

Laptop Request Catalog Item

Team Id :NM2025TMID18916

Team Members:4

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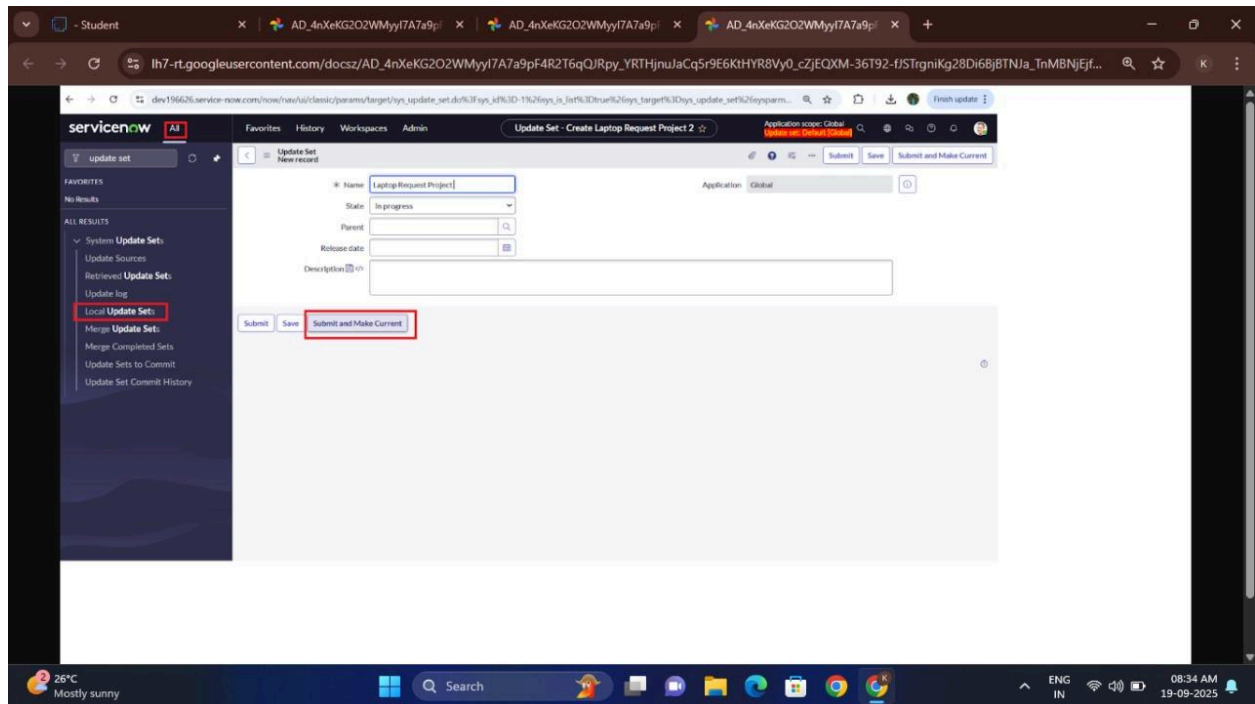
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Problem Statement

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.

Create Local Update set

- Open ServiceNow
- Go to All → Update Sets → Local Update Sets
- Click New
- Enter name: Laptop Request
- Click Submit
- Click Make Current to activate



Create Service Catalog Item

- Open ServiceNow
- Go to All → Service Catalog → Maintain Items
- Click New
- Enter:
 - Name: Laptop Request
 - Catalog: Service Catalog
 - Category: Hardware
 - Short Description: Use this item to request a new laptop
- Click Save

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
401(k) Plan Enrollment	Enroll in or modify your 401(k) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-08-18 10:52:30
401(k) Plan Enrollment Inquiry	Ask a question about your retirement pla...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:56
401(k) Retirement Plan Inquiry	Ask a question about your existing plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:55
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 Beneficiaries	Add or modify your beneficiaries	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-06-13 16:48:57
Add network switch to	This standard change template	true		Service Catalog	Network Standard	\$0.00	Item	2024-10-21

