

LAPTOP REQUEST CATALOG ITEM

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.

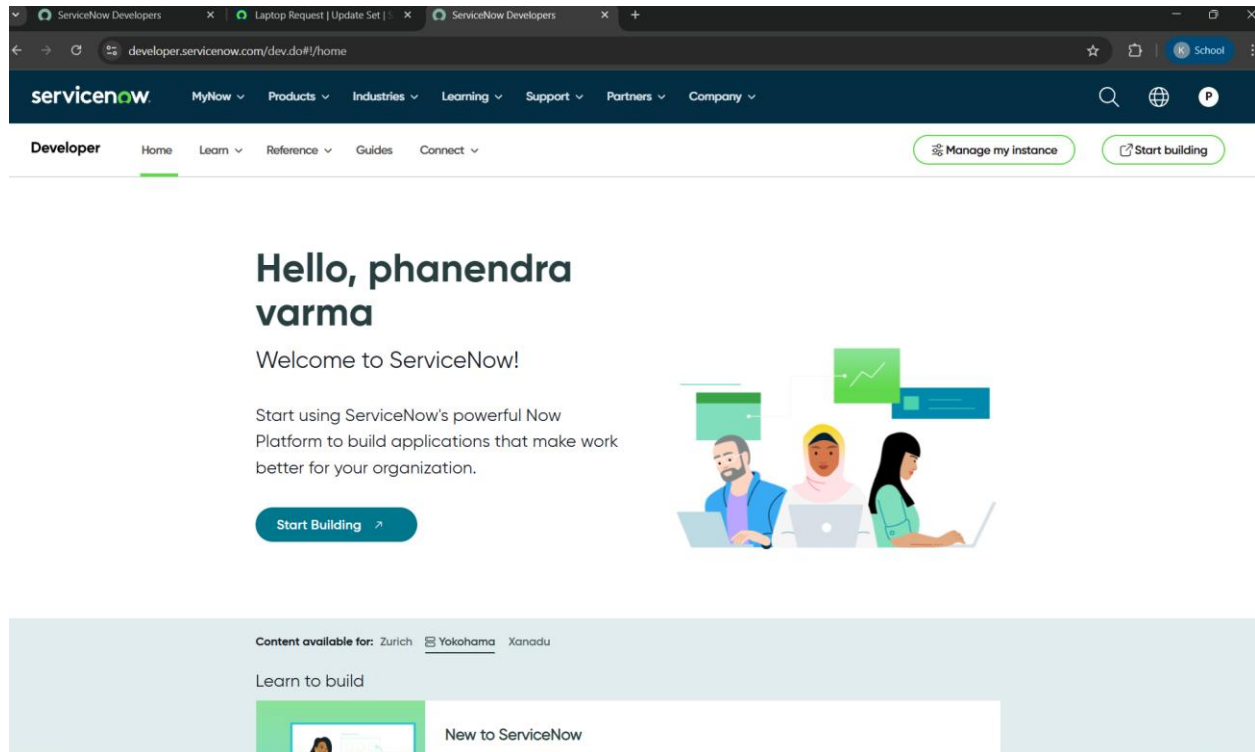
Setting Up the ServiceNow Instance

Sign Up for a Developer Account

- Visit the ServiceNow Developer Portal at <https://developer.servicenow.com>.
- Create a new developer account by providing the required information.

Request a Personal Developer Instance

- Log in to your developer account.
- Navigate to the “Manage > Instance” section.
- Click “Request Instance” and choose the latest available release.



1. Create Local Update Set

Steps:

1. Open ServiceNow instance.
2. Navigate to: All → Update Sets → Local Update Sets
3. Click on New.
4. Fill in the following details: o Name: Laptop Request
5. Click Submit.
6. Click Make Current on the created update set.

Note: Perform all actions under this "Laptop Request" update set only.

