

Laptop Request Catalog Item

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Team Size : 4

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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

Design and implement a ServiceNow catalog item that enables employees to submit laptop requests dynamically with form validations, clear guidance, and governance controls, improving speed, accuracy, and accountability in the process.

Category

ServiceNow System Administartor.

Skills

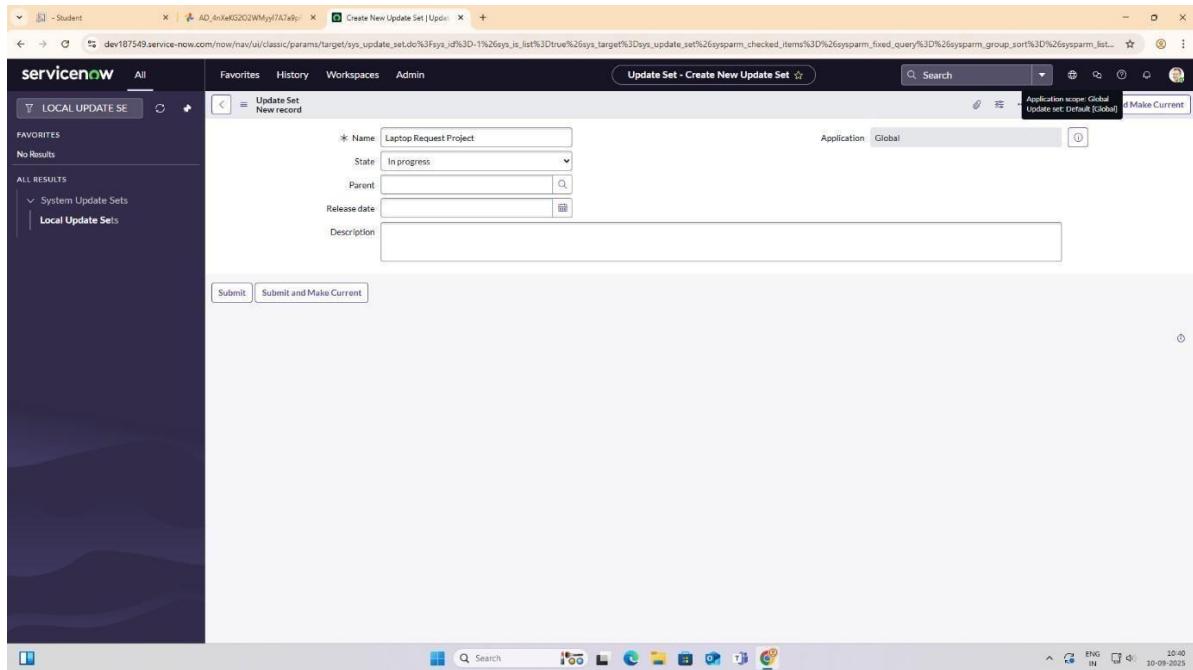
UIPath RPA,Tanzu Application Service

TASK INITIATION Milestone 1: Create Local Update Set

Activity 1: Create Update Set in ServiceNow

1. Open ServiceNow instance.
2. Click on All → search for Update Sets.
3. Select Local Update Sets under System Update Sets.
4. Click on New.
5. Fill in the following details:
Name: Laptop Request
6. Click Submit and make it Current.

