

## Laptop Request Catlog Item

Team Id: NM2025TMID15369

Team Size : 4

Team Leader: Kalaiaresi S

Team Member : Nisha S

Team Member : Sabitha D

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### Problem Statement:

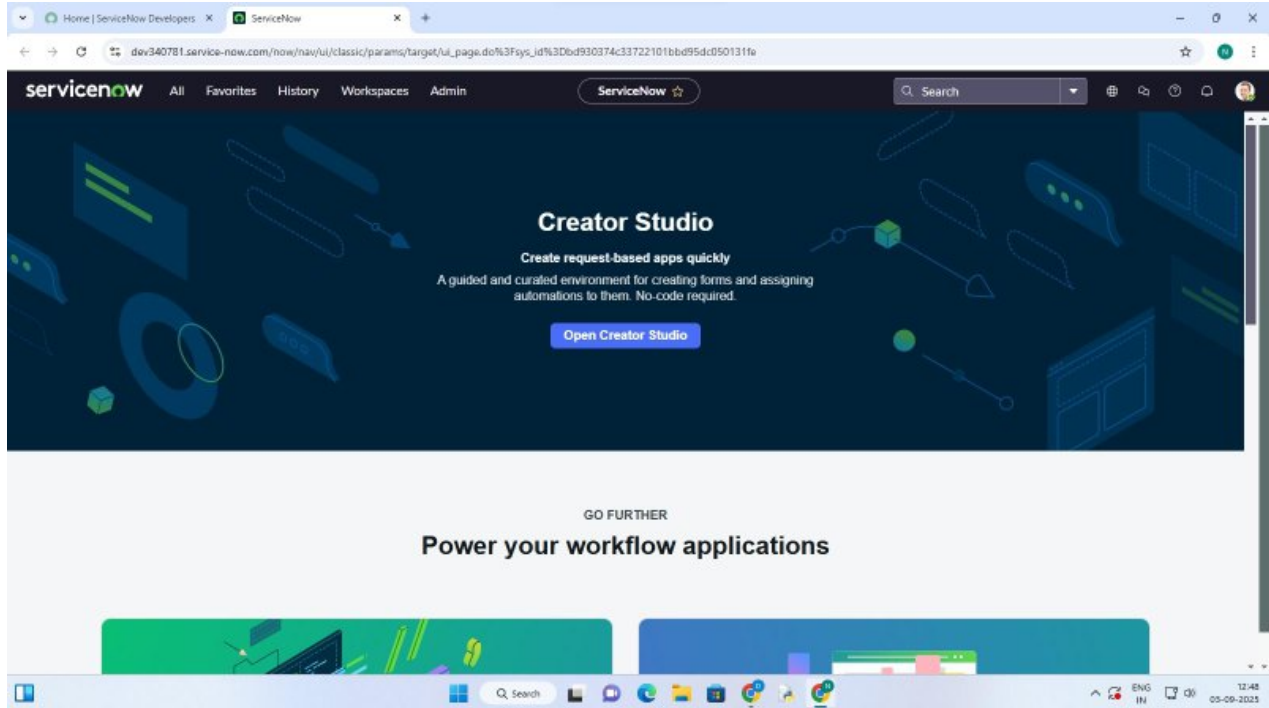
Right now, employees request laptops through a manual process, which is slow and often causes mistakes. There's no smart form to guide users or collect correct details. We need a Service Catalog item that makes laptop requests easy, with dynamic fields, clear instructions, a reset option, and proper tracking for governance.