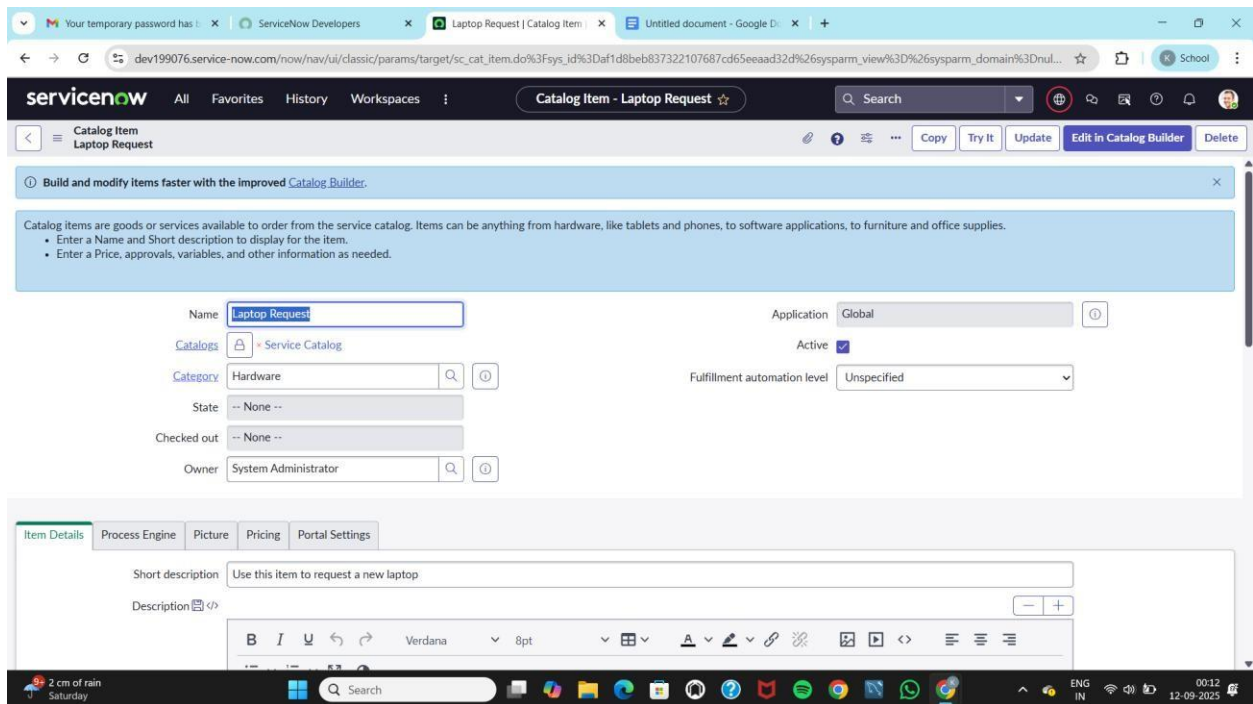
The screenshot shows the ServiceNow 'Update Sets' page. The table below represents the data visible in the screenshot:

Name	Application	State	Installed from	Created	Created by
CB_Standard items in Service Catalog_lph...	Global	Complete		2025-08-25 00:00:54	admin
Default	Security Center	In progress		2025-03-06 03:19:30	system
Default	Pipeline	In progress		2025-08-07 09:26:55	system
Default	Global	In progress		2025-03-06 01:14:36	system
Default	Now Assist Troubleshooting	In progress		2025-03-06 03:20:41	admin
DevChanges	Global	Complete		2025-08-13 10:42:09	admin
Laptop Request	Global	In progress		2025-09-11 11:39:05	admin

2. Create Service Catalog Item

Steps

1. Go to: All → Service Catalog → Maintain Items
2. Click on New.
3. Fill in the form:
 - Name: Laptop Request
 - Catalog: Service Catalog
 - Category: Hardware
 - Short Description: Use this item to request a new laptop
4. Click Save (not Submit).