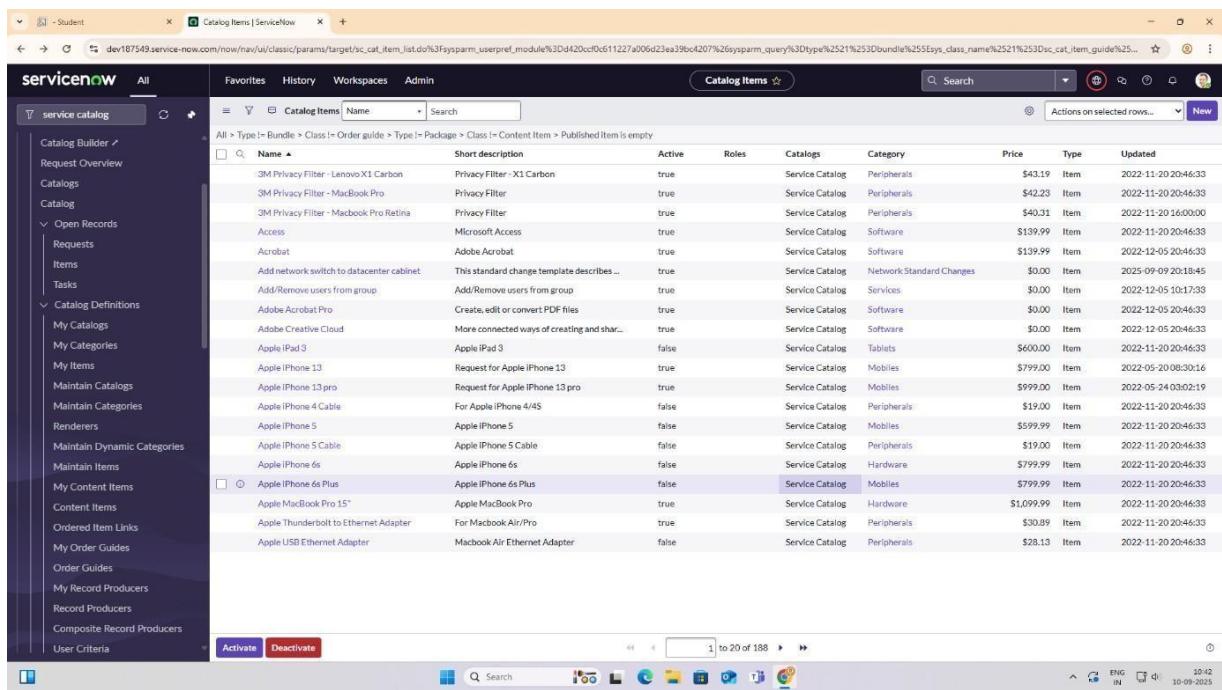
7. By clicking on the button it activates the update set



Milestone 2: Create Service Catalog Item

Activity 1: Create New Service Catalog Item in ServiceNow

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



The screenshot shows the ServiceNow interface for managing catalog items. The left sidebar is titled 'servicenow' and includes sections like Catalog Builder, Requests, Catalog, Catalog Definitions, and Catalogs. The main area is titled 'Catalog Items' and displays a table of existing catalog items. The columns include Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. A search bar at the top right allows filtering by name. At the bottom of the table, there are buttons for 'Activate' and 'Deactivate'. The status bar at the bottom right shows the date and time as 10-09-2025 10:42 AM.

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - 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	2025-09-09 20:18:45
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	2022-05-20 08:30:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 03:02:19
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
Apple Thunderbolt to Ethernet Adapter	For Macbook Air/Pro	true		Service Catalog	Peripherals	\$30.89	Item	2022-11-20 20:46:33
Apple USB Ethernet Adapter	Macbook Air Ethernet Adapter	false		Service Catalog	Peripherals	\$28.13	Item	2022-11-20 20:46:33