### TASK INITIATION

Milestone 1 : Update Set

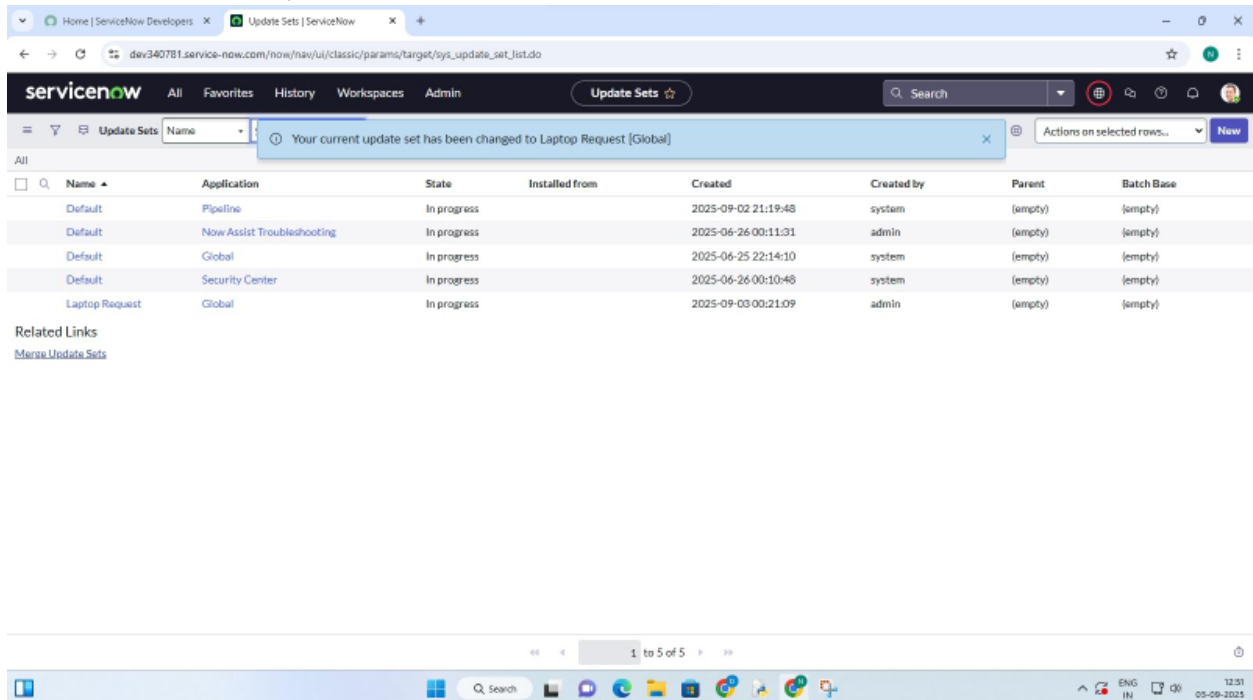
Activity 1: Create Local update set

1. First open ServiceNow.
2. On the left side, click All and just type



update sets in the search.

3. Then click Local update sets under the system update sets section
4. Hit the New button.
5. Fill the details and give the name like Laptop Request.
6. After that, click Submit and then choose Make Current.



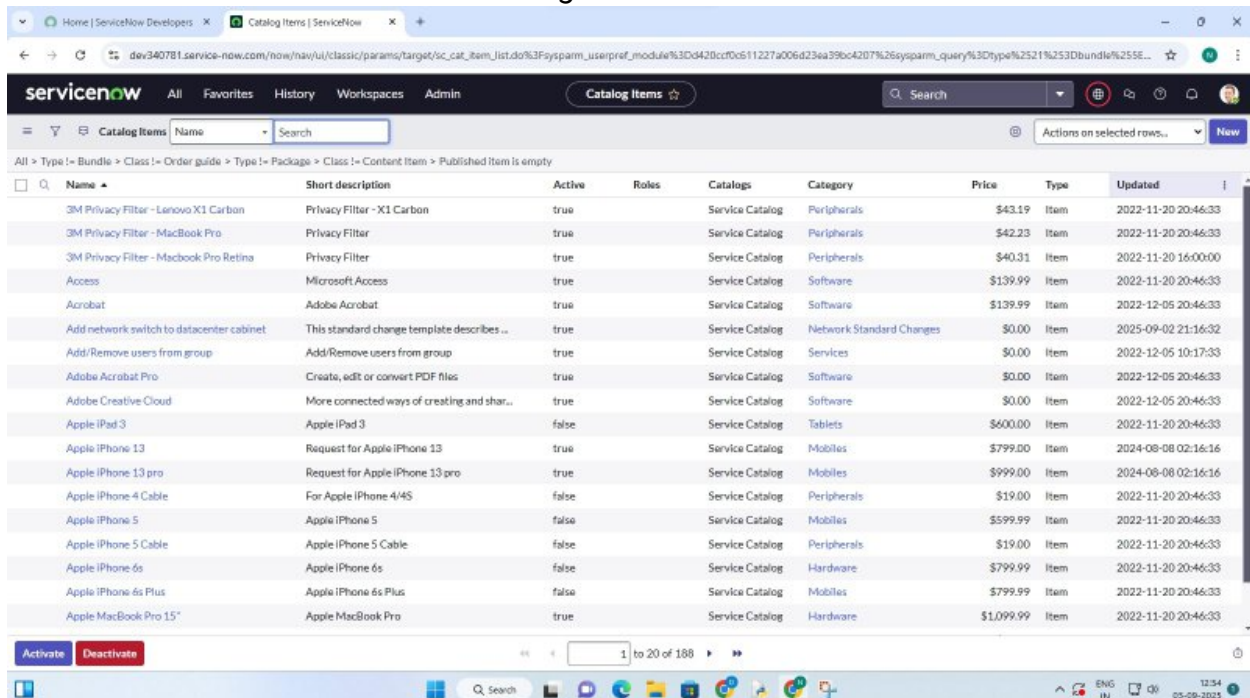
7. Done! Now the update set is active after clicking the button.

## Milestone 2 : Service Catalog item

### Activity 1: Create service catalog item

1. Open ServiceNow .
2. Go to All and then click Service Catalog.
3. Under Catalog Definitions , pick Maintain Items .

4. Hit New to create something new.



The screenshot shows the ServiceNow interface for the 'Catalog Items' page. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar is present on the right. Below the navigation bar, there's a breadcrumb trail: 'All > Type > Bundle > Class > Order guide > Type > Package > Class > Content Item > Published item is empty'. The main table lists various items with columns for Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The items listed include 3M Privacy Filter, Access, Acrobat, Add network switch to datacenter cabinet, Add/Remove users from group, Adobe Acrobat Pro, Adobe Creative Cloud, Apple iPad 3, Apple iPhone 13, Apple iPhone 13 pro, Apple iPhone 4 Cable, Apple iPhone 5, Apple iPhone 5 Cable, Apple iPhone 6s, Apple iPhone 6s Plus, and Apple MacBook Pro 15". At the bottom, there are 'Activate' and 'Deactivate' buttons, and a pagination bar showing '1 to 20 of 188'.

