

## Laptop Request Catalog Item

**Team ID :** LTVIP2026TMIDS79775

**Team Size :** 4

**Team Leader :** Sravani Saraie

**Team member :** Harshitha Pappireddy

**Team member :** Likhitha Tirumanyam

**Team member :** Lahari Mallem

## 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.

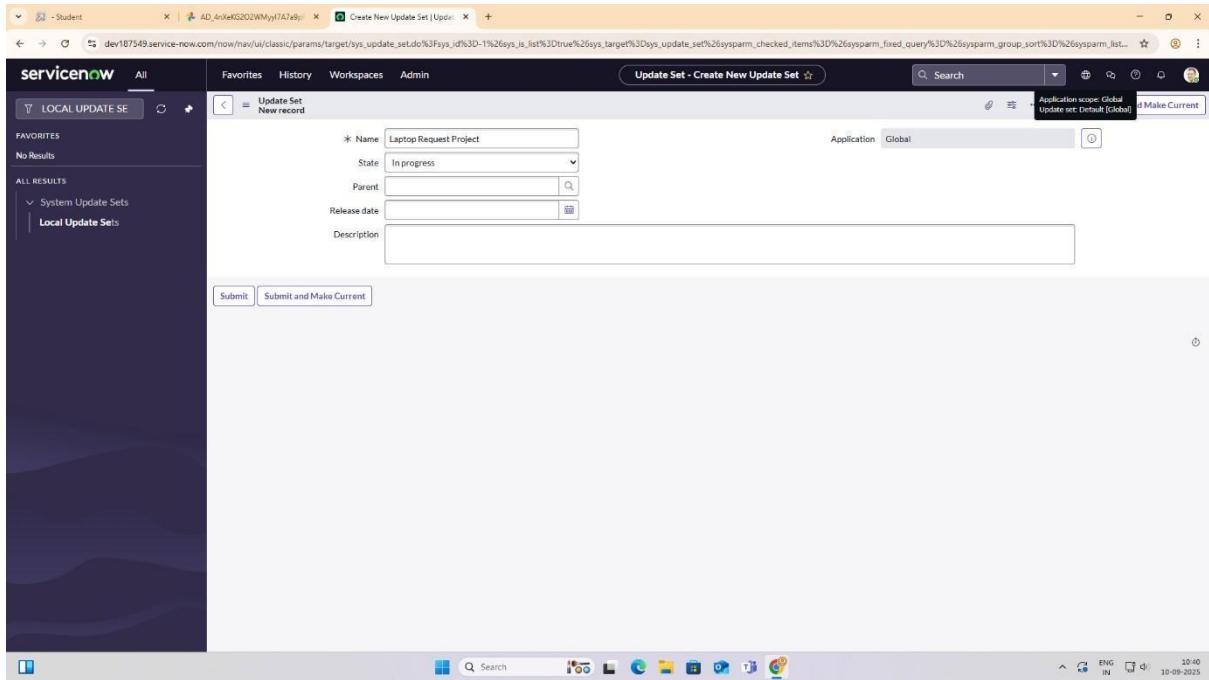
## Skills

UIPath RPA,Tanzu Application Service

## TASK INITIATION Milestone 1: Create Local Update Set

### Activity 1: Create Update Set in ServiceNow

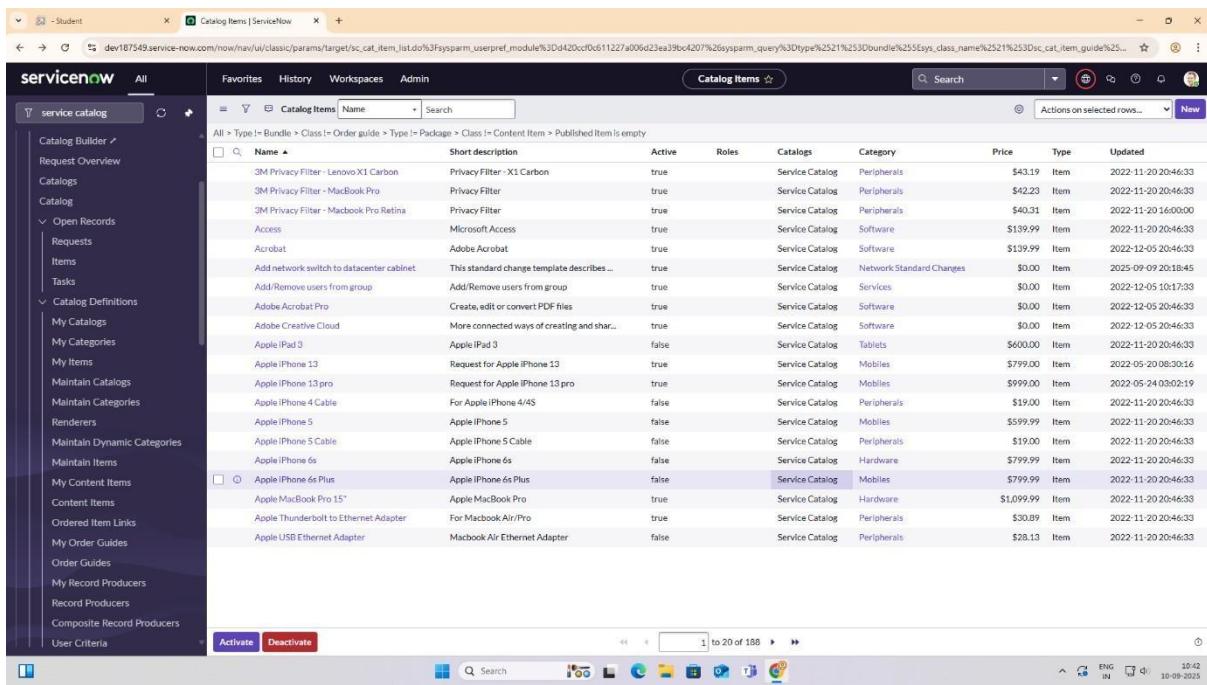
1. Open ServiceNow instance.
2. Click on All → search for Update Sets.
3. Select Local Update Sets under System Update Sets.
4. Click on New.
5. Fill in the following details:  
Name: Laptop Request
6. Click Submit and make it Current.
7. By clicking on the button it activates the update set



## 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 collapsed, showing navigation links like 'Catalog Definitions' and 'My Catalogs'. The main area is titled 'Catalog Items' and displays a grid of 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. A 'New' button is visible in the top right corner of the grid header.

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
Acroba	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

