

## Laptop Request Catalog Item

**Team ID :** LTVIP2026TMIDS24979

**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 Administrator.

### Skills

UIPath RPA, Tanzu Application Service

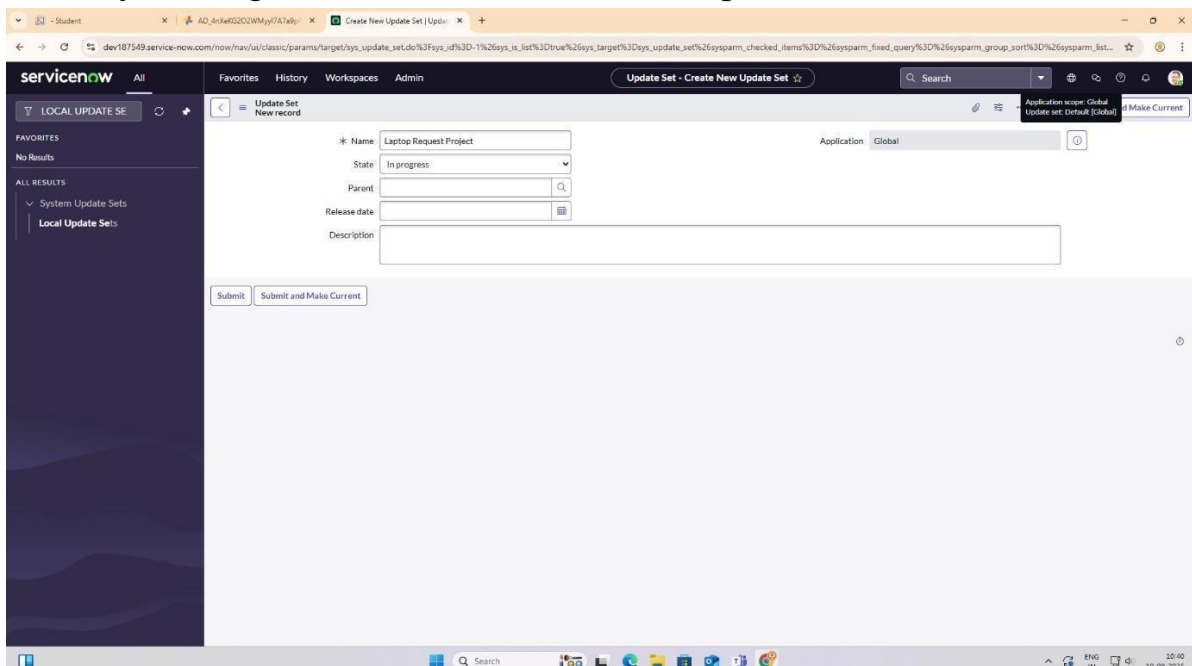
## TASK INITIATION Milestone 1: Create Local Update Set

### 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



The screenshot shows the ServiceNow interface for creating a new update set. The main form has the following fields:

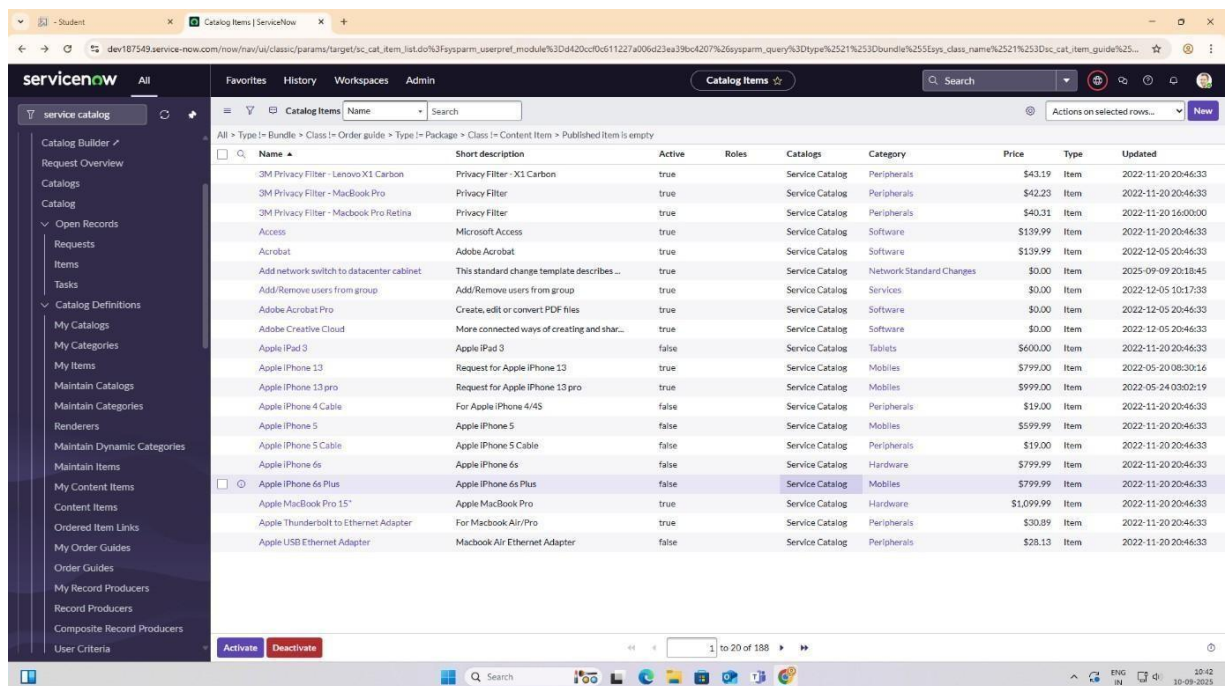
- Name:** Laptop Request Project
- State:** In progress
- Parent:** (empty)
- Release date:** (empty)
- Description:** (empty)
- Application:** Global

At the bottom of the form, there are two buttons: "Submit" and "Submit and Make Current". The left sidebar shows the navigation menu with "LOCAL UPDATE SET" selected.

## Milestone 2: Create Service Catalog Item

### Activity 1: Create New Service Catalog Item in ServiceNow

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



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	2025-09-09 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

