

Laptop Request Catalog Item

Project Title : Laptop Request Catalog Item

NM Id : 32A0148573485368201411EFF886468F

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Team Member : W.KEVIN MESHACH

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Team Size : 3

Project Statement

To design and implement a **Laptop Request Catalog Item** in ServiceNow that enables employees to request laptops quickly and accurately. The solution will replace the manual process with a dynamic, user-friendly form, incorporating conditional fields, reset functionality, and governance through update sets for seamless deployment across instances.

Objective

- To streamline the laptop request process through automation in ServiceNow.
- To create a dynamic catalog item with variables, UI policies, and UI actions.
- To ensure proper governance by tracking all updates in an update set.
- To improve user experience by providing reset functionality and conditional visibility of fields.

Skill

- **ServiceNow Development** (Catalog item creation, variables, UI policies, UI actions).
- **Scripting** (Client-side scripting in ServiceNow using JavaScript).
- **Change Management** (Creating and migrating update sets across instances).
- **Problem-Solving & Process Automation.**
- **Collaboration** (Working in a team of three to achieve milestones).

Task Initiation

1. Create a local update set in ServiceNow to track all changes.
2. Build a new Service Catalog Item named *Laptop Request* under the Hardware category.
3. Add required variables (Laptop Model, Justification, Accessories, Accessories Details).
4. Implement Catalog UI policies to show/hide and mandate fields dynamically.
5. Configure a UI action script to reset the form.

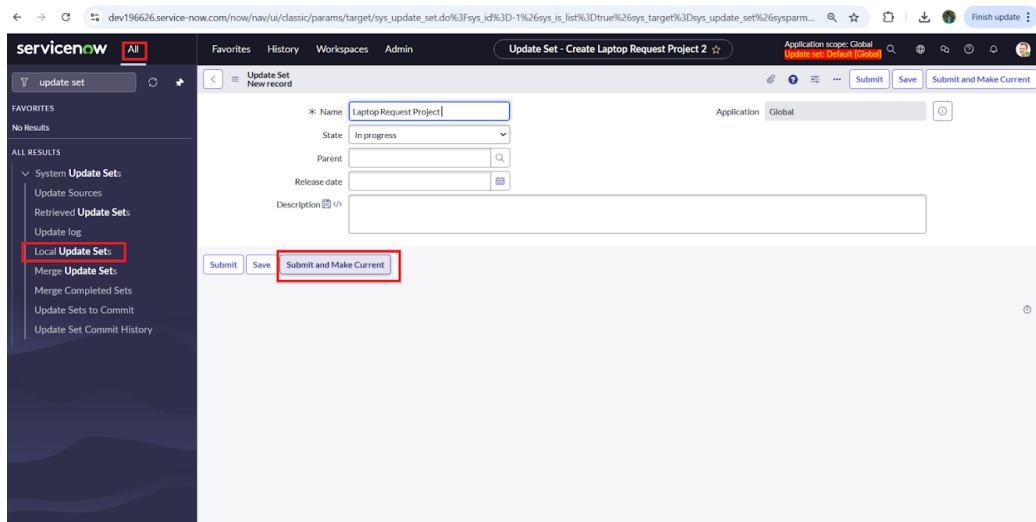
6. Export the update set to XML and import it into another instance.
7. Test the catalog item to verify expected behavior and functionality.

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.

MILESTONE 1**Create Local Update set**

1. Open service now.
2. Click on All >> search for update sets
3. Select local update sets under system update sets
4. Click on new
5. Fill the following details to create a update set as: "Laptop Request"
6. Click on submit and make current
7. By clicking on the button it activates the update set .