3. Add Variables

Step 1:

1. After saving the Laptop Request catalog item, scroll down to the Variables related list (at the bottom of the form).
2. Click on the New button to add a variable.
3. Add the first variable with the following details:
 - Variable Name: Laptop Model
 - Type: Single Line Text
 - Name: laptop_model

→ Order: 100

4. Click Submit.

The screenshot shows the ServiceNow interface for configuring a variable named 'Laptop Model'. The page is titled 'Variable - Laptop Model' and includes a search bar and navigation links. The configuration fields are as follows:

- Application:** Global
- Type:** Single Line Text
- Catalog item:** Laptop Request
- Order:** (empty field)
- Active:** ☒
- Mandatory:** ☐
- Read only:** ☐
- Hidden:** ☐

Below the configuration fields, there is a tabbed interface with the 'Question' tab selected. The 'Question' tab contains a text area for specifying the question that explains the options available to the end user when ordering the item. The fields are:

- * Question:** Laptop Model
- * Name:** laptop_model
- Conversational label:** (empty field)
- Tooltip:** (empty field)
- Example Text:** (empty field)

At the bottom of the page, there are buttons for 'Copy', 'Update', and 'Delete', and a 'Related Links' section with a link to 'Run Point Scan'.

Step 2:

Repeat the same process to add the remaining variables one by one:

Variable 2

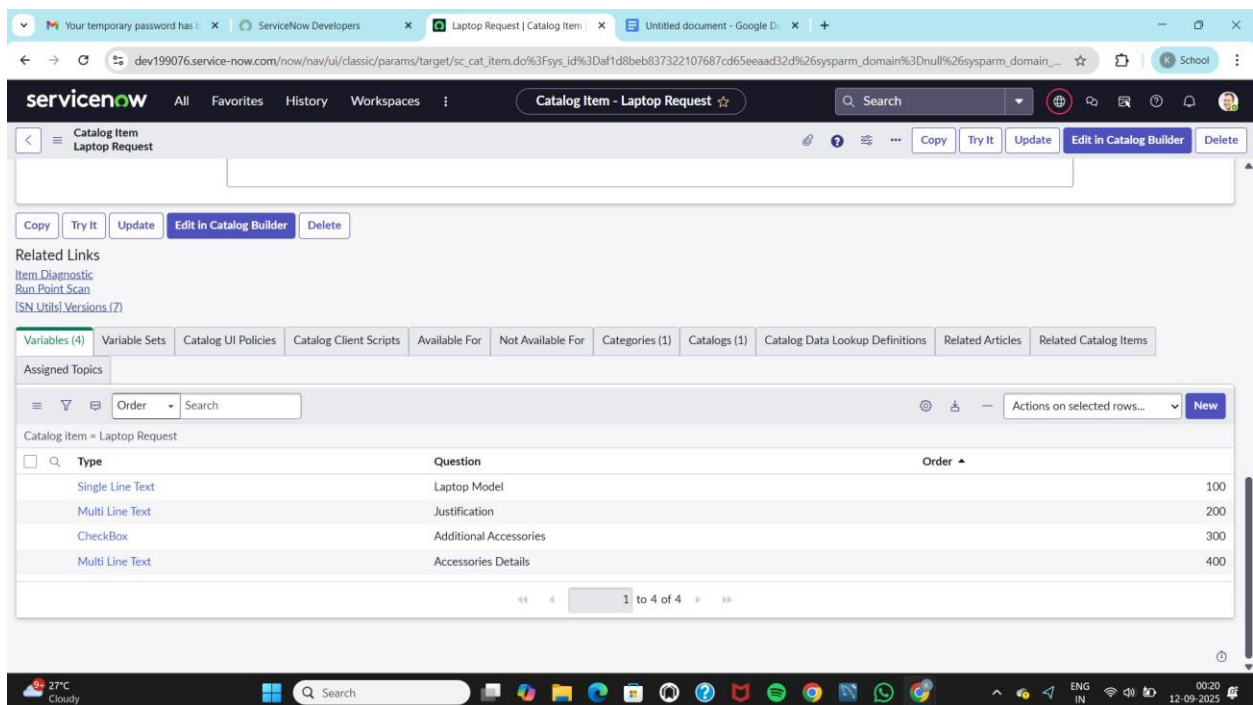
- **Variable Name:** Justification
- **Type:** Multi Line Text
- **Name:** justification
- **Order:** 200
- Click **Submit**.