5. Fill the following details to create a new catalog item

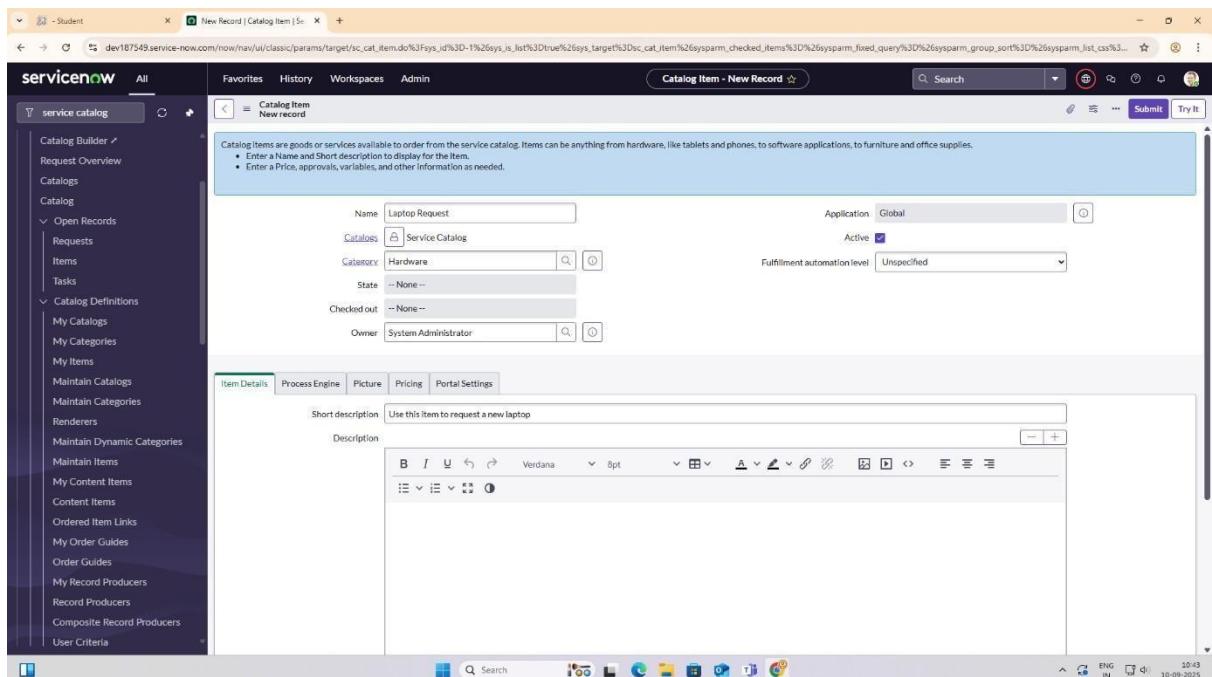
Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6. Click on 'SAVE'



Activity 2: Add Variables to the Catalog Item

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



The screenshot shows the ServiceNow Catalog Builder interface. On the left, a sidebar lists various catalog-related options like Catalog Builder, Request Overview, Catalogs, Catalog, Open Records, and Catalog Definitions. The main area is titled 'Variable - New Record' and shows the configuration for a new variable. The 'Type' is set to 'Single Line Text', 'Catalog Item' is 'Laptop Request', and 'Order' is '100'. The 'Active' checkbox is checked. Below this, the 'Question' tab is selected, displaying fields for 'Question' ('Laptop Model'), 'Name' ('laptop_model'), and 'Example Text'. A 'Submit' button is at the bottom.

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 managing catalog items. The left sidebar is titled 'service catalog' and includes sections like Catalog Builder, Requests, Items, Tasks, Catalog Definitions, My Catalogs, My Categories, My Items, Maintain Catalogs, Maintain Categories, Renderers, Maintain Dynamic Categories, Maintain Items, My Content Items, Content Items, Ordered Item Links, My Order Guides, Order Guides, My Record Producers, Record Producers, Composite Record Producers, and User Criteria. The main content area is titled 'Catalog Item - Laptop Request'. It has tabs for Favorites, History, Workspaces, Admin, and Catalog Item - Laptop Request. Below the tabs is a search bar and a 'Meta' field with placeholder text: '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.' There are buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete. A 'Related Links' section includes 'Item Diagnostic' and 'Run Point Scan'. Below these are tabs for 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, and Assigned Topics. The 'Catalog Item - Laptop Request' table lists four rows:

Type	Question	Order
Single Line Text	Laptop Model	500
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

At the bottom, there is a navigation bar with icons for Home, Search, and various applications, along with system status indicators like 'Actions on selected rows...', 'New', and a timestamp '10-09-2025'.

