

Laptop Request Catalog Item

Team ID : NM2025TMID13047

Team Size : 4

Team Leader : Navaneeda Krishnan.D

Team member : Smirithi.V

Team member : R Sanjay

Team member : Jai balaji.H

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.

TASK INITIATION

Milestone 1 :Update set

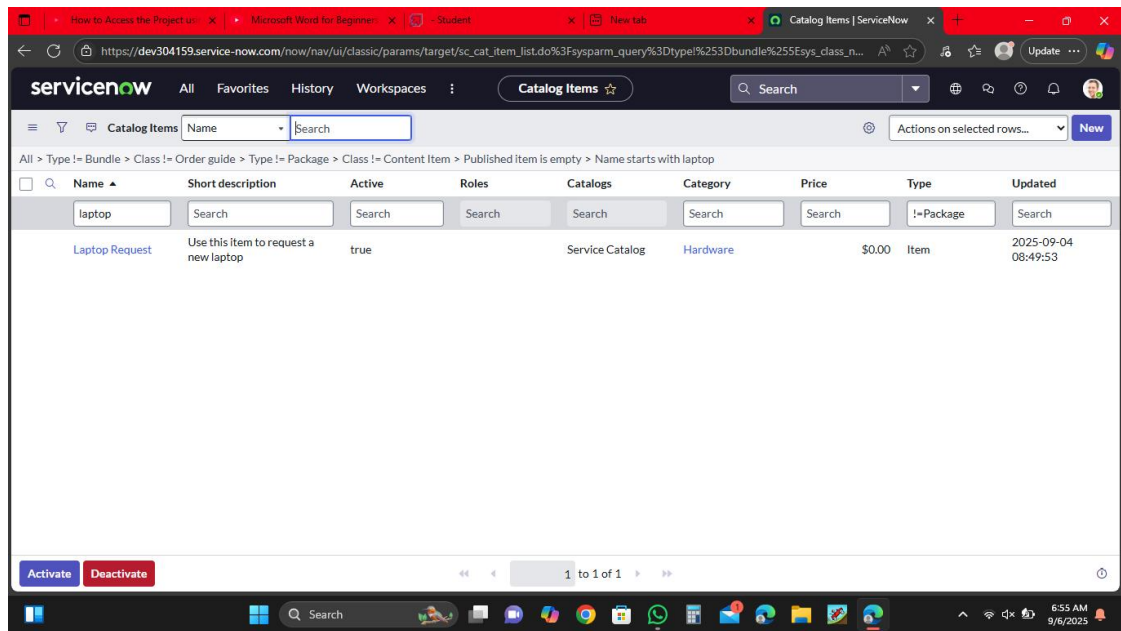
Activity 1: Create Local Update set

- 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 .

Milestone 2 : Service Catalog Item

Activity 1: 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'

Name: Laptop Request

Application: Global

Catalogs: Service Catalog

Category: Hardware

Active: ☒

Fulfillment automation level: Unspecified

State: --None--

Checked out: --None--

Owner: System Administrator

Short description: Use this item to request a new laptop

Activity 2:Add variables

Step1:

1.After saving the catalog item form scroll down and click on variable(related list)

2. Click on new and enter the details as below

1. Variable 1: Laptop Model

Type: Single line text

Name: laptop_model

Order: 100

3. Click on submit

4. 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:

1. After adding above variable which are added to newly created catalog item

2. Then save the catalog item form

The screenshot displays the ServiceNow interface for a 'Catalog Item - Laptop Request'. The main content area shows a table of variables for the catalog item. The table has columns for 'Type', 'Question', and 'Order'. The variables are as follows:

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
Checkbox	Additional Accessories	300
Multi Line Text	Accessories Details	400

The interface also includes a search bar, a 'New' button, and a 'Catalog Item - Laptop Request' header. The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 7:25 PM on 9/4/2025.