Catalog Item - Laptop Request

Application scope: Global
Update set: Laptop Request Project [Global]

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description: Use this item to request a new laptop

Add variables

- Save the catalog item → scroll down to Variables
- Click New → add:
- Laptop Model | Single line text | laptop_model | 100

- Add more variables the same way:
- Justification | Multi line text | justification | 200
- Additional Accessories | Checkbox | additional_accessories | 300
- Accessories Details | Multi line text | accessories_details | 400
- Save the catalog item form

ServiceNow Developers | New Record | Table | ServiceNow | Student | AD_4nXcZAssv4Ek5zZPevaSbvDF8G_RDwNEbzms_eyMOOif59nFScbNeuiKvJ_Junpe9l557lWdrpFpU3o_AkJA6O9mGIGmI3v62bx...

dev196626.service-now.com/now/nav/ui/classic/params/target/item_option_new.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Dit...

service now All Favorites History Workspaces Admin Variable - New Record

Application: Global Active: ☒

Type: Single Line Text Mandatory: ☐

Catalog Item: Laptop Request Read only: ☐

Order: 100 Hidden: ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

* Question: Laptop Model

* Name: laptop_model

Tooltip:

Example Text:

Submit Save

T-storms At night

ENG IN 07:39 PM 18-09-2025

ServiceNow Developers | New Record | Table | ServiceNow | Student | AD_4nXcZAssv4Ek5zZPevaSbvDF8G_RDwNEbzms_eyMOOif59nFScbNeuiKvJ_Junpe9l557lWdrpFpU3o_AkJA6O9mGIGmI3v62bx...

lh7-rt.googleusercontent.com/docsz/AD_4nXcZAssv4Ek5zZPevaSbvDF8G_RDwNEbzms_eyMOOif59nFScbNeuiKvJ_Junpe9l557lWdrpFpU3o_AkJA6O9mGIGmI3v62bx...

service now All Favorites History Workspaces Admin Catalog Item - Laptop Request

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.

Meta:

Copy Insert Insert and Stay Save Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic

Run Point Scan

SN Utils Versions (8)

Variables (4) Variable Sets Catalog UI Policies (1) Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles

Related Catalog Items Assigned Topics

Order: 100 Search:

Actions on selected rows...

Type	Question	Order
Single Line Text	Laptop Model	1
Multi Line Text	Justification	2
CheckBox	Additional Accessories	3
Multi Line Text	Accessories Details	4

1 to 4 of 4

Finance headline India's new jobs...

