

# LAPTOP REQUEST CATALOG ITEM

## Problem Statement

Employees need a fast, reliable way to request laptops. The existing process is manual, slow, and error-prone: forms aren't dynamic to guide users, required information is often missed, there's no simple reset option, and changes aren't tracked for controlled deployment.

## Objective

To streamline and automate the laptop request process by creating a dynamic, user-friendly Service Catalog item in ServiceNow.

To eliminate manual, error-prone methods by implementing guided forms, conditional logic (UI policies), and reset functionality.

To ensure all configuration changes are properly tracked and transferable between environments through update sets.

To improve efficiency, accuracy, and governance in laptop provisioning requests.

## Skills Demonstrated

### 1. ServiceNow Configuration

Creating and managing Service Catalog Items.

Designing and adding variables (form fields) for structured data collection.

### 2. UI Policies & Policy Actions

Implementing dynamic form behavior (show/hide fields, mandatory conditions).

### 3. UI Actions (Client-side Scripting)

Writing client-side scripts for enhanced usability (e.g., reset form button).

### 4. Update Set Management

Capturing, exporting, importing, and committing update sets for controlled deployment.

## 5. Testing & Validation

End-to-end testing of catalog items and workflows to ensure correct behavior and user experience.

## 6. Problem-Solving & Process Automation

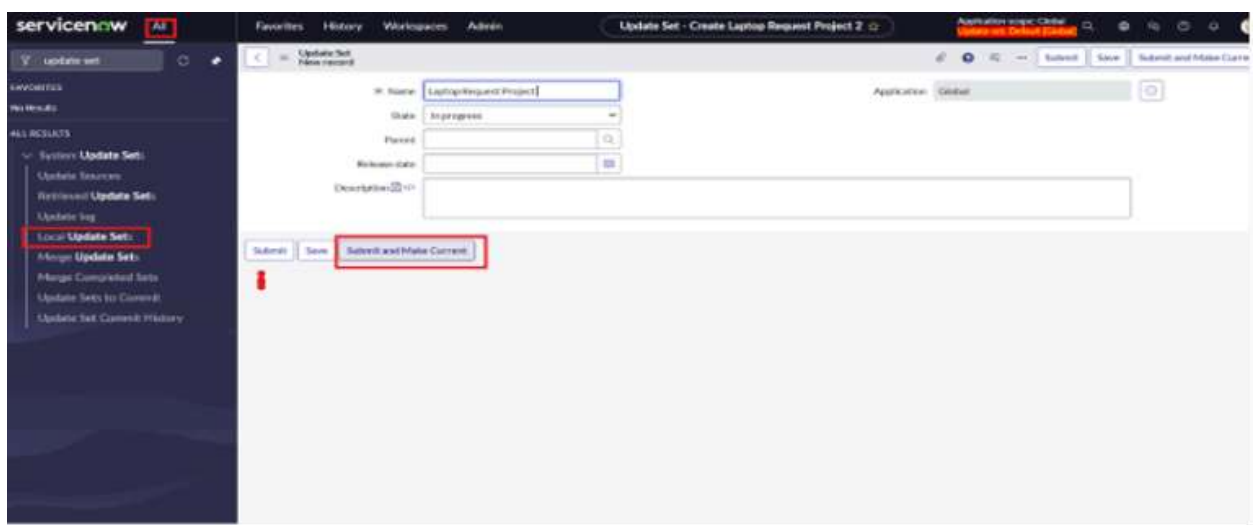
Analyzing manual processes and transforming them into efficient, automated solutions.

## Update set

### Step-by-step process

#### Create a local update set (capture all changes)

1. All → System Update Sets → Local Update Sets → New.
2. Name: Laptop Request (or Laptop Request Project). Add description if needed.
3. Click Submit, then click Make Current.