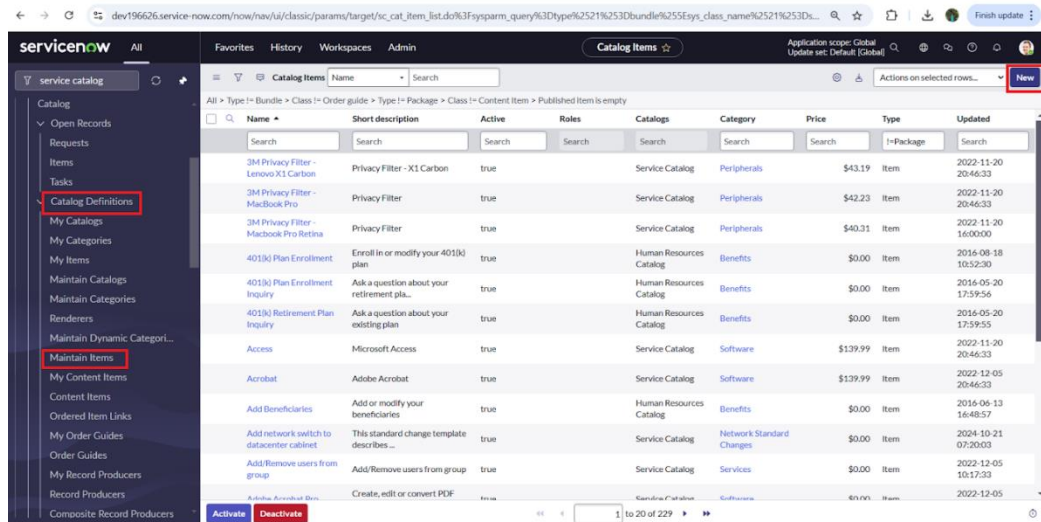


NOTE: Perform all actions under this newly created update set only.

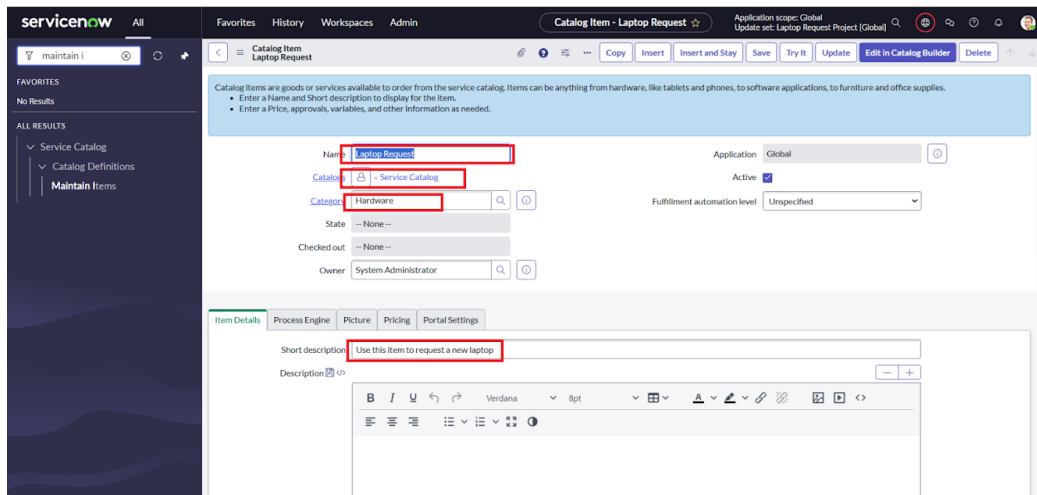
MILESTONE 2

Create Service Catalog Item

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



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'



MILESTONE 3

Add variables

Step1:

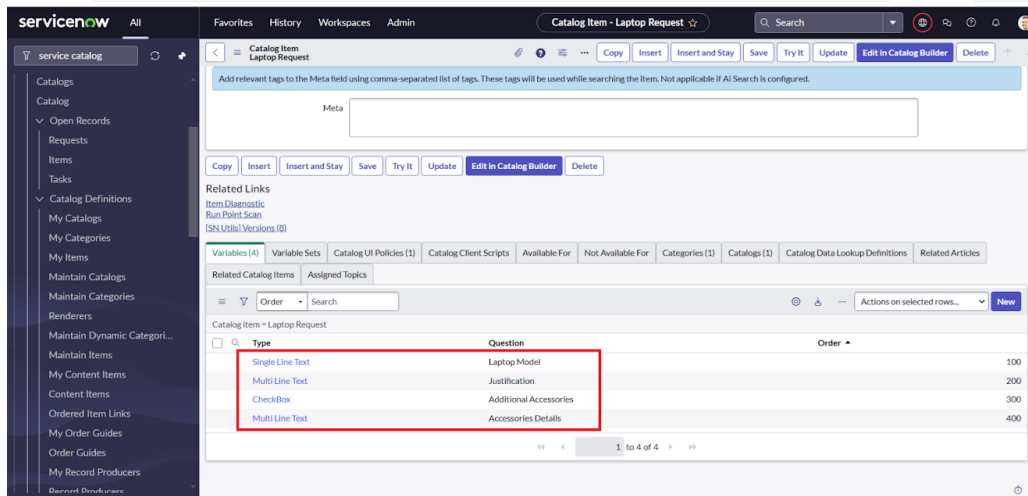
- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below
 1. Variable 1:Laptop Model
Type: Single line text
Name: laptop_model
Order:100
 - Click on submit
 - Again click on new and add Remaining variables in the above process