ENG IN 07:41 PM 18-09-2025

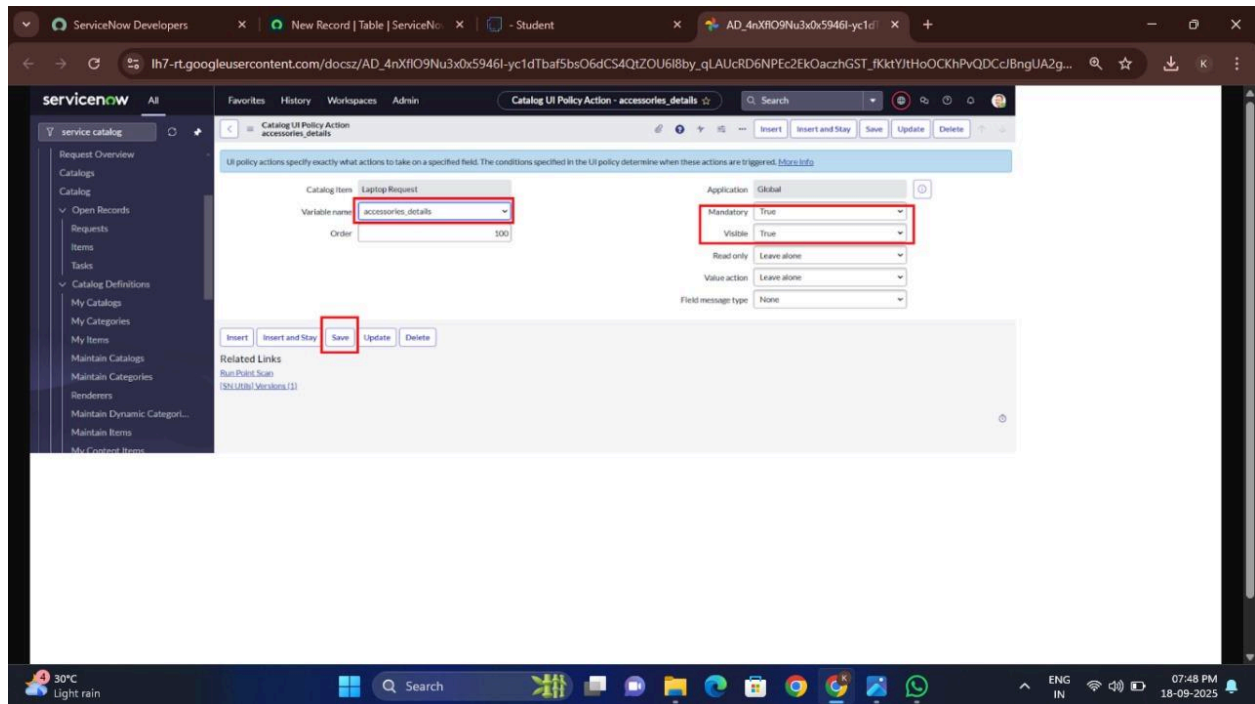
Create Catalog Ui policies

- Create Catalog Ui policies
- Go to All → Service Catalog → Maintain Items
- Search and open Laptop Request
- Scroll down → Catalog UI Policies → New
- Short Description: Show accessories details
- Condition: additional_accessories is true
- Click Save (not Submit)
- Scroll down → Catalog UI Actions → New
- Variable: accessories_details
- Order: 100
- Mandatory: True
- Visible: True
- Click Save
- Click Save again on the Catalog UI Policy form

The screenshot shows the ServiceNow interface for creating a Catalog UI Policy. The left sidebar contains the navigation menu with 'maintain it' selected. The main content area is titled 'Catalog UI Policy - Show Accessories Details'. The form includes the following fields and options:

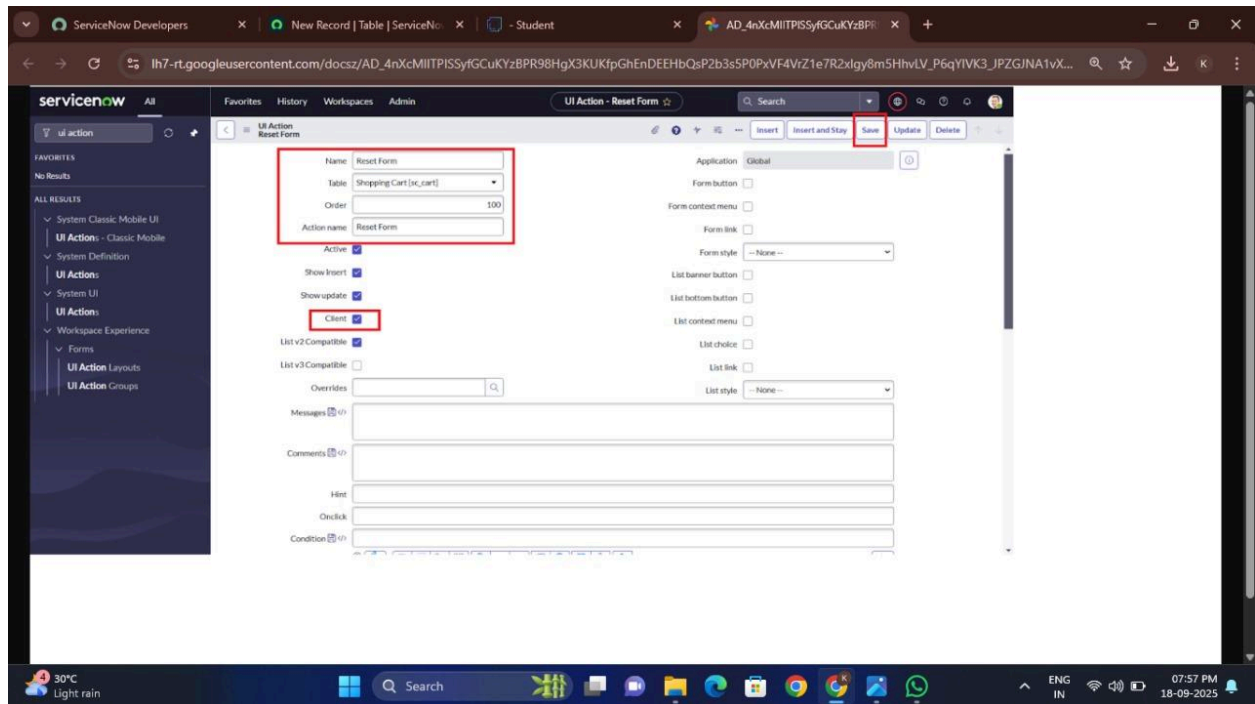
- Applies to:** A Catalog Item (dropdown)
- Application:** Global (dropdown)
- Active:** ☒
- * Catalog Item:** Laptop Request (text field)
- * Short description:** Show Accessories Details (text field)
- When to Apply:** Script (tab)
- Catalog Conditions:** A blue box lists the conditions: 1. The catalog 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:** additional_accessories is true (dropdowns and text field)
- 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 of:** On load ☒
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false:** Reverse if false ☒

The bottom of the screen shows the Windows taskbar with the date and time 07:44 PM 18-09-2025.