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-09-02 21:16:32
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2024-08-08 02:16:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2024-08-08 02:16:16
Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 6s	Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33
Apple iPhone 6s Plus	Apple iPhone 6s Plus	false		Service Catalog	Mobiles	\$799.99	Item	2022-11-20 20:46:33
Apple MacBook Pro 15"	Apple MacBook Pro	true		Service Catalog	Hardware	\$1,099.99	Item	2022-11-20 20:46:33

5. Fill in the info like this:

Name: Laptop Request

Catalog: Service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6. Click SAVE and you're done .

Home | ServiceNow Developers | New Record | Catalog Item | Service Catalog

dev340781.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsc\_cat\_item%26sysparm\_checked\_items%3D%26sysparm\_fixed\_query%3D...

service now All Favorites History Workspaces Admin Catalog Item - New Record

Catalog Item New record

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

Application: Global

Catalogs: Service Catalog

Category: Hardware

State: --None--

Checked out: --None--

Owner: System Administrator

Active: ☒

Fulfillment automation level: Unspecified

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description: Use this item to request a new laptop

Description:

B I U ↶ ↷ Verdana 8pt

Home | ServiceNow Developers | New Record | Catalog Item | Service Catalog

dev340781.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsc\_cat\_item%26sysparm\_checked\_items%3D%26sysparm\_fixed\_query%3D...

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Owner: System Administrator

Active: ☒

Fulfillment automation level: Unspecified

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description: Use this item to request a new laptop

Description:

B I U ↶ ↷ Verdana 8pt

## Activity 2: Add Variables

### Step 1:

1. After you save the catalog item, scroll down a bit and click on Variables (the related list).
2. Click New and fill in the first variable:

Variable 1: Laptop Model  
Type: Single line text  
Name:laptop mode  
Order:100  
Click Submit

3. Click New again and add the next variables using the same way:

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

Home | ServiceNow Developers | New Record | Variable | ServiceNow

dev340781.service-now.com/now/nav/ui/classic/params/target/item\_option\_new.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_is\_related\_list%3Dtrue%26sys\_target%3Ditem\_option\_new%26sysparm\_checked...

servicenow All Favorites History Workspaces Admin Variable - New Record Search

Variable - New record

Application: Global [icon]  
Type: Single Line Text [dropdown]  
Catalog Item: Laptop Request [search] [icon]  
Order: [text field]

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: [text field]  
Tooltip: [text field]  
Example Text: [text field]

Submit

13:03 05-09-2023

Home | ServiceNow Developers | New Record | Variable | ServiceNow

dev340781.service-now.com/now/nav/ui/classic/params/target/item\_option\_new.do%3Fsys\_id%3D-1%26sys\_list%3Dtrue%26sys\_ic\_related\_list%3Dtrue%26sys\_target%3Ditem\_option\_new%26sysparm\_checked...

servicenow All Favorites History Workspaces Admin Variable - New Record

Application: Global Active: ☒  
 Type: Multi Line Text Mandatory: ☐  
 Catalog Item: Laptop Request Read only: ☐  
 Order: 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: Accessories Details  
 \* Name: accessories\_details  
 Conversational label:  
 Tooltip:  
 Example Text:

Submit

ServiceNow Developers | Laptop Request | Catalog Item | Student

dev340781.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3Da5e5a7b0c3f722101bbd95dc0501316d%26sysparm\_domain%3Dnull%26sysparm\_domain\_scope%3Dnull%26sysparm...

servicenow All Favorites History Workspaces Admin Catalog Item - Laptop Request

Copy Try It Update Edit in Catalog Builder Delete

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

Copy Try It Update Edit in Catalog Builder Delete

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

Catalog Item - Laptop Request

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

1 to 4 of 4

Step 2:

Save Everything

Once all these variables are added to your catalog item, just save the catalog item form again.

ServiceNow Developers | Laptop Request | Catalog Item | Student

dev340781.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3D45a7b0c3f722101bbd95dc0501316d%26sysparm\_domain%3Dnul%26sysparm\_domain\_scope%3Dnul%26sysparm...

servicenow All Favorites History Workspaces Admin Catalog Item - Laptop Request Search