The screenshot shows the ServiceNow 'Variable - New Record' form. The form is for creating a new variable. The 'Application' is set to 'Global'. The 'Type' is set to 'Single Line Text'. The 'Catalog Item' is set to 'Laptop Request'. The 'Order' is set to '100'. The 'Active' checkbox is checked. The 'Mandatory', 'Read only', and 'Hidden' checkboxes are unchecked. The 'Question' tab is selected, showing a question text area with the text 'Specify the Question that explains the options available to the end user when ordering the Item'. Below this, there are fields for 'Question' (containing 'Laptop Model') and 'Name' (containing 'laptop_model'). There are also fields for 'Tooltip' and 'Example Text'. The 'Submit' and 'Save' buttons are at the bottom left.

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 4

Create Catalog Ui policies

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]

ServiceNow Catalog UI Policy - Show Accessories Details

Applies to: A Catalog Item

* Catalog Item: Laptop Request

* Short description: Show Accessories Details

When to Apply

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 Choose option "OR" Clause

additional_accessories is true

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

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 ☒

Reverse if false ☒

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

12. Click on save and again click save button of the catalog ui policy form

ServiceNow Catalog UI Policy Action - accessories_details

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

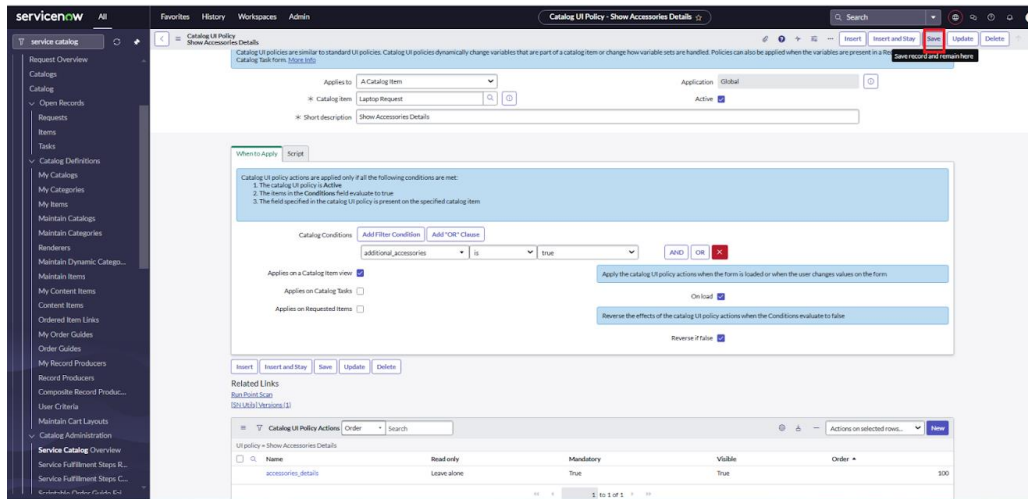
Value action: Leave alone

Field message type: None

Insert Insert and Stay **Save** Update Delete

Related Links

Run Print Scan (SNURBs) Versions (1)