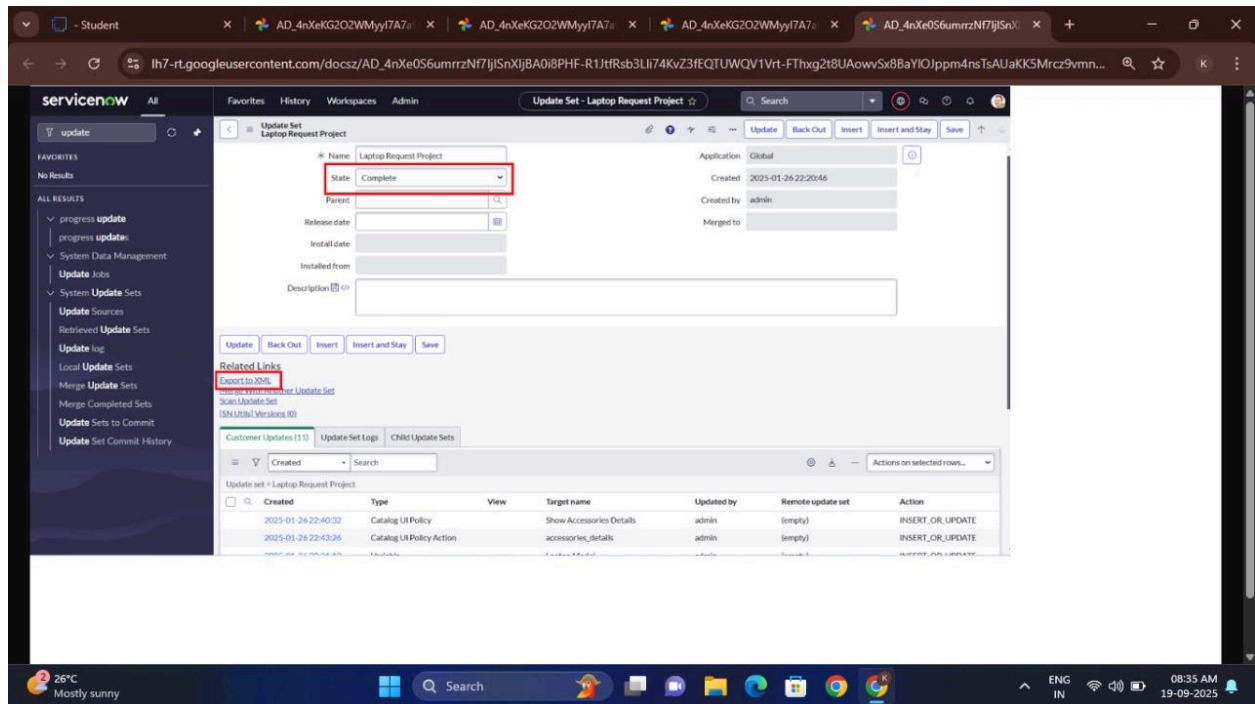
Create ui action

- Open service now.
- Click on All >> search for ui action
- Select ui actions under system definition
- Click on new
Fill the following details to create ui action
Table: shopping cart(sc_cart)
Order:100
Actionname:Reset form
Client : checked
- Click on save



Exporting changes to another instances

- Go to All → Update Sets → Local Update Sets
- Open Laptop Request Project
- Set State = Complete
- In Updates tab, check the changes
- Click Export to XML → file downloads



Retrieving the update set

- Open ServiceNow in Incognito and log in
- Go to All → Update Sets → Retrieved Update Sets
- Click Import from XML → upload the file → Upload
- Open Laptop Request Project
- Click Preview Update Set → then Commit Update Set
- Check Updates tab to see all changes

servicenow

update

Retrieved Update Sets

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		03:00:03	(empty)	(empty)	(empty)
first update set 2	Global	Previewed	sandeep		2024-08-30 03:00:07	(empty)	(empty)	(empty)
Migration of AI Search Profile, AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migration...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	sandeep		2024-08-30 03:00:05	2024-08-30 03:01:03	(empty)	(empty)
Rathan's Snow	Global	Loaded	(empty)	Testing purpose	2024-07-10 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	sandeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny giga	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

Related Links

[Import Update Set from XML](#)