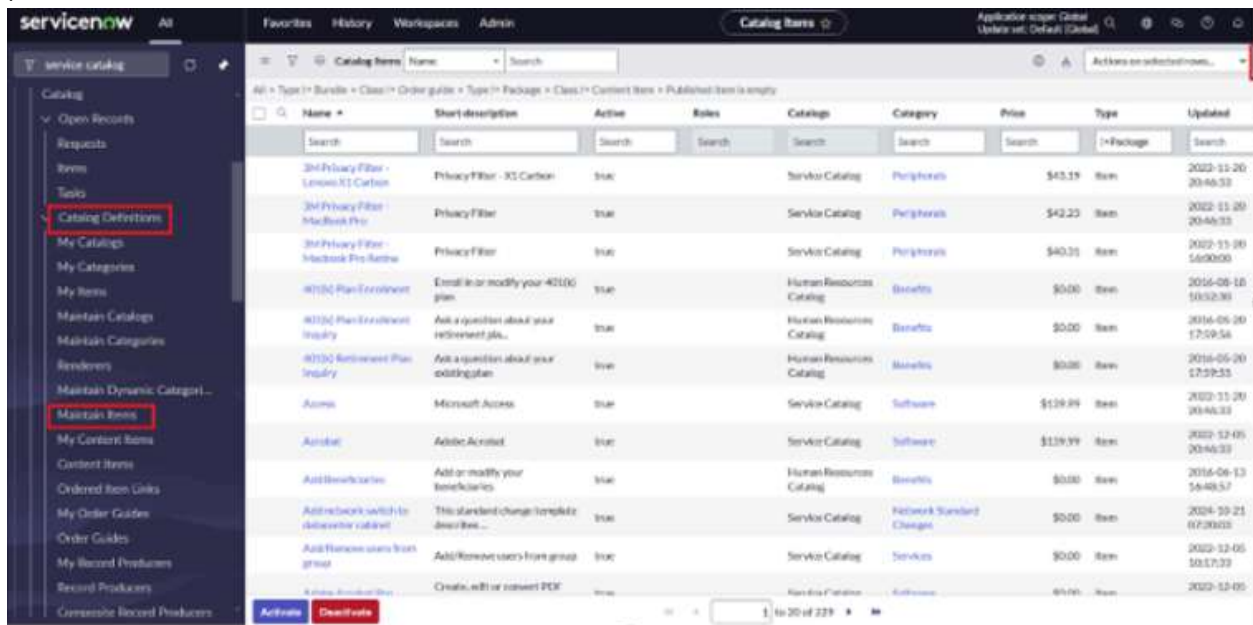


> Perform every subsequent action while this update set is current so all changes are recorded.

## Service Catalog Item

### Create the Service Catalog item

1. All → Service Catalog → Catalog Definitions → Maintain Items → New



Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3rd Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3rd Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3rd 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 plan...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-06-20 17:59:56
401(k) Retirement Plan Inquiry	Ask a question about your existing plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-06-20 17:59:55
Access	Microsoft Access	true		Service Catalog	Software	\$129.99	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 datacenter cabinet	This standard change template describes...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-10-21 07:20:03
Add Remote users from group	Add Remote users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Apply Acrobat Web...	Create, edit or convert PDF	true		Service Catalog	Software	\$19.99	Item	2022-12-05

2. Fill in:

Name: Laptop Request

Catalog: Service Catalog

Category: Hardware

Short description: Use this item to request a new laptop

ServiceNow Catalog Item - New Record

Enter a Price, approvals, variables, and other information as needed.

Name: Laptop Request

Application: Global

Active: ☒

Fulfillment automation level: Unspecified

Category: Hardware

State: --None--

Checked out: --None--

Owner: System Administrator

Short description: Use this item to request a new laptop

Description: [Rich text editor]

3. Click Save.

## Add variables (form fields)

On the saved catalog item, use the Variables related list → New for each variable:

### Variable 1

Label: Laptop Model

Type: Single line text

Name: laptop\_model

Order: 100 → Submit

servicenow All Favorites History Workspaces Admin Variable - New Record

Variable New record

Application: Global

Type: Single Line Text

Catalog item: Laptop Request

Order: 100

Active: ☒

Mandatory: ☐

Read only: ☐

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

Conversational label:

Tooltip:

Example Text:

## Variable 2

Label: Justification

Type: Multi-line text

Name: justification

Order: 200 → Submit

## Variable 3

Label: Additional Accessories

Type: Checkbox

Name: additional\_accessories

Order: 300 → Submit

## Variable 4

Label: Accessories Details

Type: Multi-line text

Name: accessories\_details

Order: 400 → Submit

After adding variables, Save the catalog item form.