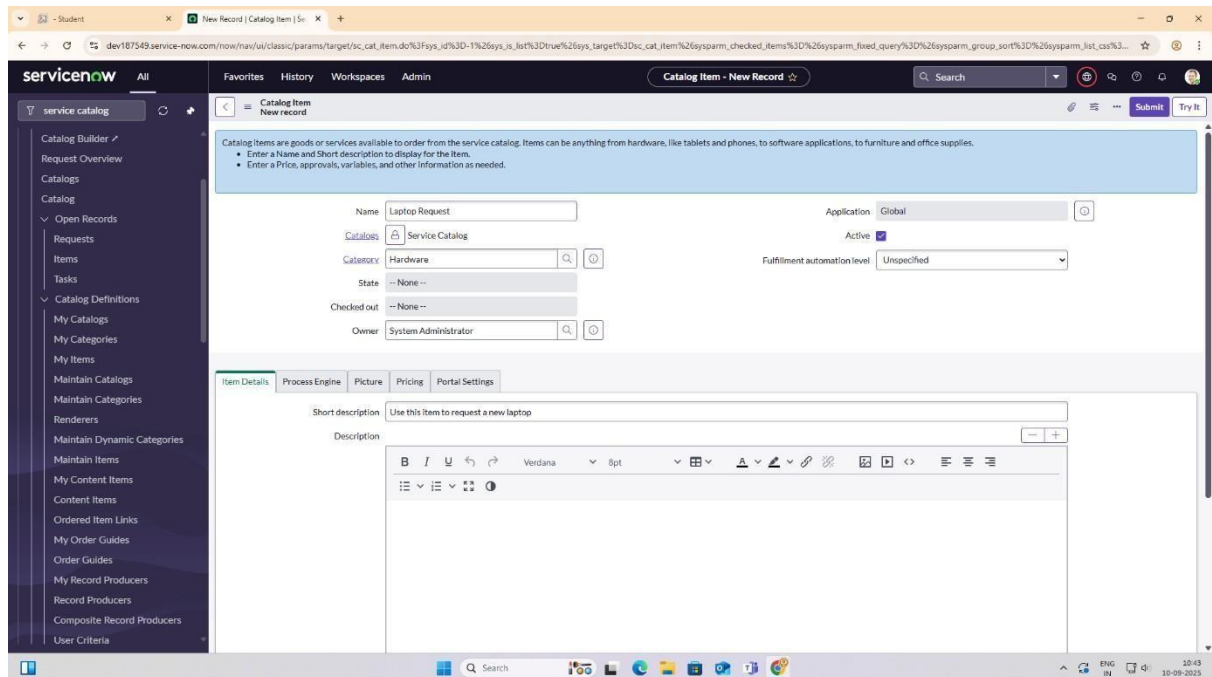
Name: Laptop Request

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

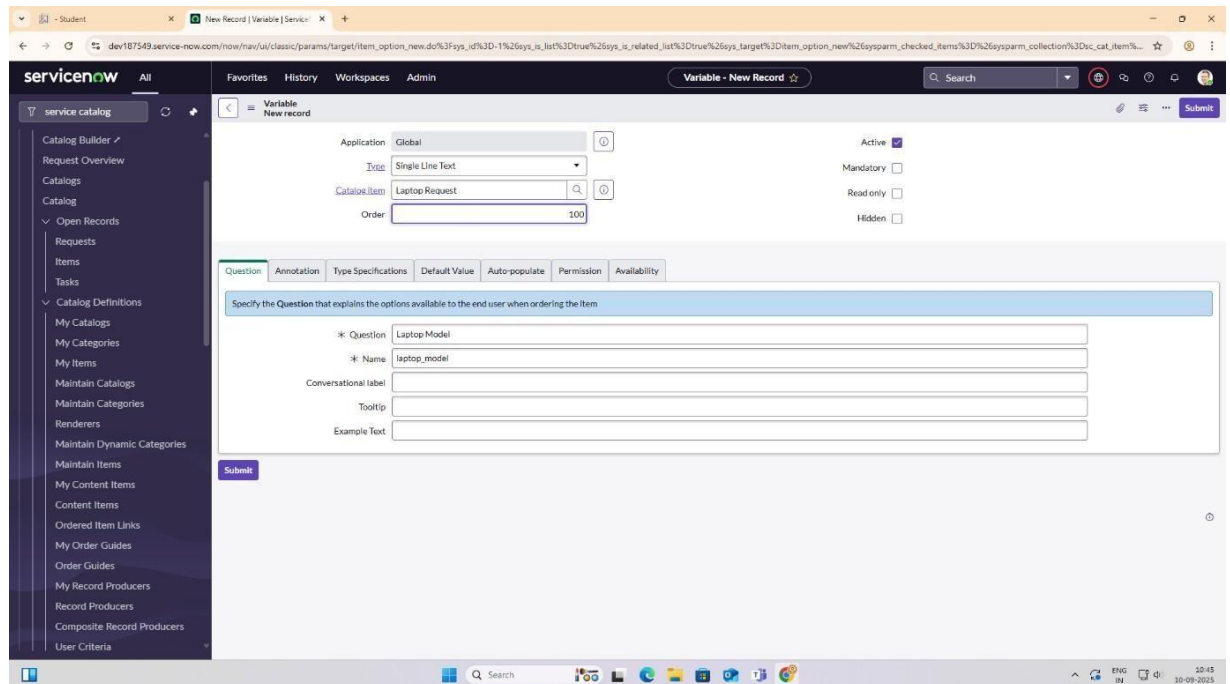
1. Variable 1:Laptop Model

Type: Single line text

Name: laptop\_model

Order:100

- Click on submit
- Again click on new and add Remaining variables in the above process