Milestone 3: Create Catalog UI Policies

Activity 1: Configure Catalog UI Policy for Dynamic Behavior

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 - Student New Record | Catalog UI Policy

Catalog UI Policy - New Record

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 Application: Global Active:

* Short description: show accessories details

When to Apply: Script

Catalog 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: Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

Applies on Catalog Tasks: On load:

Applies on Requested Items: Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if 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

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



Servicenow - Student

New Record | Catalog UI Policy

Catalog UI Policy Action - New Record

Catalog Builder > Request Overview Catalogs Catalog Open Records Requests Items Tasks Catalog Definitions My Catalogs My Categories My Items Maintain Catalogs Maintain Categories Renderers Maintain Dynamic Categories Maintain Items My Content Items Content Items Ordered Item Links My Order Guides Order Guides My Record Producers Record Producers Composite Record Producers User Criteria

Catalog Item: Laptop Request

Variable name: accessories_details

Order: 100

Application: Global

Mandatory: True

Visible: True

Read only: Leave alone

Value action: Leave alone

Field message type: None

Submit

Search

ENG IN 10-09-2025

Servicenow - Student

Reset Form | UI Action | Service

UI Action - Reset Form

Favorites History Workspaces Admin

UI Action

No Results

ALL RESULTS

- System Classic Mobile UI
- UI Actions - Classic Mobile
- System UI
- UI Actions
- Workspace Experience
- Forms
- UI Action Layouts
- UI Action Groups

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:

Condition:

Script:

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

Update Delete

Search

ENG IN 10-09-2025

Milestone 4: Create UI Action

Activity 1: Create Reset Form 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

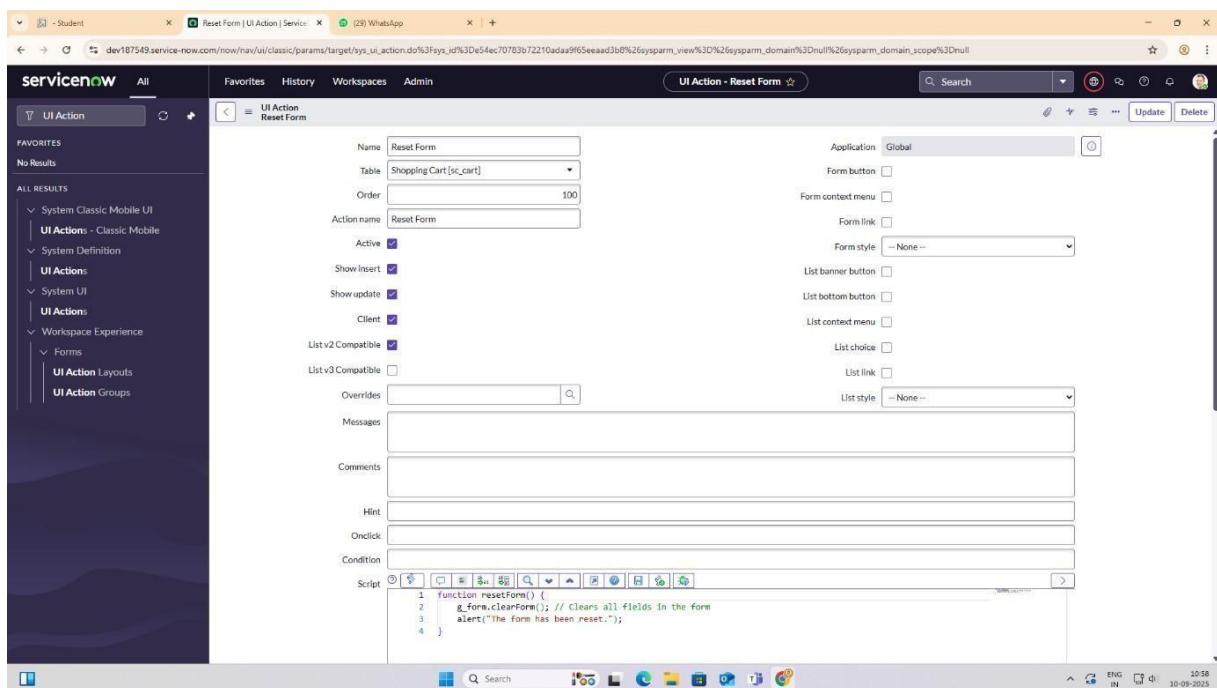
Client : checked **Script:**

```
function resetForm() { g_form.clearForm(); //
```

