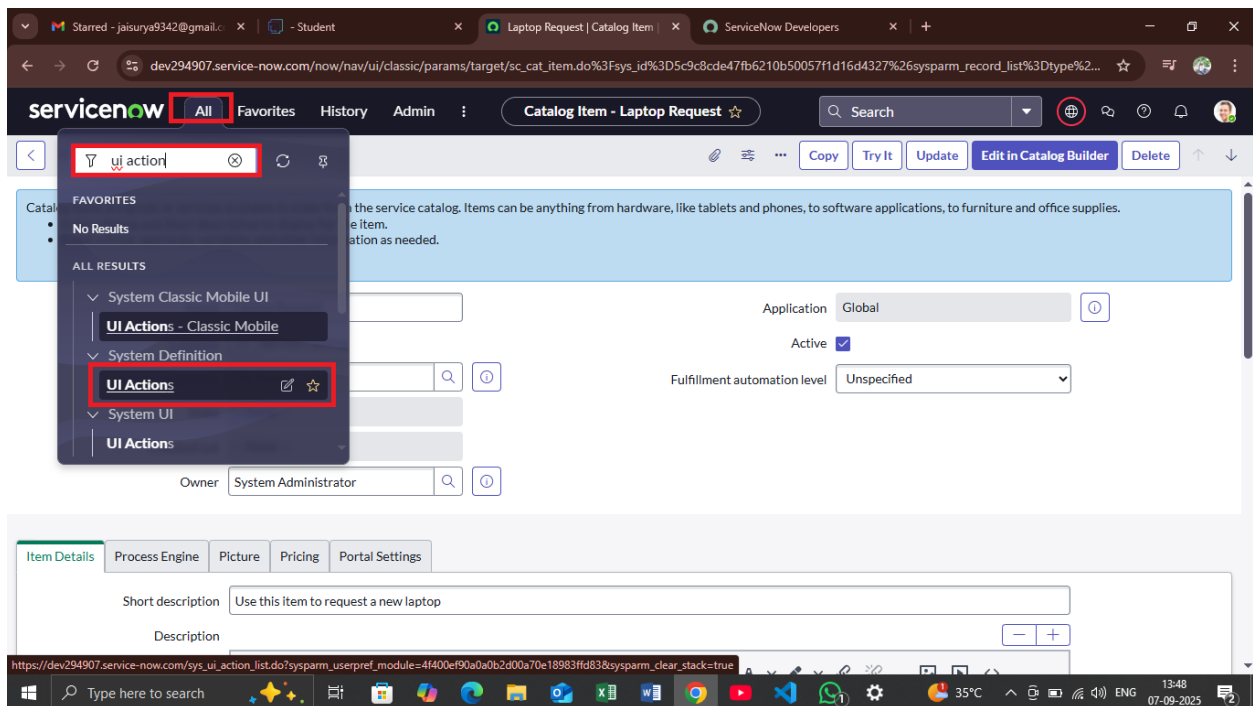
| Catalog Item | Application |
|------------------------------------|---------------------------|
| Laptop Request | Global |
| Variable name: accessories_details | Mandatory: True |
| Order: 100 | Visible: True |
| | Read only: Leave alone |
| | Value action: Leave alone |
| | Field message type: None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