## 2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

## 3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional\_accessories

Order:300

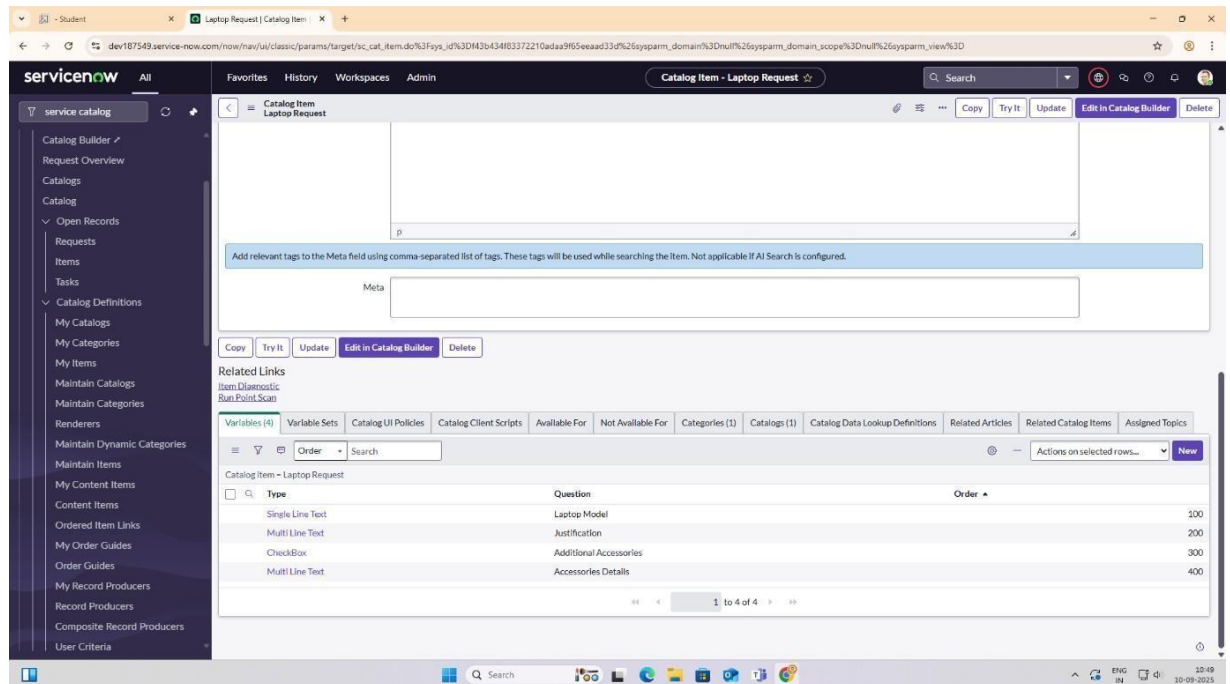
## 4. Variable 4: Accessories Details

Type: Multi line text

Name:accessories\_details

Order:400 **Step2:**

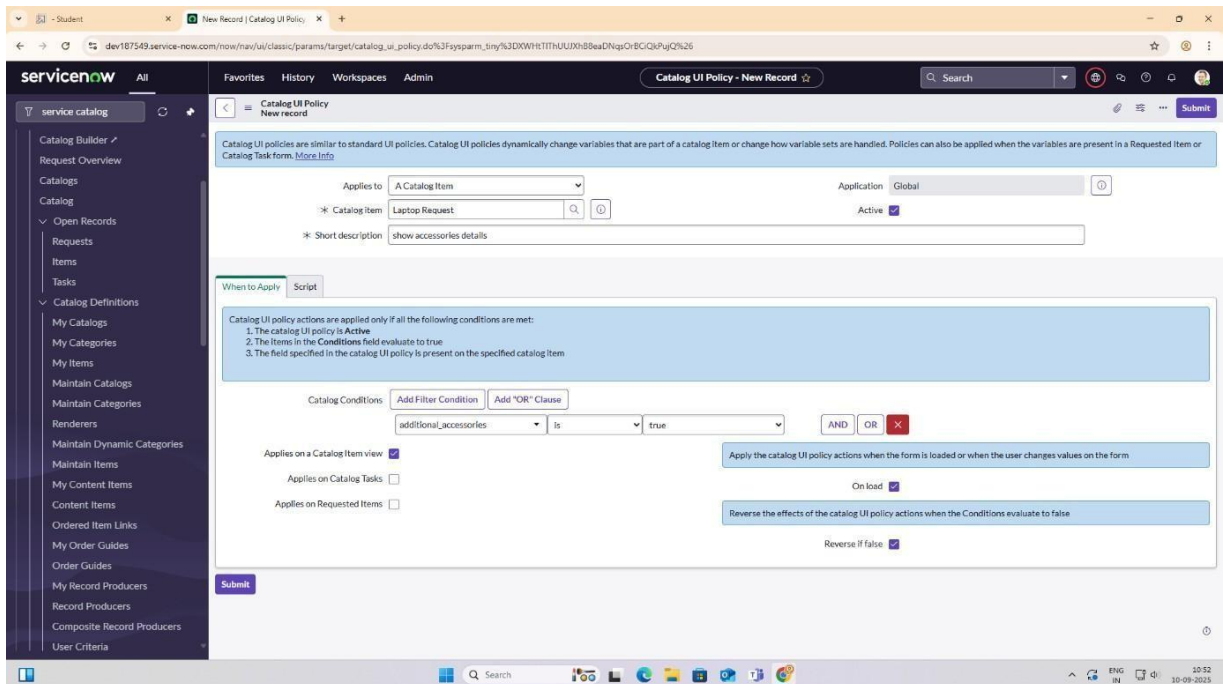
- After adding above variable which are added to newly created catalog item
- Then save the catalog item form