Milestone 3 :UI Policy

Activity 1: 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]
 - 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
- Click on save and again click save button of the catalog ui policy form

Top Screenshot: Catalog UI Policy Configuration

Applies to: A Catalog Item
 * Catalog item: Laptop Request
 * Short description: show accessories details
 Application: Global
 Active: ☒

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 Condition](#) [Add OR Clause](#)

Applies on a Catalog Item view: ☒
 Applies on Catalog Tasks: ☐

Bottom Screenshot: Catalog Item - Laptop Request

Meta

Copy Try It Update Edit in Catalog Builder Delete

Related Links

[Item Diagnostic](#)
[Run Point Scan](#)

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 Search

Actions on selected rows... [New](#)

Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
show accessories details	(empty)		true	true	false	2025-09-04 08:48:37	100

1 to 1 of 1

Milestone 4: UI Action

Activity 1: 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

The screenshot shows the ServiceNow UI Action configuration interface. The left sidebar indicates the configuration is for 'UI Action - Reset form'. The main form contains the following fields and settings:

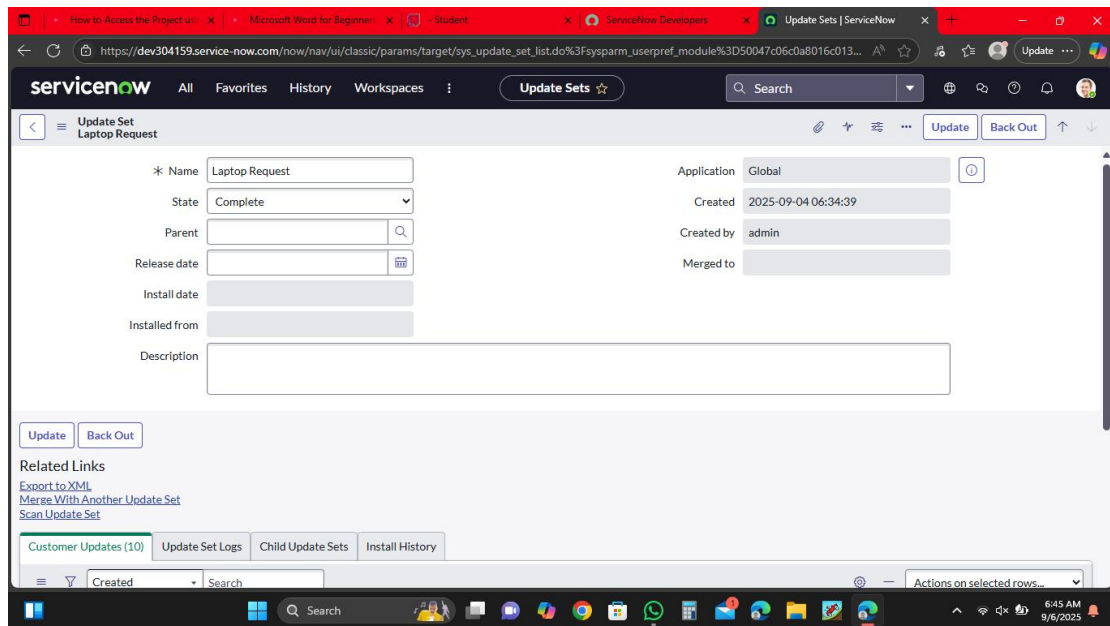
- Name:** Reset form
- Table:** Shopping Cart [sc_cart]
- Order:** 100
- Action name:** Reset form
- Active:** ☒
- Show insert:** ☒
- Show update:** ☒
- Client:** ☒
- List v2 Compatible:** ☒
- List v3 Compatible:** ☐
- Overrides:** (empty search field)
- Messages:** (empty text area)
- Comments:** (empty text area)
- 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 --

Buttons for 'Update' and 'Delete' are located in the top right corner of the configuration area.