Submit

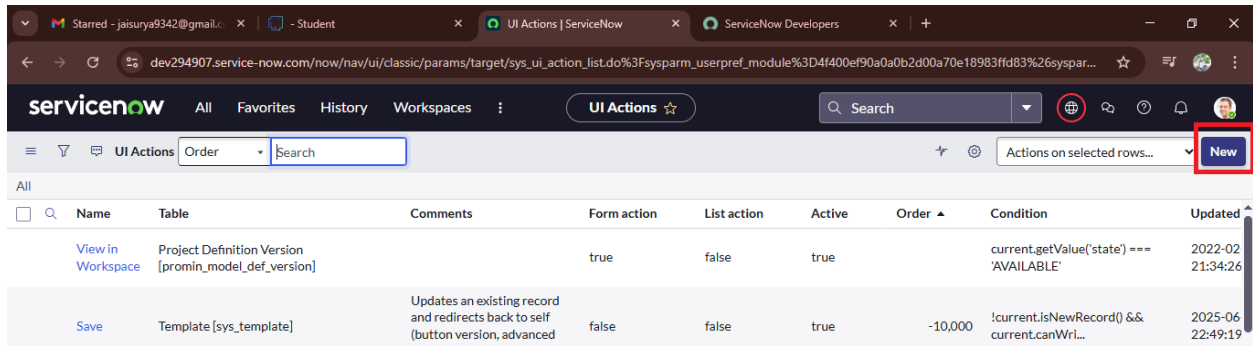
Step 8: Click on save and again click submit button of the catalog ui policy form.

UI ACTION

Step 1: Open service now >> Click on All >> search for ui action.



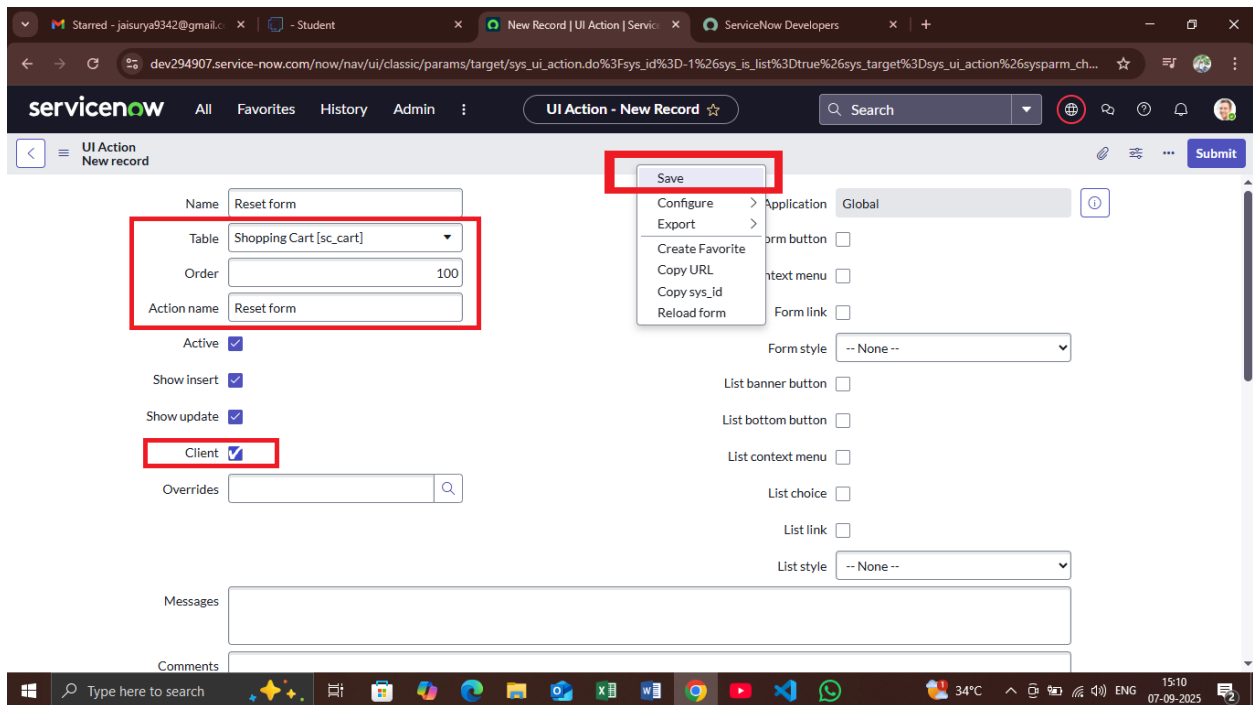
Step 2: Click on new.