## 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]



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



dev187549.service-now.com/now/nav/ui/classic/params/target/catalog\_ui\_policy\_action.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_is\_related\_list%3Dtrue%26sys\_target%3Dcatalog\_ui\_policy\_action%26sysparm\_checked\_items%3D%26sysparm\_collection%3...

**servicenow** All 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: 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**

dev187549.service-now.com/now/nav/ui/classic/params/target/sys\_ui\_action.do%3Fsys\_id%3D54ec70783b72210ada9f5eead3b6%26sysparm\_view%3D%26sysparm\_domain%3Dnull%26sysparm\_domain\_scope%3Dnull

**servicenow** All UI Action - Reset Form

UI Action - Reset Form

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 }
```

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 --

**Update** **Delete**



## 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)

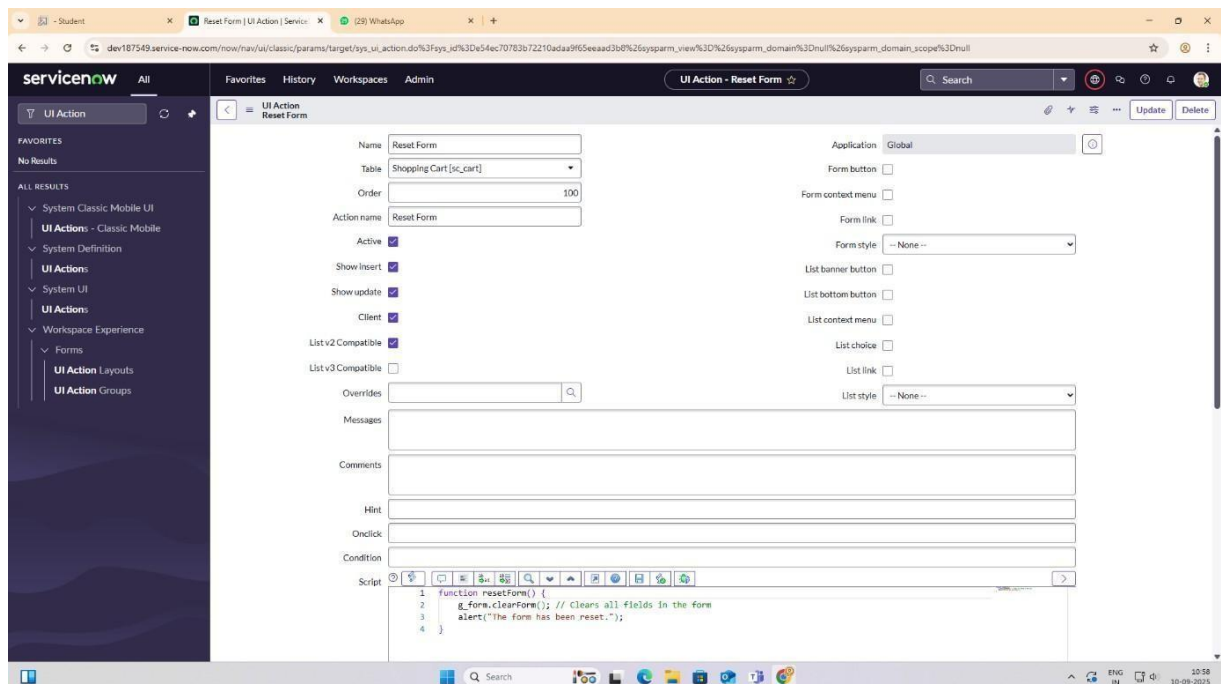
Order:100

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 'UI Action - Reset Form' configuration page. The left sidebar contains a navigation menu with 'UI Action' selected. The main form fields are as follows:

- 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:** (empty search field)
- Messages:** (empty text area)
- Comments:** (empty text area)
- Hint:** (empty text area)
- OnClick:** (empty text area)
- Condition:** (empty text area)
- Script:**

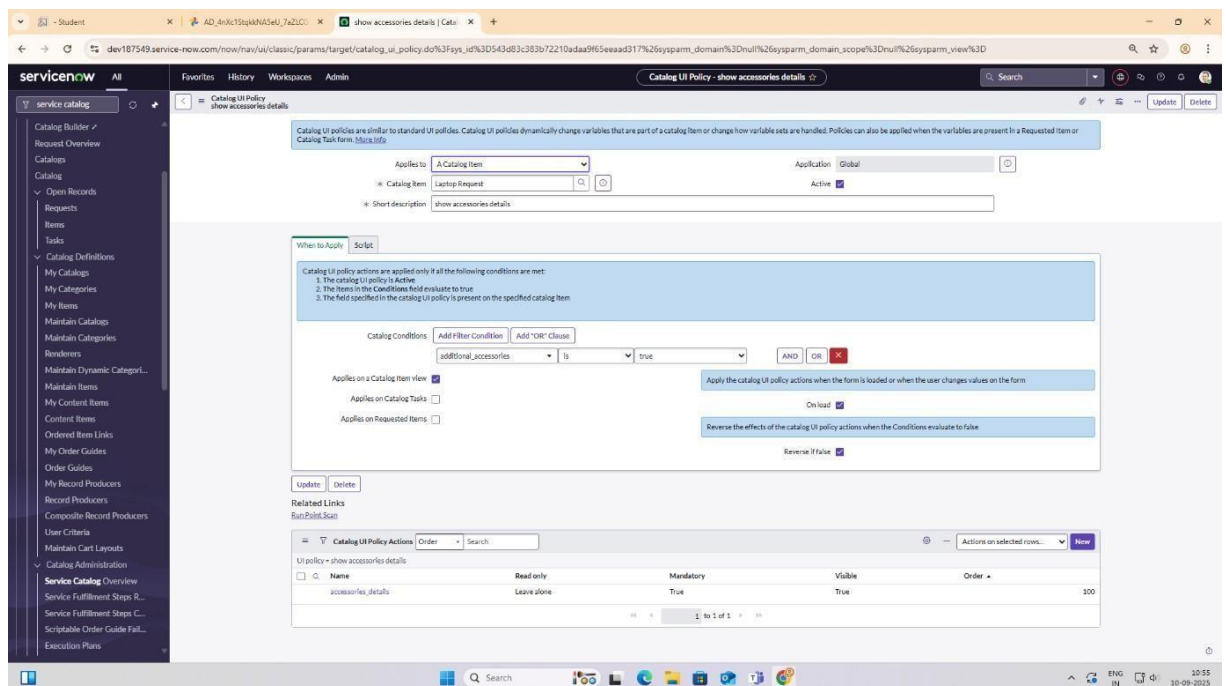
```
1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
4 }
```
- Application:** Global
- Form button:** ☐
- Form context menu:** ☐
- Form link:** ☐