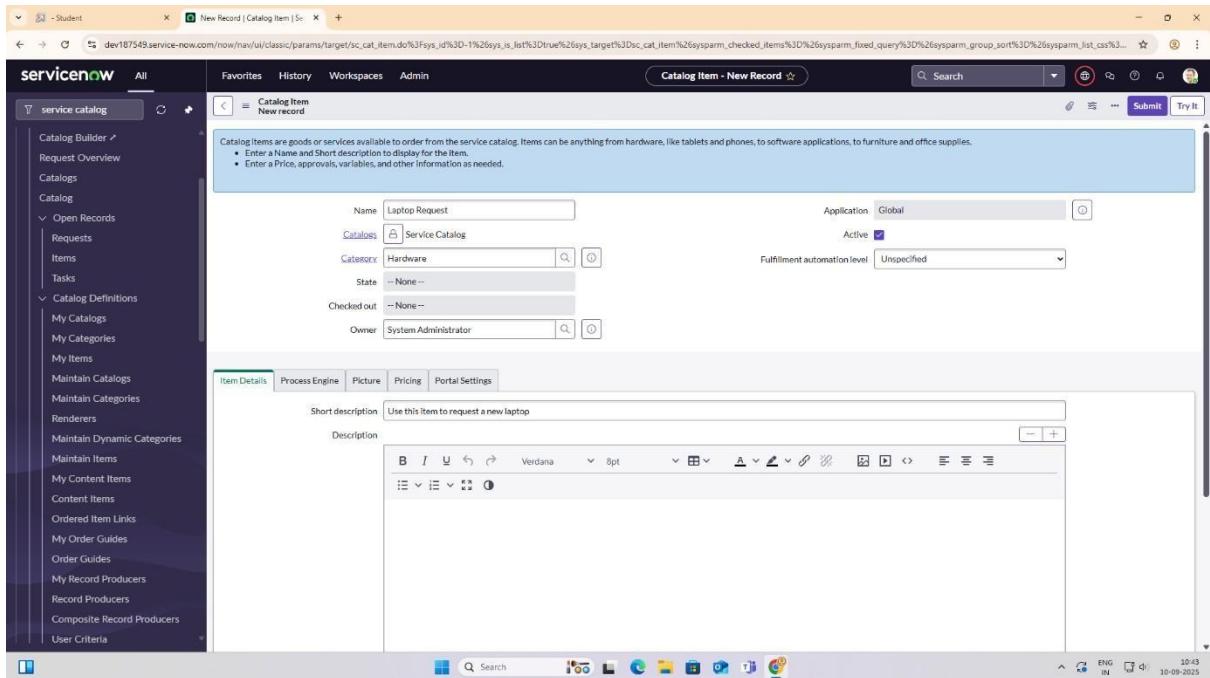
Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

6. Click on 'SAVE'



The screenshot shows the ServiceNow interface for creating a new catalog item. The main window displays the 'Catalog Item - New Record' screen. Key fields include:

- Name:** Laptop Request
- Application:** Global
- Category:** Hardware
- State:** None
- Checked out:** None
- Owner:** System Administrator

The 'Description' field contains the placeholder text: "Use this item to request a new laptop". Below the form is a rich text editor toolbar.

The left sidebar is titled 'Catalog' and lists various catalog-related items such as Catalog Builder, Requests, Items, Tasks, Catalog Definitions, My Catalogs, My Categories, My Items, and Maintain Catalogs.