| Name | Table | Comments | Form action | List action | Active | Order | Condition | Updated |
|-----------------------------------|---|---|-------------|-------------|--------|---------|---|------------------|
| View in Workspace | Project Definition Version [promin_model_def_version] | | true | false | true | | current.getValue('state') === 'AVAILABLE' | 2022-02-21:34:26 |
| Save | Template [sys_template] | Updates an existing record and redirects back to self (button version, advanced | false | false | true | -10,000 | !current.isNewRecord() && current.canWri... | 2025-06-22:49:19 |

Step 3: Fill the following details to create ui action

- ✓ Table: shopping cart(sc_cart)
- ✓ Order:100
- ✓ Action name: Reset form
- ✓ Client : checked



UI Action - New Record

Name: Reset form

Table: Shopping Cart [sc_cart]

Order: 100

Action name: Reset form

Active: ☒

Show insert: ☒

Show update: ☒

Client: ☒

Overrides:

Messages:

Comments:

Save

Configure

Export

Create Favorite

Copy URL

Copy sys_id

Reload form

Application: Global

Form button: ☐

Context menu: ☐

Form link: ☐

Form style: -- None --

List banner button: ☐

List bottom button: ☐

List context menu: ☐

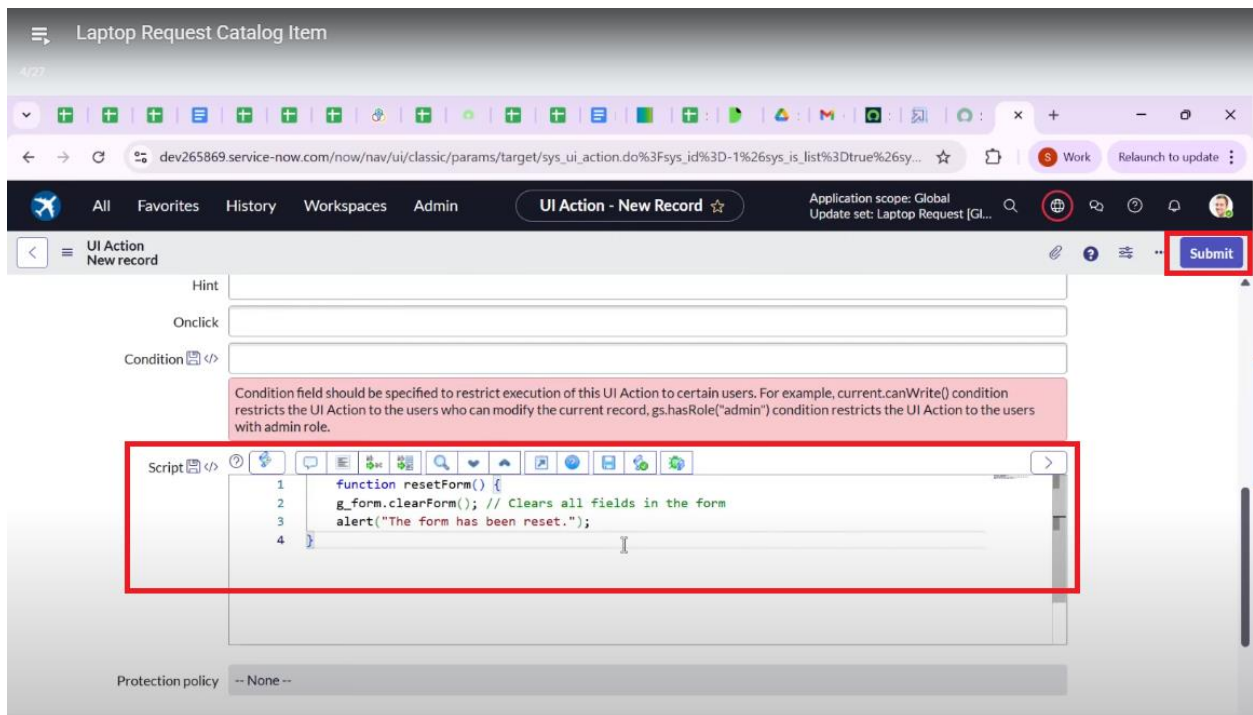
List choice: ☐

List link: ☐

List style: -- None --

Script:

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



Step 3: Click on Submit.

