

## **Laptop Request Catalog Item**

**TeamId:NM2025TMID18035**

### **TeamMembers:**

**TeamLeader : MURALI KRISHNAN D R**

**TeamMember1: KEVIN HENSON A**

**TeamMember2: PERARASU S**

**TeamMember3: KAMALAKANNAN E**

### **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.**

### **Objective:**

**To provide a standardized, user-friendly, and efficient self-service method for employees to request a new or replacement laptop, ensuring timely fulfillment and a clear record of the request.**

### **Skills:**

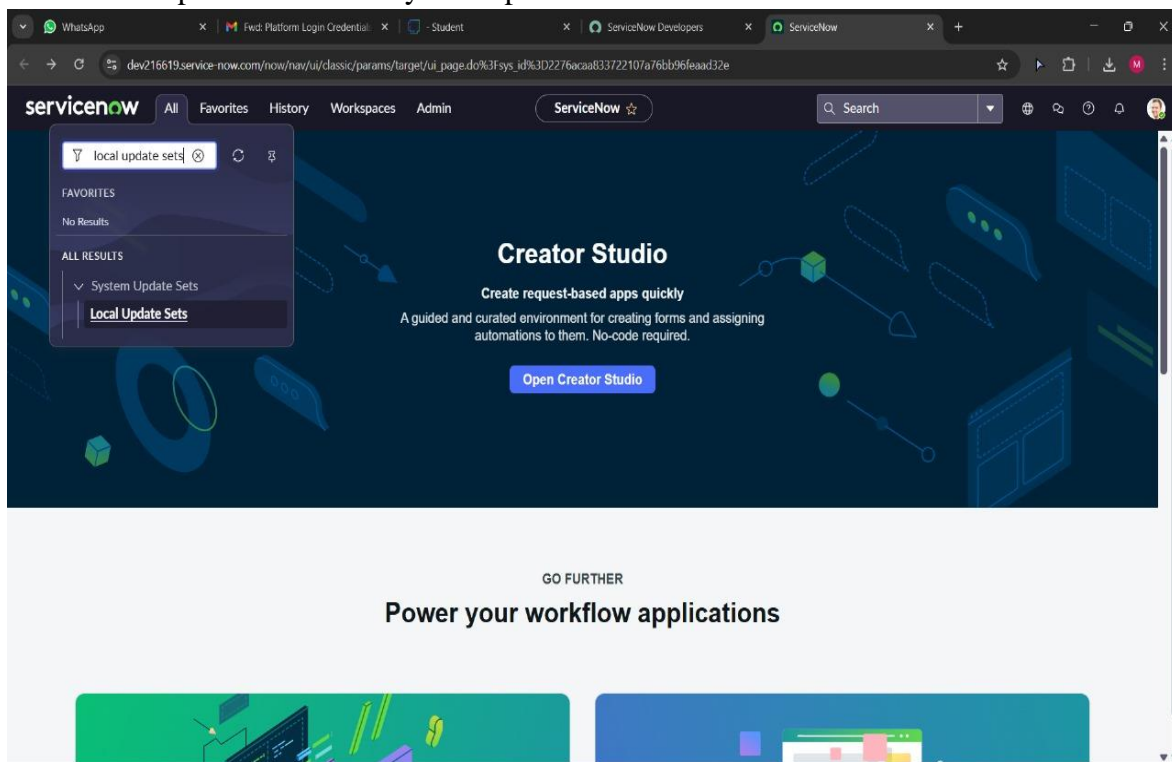
**ServiceNow Administrator/Developer**  
**IT Service Manager**  
**IT Teams (Fulfillers)**  
**End-User**

## TASKINITIATION

### Milestone1: Update set

#### Activity1: 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 .

WhatsApp

Fwd: Platform Login Credential

Student

ServiceNow Developers

Update Sets | ServiceNow

dev216619.service-now.com/now/nav/ui/classic/params/target/sys\_update\_set\_list.do%3Fsysparm\_userpref\_module%3D50047c06c0a016c0135a14cebc8191b%26sysparm\_clear\_st...

servicenow

All

Favorites

History

Workspaces

Admin

Update Sets

Search

Update Sets

Name

Search

Actions on selected rows...