Variable 3

- **Variable Name:** Additional Accessories
- **Type:** Checkbox
- **Name:** additional_accessories
- **Order:** 300
- Click **Submit**.
-

Variable 4

- **Variable Name:** Accessories Details
- **Type:** Multi Line Text
- **Name:** accessories_details
- **Order:** 400
- Click **Submit**.



The screenshot displays the ServiceNow Catalog Builder interface for a 'Laptop Request' catalog item. The top navigation bar includes 'All', 'Favorites', 'History', and 'Workspaces'. The main content area shows the 'Catalog Item - Laptop Request' with a search bar and action buttons: 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Below this, there are 'Related Links' and a list of 'Assigned Topics'. The 'Variables (4)' tab is selected, showing a table of variables:

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 bottom of the screen shows a Windows taskbar with the date and time as 12:09:2025.

Step 3:

Once all variables are added, click Save on the Laptop Request catalog item form to save the item along with its variables.

4. Create Catalog UI Policy

Steps:

1. Navigate to:
All → Service Catalog → Maintain Items
2. Open the Laptop Request catalog item.
3. Scroll down to **Catalog UI Policies** (Related List).
4. Click on **New**.
5. Fill the form:
 - **Short Description:** Show Accessories Details
 - **When to Apply:**
Field: additional_accessories
Operator: is
Value: true
6. Click **Save** (do not submit yet).

The screenshot shows the ServiceNow interface for creating a new Catalog UI Policy. The browser address bar shows the URL: `dev199076.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D4ad47ef837322107687cd65eead399%26sysparm_view%3D%26sysparm_domain%3D...`. The page title is "Catalog UI Policy - Show Accessories Details".

Applies to: A Catalog Item (dropdown)
* Catalog item: Laptop Request (text field with search icon)
* Short description: Show Accessories Details (text field)

Application: Global (dropdown)
Active: ☒

When to Apply (tab selected) | Script (tab)
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: additional_accessories is true
Buttons: Add Filter Condition, Add OR Clause, AND, OR, X

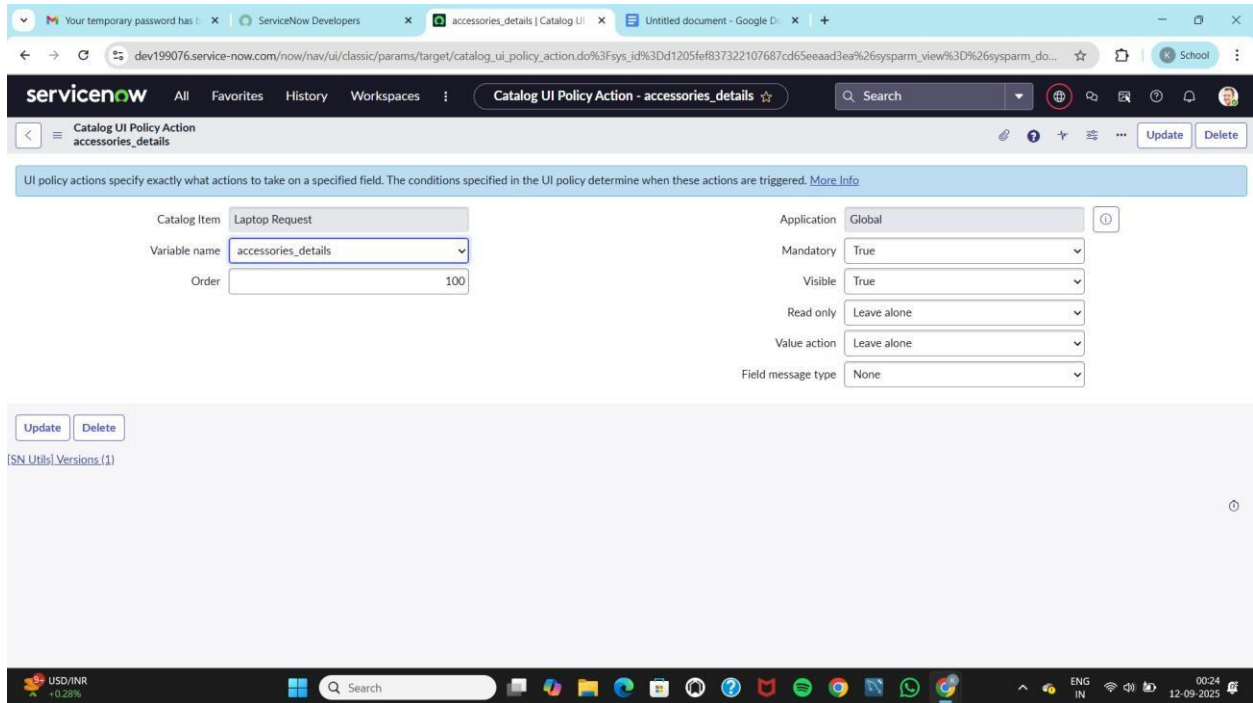
Applies on a Catalog Item view: ☒
Applies on Catalog Tasks: ☐
Applies on Requested Items: ☐