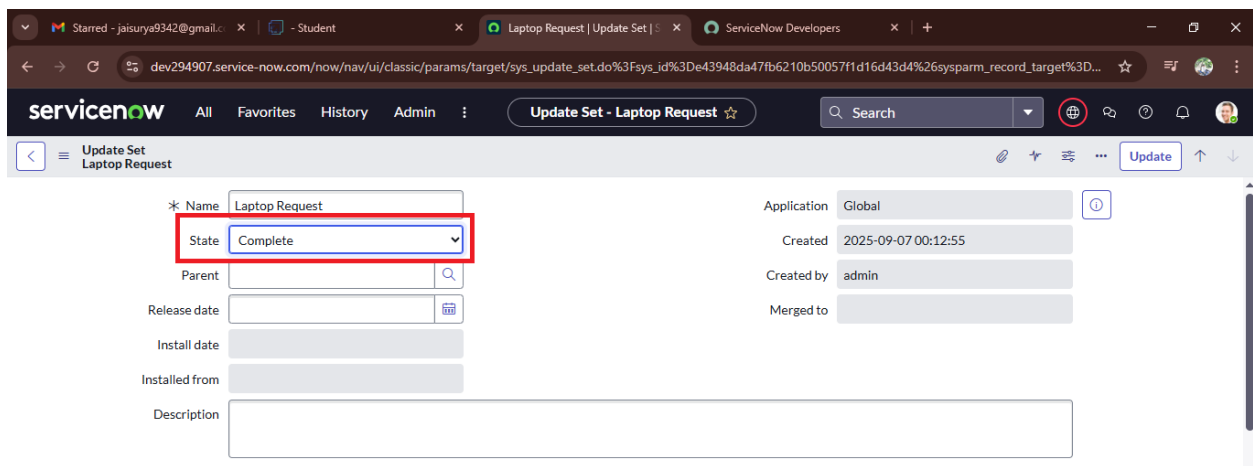
EXPORT UPDATE SET

Step 1: Click on All >> search for update sets.

Step 2: Select local update set

Step 3: Select created update set i.e. 'Laptop Request Project'.

Step 4: Set the state to 'Complete'.



The screenshot shows the ServiceNow interface for editing an update set named 'Laptop Request'. The 'State' dropdown menu is highlighted with a red box and set to 'Complete'. Other fields include Name (Laptop Request), Application (Global), Created (2025-09-07 00:12:55), Created by (admin), and a Description field.

Step 5: In the related list Update tab, updates are visible which we perform under this update set.

Step 6: Click on export to XML ,it download one file.

Step 7: Ask your friend's instance to do net millstone.

LOGIN TO ANOTHER INSTANCE

Step 1: This task needs new instance i was done this task through my friend's instance.

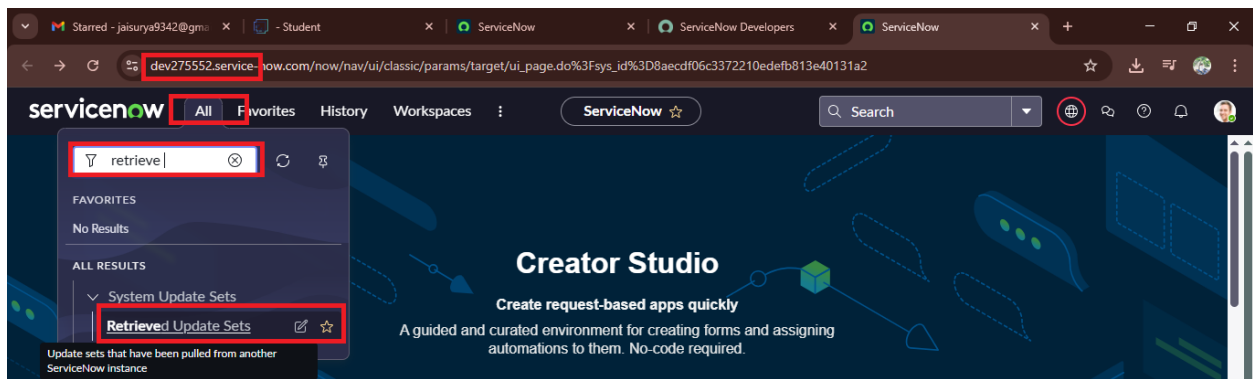
Step 2: I'm using new instance check URL.