- Form style:** -- None --
- List banner button:** ☐
- List bottom button:** ☐
- List context menu:** ☐
- List choice:** ☐
- List link:** ☐
- List style:** -- None --

Buttons at the top right include 'Update' and 'Delete'.

## 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

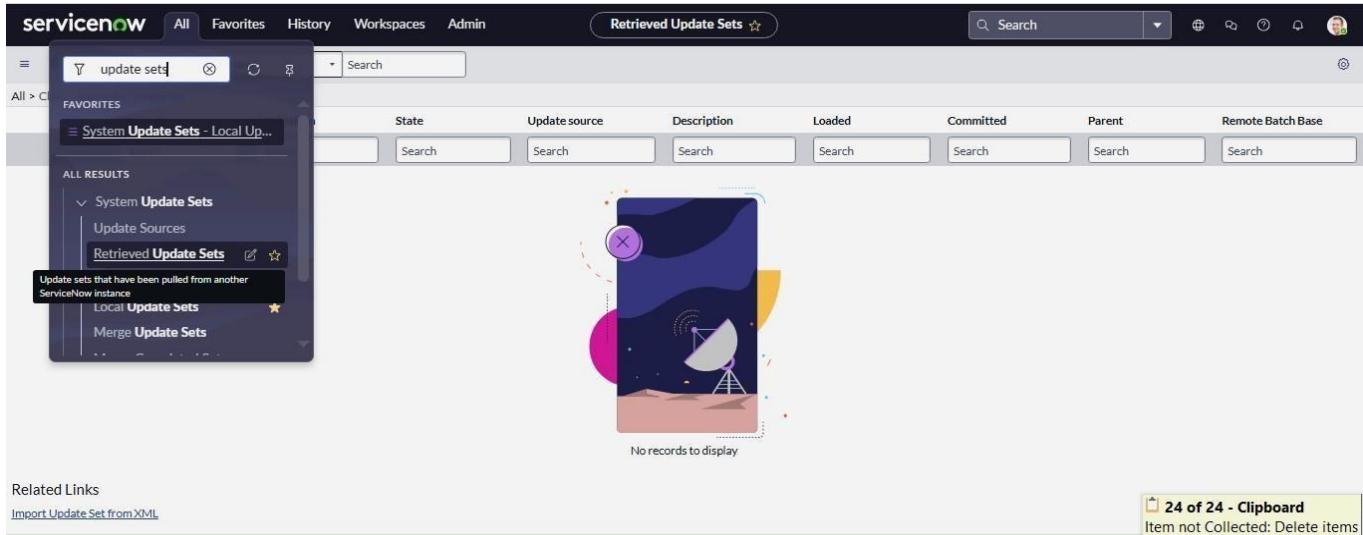


## Milestone 6: Retrieving the Update Set

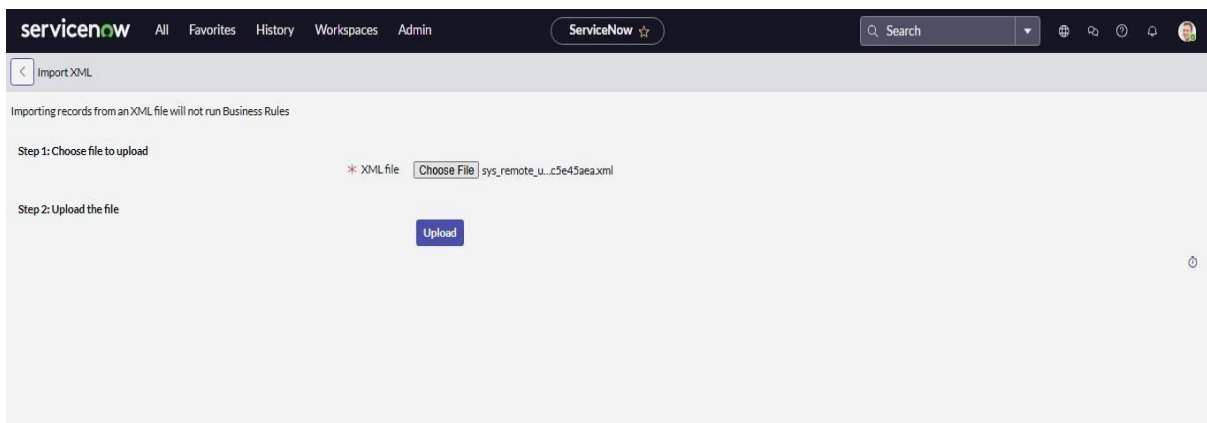
### Activity 1: Import Update Set from XML into Another Instance

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



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



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 Service Management 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			
State	Loaded		
Loaded	2025-09-07 08:22:24		
Description			
Application name	Global		

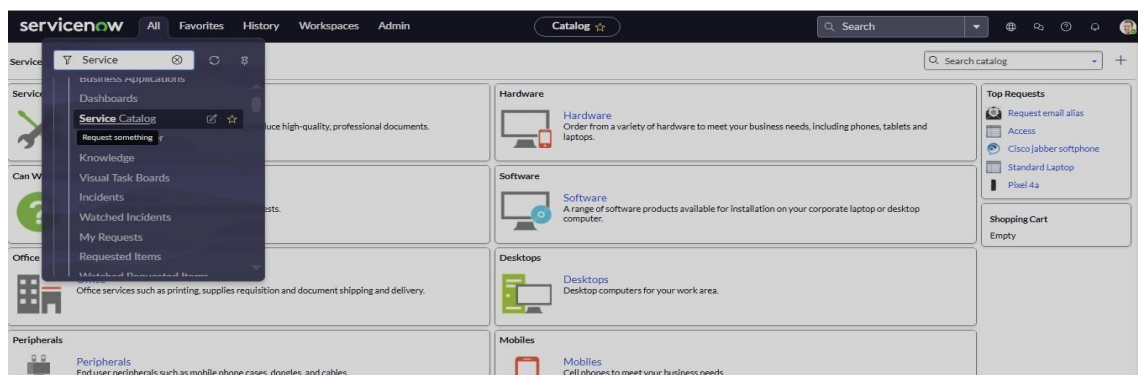