Clears all fields in the form alert("The form has been
reset.");

}

Click on save



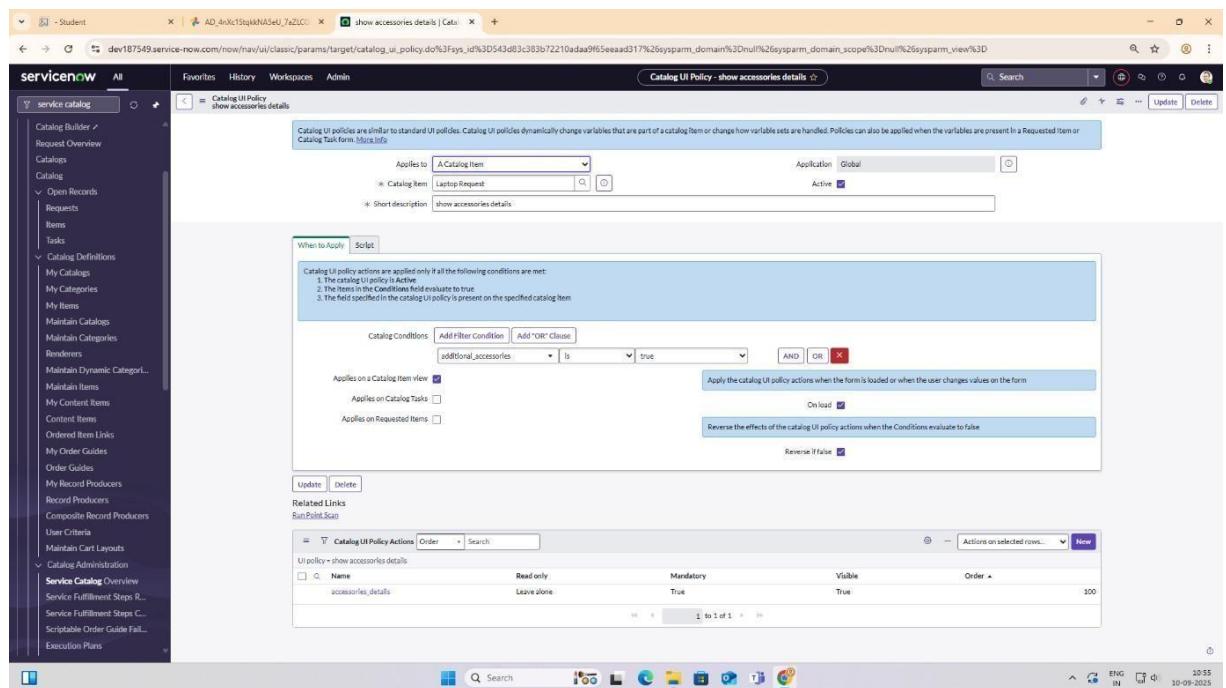
The screenshot shows the ServiceNow interface for creating a new UI Action named "Reset Form". The "Table" is set to "Shopping Cart [sc_cart]" and the "Order" is 100. The "Action name" is also "Reset Form". The "Client" checkbox is checked, indicating the use of a script. The "Script" field contains the following JavaScript code:

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

Milestone 5: Exporting Changes to Another Instance

Activity 1: Export Update Set as XML

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



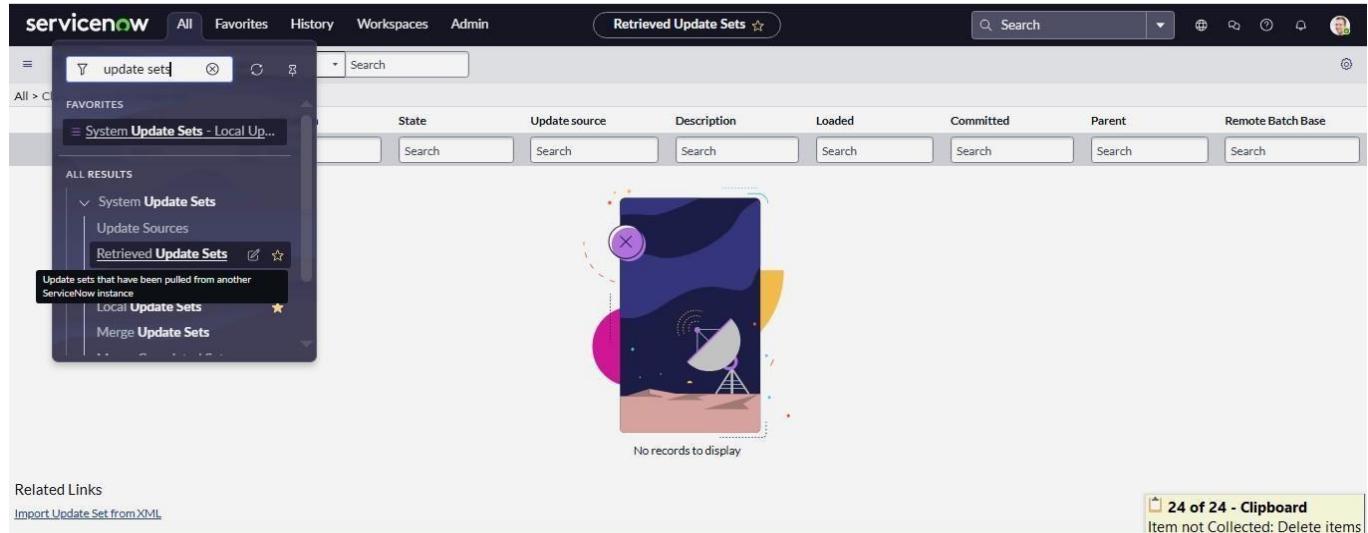
Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

Milestone 6: Retrieving the Update Set

Activity 1: Import Update Set from XML into Another Instance

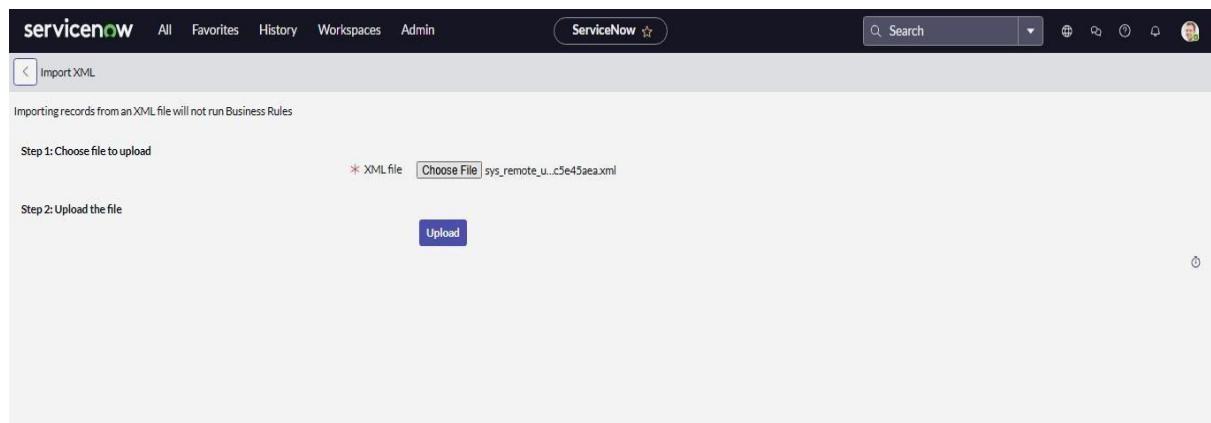
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set