## 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

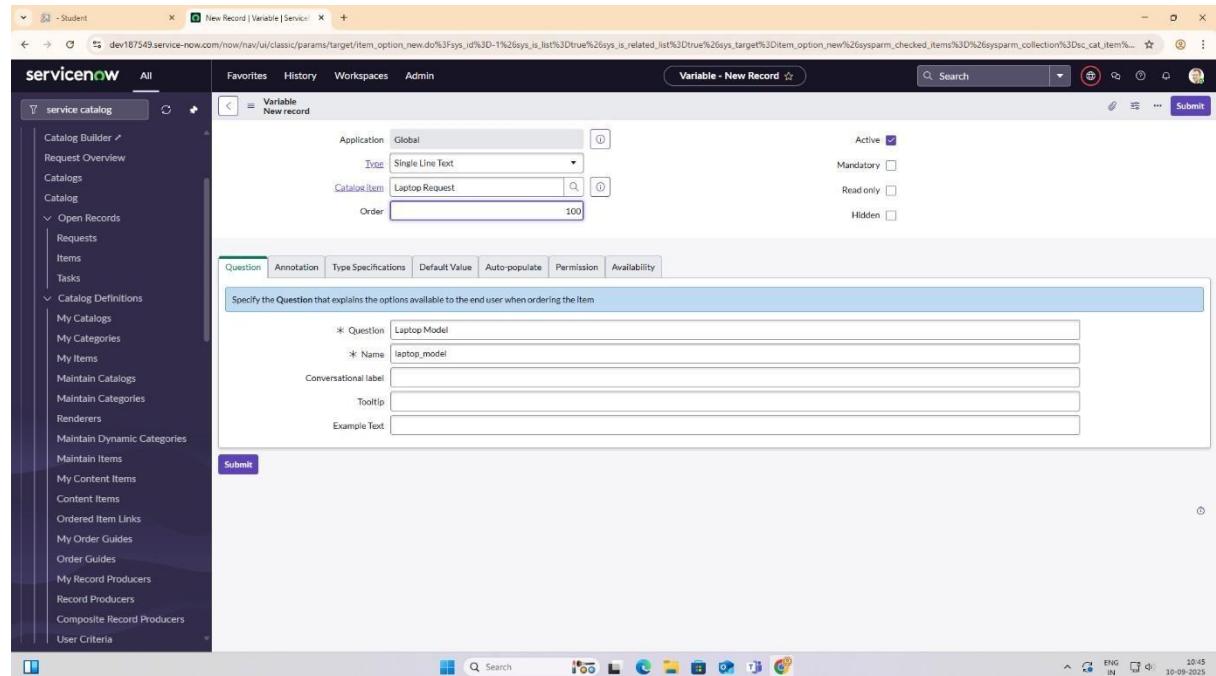
#### 1. Variable 1:Laptop Model

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, 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 panel is titled 'Variable - New Record' and shows the configuration for a new catalog item. The 'Catalog Item' field is set to 'Laptop Request'. The 'Type' is 'Single Line Text'. The 'Order' is '100'. Under the 'Question' tab, the question is 'Specify the Question that explains the options available to the end user when ordering the item', the name is 'laptop\_model', and the question text is 'Laptop Model'. There are tabs for Annotation, Type Specifications, Default Value, Auto-populate, Permission, and Availability.

## 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 has a 'service catalog' section with various options like Catalog Builder, Request Overview, Catalogs, Catalog, Open Records, Catalog Definitions, My Catalogs, My Categories, My Items, Tasks, 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 area is titled 'Catalog Item - Laptop Request'. It includes fields for 'Meta' (with a note about comma-separated tags) and 'Variables (4)'. A table lists catalog UI policies with columns for Type, Question, and Order. The table shows four rows: Single Line Text (Laptop Model, Order 100), Multi Line Text (Justification, Order 200), Checkbox (Additional Accessories, Order 300), and Multi Line Text (Accessories Details, Order 400). A message at the bottom says '1 to 4 of 4'.

## 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]



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  
Catalog Item: Laptop Request

Application: Global  
Active:

When to Apply: 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

Catalog Conditions: Add Filter Condition | Add "OR" Clause  
additional\_accessories Is true  
Applies on a Catalog Item view:   
Applies on Catalog Tasks:   
Applies on Requested Items:

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



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

10:54 10-09-2025

Reset Form | UI Action | Service

UI Action - Reset Form

Favorites History Workspaces Admin

UI Action

Name: Reset Form  
Table: ShoppingCart [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 }
```

10:58 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)

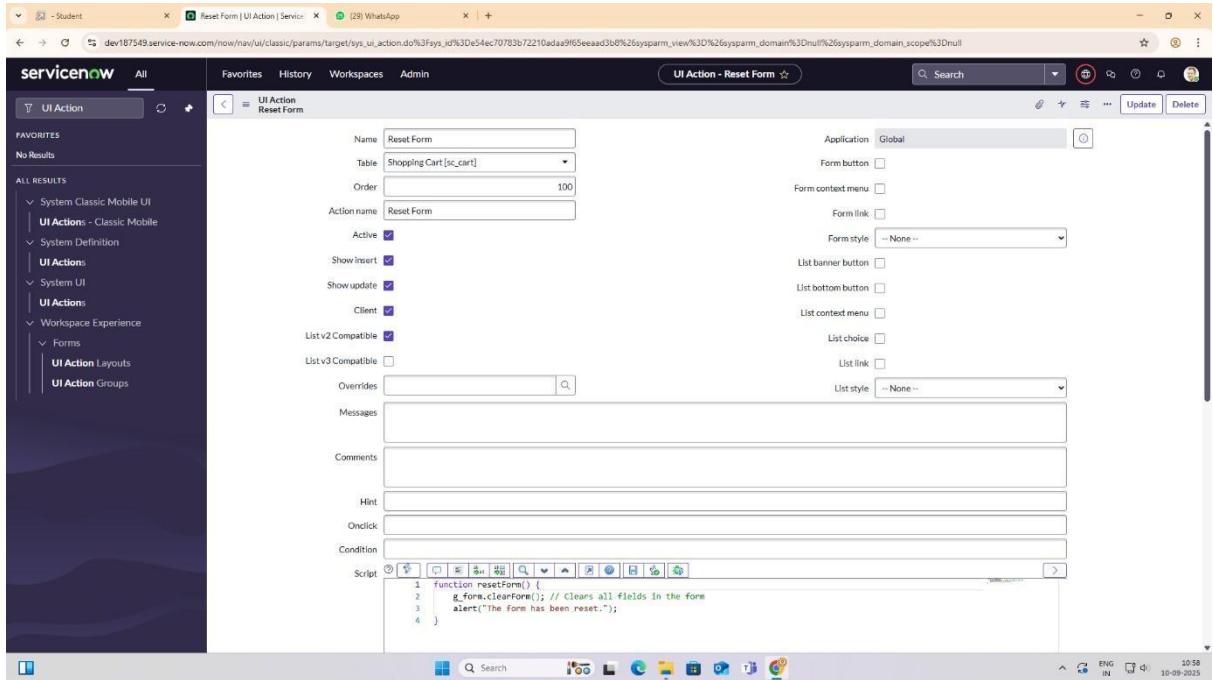
Order:100

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



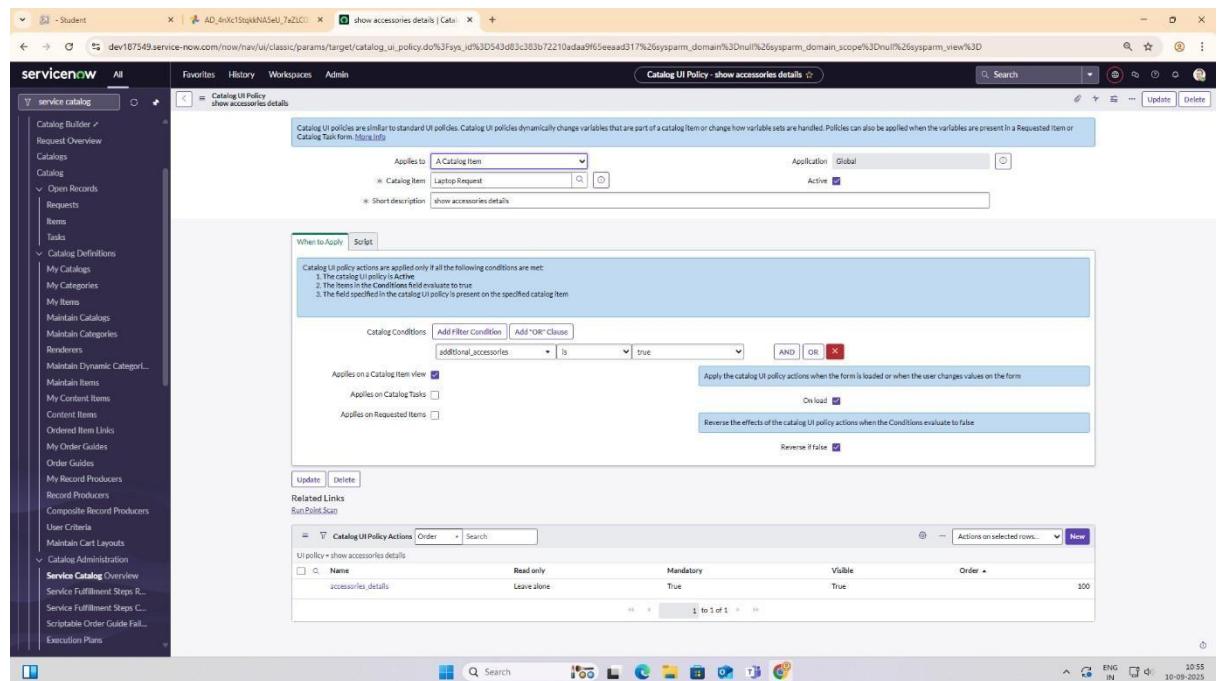
The screenshot shows the ServiceNow interface for creating a UI Action named "Reset Form". The "Table" is set to "Shopping Cart [sc\_cart]" and the "Order" is 100. The "Action name" is also "Reset Form". Under the "Client" section, the "checked" option is selected. In the "Script" field, the following JavaScript code is entered:

```
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

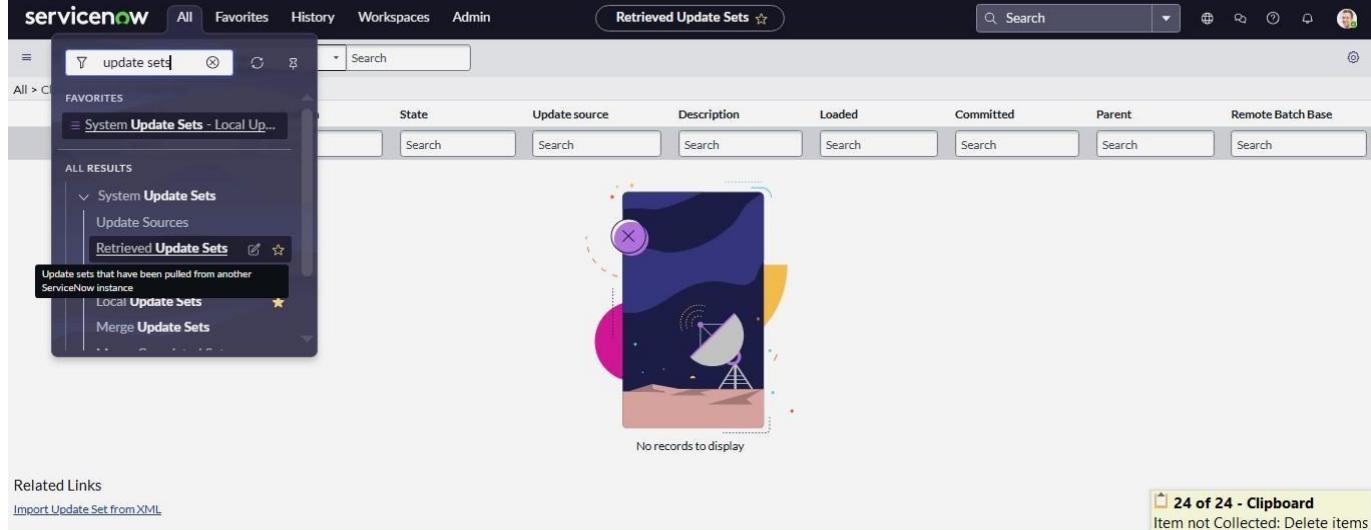


## Milestone 6: Retrieving the Update Set

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

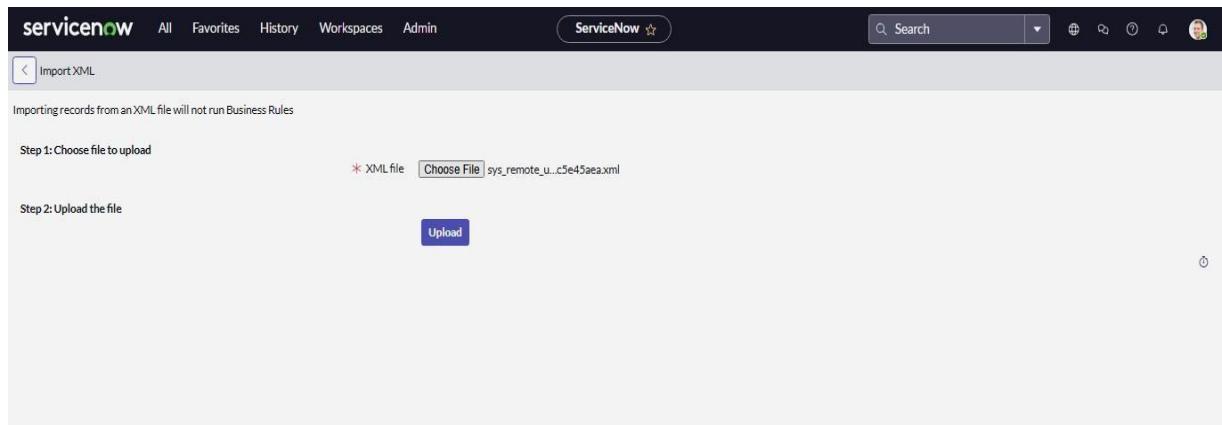
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set

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 bar 'servicenow' and various navigation links like All, Favorites, History, Workspaces, Admin. A search bar at the top contains 'update sets'. Below it is a sidebar with 'FAVORITES' and a tree view under 'System Update Sets - Local Up...'. The main area is titled 'Retrieved Update Sets' with a star icon. It displays a table with columns: State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. The table has several search input fields. A large graphic of a satellite dish is centered on the page. At the bottom, a message says 'No records to display'.

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