Update Delete Preview Update Set

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

AllFavoritesHistoryWorkspacesAdmin

Hardware

Search




iPad pro

Request for iPad pro

Preview


₹70,508.3175

+₹2,647.3711Monthly




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

₹97,070.2744

+₹8,824.5704Annually




Standard Laptop

Lenovo - Carbon x1

Preview

₹97,070.2744

+₹8,824.5704Annually



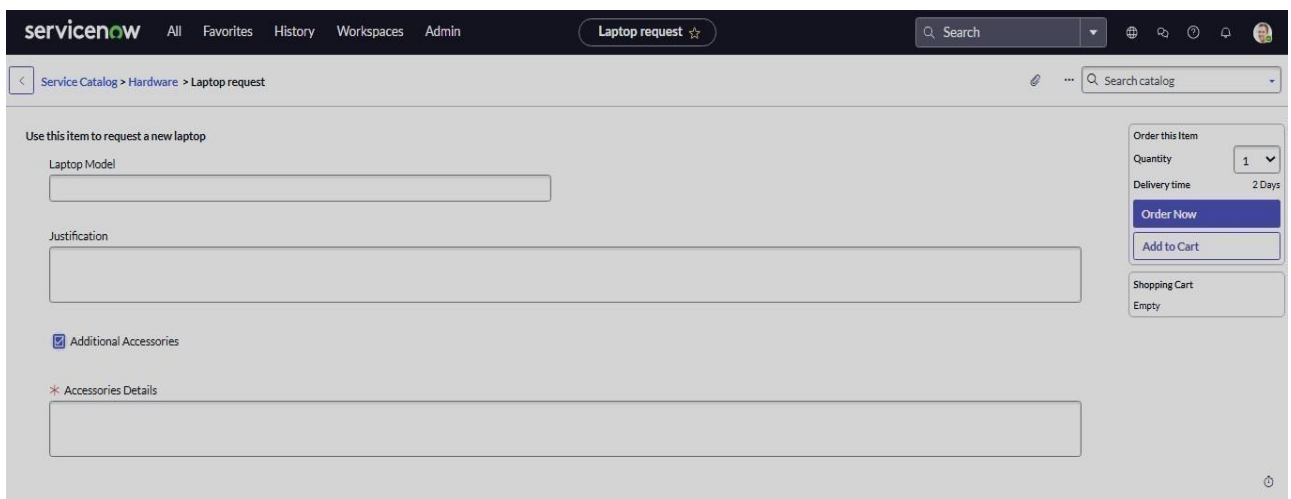
Apple Watch

Apple Watch - Their most personal device ever

Preview

₹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



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

Justification

☒ Additional Accessories

\* Accessories Details

Order this Item

Quantity 1

Delivery time 2 Days

Order Now

Add to Cart

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.