

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 Administrator.

Skills

UIPath RPA, Tanzu Application Service

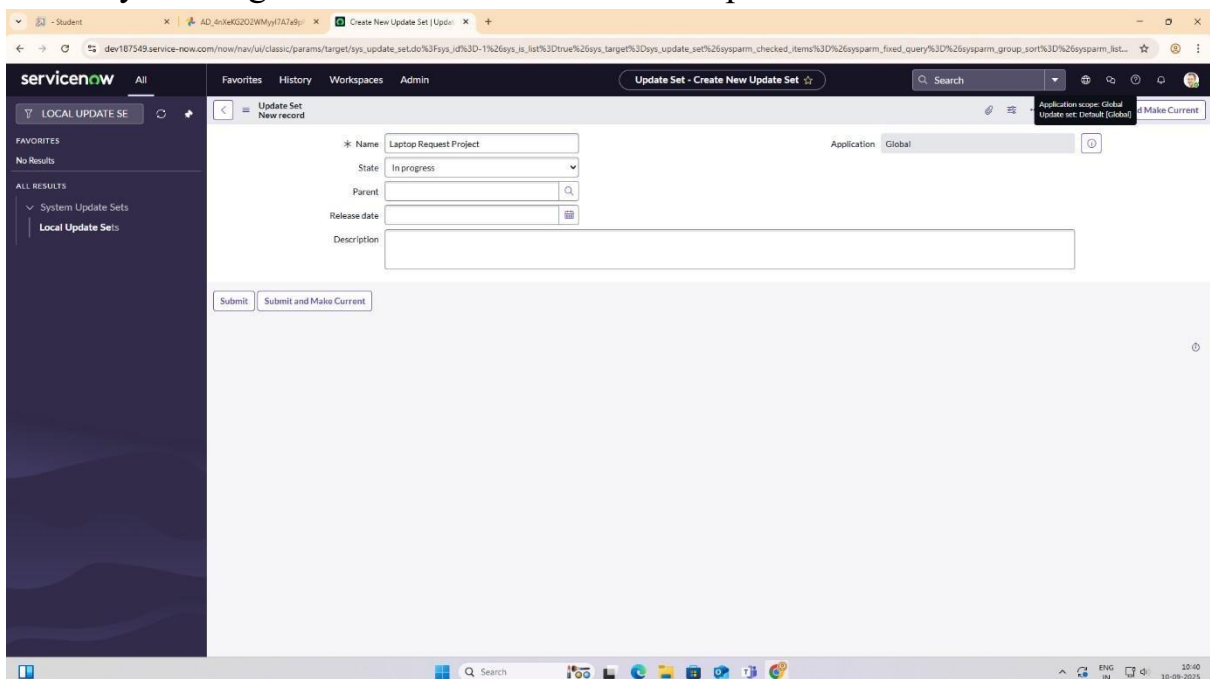
TASK INITIATION Milestone 1: Create Local Update Set

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 left sidebar shows the navigation menu with 'LOCAL UPDATE SET' selected. The main form has the following fields:

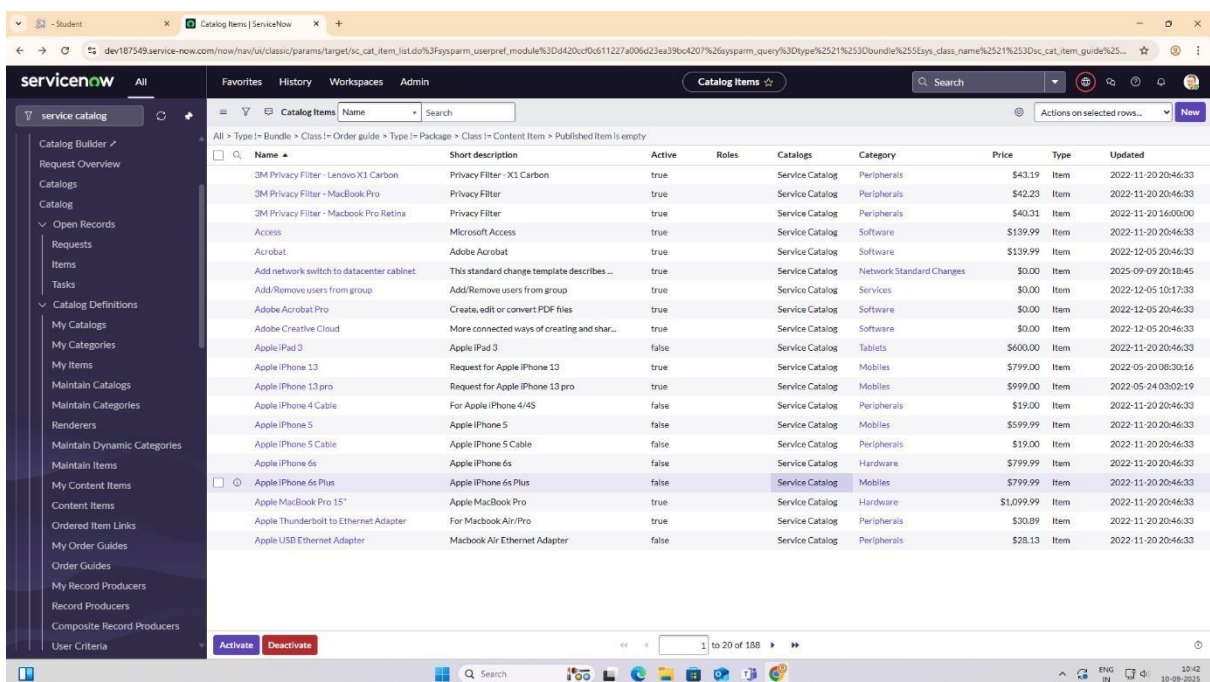
- Name: Laptop Request Project
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