Step 3: Login to another Instance login with credential.

Step 4: Click on all>> search for update sets.

Step 5: Select “Retrieved update set” under system updateset.

Step 6: It open retrieved update set list and scroll do



Step 7: Click on Import update set from XML.

Step 8: Upload the downloaded file in XML file >>

Step 9: Open retrieved update set 'laptop request project'

dev275552.service-now.com/now/nav/ui/classic/params/target/sys_remote_update_set_list.do%3Fsysparm_fixed_query%3Dsys_class_name%3Dsys_remote_updat...

serviceNow All Favorites History Workspaces Retrieved Update Sets

Retrieved Update Sets

All > Class = Retrieved Update Set

| Name | Application | State | Update source | Description | Loaded | Committed | Parent | Remote Batch Base |
|----------------|-------------|--------|---------------|-------------|---------------------|-----------|---------|-------------------|
| Laptop Request | Global | Loaded | (empty) | | 2025-09-07 02:49:08 | (empty) | (empty) | (empty) |

Related Links

[Import Update Set from XML](#)

>> Click on preview update set

dev275552.service-now.com/now/nav/ui/classic/params/target/sys_remote_update_set.do%3Fsys_id%3D4f2d605a47bf6210b50057f1d16d4312%26sysparm_recor...

serviceNow All Favorites History Retrieved Update Set - Laptop Request

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 Laptop Request

Application Global

Update source

Committed

Inserted

Deleted

Step 10: And click on commit update set >>

>> And also see the related tab updates

dev275552.service-now.com/now/nav/ui/classic/params/target/sys_remote_update_set.do%3Fsysparm_record_list%3Dsys_class_name%253Dsys_remote_update_s...

serviceNow All Favorites History Retrieved Update Set - Laptop Request

Update Delete Run Preview Again Commit 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 Laptop Request