The screenshot shows the 'Import XML' interface. At the top, there's a back arrow and the text 'Import XML'. Below it, a note says 'Importing records from an XML file will not run Business Rules'. Step 1: 'Choose file to upload' has a red asterisk and a 'Choose File' button with the file path 'sys\_remote\_u...c5e45aea.xml'. Step 2: 'Upload the file' has a blue 'Upload' button.

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



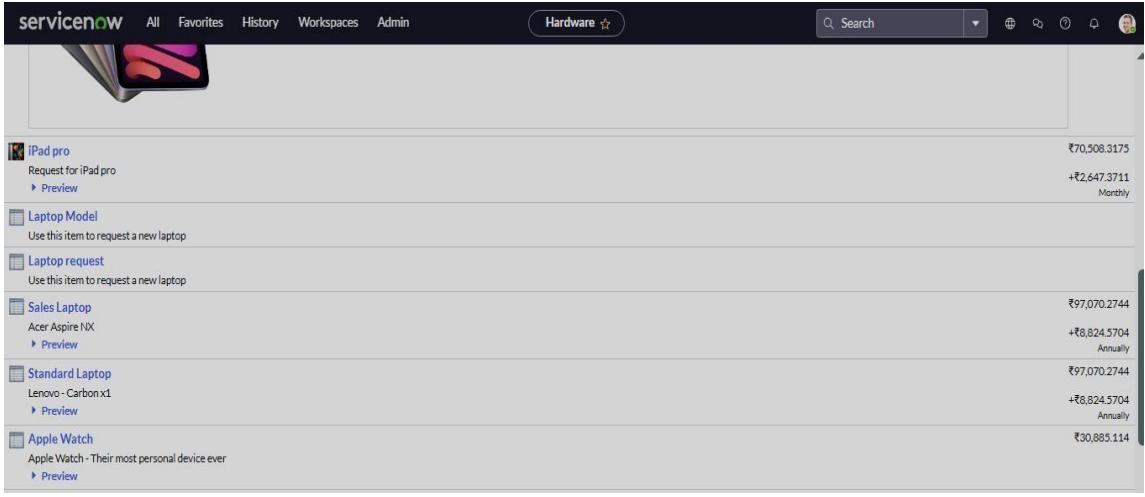
The screenshot shows the ServiceNow Service Management Update Set interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The title bar says 'Retrieved Update Set - Laptop Request'. Below the title, there's a message: 'After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.' The main form contains fields for 'Name' (Laptop Request), 'Application' (Global), 'Update source' (a dropdown menu), 'Parent' (a dropdown menu), 'State' (Loaded), 'Loaded' (2025-09-07 08:22:24), 'Description' (a large text area), and 'Application name' (Global). At the bottom are 'Update', 'Delete', and 'Preview Update Set' buttons.