## UI Policy

### Create Catalog UI Policy (show + mandatory behavior)

1. On the catalog item form, scroll to Catalog UI Policies → New.
2. Short description: Show accessories details.
3. When to apply (Catalog Condition): set Field additional\_accessories is true.
4. Click Save (do not click Submit if your process prefers Save).

The screenshot shows the 'Catalog UI Policy - Show Accessories Details' configuration page in ServiceNow. The left sidebar contains navigation links: 'maintain it', 'RESULTS', 'Service Catalog', 'Catalog Definitions', and 'Maintain Items'. The main content area is titled 'Catalog UI Policy - Show Accessories Details' and includes the following fields and sections:

- Applies to:** A Catalog Item (dropdown)
- Application:** Global (dropdown)
- Active:** ☒
- Short description:** Show Accessories Details
- When to Apply:** Script (tab)
- Conditions:** A blue box lists 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:** Add Filter, Choose option, "OR" Clause, additional\_accessories, is, true, AND, OR, X
- Applies on a Catalog Item view:** ☒
- Applies on Catalog tasks:** ☐
- Applies on Requested items:** ☐
- On load:** ☒
- Reverse the effects of the catalog UI policy actions when the Conditions:** Reverse if false ☒

5. In the same policy, open Catalog UI Policy Actions → New and set:

Variable name: accessories\_details

Order: 100

Mandatory: True

Visible: True → Save

6. Click Save again on the Catalog UI Policy record.

**Result:**

when the user checks Additional Accessories, Accessories Details becomes visible and mandatory.

**UI Action****Create UI Action (Reset form button)**

1. All → System Definition → UI Actions → New.
2. Fill:

Table: sc\_cart (or sc\_cart\_item if you want it on the item)

Order: 100

Action name / Label: Reset form

Check Client (so it runs client-side).