5. It open retrieved update set list and scroll down
6. Click on Import update set from XML



The screenshot shows the ServiceNow interface with the title 'Retrieved Update Sets'. The search bar at the top contains the text 'update sets'. The main area displays a table with no records found, indicated by the message 'No records to display'. The table has columns for State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. On the left, there is a sidebar with sections for Favorites and All Results. Under Favorites, 'System Update Sets - Local Up...' is expanded. Under All Results, 'System Update Sets' is expanded, showing 'Update Sources', 'Retrieved Update Sets', and 'Local Update Sets'. There is also a link to 'Merge Update Sets'. At the bottom right, a clipboard icon indicates '24 of 24 - Clipboard' and 'Item not Collected: Delete items'.

7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.



The screenshot shows the ServiceNow interface with the title 'Import XML'. The steps are outlined as follows: Step 1: Choose file to upload (with a note: 'Importing records from an XML file will not run Business Rules') and Step 2: Upload the file. A file named 'sys_remote_u..c5e45aea.xml' is selected for upload. An 'Upload' button is visible below the file selection field.

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 Favorites History Workspaces Admin Retrieved Update Set - Laptop Request

ServiceNow Update Set Test

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	Inserted
Update source:	Deleted
Parent: [Search]	
State: Loaded	
Loaded: 2025-09-07 08:22:24	
Description:	
Application name: Global	

Update Delete Preview Update Set

Related Links

Milestone 7: Test Catalog Item

Activity 1: Verify Functionality of the Laptop Request 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

servicenow All Favorites History Workspaces Admin Catalog

Service Catalog

Search catalog

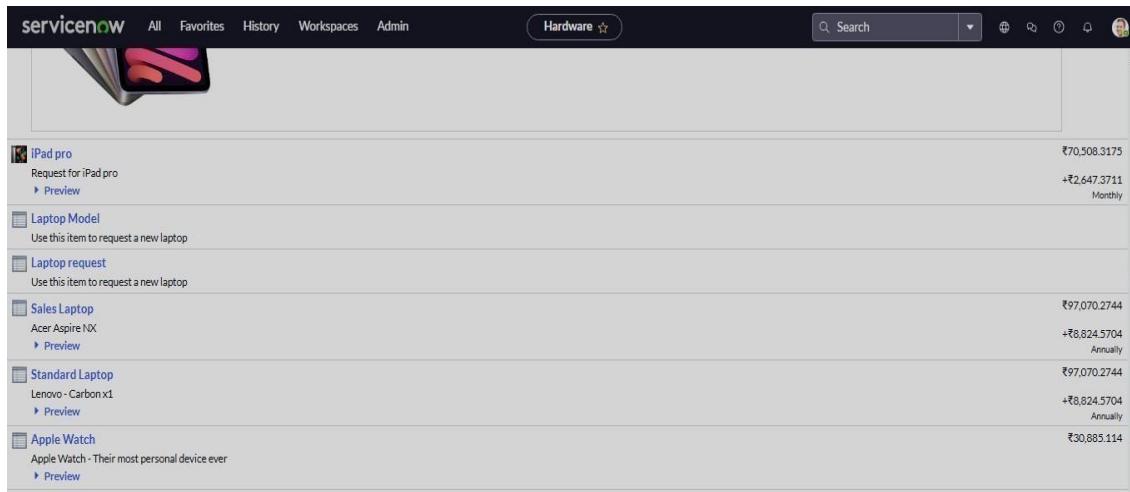
Top Requests

- Request email alias
- Access
- Cisco Jabber softphone
- Standard Laptop
- Pixel 4a

Shopping Cart Empty

Hardware	Hardware Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.
Software	Software A range of software products available for installation on your corporate laptop or desktop computer.
Desktops	Desktops Desktop computers for your work area.
Mobiles	Mobiles Cell phones to meet your business needs.