## 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

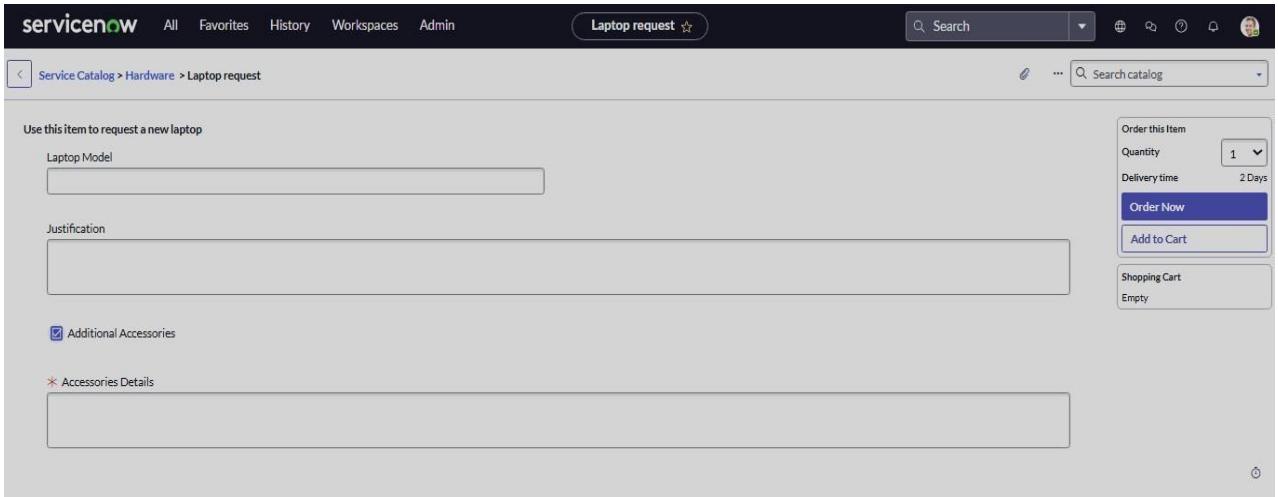
The screenshot shows the ServiceNow Service Catalog screen. The left sidebar has a 'Service Catalog' dropdown menu. The main area displays categories: 'Hardware' (with a sub-section for 'Hardware'), 'Software', 'Desktops', and 'Mobiles'. A sidebar on the right lists 'Top Requests' including 'Request email alias', 'Access', 'Cisco jabber softphone', 'Standard Laptop', and 'Pixel 4a', along with a 'Shopping Cart' section indicating it is 'Empty'.



The screenshot shows a ServiceNow Service Catalog interface for 'Hardware'. The page title is 'Hardware'. A search bar at the top right contains the text 'Search' and a dropdown arrow. Below the search bar are icons for refresh, search, and other navigation. The main content area displays a list of service catalog items:

- iPad pro**: Request for iPad pro. 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. Price: ₹97,070.2744 +₹8,824.5704 Annually.
- Standard Laptop**: Lenovo Carbon x1. Price: ₹97,070.2744 +₹8,824.5704 Annually.
- Apple Watch**: Apple Watch - Their most personal device ever. Price: ₹30,885.1114.

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. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Search' (with a dropdown), and user icons. The form itself has the following fields:

- Laptop Model**: A text input field.
- Justification**: A text input field.
- Additional Accessories**: A checked checkbox.
- Accessories Details**: A text input field, which is highlighted in red, indicating it is a mandatory field.

On the right side of the form, there is a sidebar with the following options:

- Order this Item**
- Quantity**: Set to 1.
- Delivery time**: Set to 2 Days.
- Order Now** (button)
- Add to Cart** (button)
- Shopping Cart**: Shows '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.