3. Script (client-side):

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

4. Click Save.

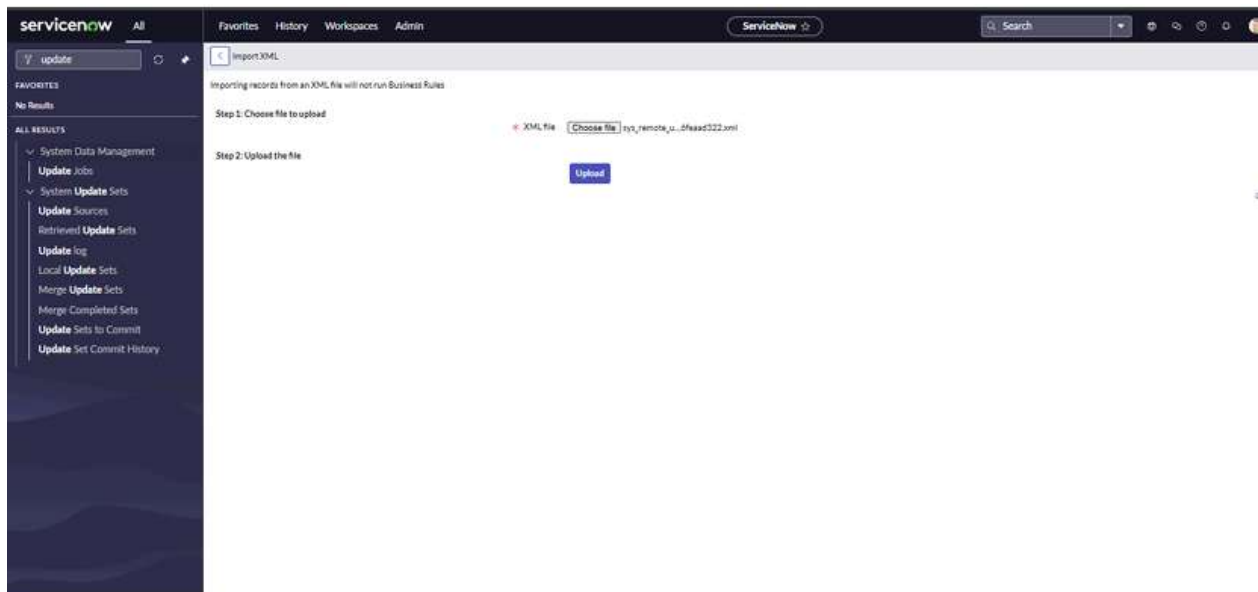
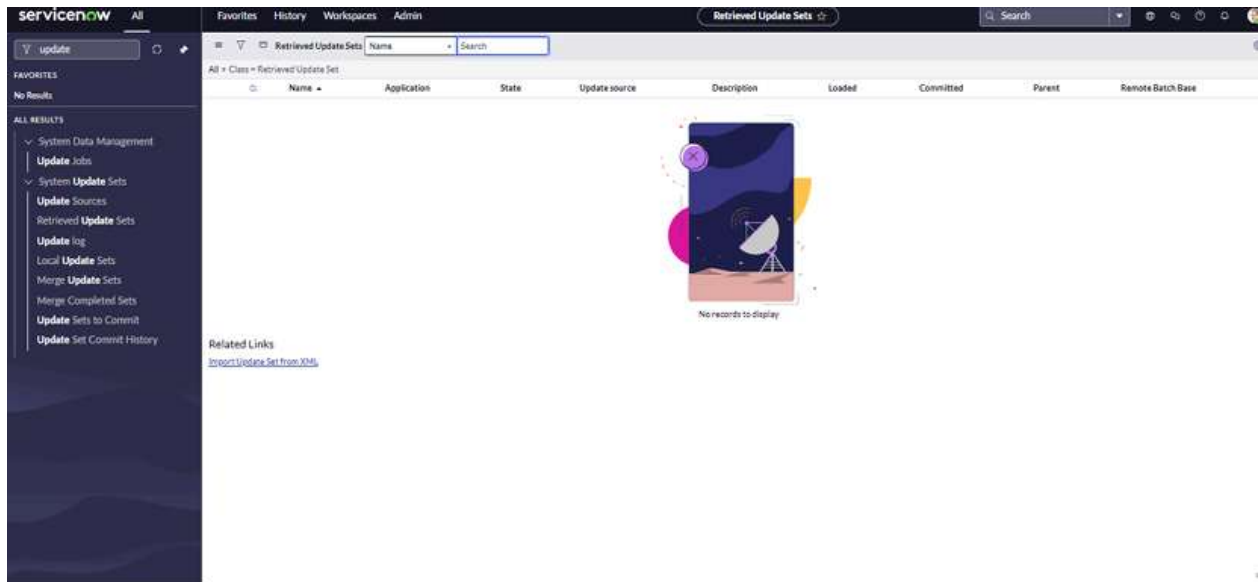
**Export Update Set****Complete and export the update set**

1. All → System Update Sets → Local Update Sets → open Laptop Request.
2. Change State to Complete.
3. Verify the Updates related list contains the catalog item, variables, UI policy, UI policy action, and UI action.
4. Click Export to XML and download the XML file.

## Login To Another Instance

## Import & commit update set in target instance

1. Log into target instance. All → System Update Sets → Retrieved Update Sets.
2. Click Import Update Set from XML, upload the XML file → Upload.