Catalog Item - Laptop Request Copy Try It Update Edit in Catalog Builder Delete

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

Copy Try It Update Edit in Catalog Builder Delete

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

Catalog Item - Laptop Request

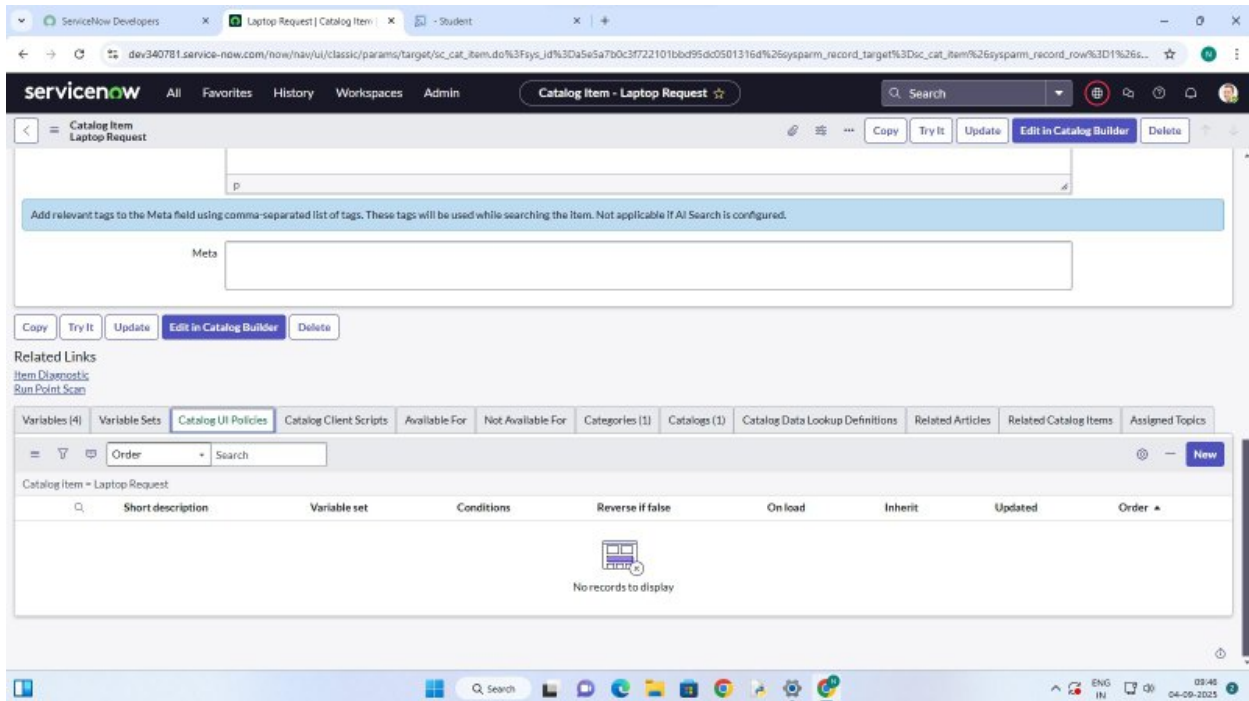
Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

1 to 4 of 4

## Milestone 3 : UI policy

### Activity 1: Create Catalog UI Policies

1. Open ServiceNow click All search Service Catalog.
2. Under Catalog Definitions, pick Maintain Items.
3. Search for the Laptop Request item you made before and open it.
4. Scroll down and click Catalog UI Policies.
5. In the related list, click New.



6. Add a short description like: Show accessories details .

7. Set the condition under When to apply:

Field: additional accessories

Operator: is

Value: true

8. Click Save (don't hit Submit).

9. Scroll down and click Catalog UI Actions.

10. Click New.

11. Fill in the details:

Variable Name: accessories details

Order: 100

Mandatory: True

Visible: True



ServiceNow Developers | New Record | Catalog UI Policy | Student

dev340781.service-now.com/now/nav/ui/classic/params/target/catalog\_ui\_policy.do%3Fsysparm\_tiny%3DUIZrNIW%39Qk%3A1st358CPp2ZV%26

servicenow All Favorites History Workspaces Admin Catalog UI Policy - New Record

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 Condition Add OR Clause

additional\_accessories is true AND OR X

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

On load ☒

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

Reverse if false ☒

Submit

12. Click Save , then again click Save on the Catalog UI Policy form.

ServiceNow Developers | show accessories details | Catalog UI Policy | Student

dev340781.service-now.com/now/nav/ui/classic/params/target/catalog\_ui\_policy.do%3Fsysparm\_view%3D%26sysparm\_domain%3Dnull%26sysparm\_domain...

servicenow All Favorites History Workspaces Catalog UI Policy - show accessories details

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 Condition Add OR Clause

additional\_accessories is true AND OR X

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

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

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

1 to 1 of 1

## Milestone 4 : UI Action

### Activity 1: Create UI action

1. Open ServiceNow .
2. Click All and search for UI Action.

3. Under System Definition , select UI Actions .
4. Click New .
5. Fill in the details like this:

Table: shopping cart    sc\_cart

Order: 100

Action Name: Reset Form

Client: Check the box

Script:

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

ServiceNow Developers | New Record | UI Action | ServiceNow | Student

dev340781.service-now.com/now/nav/ui/classic/params/target/sys\_ui\_action.do%3Fsys\_id%3D1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_ui\_action%26sysparm\_checked\_items%3D%26sysparm\_fixed\_query%3D...

servicenow All Favorites History Workspaces Admin UI Action - New Record Search

UI Action New record

Comments

Hint

Onclick

Condition

Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record, gs.hasRole("admin") condition restricts the UI Action to the users with admin role.