On load: ☒
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

5. Create Catalog UI Policy Action

Steps:

1. In the same UI Policy form, scroll to **Catalog UI Policy Actions**.
2. Click **New**.
3. Fill in the form:
 - Variable Name:** accessories_details
 - Order:** 100 o **Mandatory:** True
 - Visible:** True
4. Click **Save**.
5. Then click **Save** again on the UI Policy form.



6. Create UI Action (Reset Button)

Steps:

1. Navigate to:

All → System Definition → UI Actions

2. Click on **New**.

3. Fill in the following:

- **Table:** sc_cart (Shopping 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.");
}
```

4. Click **Save**.

The screenshot shows the ServiceNow UI Action configuration interface. The browser tabs include 'Your temporary password has...', 'ServiceNow Developers', 'Reset form | UI Action | Service...', and 'Untitled document - Google D...'. The URL is 'dev199076.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3Df750d32383b322107687cd55eead360%26sysparm_view%3D%26sysparm_domain%3Dh...'. The page title is 'UI Action - Reset form'. The configuration fields are as follows:

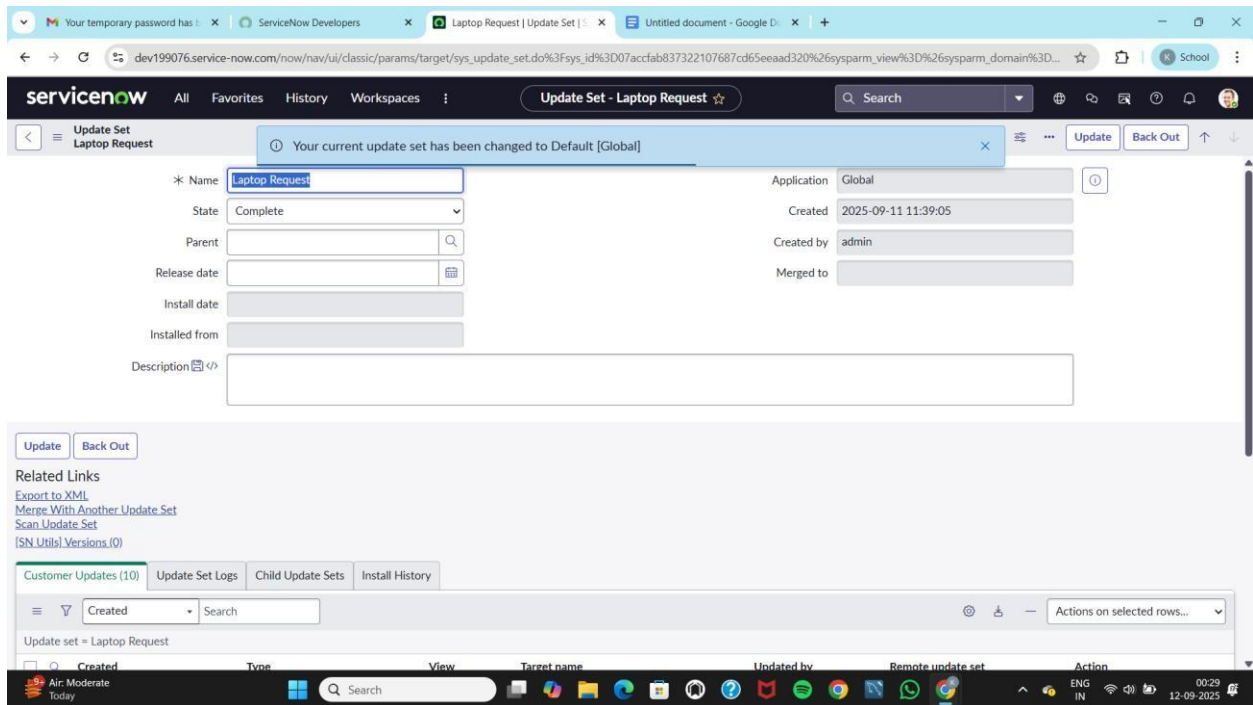
Field	Value
Name	Reset form
Table	Shopping Cart [sc_cart]
Order	100
Action name	Reset form
Active	<input checked="" type="checkbox"/>
Show insert	<input checked="" type="checkbox"/>
Show update	<input checked="" type="checkbox"/>
Client	<input checked="" type="checkbox"/>
List v2 Compatible	<input checked="" type="checkbox"/>
List v3 Compatible	<input type="checkbox"/>
Overrides	
Messages	
Comments	
Hint	
Application	Global
Form button	<input type="checkbox"/>
Form context menu	<input type="checkbox"/>
Form link	<input type="checkbox"/>
Form style	-- None --
List banner button	<input type="checkbox"/>
List bottom button	<input type="checkbox"/>
List context menu	<input type="checkbox"/>
List choice	<input type="checkbox"/>