At the bottom of the form, there are two buttons: 'Submit' and 'Submit and Make Current'. The 'Submit and Make Current' button is highlighted with a tooltip that says 'Application scope: Global Update set: Default (Global) Make Current'.

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.



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

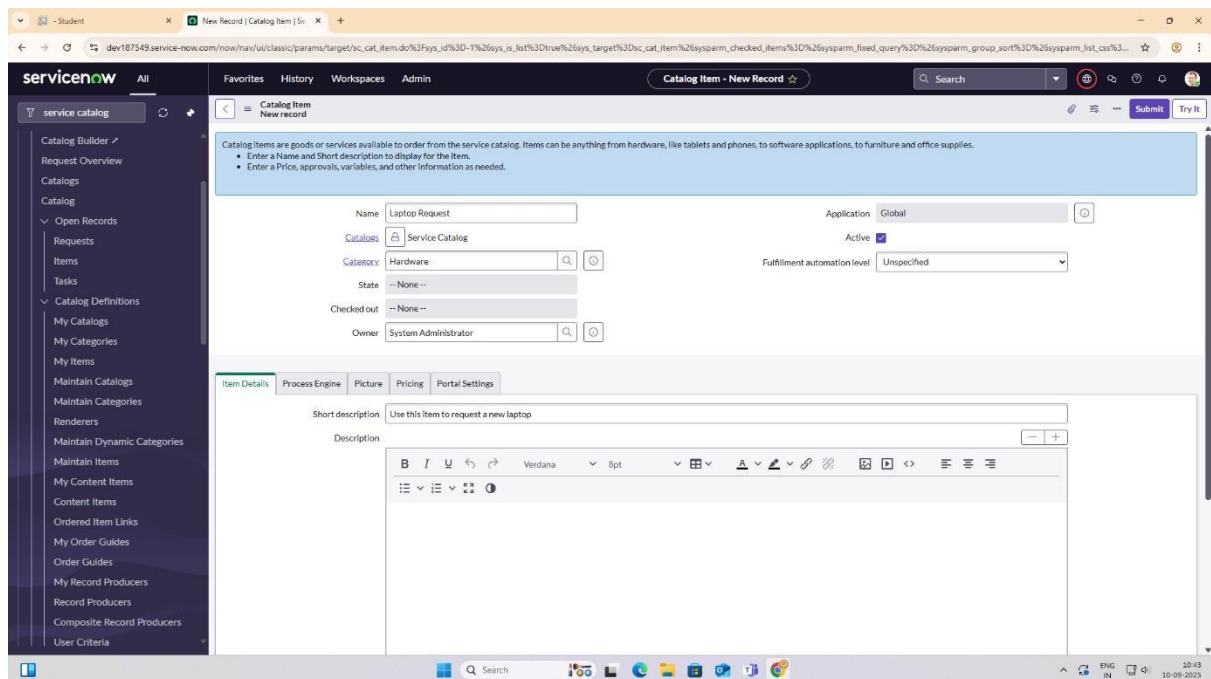
Name: Laptop Request