MILESTONE 5

Create 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

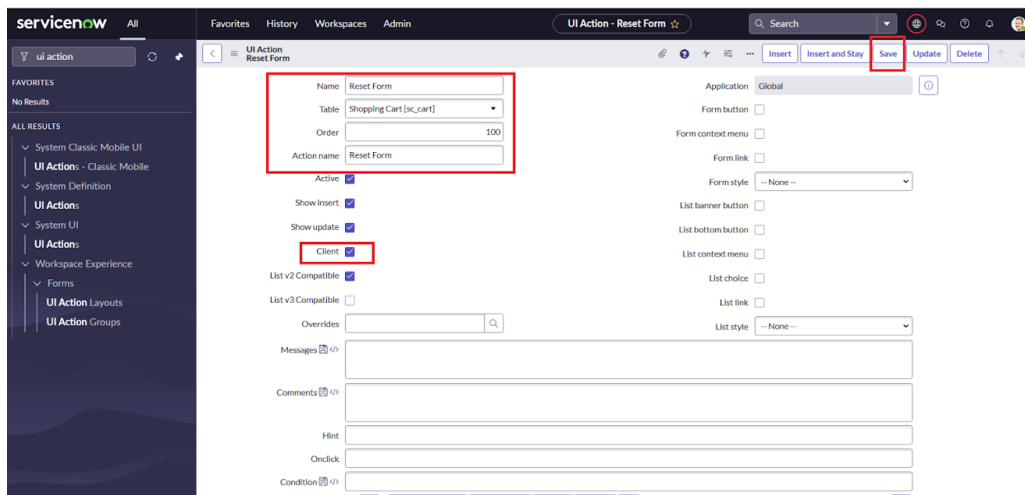
Action name: Reset form

Client : checked

Script:

```
function resetForm() {
  g_form.clearForm(); // Clears all fields in the form
  alert("The form has been reset.");
}
```

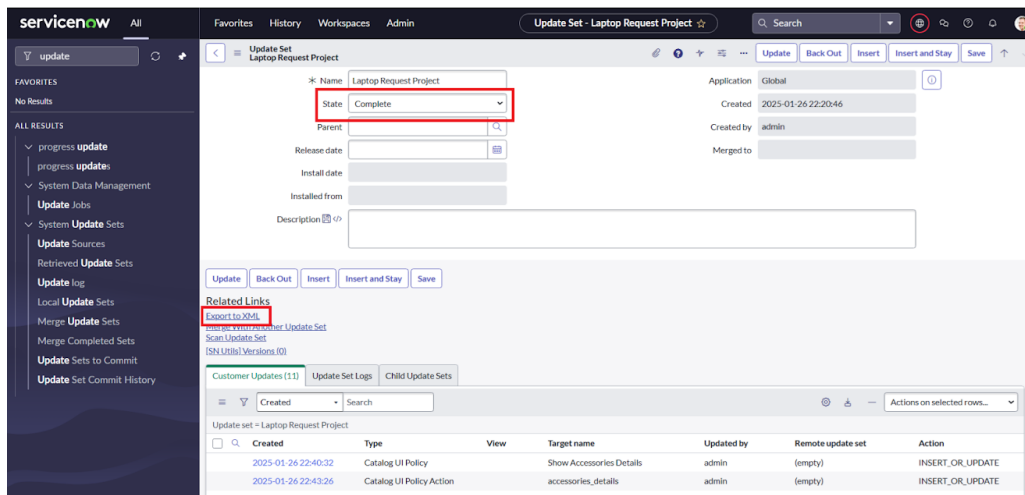
Click on save



MILESTONE 6

Exporting changes to another instances

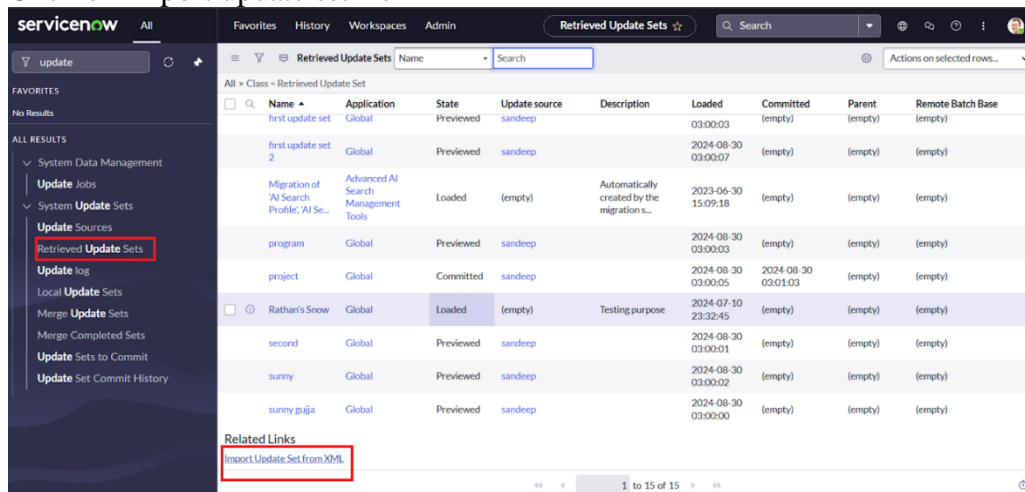
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file