New

All

	Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
<input type="checkbox"/>	Default	Pipeline	In progress		2025-09-11 08:44:00	system	(empty)	(empty)
<input type="checkbox"/>	Default	Security Center	In progress		2025-07-24 03:45:06	system	(empty)	(empty)
<input type="checkbox"/>	Default	Global	In progress		2025-07-24 02:19:36	system	(empty)	(empty)
<input type="checkbox"/>	Laptop Request	Global	Complete		2025-09-07 23:23:34	admin	(empty)	(empty)

Related Links

[Merge Update Sets](#)

<<

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1

to 4 of 4

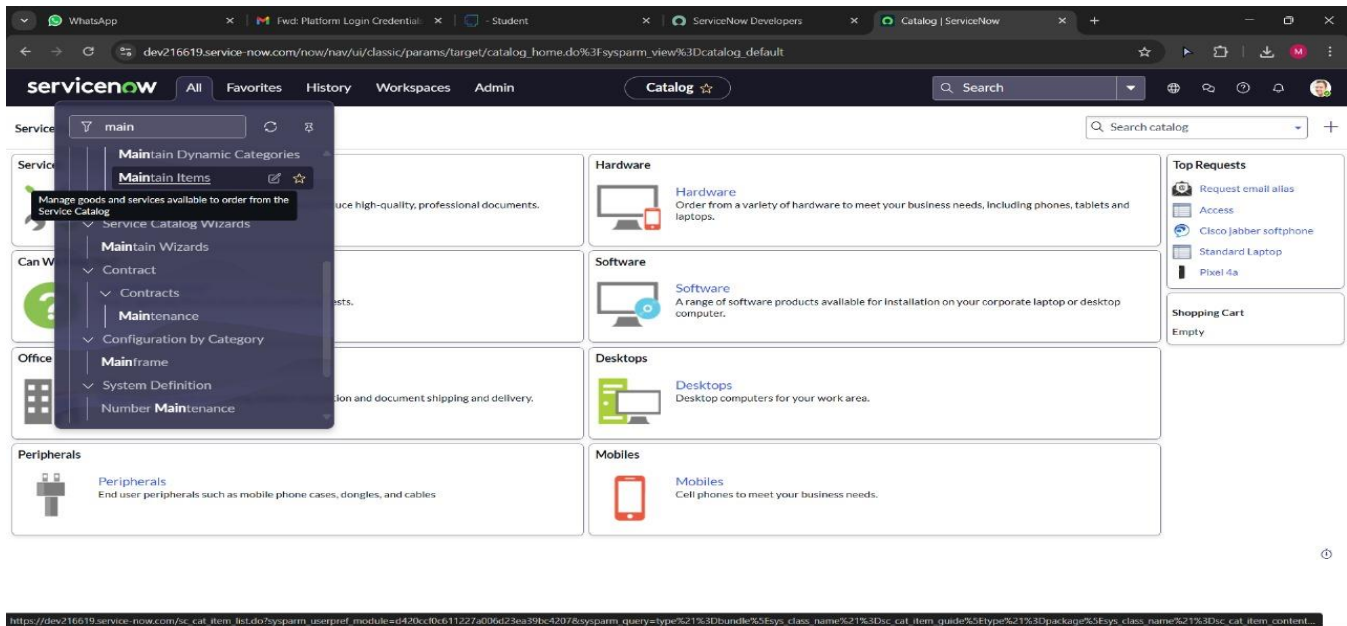
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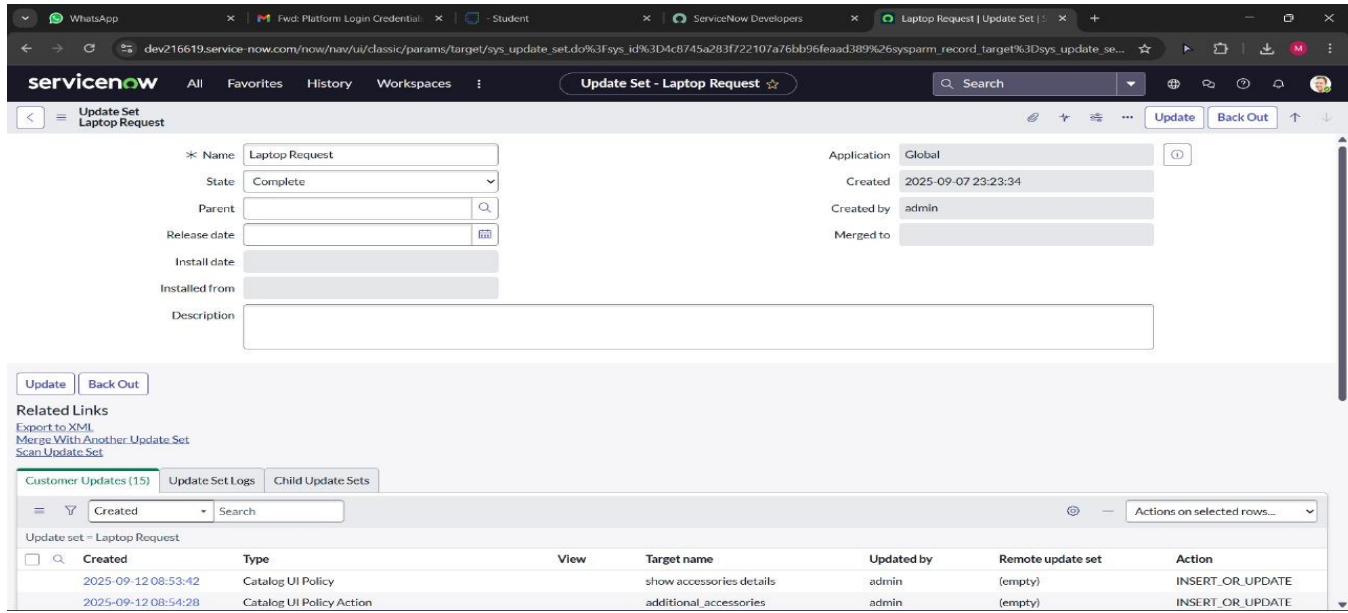
## Milestone2: Service Catalog Item