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

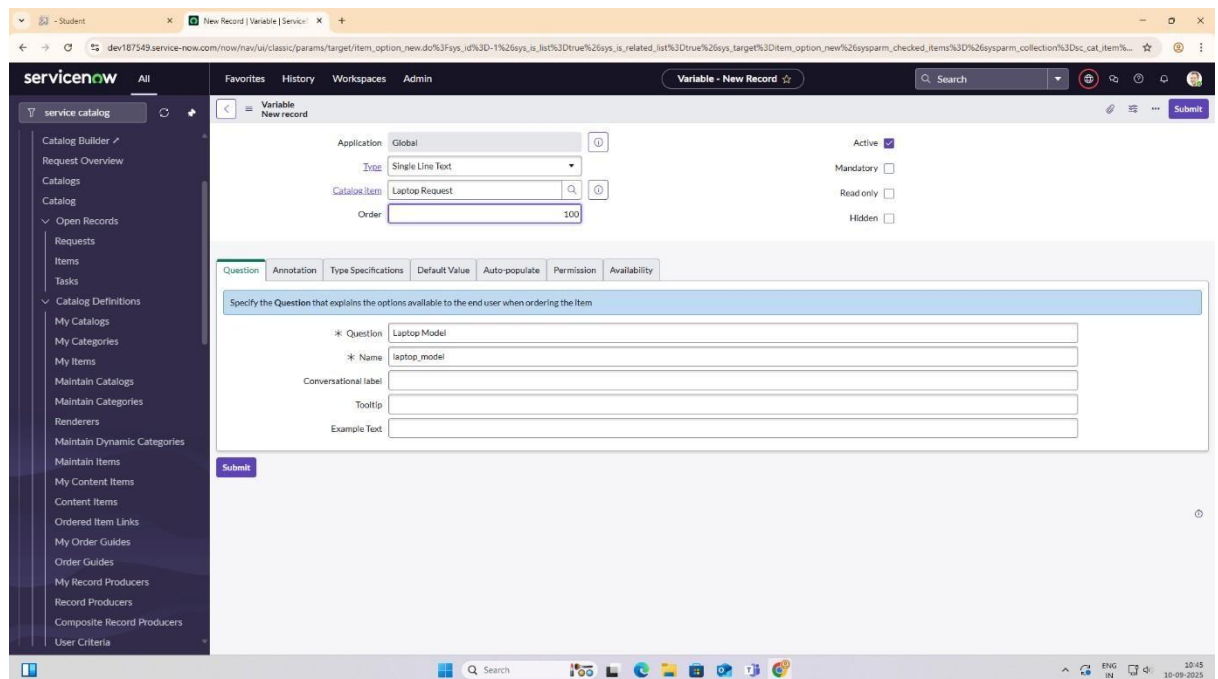
1. Variable 1:Laptop Model

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

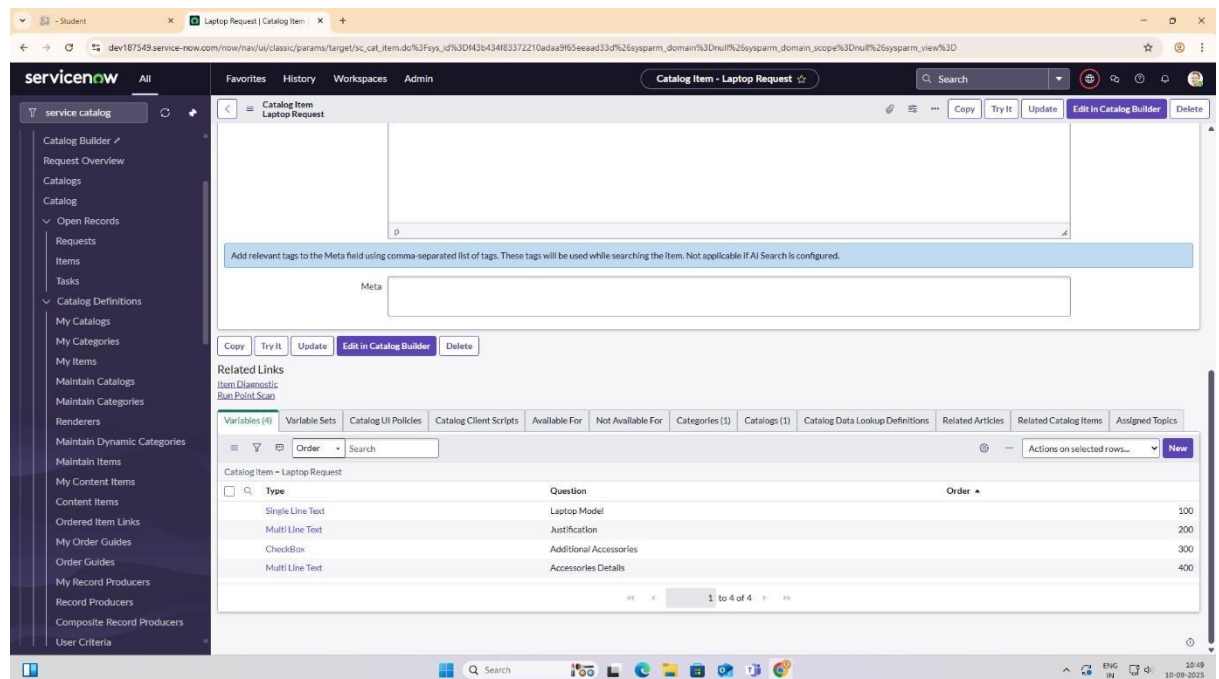
4. Variable 4: Accessories Details

Type: Multi line text

Name:accessories_details

Order:400 **Step2:**

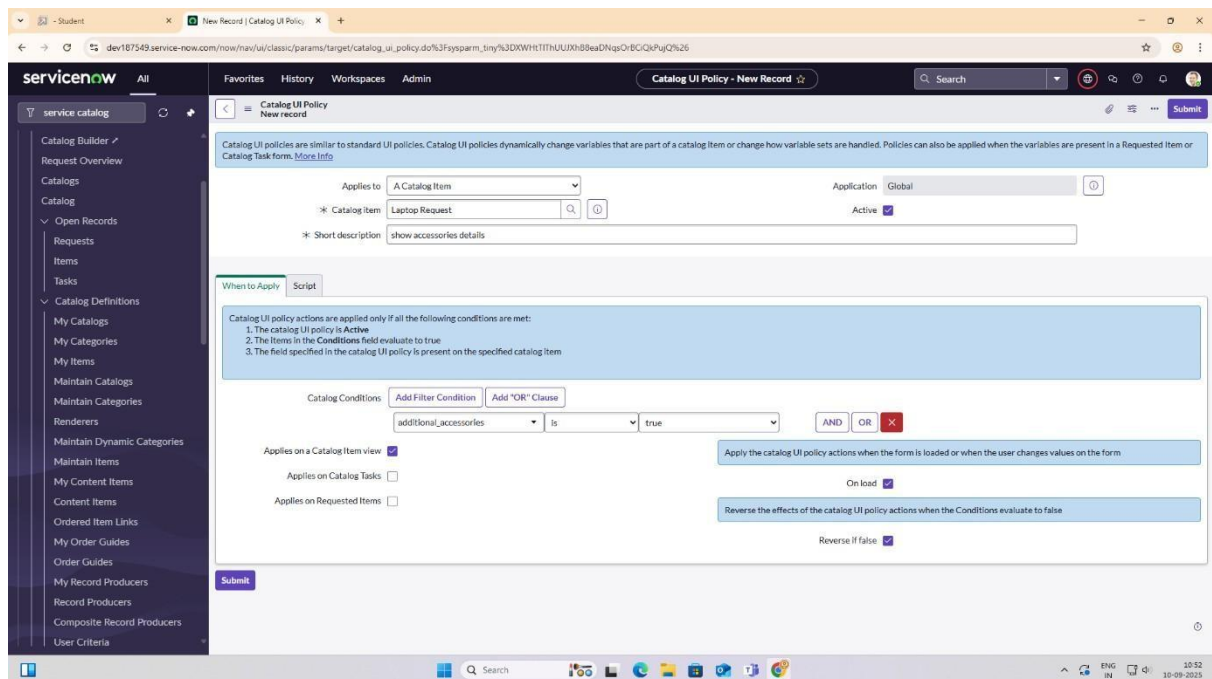
- After adding above variable which are added to newly created catalog item
- Then save the catalog item form



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]



The screenshot shows the 'Catalog UI Policy - New Record' form in ServiceNow. The left sidebar contains a navigation menu with options like 'Catalog Builder', 'Request Overview', 'Catalogs', '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', and 'User Criteria'.