Script

```
1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset. ");
4 }
```

Protection policy --None--

Workspace Requires role

Workspace Form Button ☐

Format for Configurable Workspace

09:56 04-09-2025

6. Click Save.

ServiceNow Developers | New Record | UI Action | ServiceNow | Student

dev340781.service-now.com/now/nav/ui/classic/params/target/sys\_ui\_action.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_ui\_action%26sysparm\_checked\_items%3D%26sysparm\_fixed\_query%...

serviceNow | All | Favorites | History | Workspaces | Admin | UI Action - New Record | Search

UI Action - New Record

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: ☐

Overrides:

Messages:

Comments:

Hint:

OnClick:

Application: Global

Form button: ☐

Form context menu: ☐

Form link: ☐

Form style: -- None --

List banner button: ☐

List bottom button: ☐

List context menu: ☐

List choice: ☐

List link: ☐

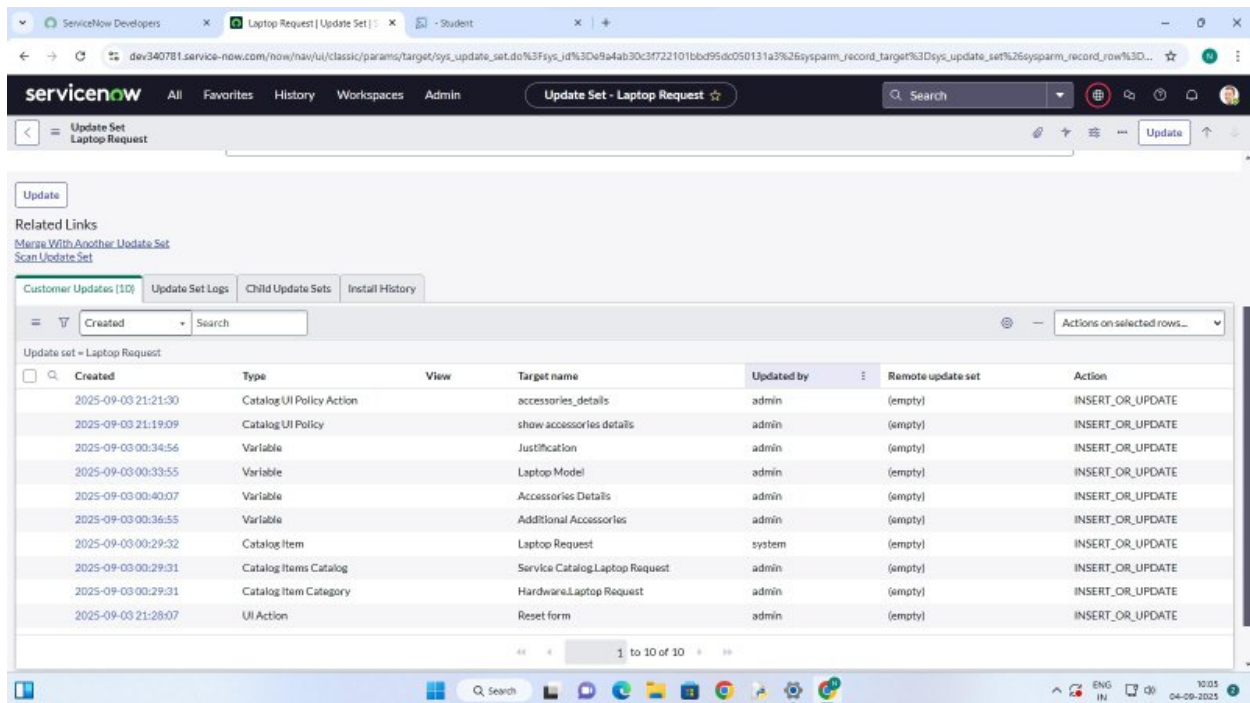
List style: -- None --

Submit

## Milestone 5 : Export Update set

### Activity 1: Exporting changes to another instances

1. Open ServiceNow , click All , and search for. Update Sets .
2. Go to Local Update Sets .
3. Find and open the update set you made earlier ( Laptop Request Project )
4. Change its State to Complete .