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All

update

No Results

FAVORITES

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

Favorites

History

Workspaces

Admin

Retrieved Update Set - Laptop Request

Search

Update

Delete

Preview 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

Parent

Deleted

State

Loaded

Loaded

2025-09-01 22:56:13

Description

Application name

Global

Update

Delete

Preview Update Set

Related Links

Export to XML

Customer Updates (32)

Child Update Sets

Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2e5883772210d2097b0fbaad5a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_80acaf9883772210d2097b0fbaad30c	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_4f9aa94483772210d2097b0fbaad30e	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_81aa209483772210d2097b0fbaad342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_052a251883772210d2097b0fbaad30c	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_42b1a14383772210d2097b0fbaad30c	Variable	Accessories Profile			INSERT_OR_UPDATE

servicenow

All

update

No Results

FAVORITES

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

Favorites

History

Workspaces

Admin

Retrieved Update Set - Laptop Request

Search

Update

Delete

Preview Update Set

Update Set Preview

Succeeded 100%

Success - Succeeded in 2 Seconds

Close

Name

Laptop Request

Committed

Application

Global

Inserted

Update source

Parent

Deleted

State

Previewed

Loaded

2025-09-01 22:56:13

Description

Application name

Global

Update

Delete

Preview Update Set

Related Links

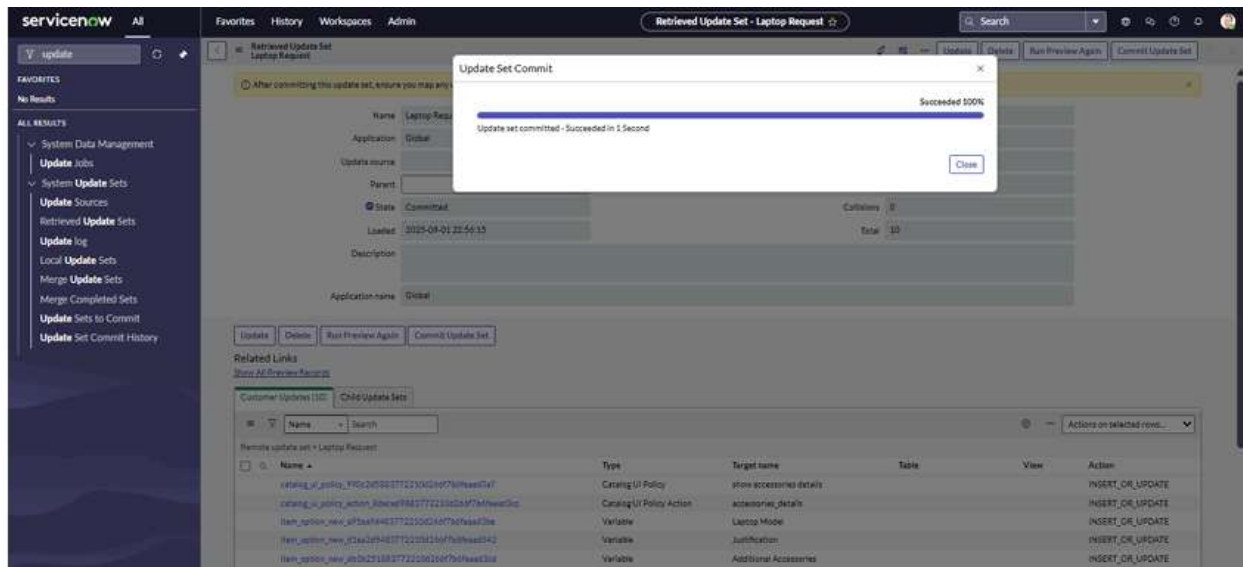
Export to XML

Customer Updates (32)

Child Update Sets

Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2e5883772210d2097b0fbaad3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_80acaf9883772210d2097b0fbaad30c	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_4f9aa94483772210d2097b0fbaad30e	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_81aa209483772210d2097b0fbaad342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_052a251883772210d2097b0fbaad30c	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_42b1a14383772210d2097b0fbaad30c	Variable	Accessories Profile			INSERT_OR_UPDATE



## Testing

### Test the catalog item (validation)

1. In target instance: Service Catalog → Catalogs → Service Catalog (or Hardware) → open Laptop Request.
2. Verify fields: Laptop Model, Justification, Additional Accessories, Accessories Details (hidden initially).
3. Test behavior:  
Leave Additional Accessories unchecked → accessories\_details stays hidden.  
Check Additional Accessories → accessories\_details appears and is mandatory.
4. Add the item to cart and verify Reset form works (clears fields) in the cart or item area where