### Activity1: 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'



The screenshot shows the ServiceNow 'Update Set - Laptop Request' form. The form includes fields for Name (Laptop Request), State (Complete), Application (Global), Created (2025-09-07 23:23:34), Created by (admin), Merged to, Release date, Install date, Installed from, and Description. Below the form are buttons for 'Update' and 'Back Out'. A 'Related Links' section includes 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. At the bottom, there is a table titled 'Customer Updates (15)' with columns for Created, Type, View, Target name, Updated by, Remote update set, and Action.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-12 08:53:42	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-09-12 08:54:28	Catalog UI Policy Action		additional_accessories	admin	(empty)	INSERT_OR_UPDATE

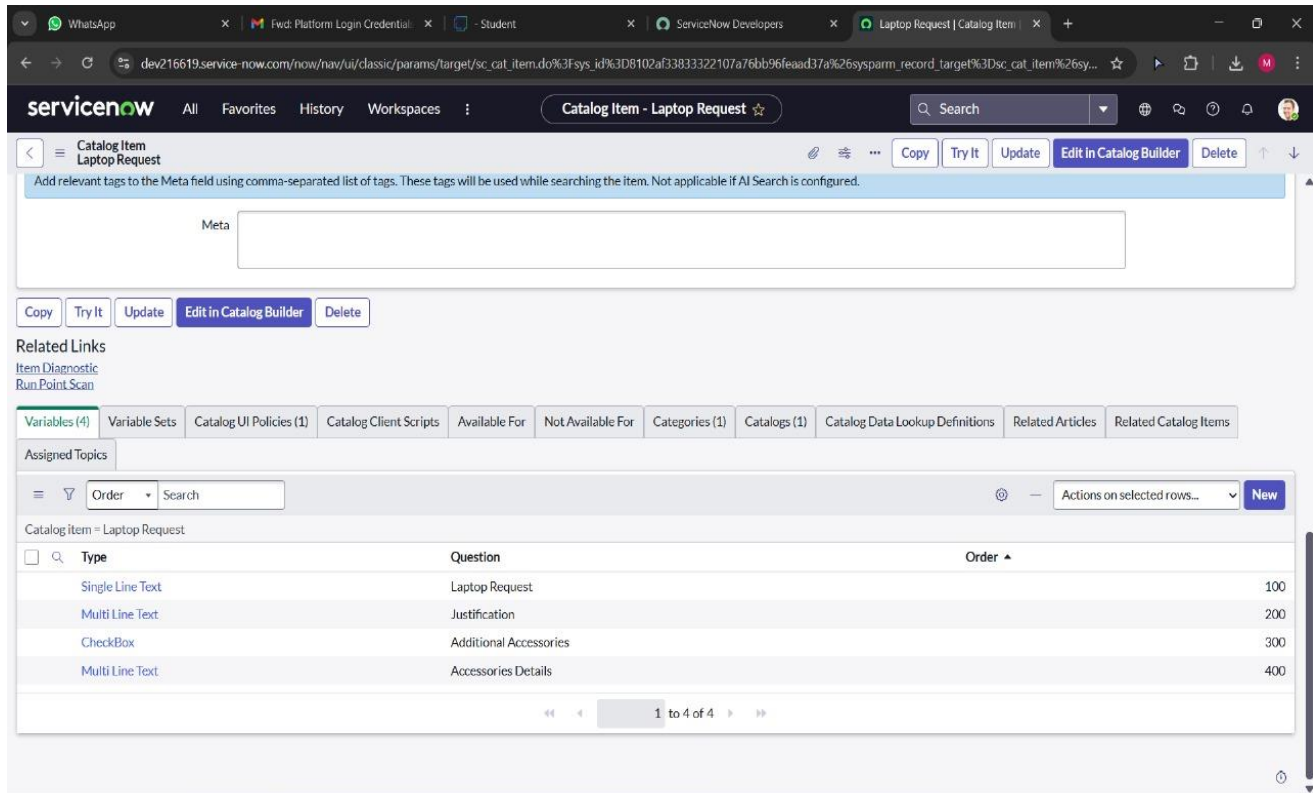
## Activity2: Add variables

### 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

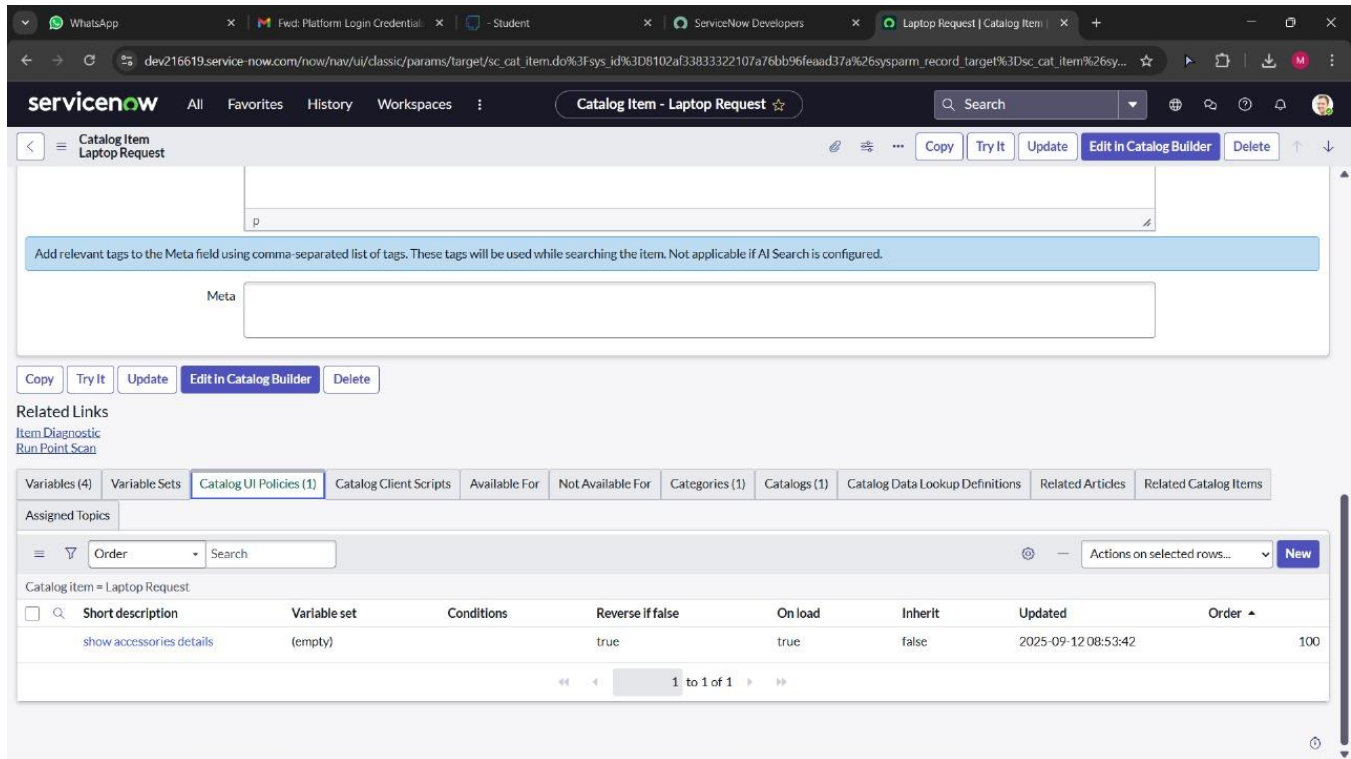


The screenshot shows the ServiceNow interface for editing a 'Catalog Item - Laptop Request'. The top navigation bar includes 'All', 'Favorites', 'History', and 'Workspaces'. The main header shows 'Catalog Item - Laptop Request' with a search bar and action buttons: 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Below the header is a 'Meta' field with a text input area and a note: '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.' Below the meta field