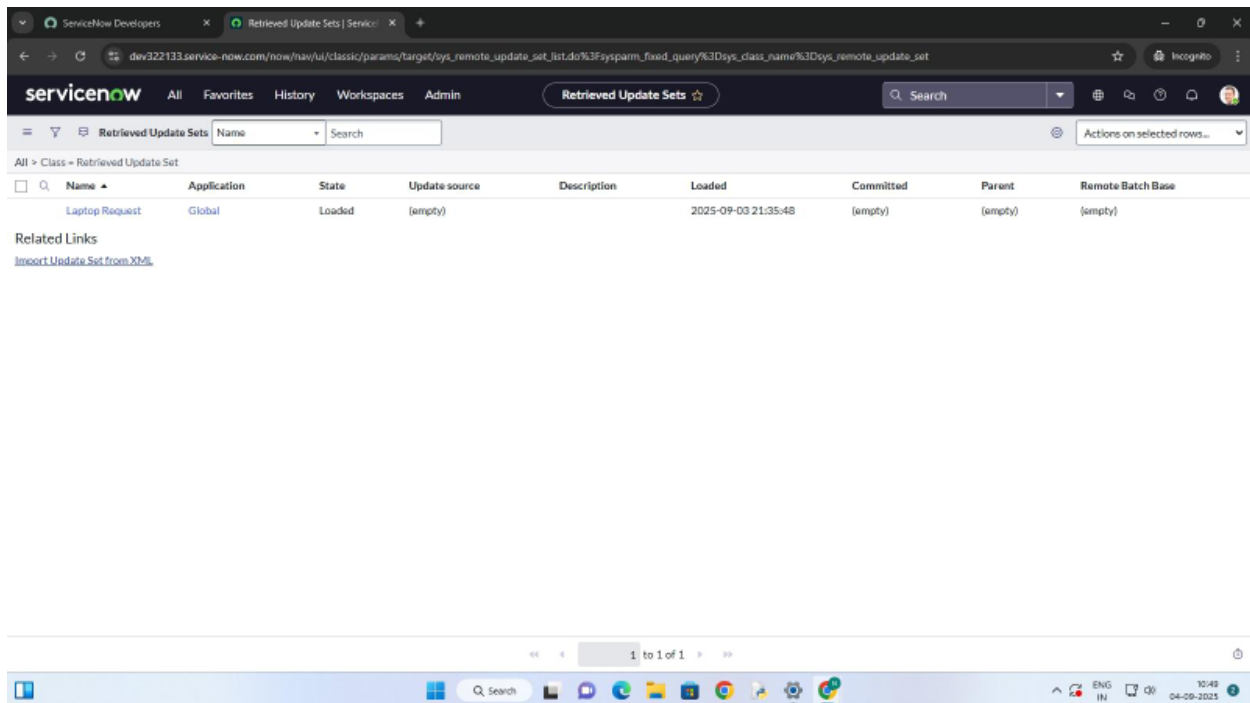


5. Scroll to the Updates. related list — you'll see all the changes done under this update set.
6. Click Export to XML it will download a file to your computer.

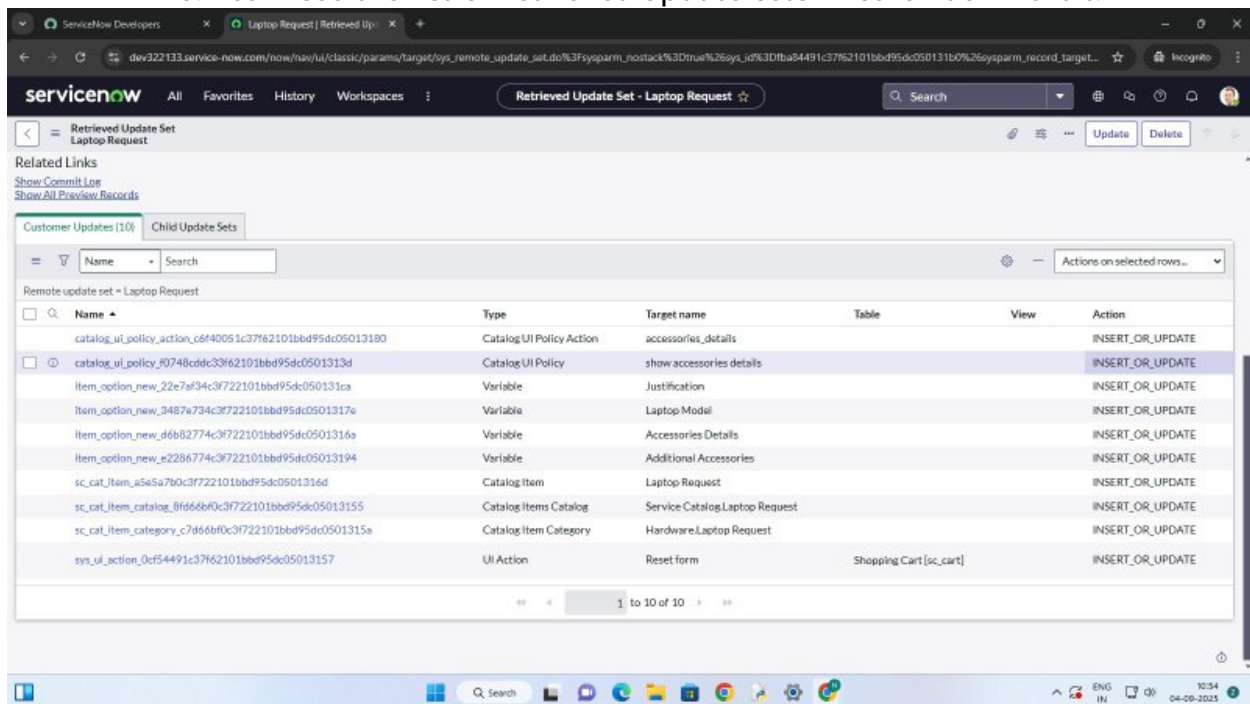
## Milestone 6 : Login to another instance

### Activity 1: Retrieving the Update set

1. Open another ServiceNow instance in an incognito window .
2. Log in with your credentials.
3. Click All and search for Update Sets..
4. Under System Update Sets , pick Retrieved Update Sets .



5. You'll see the list of retrieved update sets — scroll down a bit.



6. Click Import Update Set from XML .

7. Upload the XML file you downloaded earlier.

ServiceNow Developers x Laptop Request | Retrieved Up... x

dev322133.service-now.com/now/nav/ui/classic/params/target/sys\_remote\_update\_set.do%3Fsys\_id%3Dfba84491c37762101bbd95dc060131b0%26sysparm\_record\_target%3Dsys\_remote\_update\_set%...

serviceNow All Favorites History Workspaces Retrieved Update Set - Laptop Request Search

Retrieved Update Set  
Laptop Request

After committing this update set, ensure you map a...