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All

FavoritesHistoryWorkspacesAdmin

Laptop Request

Search

Search catalog

catalog

FAVORITES

No Results

ALL RESULTS

Self-Service

Service Catalog

System Mobile

Now Mobile App

Catalog

Change

Standard Change

Standard Change Catalog

Configuration

Database Catalog

All

DB2

MSSQL

MySQL

Oracle

Sybase

Service Catalog

Catalog Builder

Request Overview

Catalog

Catalog

Open Records

Records

Use this item to request a new laptop:

Laptop Model

Justification

Additional Accessories

Order this item

Quantity

Delivery time

Order Now

Add to Cart

Shopping Cart

Empty

servicenow

All

FavoritesHistoryWorkspacesAdmin

Laptop Request

Search

Search catalog

catalog

FAVORITES

No Results

ALL RESULTS

Self-Service

Service Catalog

System Mobile

Now Mobile App

Catalog

Change

Standard Change

Standard Change Catalog

Configuration

Database Catalog

All

DB2

MSSQL

MySQL

Oracle

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Service Catalog

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Request Overview

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Use this item to request a new laptop:

Laptop Model

Justification

Additional Accessories

Accessories Details

Order this item

Quantity

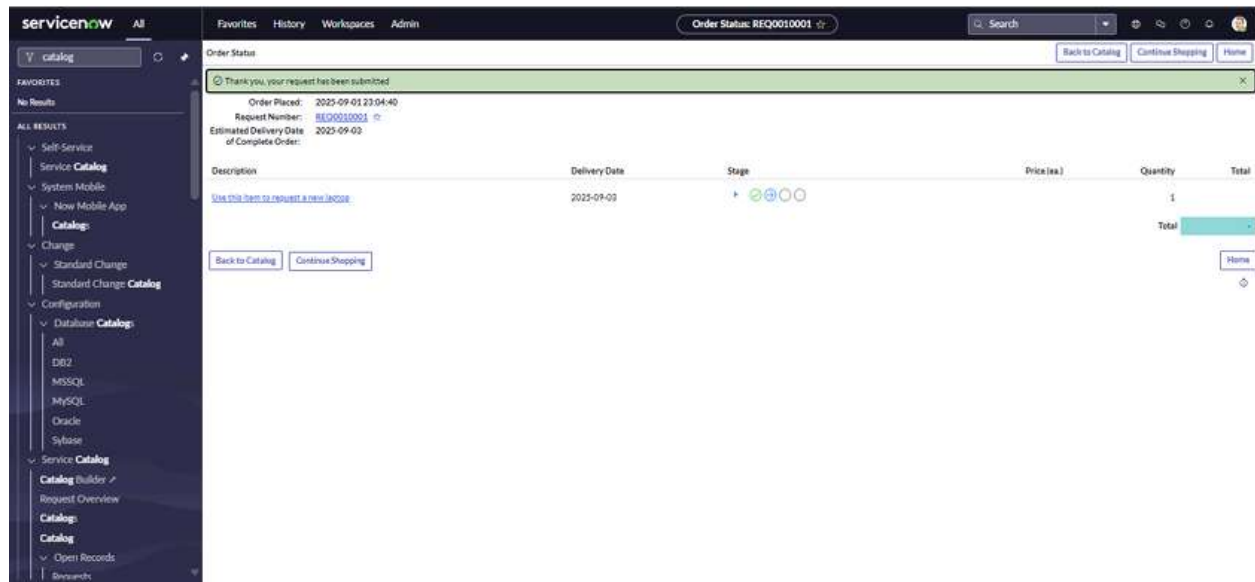
Delivery time

Order Now

Add to Cart

Shopping Cart

Empty



## Conclusion

Creating the Laptop Request ServiceNow catalog item replaces a slow, manual laptop request process with a tracked, dynamic, user-friendly form. Dynamic fields and UI policy logic ensure required details are captured only when relevant, the reset button improves usability, and using an update set guarantees changes are governed and portable between instances — resulting in faster requests, fewer errors, and better governance.