are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. The 'Related Links' section includes 'Item Diagnostic' and 'Run Point Scan'. The 'Assigned Topics' section shows a table with columns for 'Type', 'Question', and 'Order'. The table contains four rows: 'Single Line Text' (Laptop Request, 100), 'Multi Line Text' (Justification, 200), 'CheckBox' (Additional Accessories, 300), and 'Multi Line Text' (Accessories Details, 400). The bottom of the table shows '1 to 4 of 4' items.

## Milestone3: UI Policy

### Activity1: 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]
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



The screenshot shows the ServiceNow interface for editing a Catalog Item named 'Laptop Request'. The top navigation bar includes 'Catalog Item - Laptop Request' and a search bar. Below the navigation bar, there are tabs for 'Variables (4)', 'Variable Sets', 'Catalog UI Policies (1)', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', 'Catalog Data Lookup Definitions', 'Related Articles', and 'Related Catalog Items'. The 'Catalog UI Policies (1)' tab is selected, showing a table with one policy named 'show accessories details'. The table has columns for 'Short description', 'Variable set', 'Conditions', 'Reverse If false', 'On load', 'Inherit', 'Updated', and 'Order'. The 'Short description' is 'show accessories details', 'Variable set' is '(empty)', 'Conditions' is empty, 'Reverse If false' is 'true', 'On load' is 'true', 'Inherit' is 'false', 'Updated' is '2025-09-12 08:53:42', and 'Order' is '100'.