1 to 15 of 15

servicenow

update

Import XML

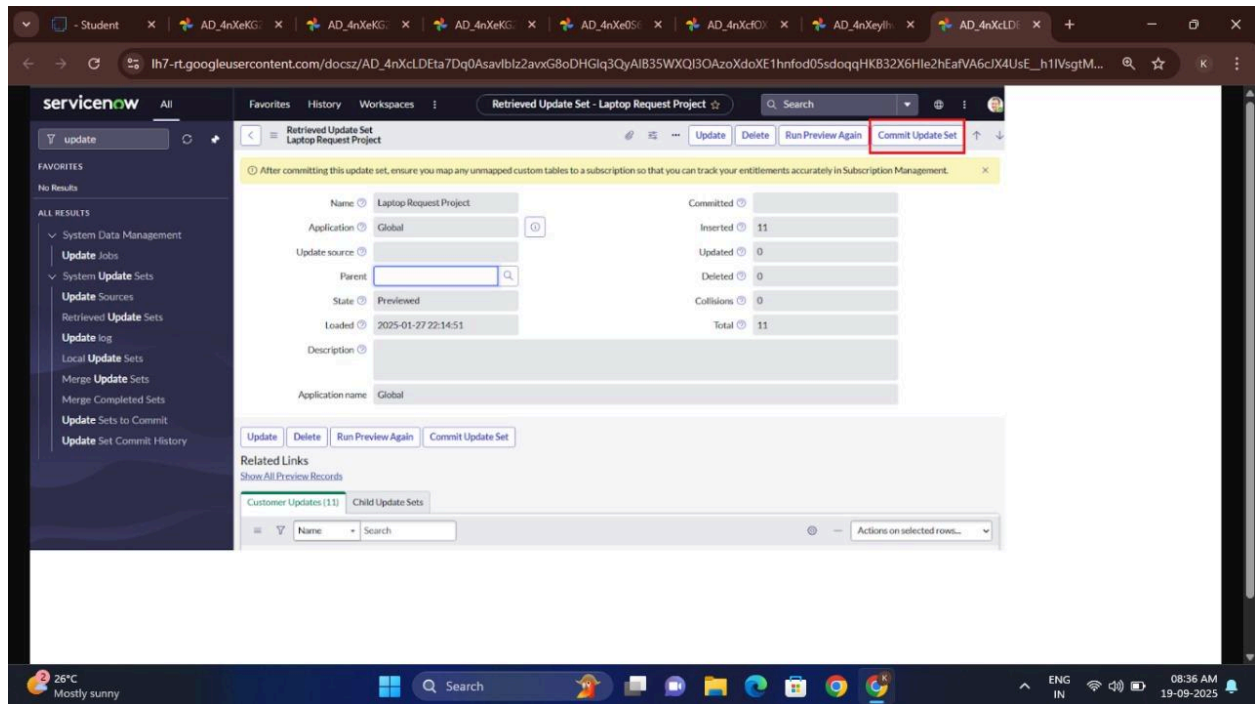
Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