The main form area is titled 'Catalog UI Policy - New Record'. It includes a 'Submit' button in the top right corner. The form contains several sections:

- Applies to:** A dropdown menu set to 'A Catalog Item'. Below it, a 'Catalog Item' field is set to 'Laptop Request' with a search icon. A 'Short description' field is set to 'show accessories details'.
- Application:** A dropdown menu set to 'Global'.
- Active:** A checkbox that is checked.
- When to Apply:** A tabbed section with 'Script' selected. It contains a blue box with the following conditions:
 - 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:** A section with 'Add Filter Condition' and 'Add "OR" Clause' buttons. Below them, a condition is set: 'additional_accessories' is 'true'.
- Applies on a Catalog Item view:** A checkbox that is checked.
- Applies on Catalog Tasks:** A checkbox that is unchecked.
- Applies on Requested Items:** A checkbox that is unchecked.
- Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form:** A blue box with 'On load' checked.
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false:** A blue box with 'Reverse if false' checked.

The bottom of the form has a 'Submit' button.

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%3D...

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	Application	Global
Variable name	accessories_details	Mandatory	True
Order	100	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%3D54ec70783b72210adae9f65eead3b8%26sysparm_view%3D%26sysparm_domain%3Dnull%26sysparm_domain_scope%3Dnull

servicenow All UI Action - Reset Form

UI Action - Reset Form

Name	Reset Form	Application	Global
Table	Shopping Cart [sc_cart]	Form button	<input type="checkbox"/>
Order	100	Form context menu	<input type="checkbox"/>
Action name	Reset Form	Form link	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>	Form style	-- None --
Show insert	<input checked="" type="checkbox"/>	List banner button	<input type="checkbox"/>
Show update	<input checked="" type="checkbox"/>	List bottom button	<input type="checkbox"/>
Client	<input checked="" type="checkbox"/>	List context menu	<input type="checkbox"/>
List v2 Compatible	<input checked="" type="checkbox"/>	List choice	<input type="checkbox"/>
List v3 Compatible	<input type="checkbox"/>	List link	<input type="checkbox"/>
Overrides		List style	-- None --
Messages			
Comments			
Hint			
OnClick			
Condition			
Script	<pre> 1 function resetForm() { 2 g_form.clearForm(); // Clears all fields in the form 3 alert("The form has been reset."); 4 } </pre>		

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)

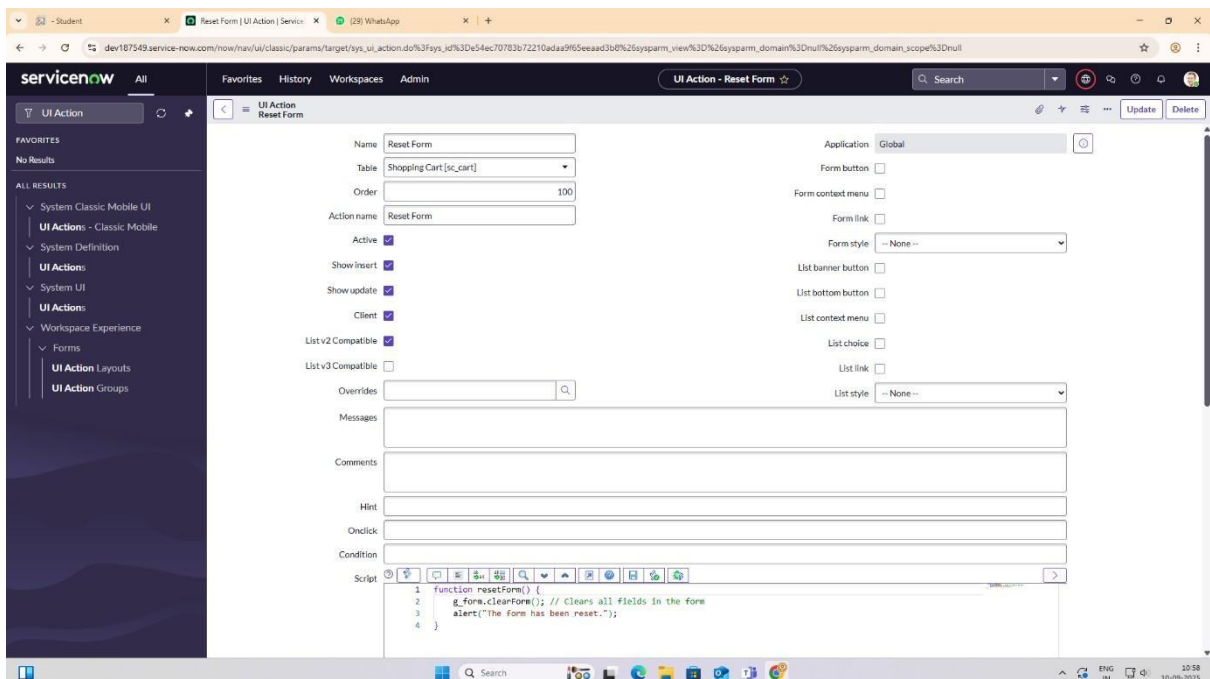
Order:100

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 has the following fields:

- 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:**

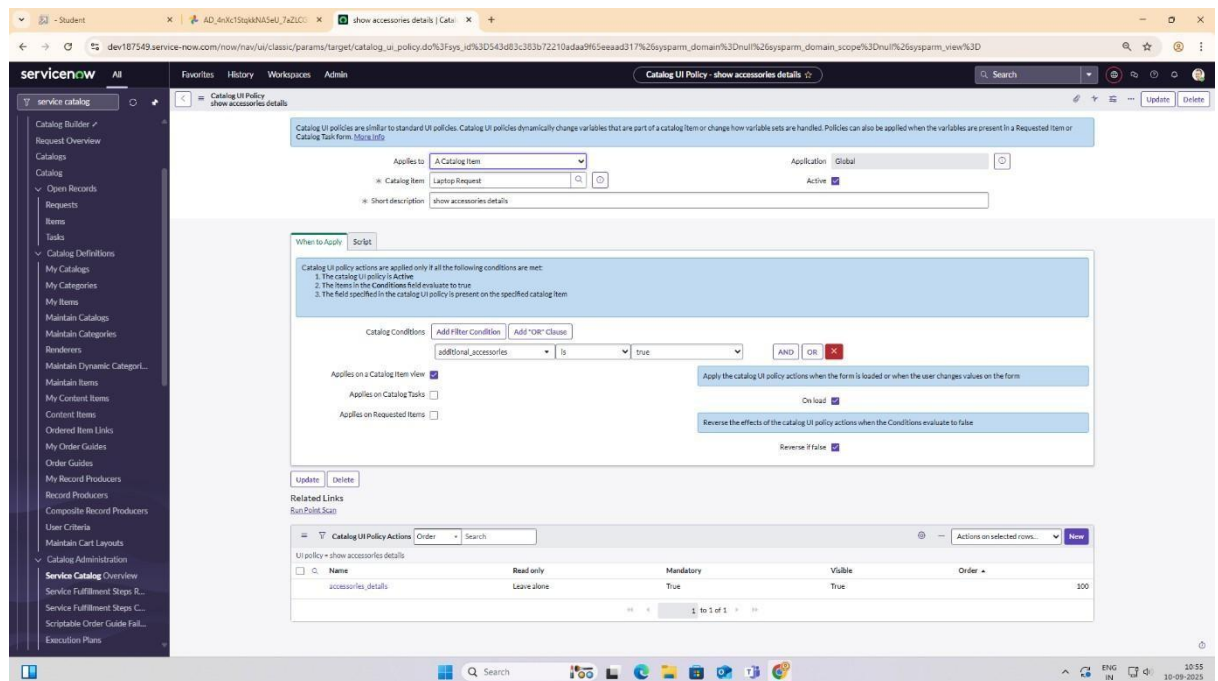
```
1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
4 }
```
- Application:** Global
- Form button:** ☐
- Form context menu:** ☐
- Form link:** ☐
- Form style:** --None--
- List banner button:** ☐
- List bottom button:** ☐
- List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

The bottom of the page shows the Windows taskbar with the date 10-09-2025 and time 10:58.

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



ServiceNow Catalog UI Policy configuration page for 'show accessories details'.

Applies to: A Catalog Item
Application: Global
Active: ☒

When to Apply: Catalog Conditions: additional_accessories is true

Script: Catalog UI 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

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form: ☒
Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false: ☒