Update Set Preview

Succeeded 100%

Success! - Succeeded in 1 Second

Close

Name Laptop Re  
Application Global  
Update source  
Parent  
State Previewed  
Loaded 2025-09-03 21:35:48  
Description  
Application name Global

Collisions 0  
Total 10

Update Delete Preview Update Set

Related Links  
Export to XML

Customer Updates (10) Child Update Sets

Name Search

Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
------	------	-------------	-------	------	--------

ServiceNow Developers x ServiceNow x

dev322133.service-now.com/now/nav/ui/classic/params/target/upload.do%3Fsysparm\_referring\_url%3Dsys\_remote\_update\_set\_list.do%26253Fsysparm\_fixed\_query%253Dsys\_class\_name%26253Dsys\_rema...

serviceNow All Favorites History Workspaces Admin 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...50131b0.xml

Step 2: Upload the file

Upload

ServiceNow Developers Laptop Request | Retrieved Up- X +

dev322133.service-now.com/now/nav/ui/classic/params/target/sys\_remote\_update\_set.do%3Fsysparm\_record\_list%3Dsys\_class\_name%253Dsys\_remote\_update\_set%255EORDERByname%26sysparm\_r...

servicenow All Favorites History Workspaces Retrieved Update Set - Laptop Request Search

< = 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 Committed  
Application Global Application  
Update source  
Parent  
State Previewed  
Loaded 2025-09-03 21:35:48  
Description  
Application name Global

Inserted 10  
Updated 0  
Deleted 0  
Collisions 0  
Total 10

Update Delete Run Preview Again Commit Update Set

Related Links  
Show All Preview Records

Customer Updates (10) Child Update Sets

Name Search Actions on selected rows...

Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
------	------	-------------	-------	------	--------

Q Search ENG IN 10:51 04-09-2025

ServiceNow Developers Laptop Request | Retrieved Up- X +

dev322133.service-now.com/now/nav/ui/classic/params/target/sys\_remote\_update\_set.do%3Fsys\_id%3Dfba54491c37f62101bbd95dc050131b07%26sysparm\_record\_target%3Dsys\_remote\_update\_set%...

servicenow All Favorites History Workspaces Retrieved Update Set - Laptop Request Search

< = Retrieved Update Set Laptop Request Update Delete Preview Update Set

After committing this update set, ensure you map a

Name Laptop Ra  
Application Global  
Update source  
Parent  
State Previewed  
Loaded 2025-09-03 21:35:48  
Description  
Application name Global

Collisions 0  
Total 10

Update Delete Preview Update Set

Related Links  
Export to XML

Customer Updates (10) Child Update Sets

Name Search Actions on selected rows...

Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
------	------	-------------	-------	------	--------

