

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

The screenshot shows the ServiceNow 'Catalog Items' page for creating a new item named 'Laptop Request'. The 'Name' field is set to 'Laptop Request'. The 'Catalogs' dropdown is set to 'Service Catalog'. The 'Category' is set to 'Hardware'. The 'State' is set to '-- None --'. The 'Checked out' is set to '-- None --'. The 'Owner' is set to 'System Administrator'. The 'Application' is set to 'Global'. The 'Active' checkbox is checked. The 'Roles' field is empty. The 'Fulfillment automation level' is set to 'Unspecified'. The 'Item Details' tab is selected, showing a 'Short description' of 'use this item to request laptops' and a 'Description' field. The 'Meta' field is also visible. At the bottom, there are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. A 'Related Links' section is also present with links for 'Item Diagnostic', 'Show V&A render type', and 'Run Point Scan'.

2. Add Record

The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' record page. The 'Variable' field is set to 'do you need additional accessories?'. The 'Application' is set to 'Global'. The 'Map to field' checkbox is checked. The 'Type' is set to 'Single Line Text'. The 'Catalog item' is set to 'Laptop Request'. The 'Order' is set to '90'. The 'Active' checkbox is checked. The 'Mandatory' checkbox is checked. The 'Read only' checkbox is unchecked. The 'Hidden' checkbox is unchecked. The 'Unique' checkbox is unchecked. The 'Question' tab is selected, showing a 'Question' of 'do you need additional accessories?'. The 'Name' is set to 'need_accessories'. The 'Conversational label' field is empty. The 'Tooltip' field is empty. The 'Example Text' field is empty.

3.UI Policies

The screenshot shows the ServiceNow interface for a Catalog Item named "Laptop Request". The "Catalog UI Policies" tab is selected, displaying a table of policies. The table has columns for "Short description", "Variable set", "Conditions", "Reverse if false", "On load", "Inherit", "Updated", and "Order".

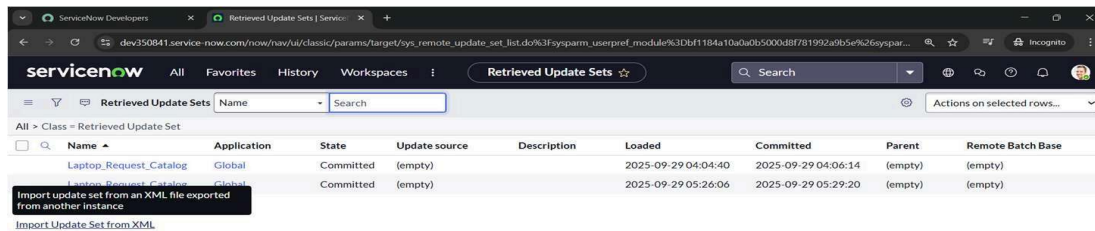
Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
show accessories details clearly	(empty)		true	true	false	2025-09-29 03:19:04	100
Show Accessories Details if Accessories Selected?	(empty)		true	true	false	2025-09-29 03:35:47	100

4. Create Client Scripts / UI Actions

The screenshot shows the ServiceNow interface for a UI Action named "shopping cart". The "Script" tab is selected, displaying the "Script" field with the following code:

```
function resetForm() {
    g_form.resetForm();
    alert("The Form Has Been Reset");
}
```

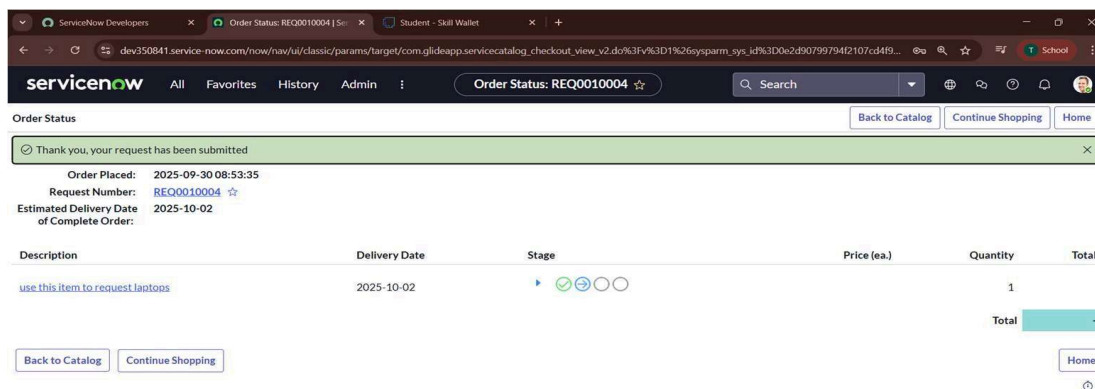
5. Workflow & Approvals



The screenshot shows the 'Retrieved Update Sets' page in ServiceNow. It features a table with columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. Two rows are visible, both for 'Laptop_Request_Catalog' with a 'Global' application and 'Committed' state. A tooltip is displayed over the first row, stating: 'Import update set from an XML file exported from another instance' and 'Import Update Set from XML'.

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)

6. Test the Catalog Item



The screenshot shows the 'Order Status' page for request REQ0010004. It includes a confirmation message: 'Thank you, your request has been submitted'. Below this, order details are listed: Order Placed (2025-09-30 08:53:35), Request Number (REQ0010004), and Estimated Delivery Date of Complete Order (2025-10-02). A table shows the order item with a description link, delivery date, stage progress (1 of 4 steps), price, quantity (1), and total. Navigation buttons for 'Back to Catalog', 'Continue Shopping', and 'Home' are present.

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

Conclusion:

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