Milestone 5:Export Update set

Activity 1: Exporting changes to another instances

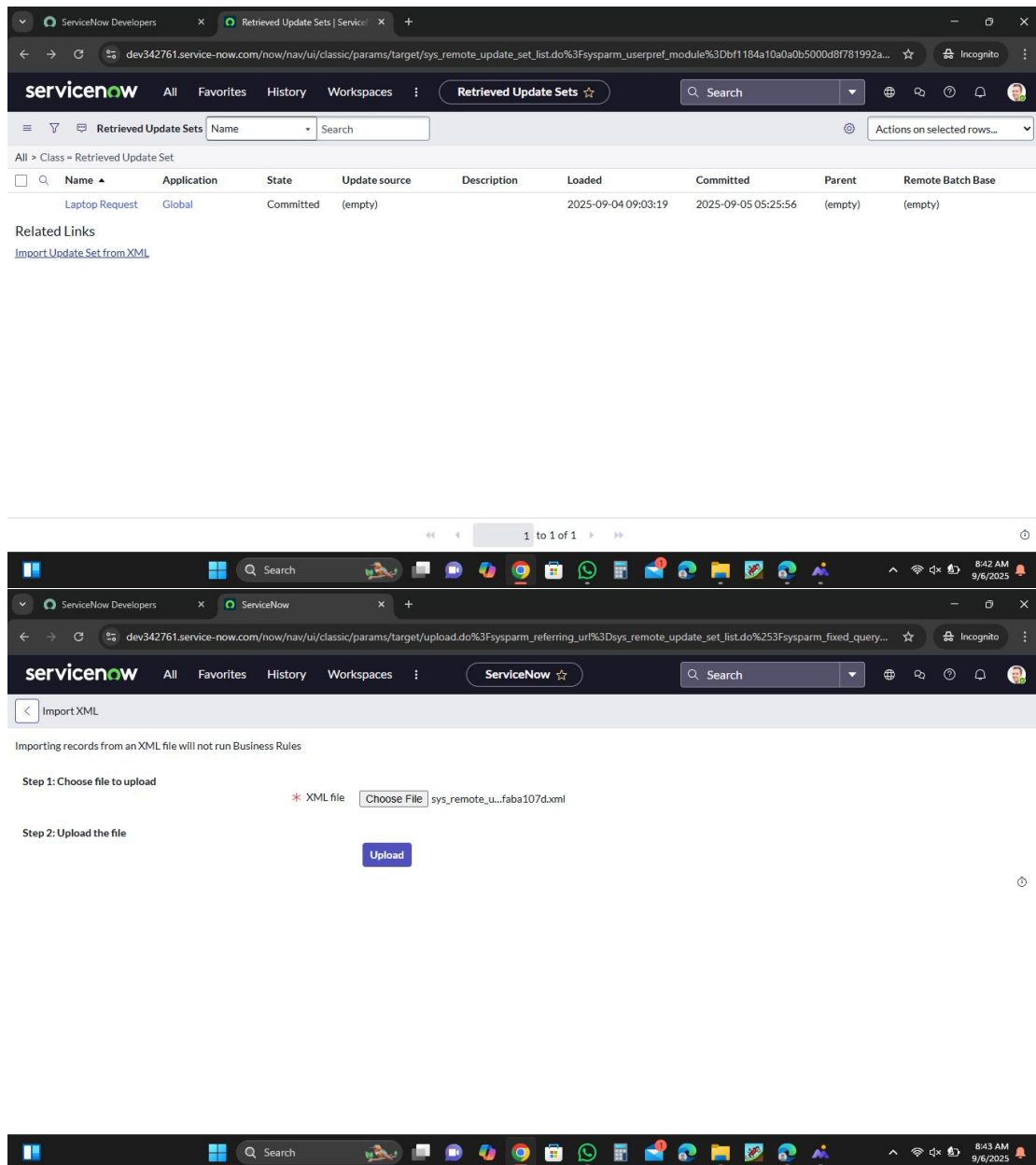
- 1.Click on All >> search for update sets
- 2.Select local update set
- 3.Select created update set i.e. 'Laptop Request Project'
- 4.Set the state to 'Complete'
- 5.In the related list Update tab, updates are visible which we perform under this update set.
- 6.Click on export to XML ,it download one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



Milestone 6: Login to another Instance

Activity 1: 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 opens 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 7 :Testing

Activity 1 : 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

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 the ServiceNow 'Laptop Request' catalog item form. The breadcrumb trail is 'Service Catalog > Hardware > Laptop Request'. The form title is 'Use this item to request a new laptop'. It contains a 'Laptop Model' text field, a 'Justification' text area, and an unchecked checkbox for 'Additional Accessories'. On the right, the 'Order this Item' section shows a quantity of 1, a delivery time of 2 days, and buttons for 'Order Now' and 'Add to Cart'. Below that, the 'Shopping Cart' is shown as empty.

This screenshot shows the same ServiceNow 'Laptop Request' form, but with the 'Additional Accessories' checkbox checked. A new field, 'Accessories Details', has appeared below the justification field, marked with a red asterisk to indicate it is mandatory. The 'Order this Item' and 'Shopping Cart' sections remain the same as in the previous screenshot.

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.