## Milestone4: UI Action

### Activity1: 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

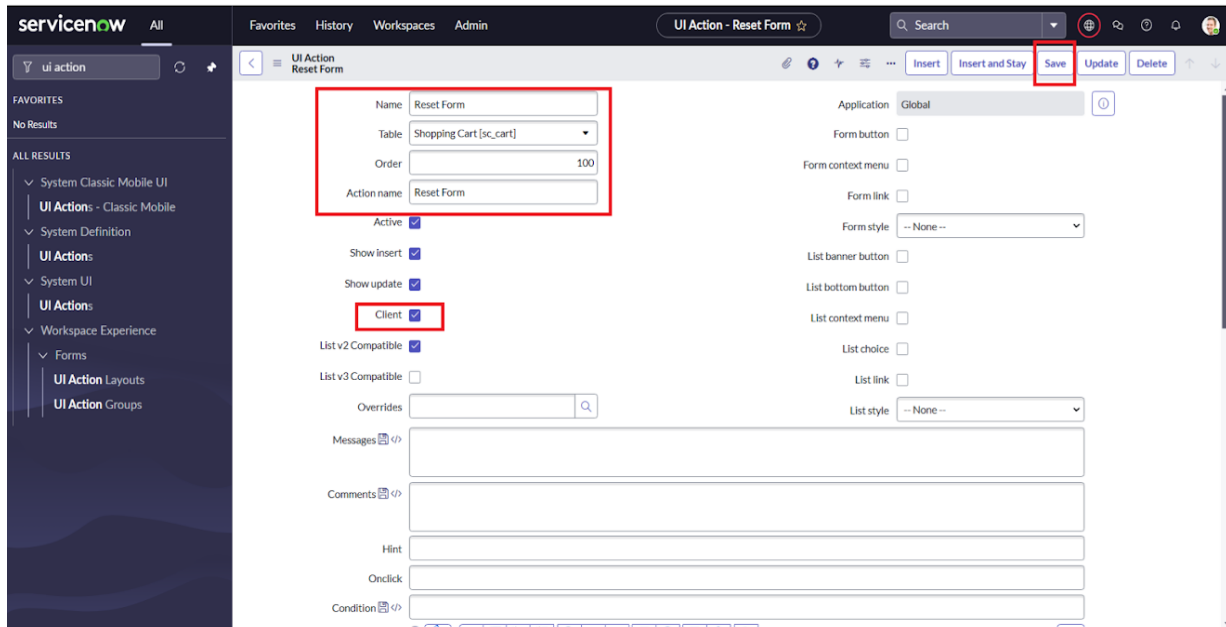
Action name: Reset form

Client : checked

Script:

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

Click on save



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 is divided into two columns. The left column contains fields for 'Name' (Reset Form), 'Table' (Shopping Cart [sc\_cart]), 'Order' (100), and 'Action name' (Reset Form). The 'Client' checkbox is checked and highlighted with a red box. The right column contains various options for the UI action, including 'Form button', 'Form context menu', 'Form link', 'Form style' (set to '-- None --'), 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (set to '-- None --'). The 'Save' button is highlighted with a red box.

## Milestone5: Export Update set

### Activity1: Exporting changes to another instances

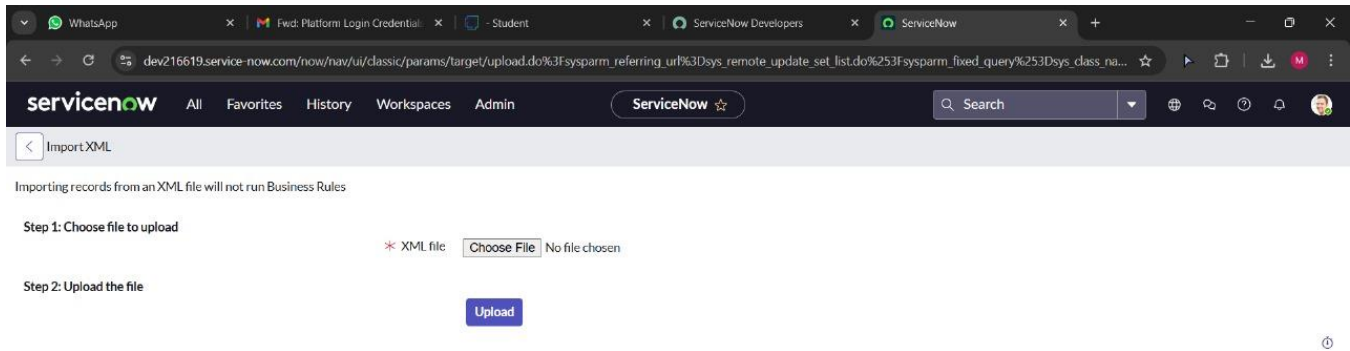
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file