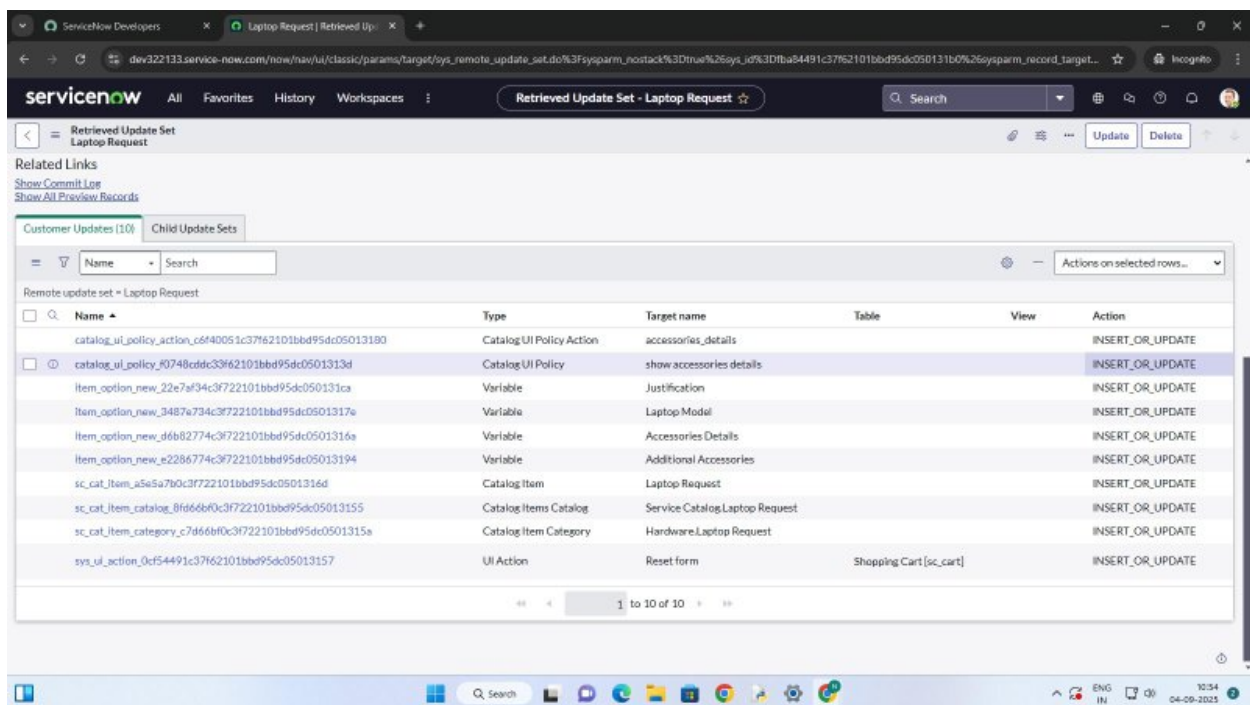
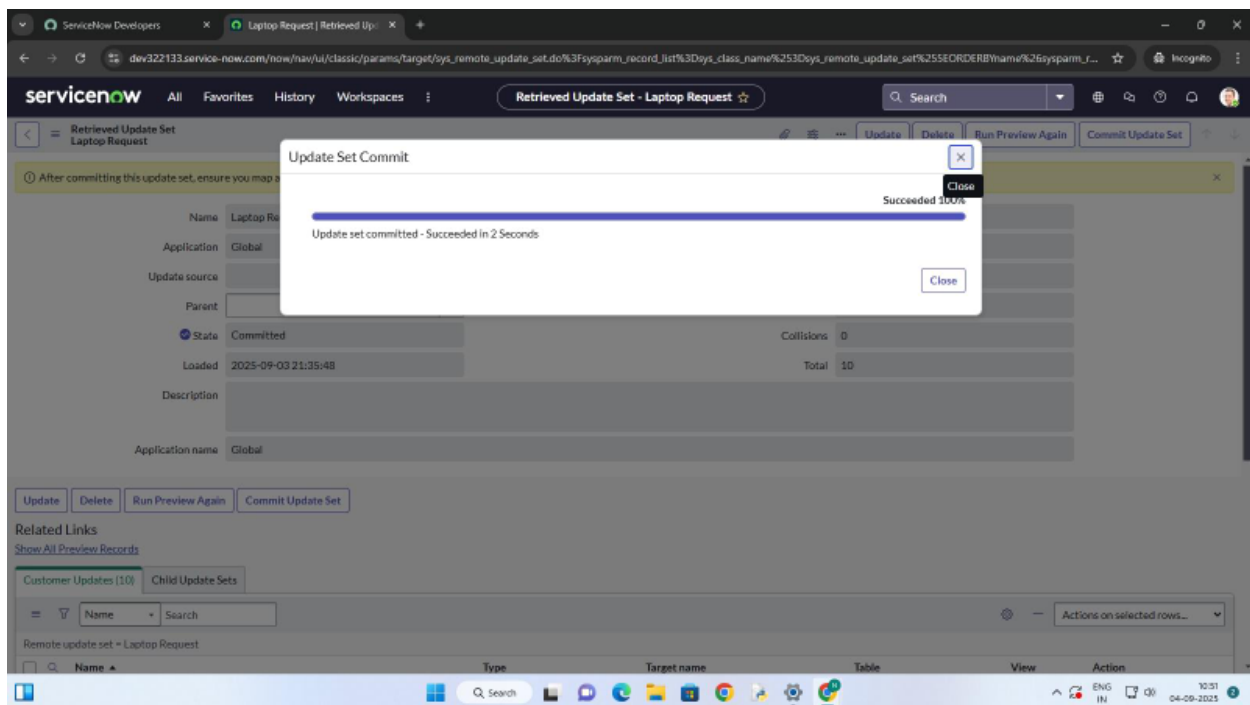
Q Search ENG IN 10:50 04-09-2025

Update Set Preview

Succeeded 100%

Success! - Succeeded in 1 Second

Close



8. Click Upload now the update set is added to this instance.

## Milestone 7 : Testing

### Activity 1: Test catalog item

1. In the target instance , search for Service Catalog in the app navigator.
2. Click on Catalog under Service Catalog.



3. Go to the Hardware category and look for the Laptop Request item.
4. Open the Laptop Request item.
5. You'll see the first three variables only.
6. Test it: click the Additional Accessories checkbox the Accessories Details field should appear and be mandatory.
7. Check the result if everything works like this, it matches what we wanted .

The screenshot shows a web browser window with the ServiceNow interface. The browser tabs include 'ServiceNow Developers', 'Laptop Request | ServiceNow', and 'Student'. The address bar shows a URL from dev340781.service-now.com. The ServiceNow header includes navigation links like 'All', 'Favorites', 'History', 'Workspaces', and 'Admin', along with a search bar and a 'Laptop Request' breadcrumb. The main content area is titled 'Service Catalog > Hardware > Laptop Request'. It contains a form with the following fields: 'Laptop Model' (text input), 'Justification' (text area), 'Additional Accessories' (checkbox, currently checked), and 'Accessories Details' (text area, marked as mandatory with a red asterisk). On the right side, there is a 'Order this item' section with 'Quantity' set to 1, 'Delivery time' of 2 Days, and buttons for 'Order Now' and 'Add to Cart'. Below this is a 'Shopping Cart' section showing 'Empty'. The Windows taskbar at the bottom shows the Start button, search bar, and various application icons, with the system clock indicating 11:03 on 04-09-2025.

Conclusion :

The Laptop Request Catalog Item makes it easier and faster for employees to request laptops. By using ServiceNow, the process becomes simple, automatic, and less error-prone, which improves efficiency and employee satisfaction.