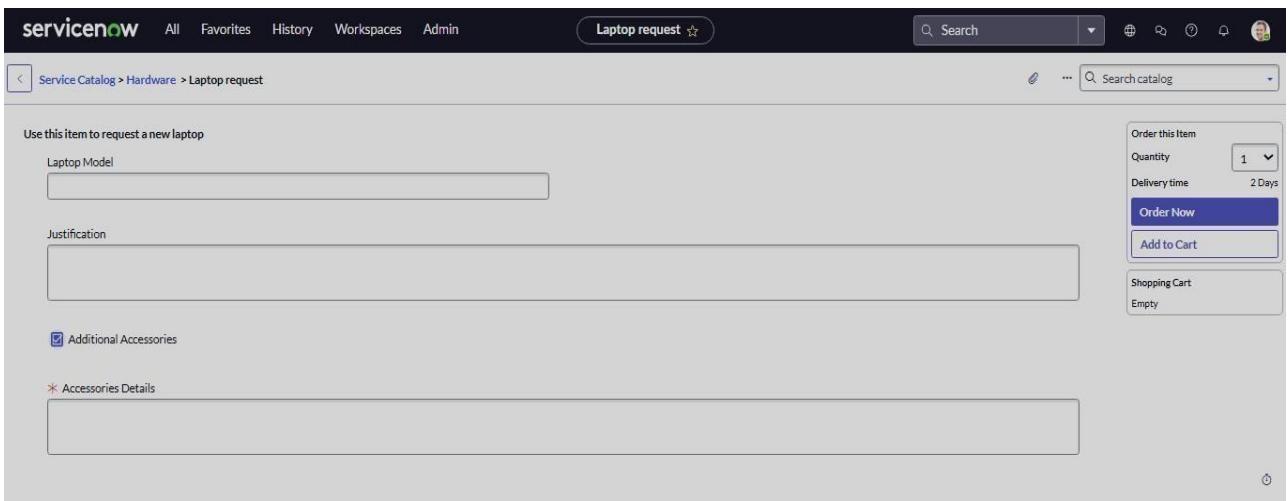
The screenshot shows the ServiceNow Catalog interface. The left sidebar has a 'Service Catalog' section with a 'Request something' link. The main area displays four categories: Hardware, Software, Desktops, and Mobiles, each with a brief description. On the right, there's a 'Top Requests' panel listing items like 'Request email alias', 'Access', etc., and a 'Shopping Cart' panel indicating it's empty.



The screenshot shows a ServiceNow Service Catalog interface for the 'Hardware' category. The list includes:

- iPad pro: Request for iPad pro, Preview, Price: ₹70,508.3175, +₹2,647.3711 Monthly
- Laptop Model: Use this item to request a new laptop
- Laptop request: Use this item to request a new laptop
- Sales Laptop: Acer Aspire NX, Preview, Price: ₹97,070.2744, +₹8,824.5704 Annually
- Standard Laptop: Lenovo - Carbon x1, Preview, Price: ₹97,070.2744, +₹8,824.5704 Annually
- Apple Watch: Apple Watch - Their most personal device ever, Preview, Price: ₹30,885.114

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



The screenshot shows a 'Laptop request' form in ServiceNow. It includes fields for:

- Laptop Model (input field)
- Justification (input field)
- A checkbox labeled "Additional Accessories" which is checked.
- An input field labeled "Accessories Details" with a red asterisk indicating it is mandatory.
- A sidebar on the right with options: "Order this Item" (Quantity 1, Delivery time 2 Days), "Order Now" (button), "Add to Cart" (button), and "Shopping Cart" (Empty).

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.