MILESTONE 7

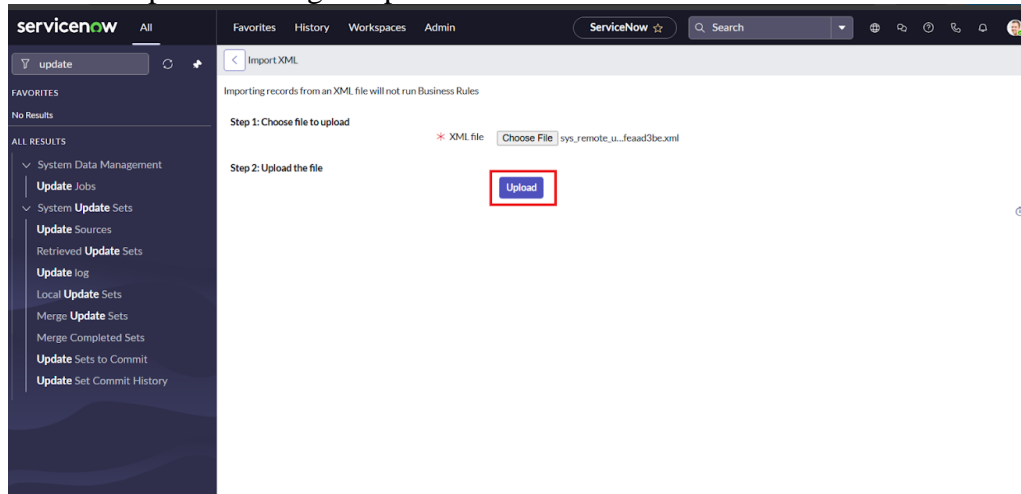
Retrieving the update set

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

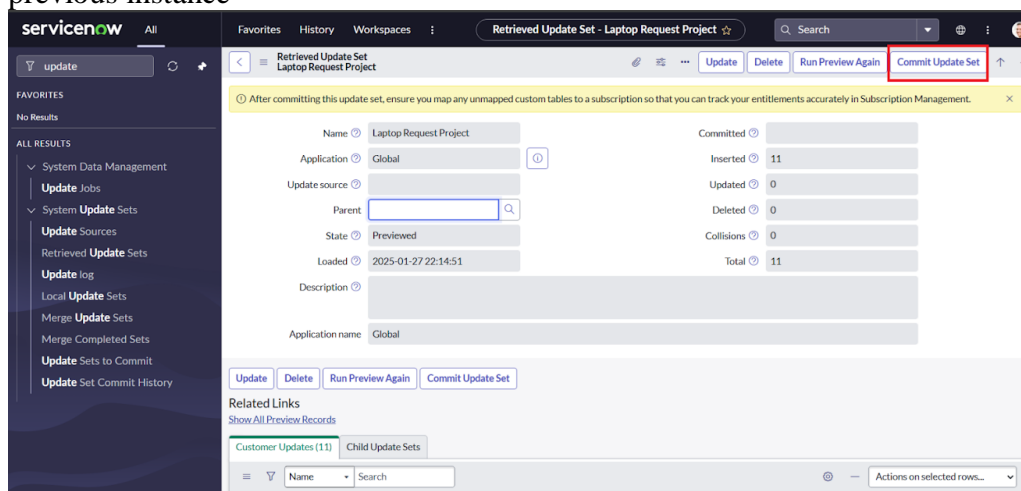


7. Upload the downloaded file in XML file

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



MILESTONE 8

Test 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 Laptop Request

service catalog Service Catalog > Hardware > Laptop Request

FAVORITES

- System Properties
- Service Catalog
- Service Catalog
 - Catalog Builder
 - Request Overview
 - Catalogs
 - Catalog
 - Open Records
 - Requests
 - Items
 - Tasks
 - Catalog Definitions
 - My Catalogs
 - My Categories
 - My Items
 - Maintain Catalogs
 - Maintain Categories
 - Renderers

Use this item to request a new laptop

Laptop Model

Justification

☐ Additional Accessories

Order this Item

Quantity 1

Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart Empty

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

service catalog Service Catalog > Hardware > Laptop Request

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Use this item to request a new laptop

Laptop Model

hp

Justification

☒ Additional Accessories

* Accessories Details

Order this Item

Quantity 1

Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart Empty

8.