Application Global

Update source

Committed

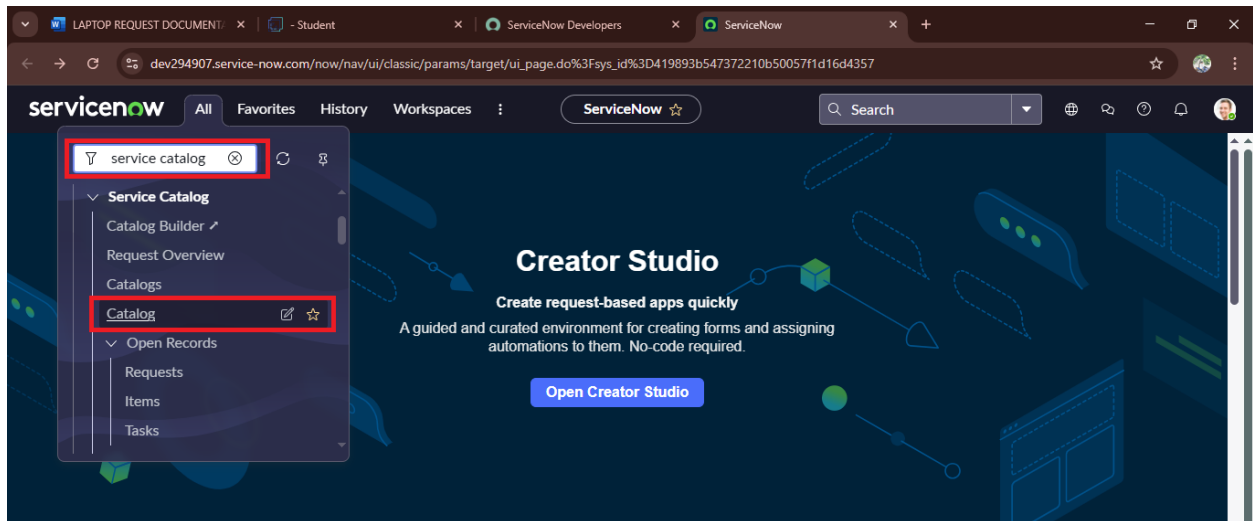
Inserted 11

Deleted

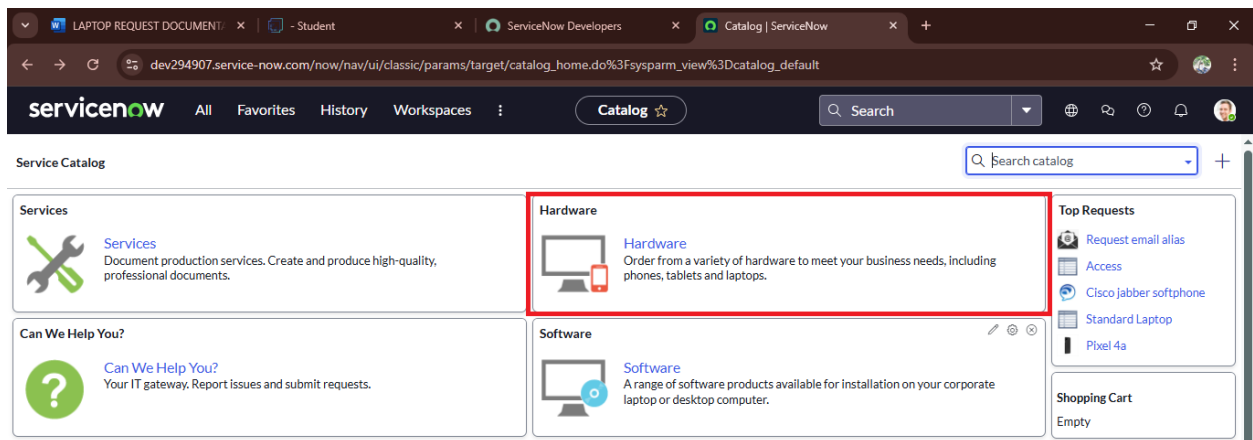
Step 11: After committing update set in this instance we get all updates which are done in the previous instance.

TESTING

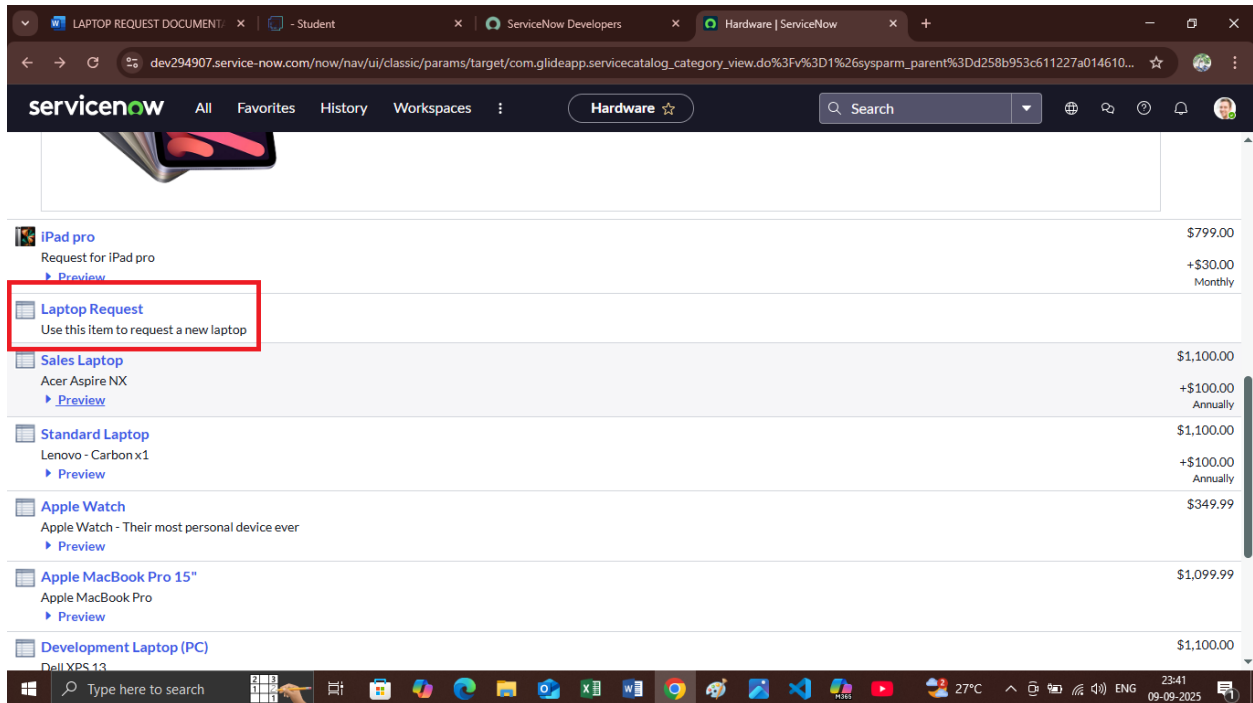
Step 1: Search for service catalog under catalog



