

LAPTOP REQUEST CATALOG ITEM

Update set

Create local update set

A Local Update Set is an update set that stays only in your current instance.

It is not yet exported or transferred to another instance.

When you make changes (like creating a new table, field, form, workflow, or business rule), those changes are automatically captured in the currently selected local update set.

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

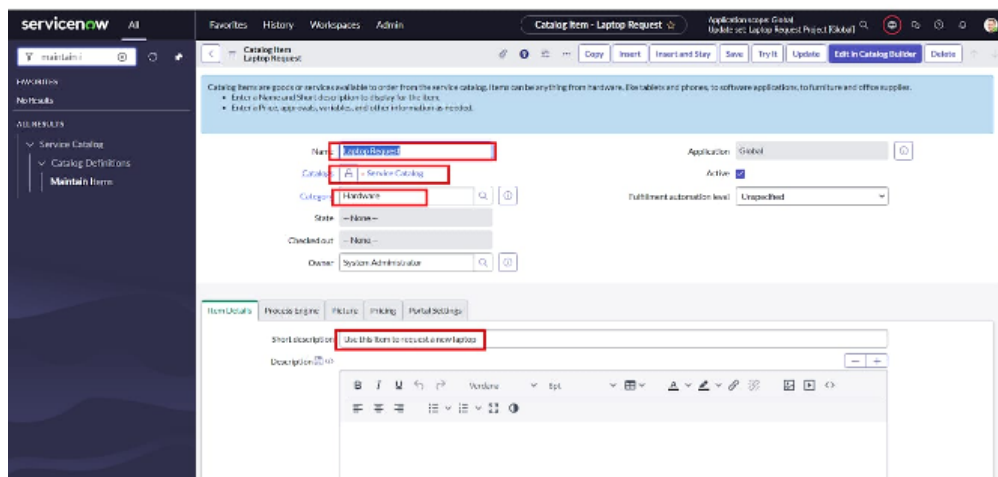
Name: Laptop Request
request

Catalog: service Catalog
Catalog

Category: Hardware

Short Description: Use this item to request
a new laptop

6. on 'SAVE'

The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form. The 'Name' field is 'Laptop Request' and the 'Catalog' is 'Service Catalog'. The 'Category' is 'Hardware'. The 'Short description' field contains the text 'Use this item to request a new laptop'. The 'Description' field is empty. The 'Owner' is 'System Administrator'. The 'Application' is 'Global'. The 'Active' checkbox is checked. The 'Fulfillment automation level' is 'Unspecified'. The 'Item Details' tab is selected, showing the 'Short description' and 'Description' fields. The 'Short description' field is highlighted with a red box.

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

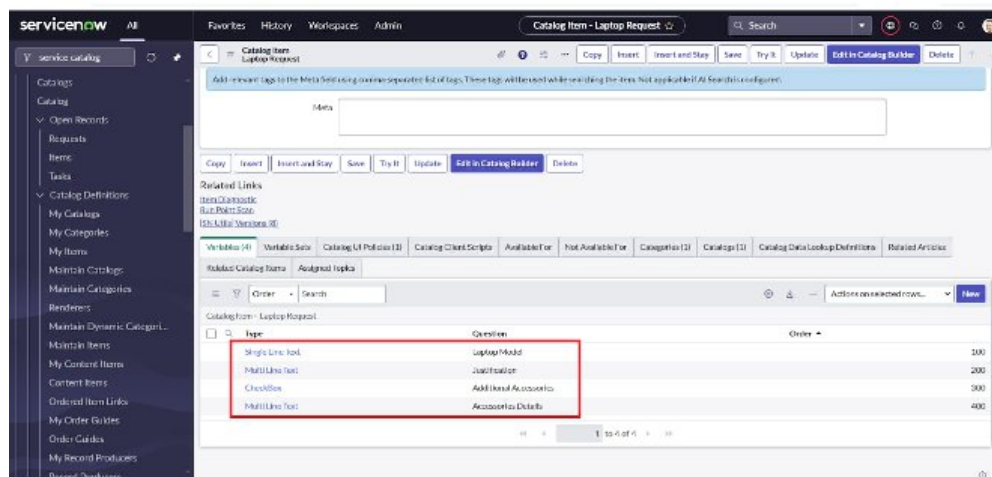
Name:accessories_details

Order:400

Step2:

After adding above variable which are added to newly created catalog item

Then save the catalog item form



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]

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The left sidebar shows the navigation menu with 'Maintain Items' selected. The main area is titled 'Catalog UI Policy - Show Accessories Details'. It includes fields for 'Applies to' (A Catalog Item), 'Catalog Item' (Laptop Request), and 'Short Description' (Show Accessories Details). The 'When to Apply' tab is active, showing a list of conditions: 'The catalog UI policy is Active', 'The item in the Conditions field exists in the catalog', and 'The field specified in the catalog UI policy is present on the specified catalog item'. Below this, the 'Catalog Conditions' section shows a condition: 'additional_accessories is true'. The 'Applies on' section has checkboxes for 'Catalog Item view' (checked), 'Catalog Task' (unchecked), and 'Focused Item' (unchecked). The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' checkbox is checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is also checked.

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

True

Visible : True

True

12. Click on save and again click save button of the catalog ui policy form

servicenow All Favorites History Workspaces Admin Catalog UI Policy Action - accessories_details

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. [Show info](#)

Catalog Item: Laptop Request
Variable Name: accessories_details
Order: 100

Application: Global
Mandatory: True
Visible: True
Read only: Leave alone
Value action: Leave alone
Hide message type: None

Insert Insert and State **Save** Update Delete

Related Links
Run Script
SP4001540 items (1)

servicenow All Favorites History Workspaces Admin Catalog UI Policy - Show Accessories Details

Catalog UI policy must adhere to standard conditions. Catalog UI policy may use a lookup condition that is part of a catalog item or change based on item or item based. Policy may also be applied when the variable is set to a value. [Show info](#)

Application: Global
Catalog Item: Laptop Request
Variable Name: Show Accessories Details

Conditions: Add New Condition Add New Clause
Add New Condition: Add New Clause
Add New Clause: Add New Clause

Apply to Catalog Item: ☒
Apply to Catalog Item: ☐
Apply to Catalog Item: ☐

Apply to Catalog Item: ☐
Apply to Catalog Item: ☐

Insert Insert and State Save Update Delete

Policy Name	Order	Visible	Order
1. Catalog - Show Accessories Details	100	True	100

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

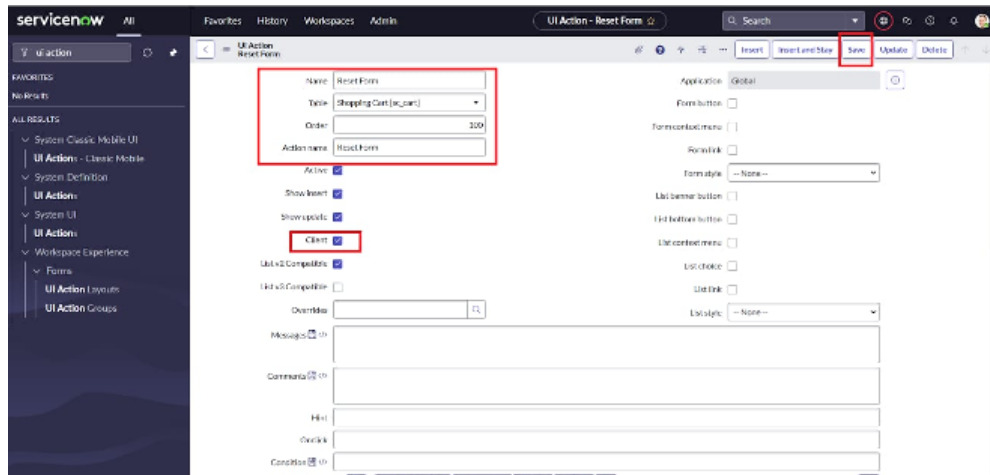
Action name: Reset form

Client : checked

Script:

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

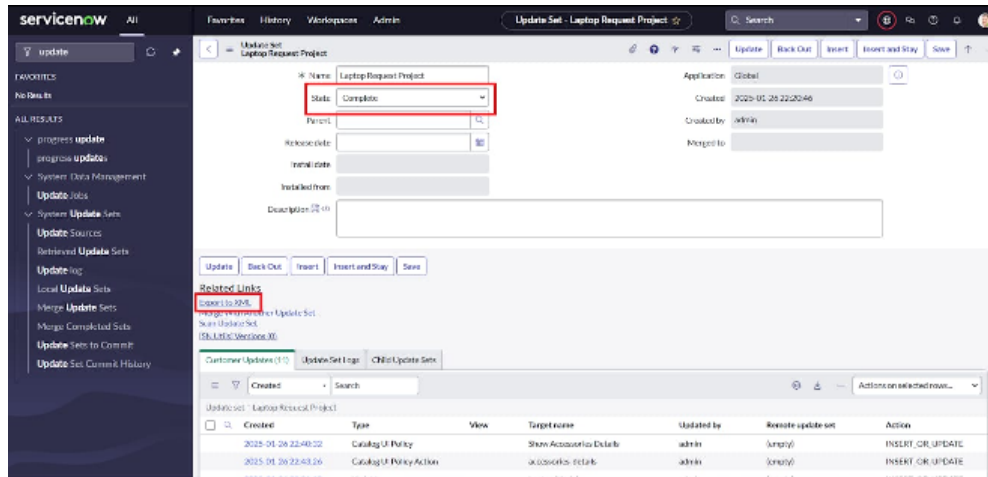
Click on save



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



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

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
test update set	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
test update set 2	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
Migration of AI Search Profile, AI Sec...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migration s...	2023-06-30 15:09:15	(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)
Radhika Snow	Global	Loaded	(empty)	Testing purpose	2024-07-30 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny gajja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

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

7.Upload the downloaded file in XML file

8.Click on Upload and it gets uploaded.

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

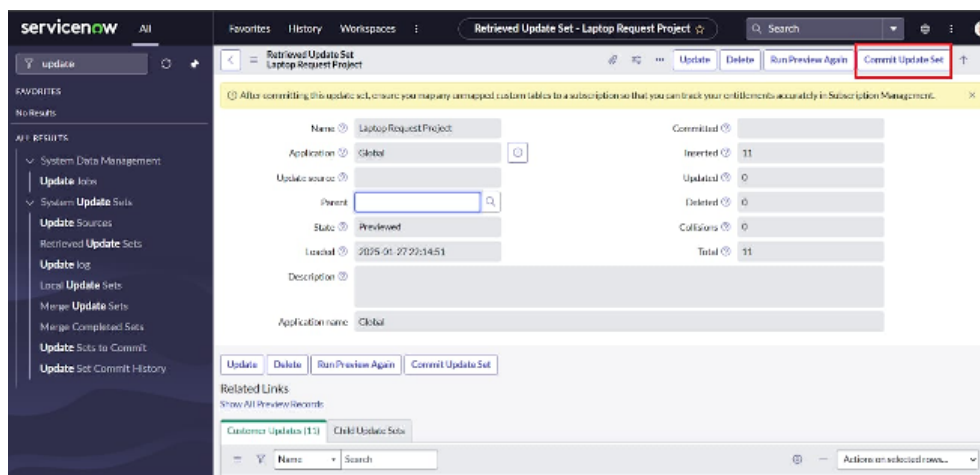
XML file: [Choose File](#)

Step 2: Upload the file

[Upload](#)

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



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

The screenshot displays the ServiceNow user interface. On the left, the 'Service Catalog' menu is expanded, with 'Catalog' highlighted. The breadcrumb trail at the top reads 'Service Catalog > Hardware > Laptop Request'. The main content area is titled 'Use this item to request a new laptop'. It contains a 'Laptop Model' text field, an 'Additional Information' text area, and an 'Additional Accessories' checkbox. On the right, there is a 'Order this item' section with a 'Quantity' dropdown set to '1', a 'Delivery time' of '2 Days', and buttons for 'Order Now' and 'Add to Cart'. Below these buttons is a 'Shopping Cart' section showing 'Empty'.

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

servicenow All Favorites History Workspaces Admin Laptop Request Search

Service Catalog > Hardware > Laptop Request Search Catalog

Use this item to request a new laptop

Laptop Model
Item

Justification

☒ Additional Accessories

☐ Accessories Details

Order this item
Quantity 1
Delivery time 2 Days
Order Now
Add to Cart
Shopping Cart
Engage

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

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