

Project Objective:

The objective of this project is to create a Catalog item for requesting laptops. It streamlines laptop requests by approvals and ensuring a smooth end-to-end workflow. This improves ease, reduces manual errors, and provides clear tracking of IT hardware requests.

1. Create a Catalog Item

This screenshot shows the ServiceNow Catalog Items interface. A new catalog item named "Laptop Request" is being created. The item is categorized under "Hardware" in the "Service Catalog". The "Active" checkbox is checked. The "Description" field contains the text "use this item to request laptops". The "Meta" field is empty. The "Variables" section shows a variable named "do you need additional accessories?". The "Catalog Item - Laptop Request" tab is active at the bottom.

2. Add Record

This screenshot shows the "Catalog Item - Laptop Request" screen. A new record is being added for the variable "do you need additional accessories?". The "Type" is set to "Single Line Text". The "Catalog item" is "Laptop Request" and the "Order" is 90. The "Question" field contains "do you need additional accessories?". The "Name" field is "need_accessories". The "Availability" tab is selected. The "Question" field is populated with "do you need additional accessories?". The "Name" field is populated with "need_accessories". The "Example Text" field is empty.

3. UI Policies

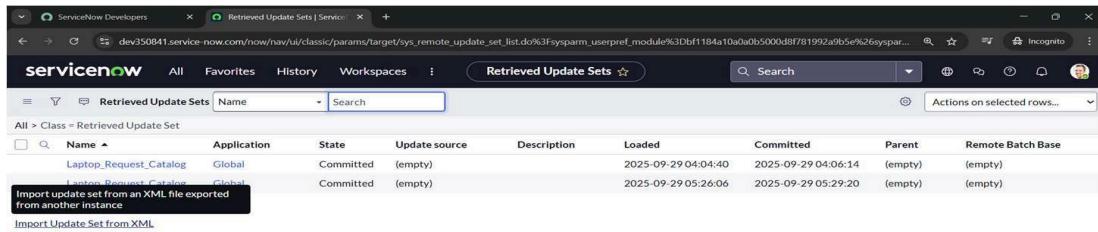
The screenshot shows the ServiceNow Catalog Item - Laptop Request page. At the top, there's a banner with the message: "Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured." Below this, there's a "Meta" input field. At the bottom of the page, there's a "Assigned Topics" section with a table listing "Catalog Item - Laptop Request" and its details.

Variable	Value	Action
Assigned Topics	Catalog UI Policies (2) Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items	Actions on selected rows... New

Order	Search	Actions on selected rows...							New
<input type="checkbox"/>	Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order	
<input type="checkbox"/>	show accessories details clearly	(empty)	true	true	false	2025-09-29 03:19:04	100		
<input type="checkbox"/>	Show Accessories Details If Accessories Selected?	(empty)	true	true	false	2025-09-29 03:35:47	100		

4. Create Client Scripts / UI Actions

5. Workflow & Approvals

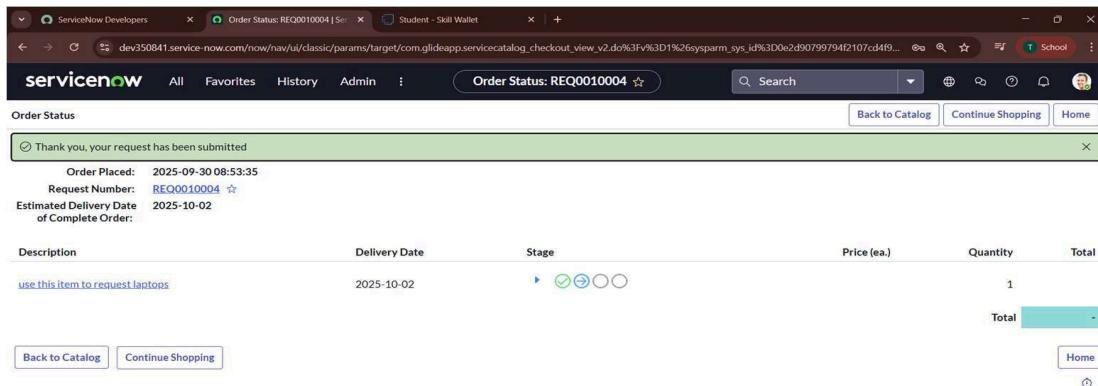


The screenshot shows the ServiceNow interface for managing update sets. The title bar says "Retrieved Update Sets | ServiceNow". The main content area displays a table of retrieved update sets. The columns include Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. Two entries are listed:

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop_Request_Catalog	Global	Committed	(empty)		2025-09-29 04:04:40	2025-09-29 04:06:14	(empty)	(empty)
Laptop_Request_Catalog	Global	Committed	(empty)		2025-09-29 05:26:06	2025-09-29 05:29:20	(empty)	(empty)

Below the table, there are two buttons: "Import update set from an XML file exported from another instance" and "Import Update Set from XML".

6. Test the Catalog Item



The screenshot shows the ServiceNow Order Status page. The title bar says "Order Status: REQ0010004 | ServiceNow". The main content area displays a message: "Thank you, your request has been submitted". Below this, it shows order details: Order Placed: 2025-09-30 08:53:35, Request Number: [REQ0010004](#), Estimated Delivery Date: 2025-10-02. A table below lists the order items:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
use this item to request laptops	2025-10-02	▶		1	
					Total

At the bottom, there are buttons for "Back to Catalog", "Continue Shopping", and "Home".

Conclusion:

It ensures faster approvals, better tracking, and efficient assets. This system improves user way and helps maintain smooth IT.