## Milestone6: Login to another Instance

### Activity1: 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



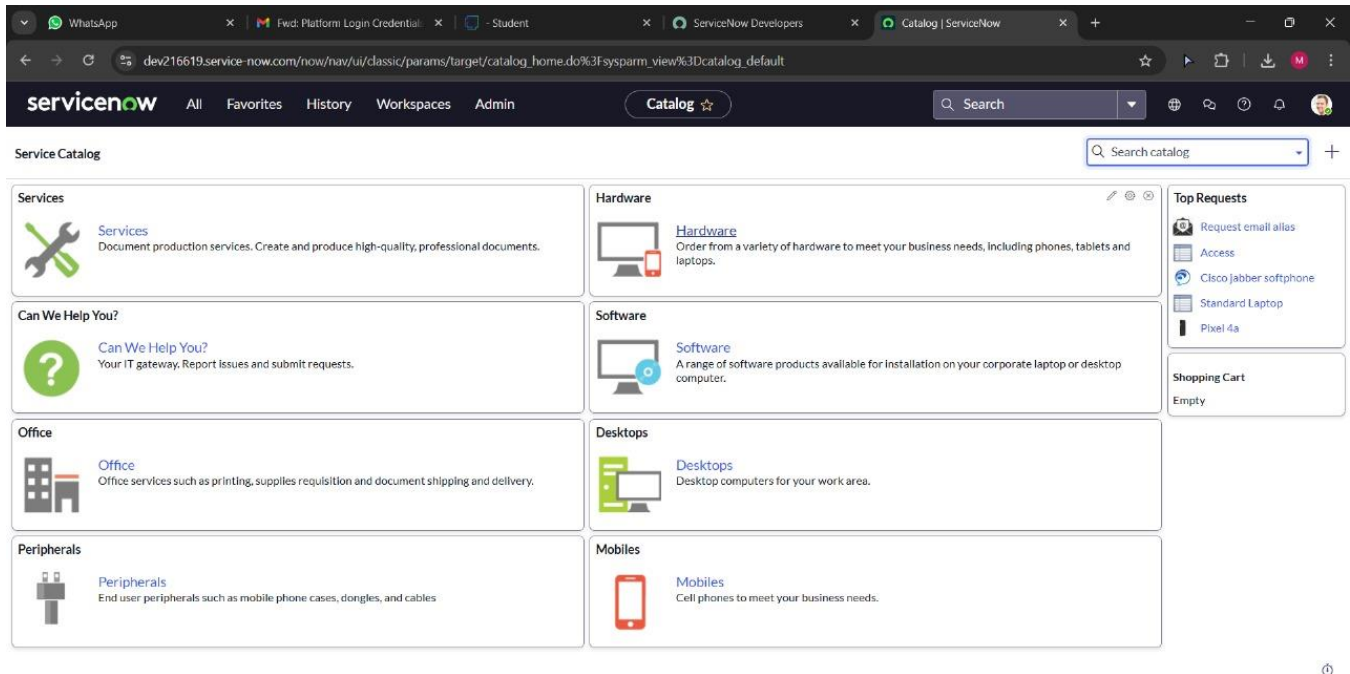


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## Milestone7: Testing

### Activity1: Test Catalog Item

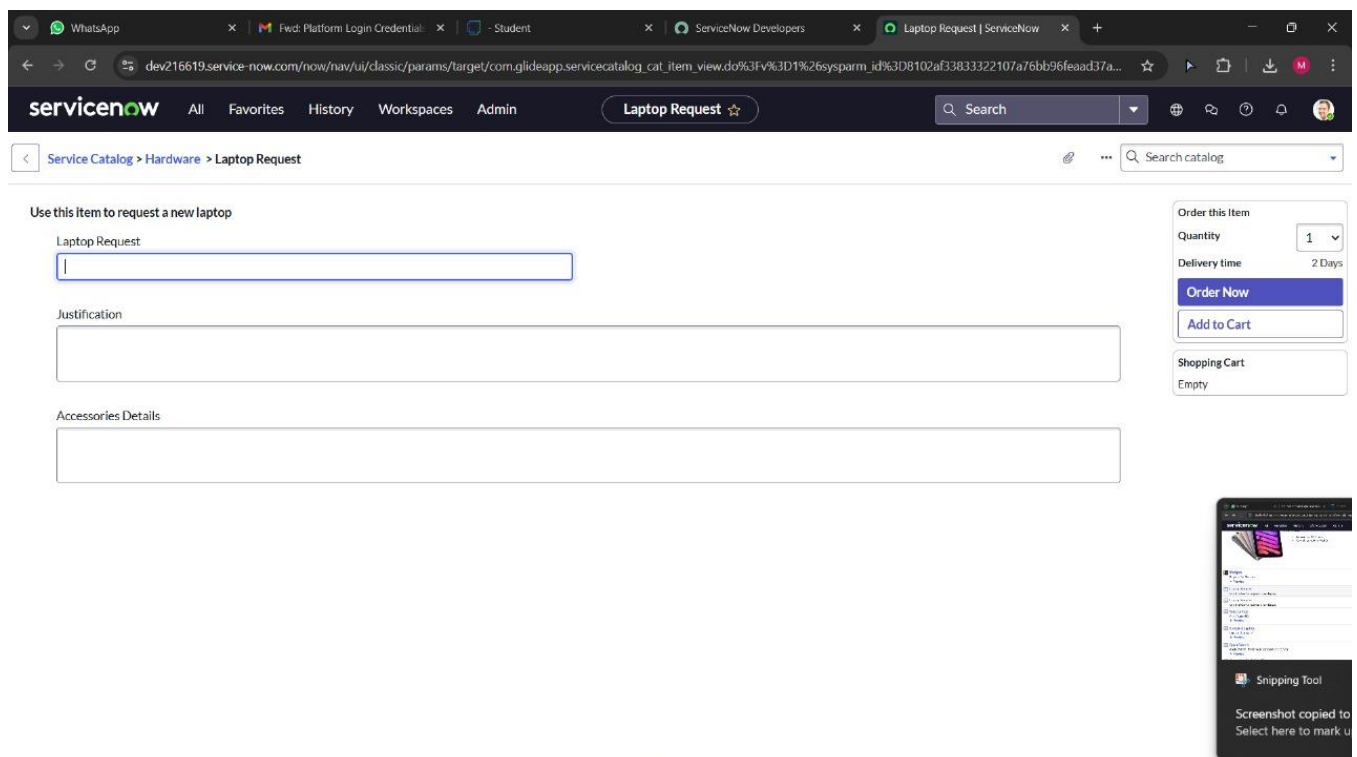
1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it
5. It shows three variables only



[https://dev216619.service-now.com/com.glideapp.servicecatalog\\_category\\_view.do?sysparm\\_parent=d258b953c611227401461011b1be7c316&sysparm\\_catalog=ebd08b13c3330100c8b837659bba8b4&sysparm\\_catalog\\_view=ecatalog\\_default&sysparm\\_view=ecatalog\\_default](https://dev216619.service-now.com/com.glideapp.servicecatalog_category_view.do?sysparm_parent=d258b953c611227401461011b1be7c316&sysparm_catalog=ebd08b13c3330100c8b837659bba8b4&sysparm_catalog_view=ecatalog_default&sysparm_view=ecatalog_default)

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.



**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.**