XML file: [Choose File](#) sys_remote_us_feaad3be.xml

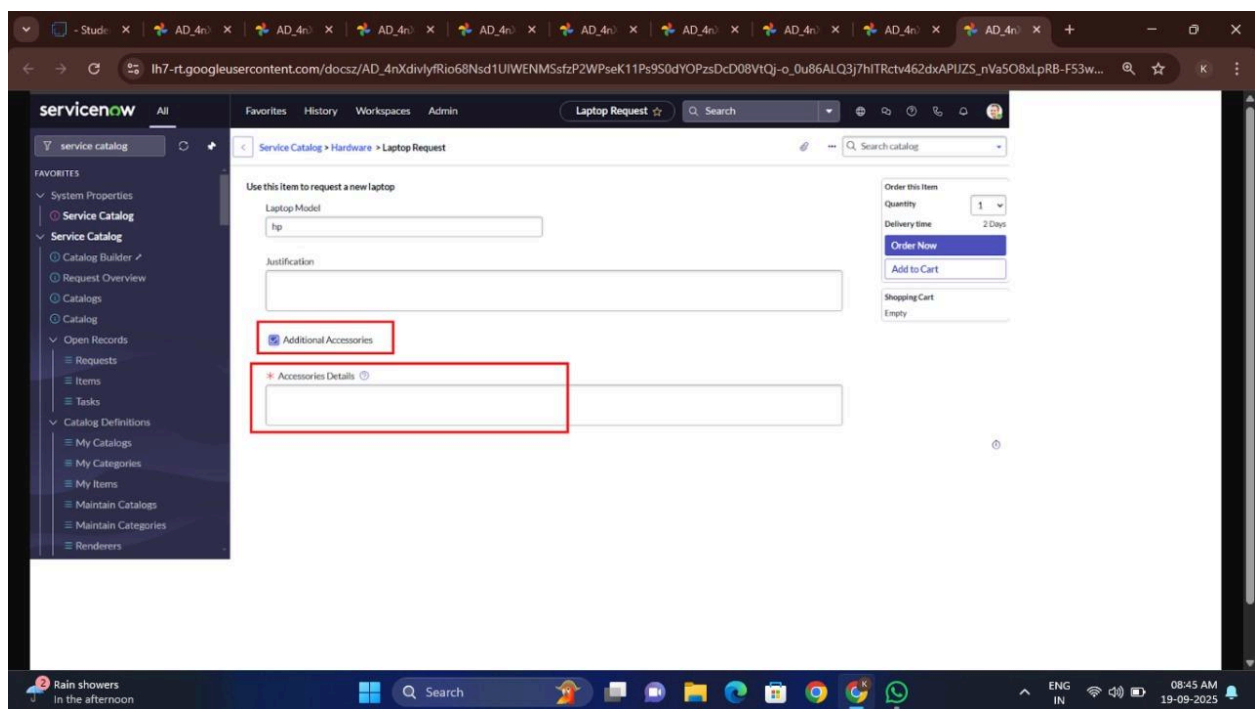
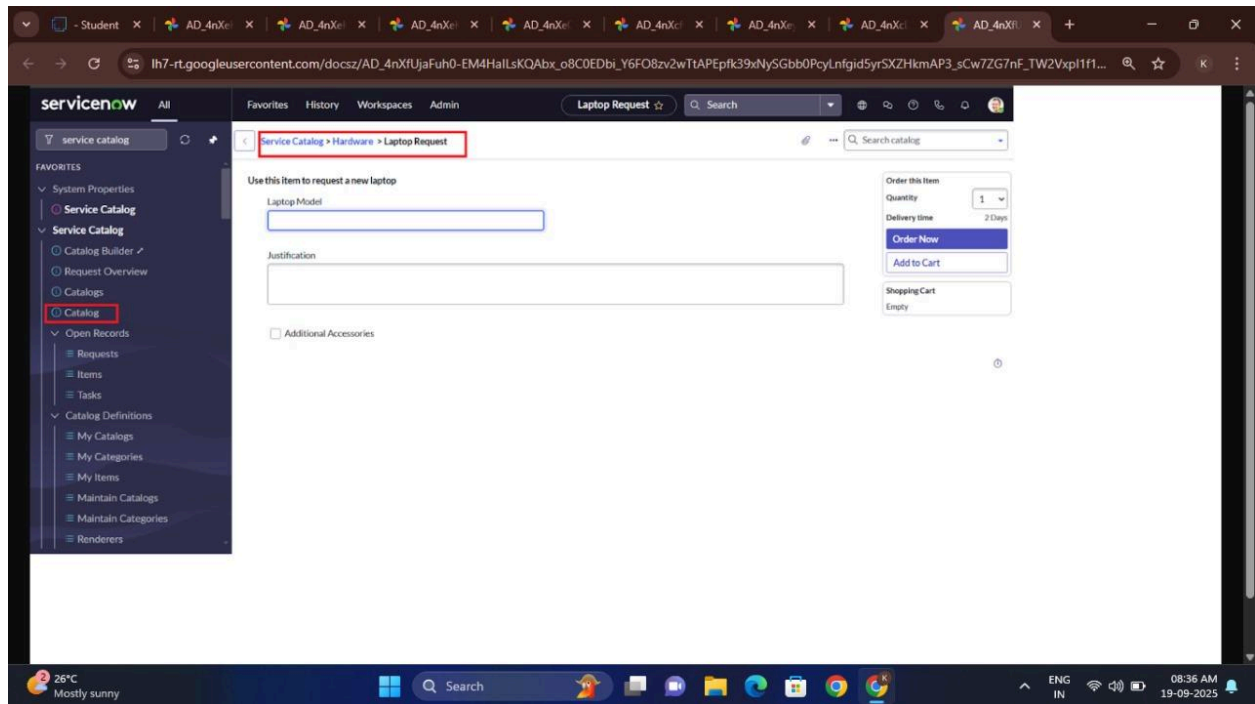
Step 2: Upload the file

[Upload](#)



Test Catalog Item

- Go to Service Catalog → Hardware in target instance
- Open Laptop Request item
- Only 3 variables show first
- Tick Additional Accessories → Accessories Details appears and is mandatory
- Result matches the requirement



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.