Related Links: Run Point Scan

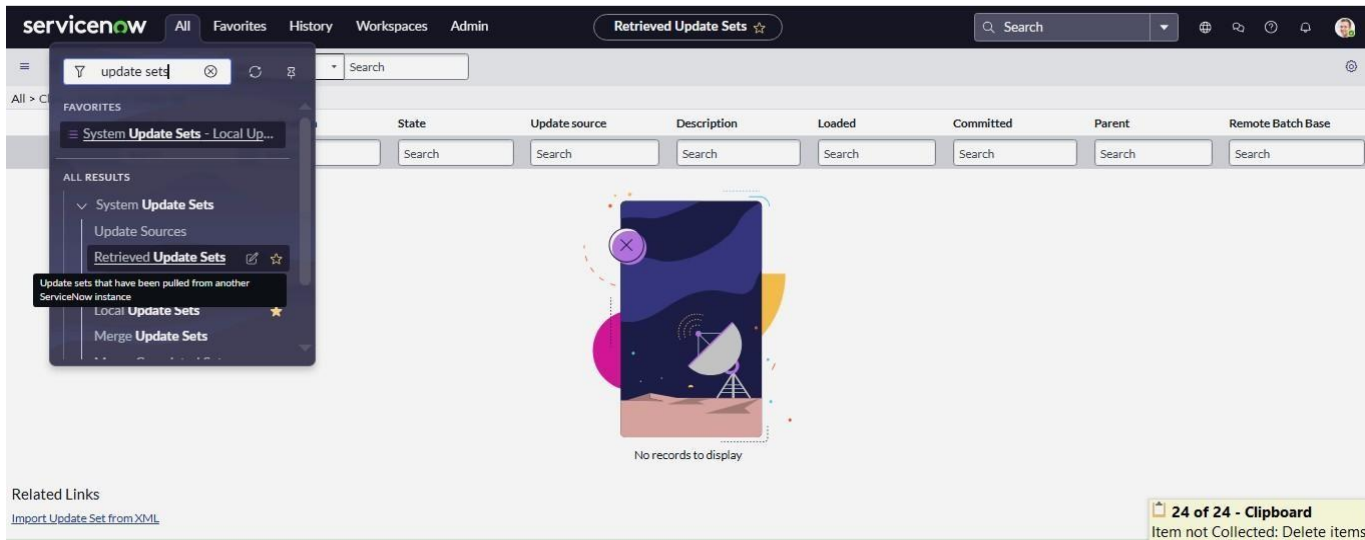
Name	Read only	Mandatory	Visible	Order
show accessories details	Leave alone	True	True	100

Milestone 6: Retrieving the Update Set

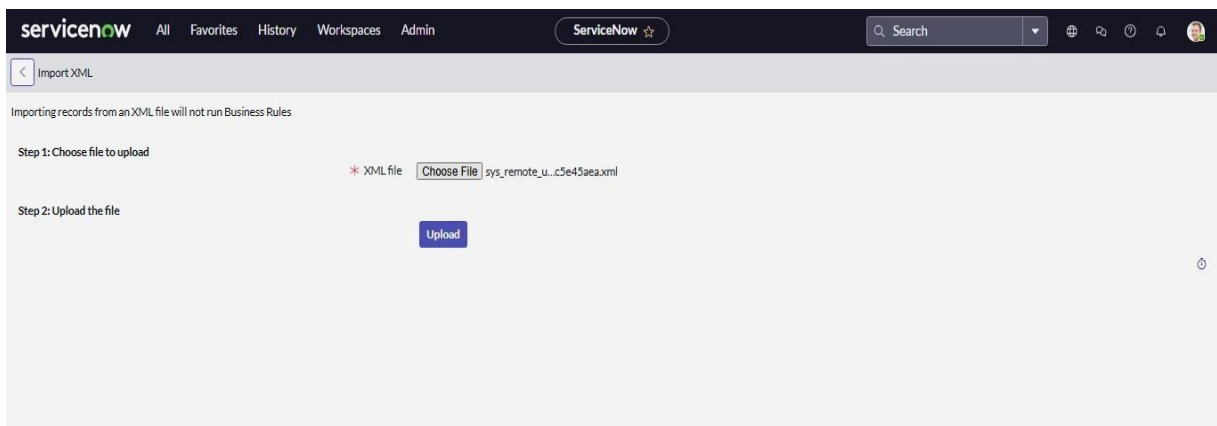
Activity 1: Import Update Set from XML into Another Instance

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

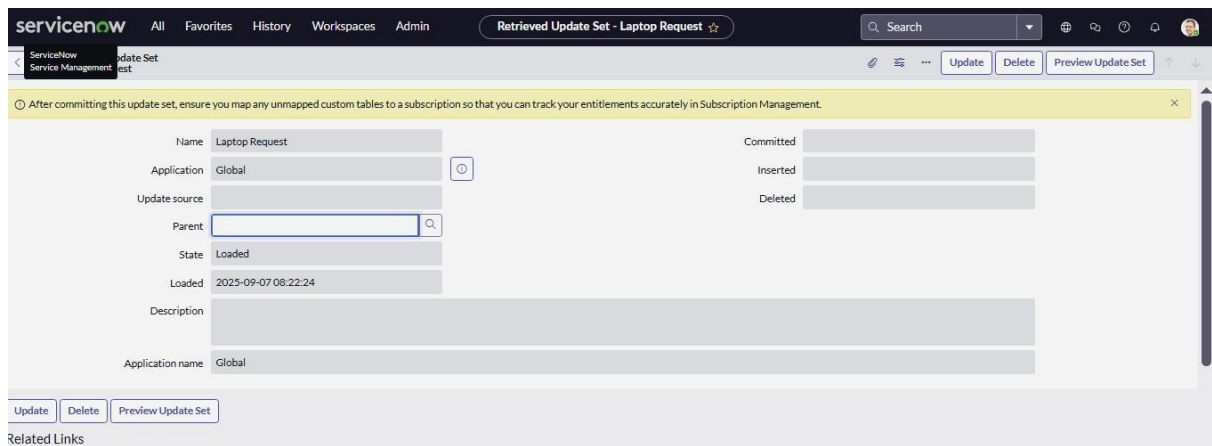
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML



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

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		

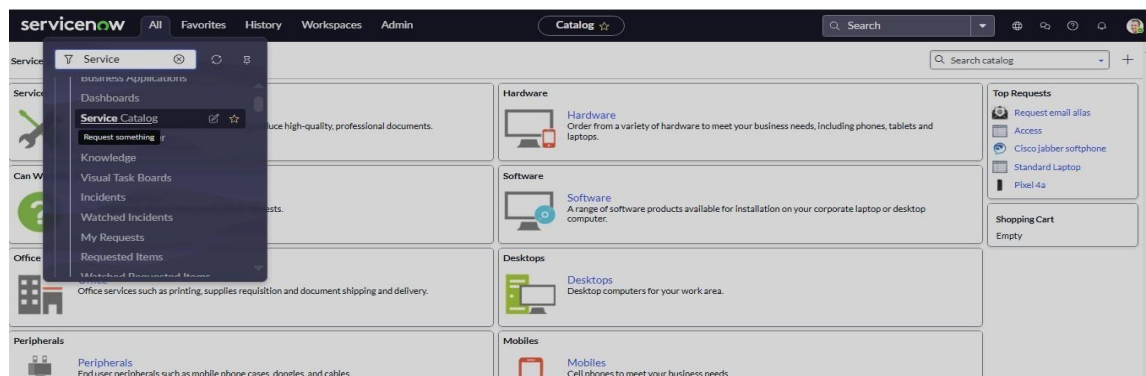
Update Delete Preview Update Set

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

All

Favorites

History

Workspaces

Admin

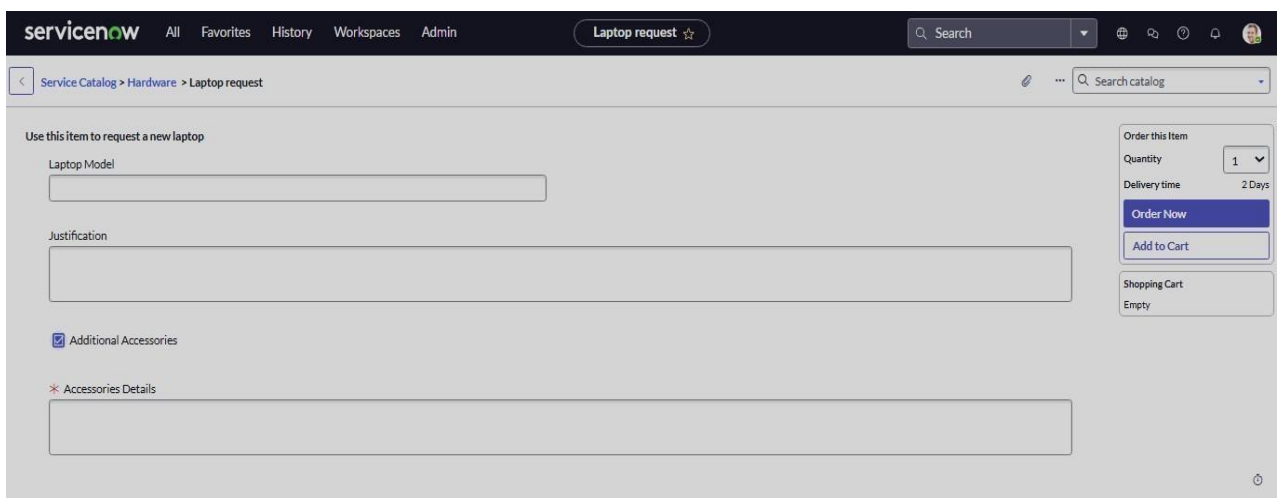
Hardware

☆

Search

</

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.