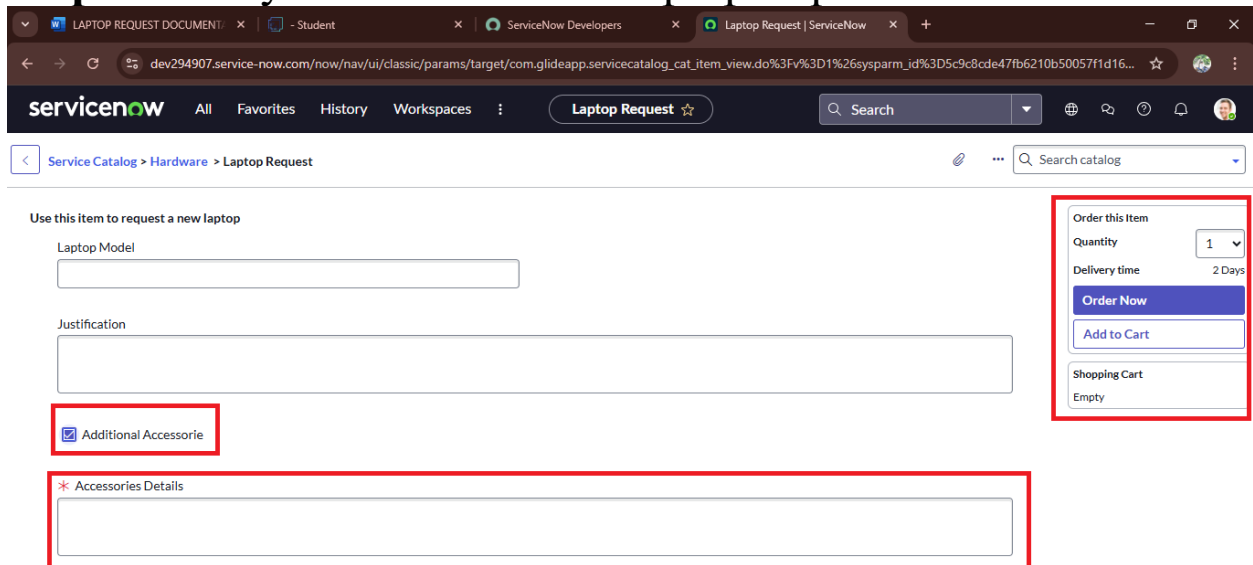
Step 2: Select hardware category and search for 'laptop request item



Step 3: Select laptop request item and open it



Step 4: Finally we created our “Laptop request item”



Step 5: When we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory.

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.

THANK YOU
MJS & TEAM