List link	<input type="checkbox"/>
List style	-- None --

The bottom of the screen shows a Windows taskbar with a search bar, various application icons, and system tray information including '2 cm of rain Today', 'ENG IN', and '00:26 12-09-2023'.

7. Export Update Set to XML

Steps:

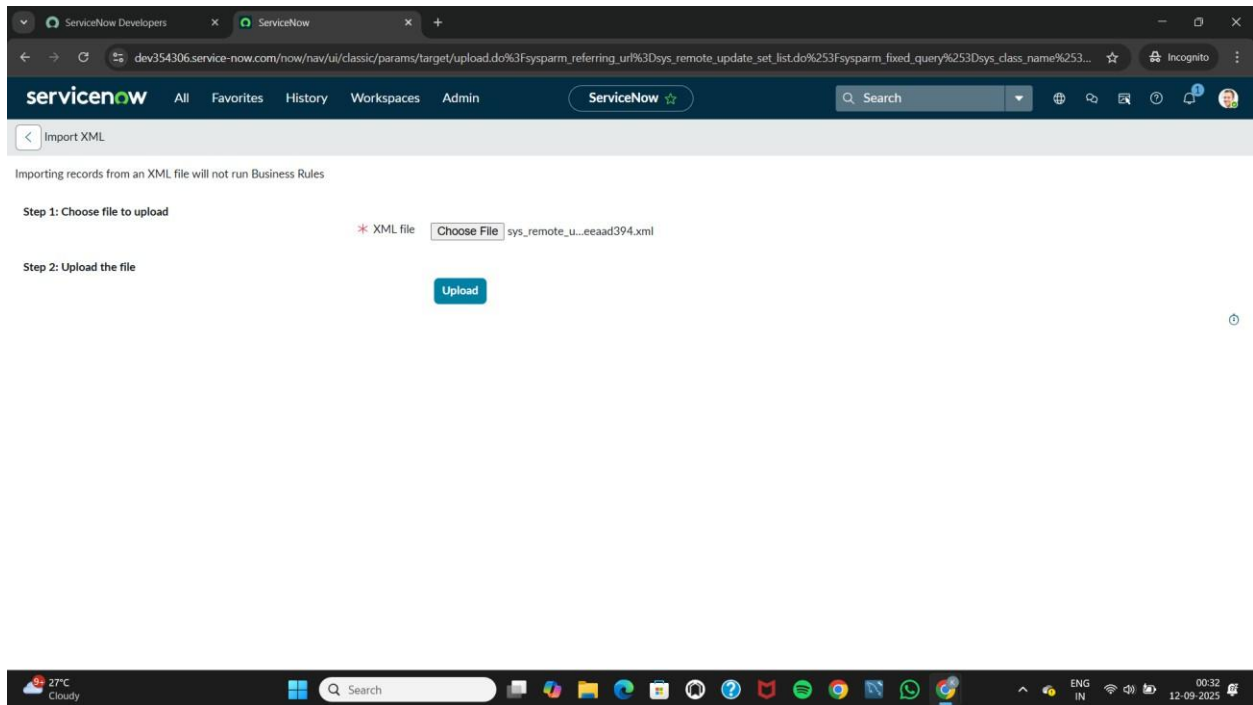
1. Navigate to:
All → Update Sets → Local Update Sets
2. Open the update set: Laptop Request.
3. Set State to: **Complete**.
4. In the **Updates** related list tab, review all updates.
5. Click **Export to XML** to download the update set.



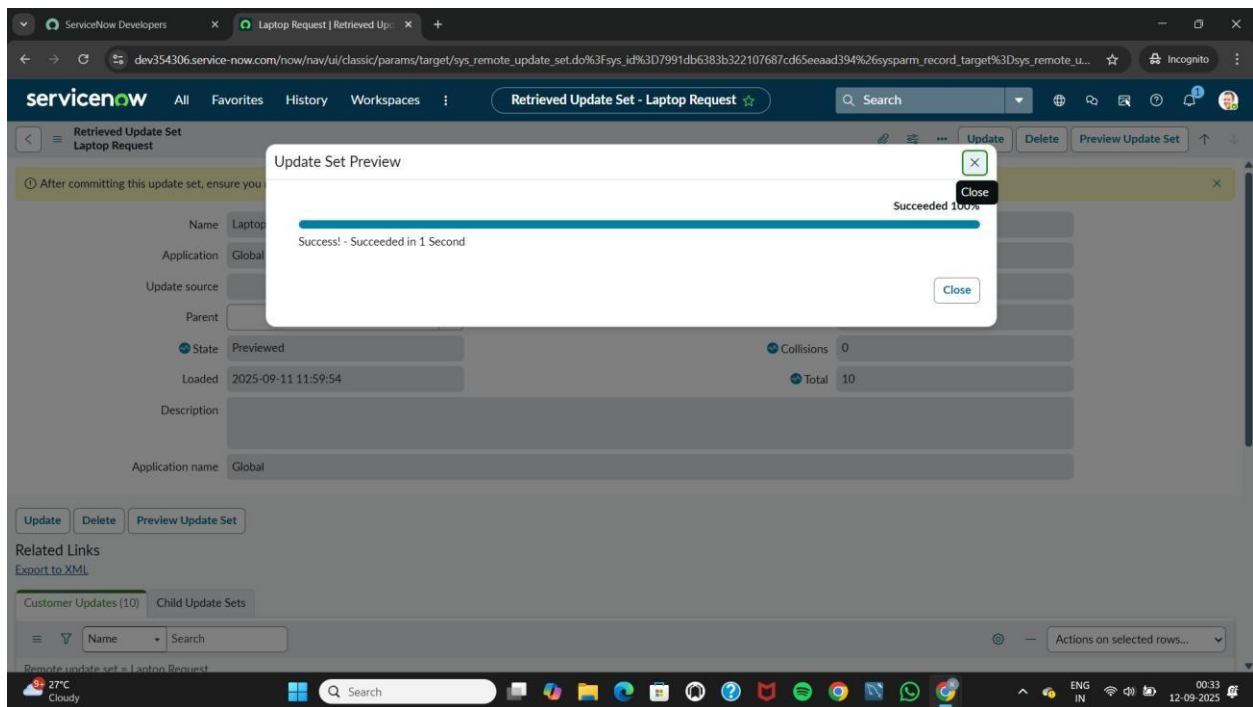
8. Retrieve Update Set in Another Instance

Steps:

1. Open another ServiceNow instance in **Incognito Mode**.
2. Login with valid credentials.
3. Navigate to:
All → Update Sets → Retrieved Update Sets
4. Click **Import Update Set from XML**.
5. Upload the previously downloaded .xml file.
6. Click **Upload**.



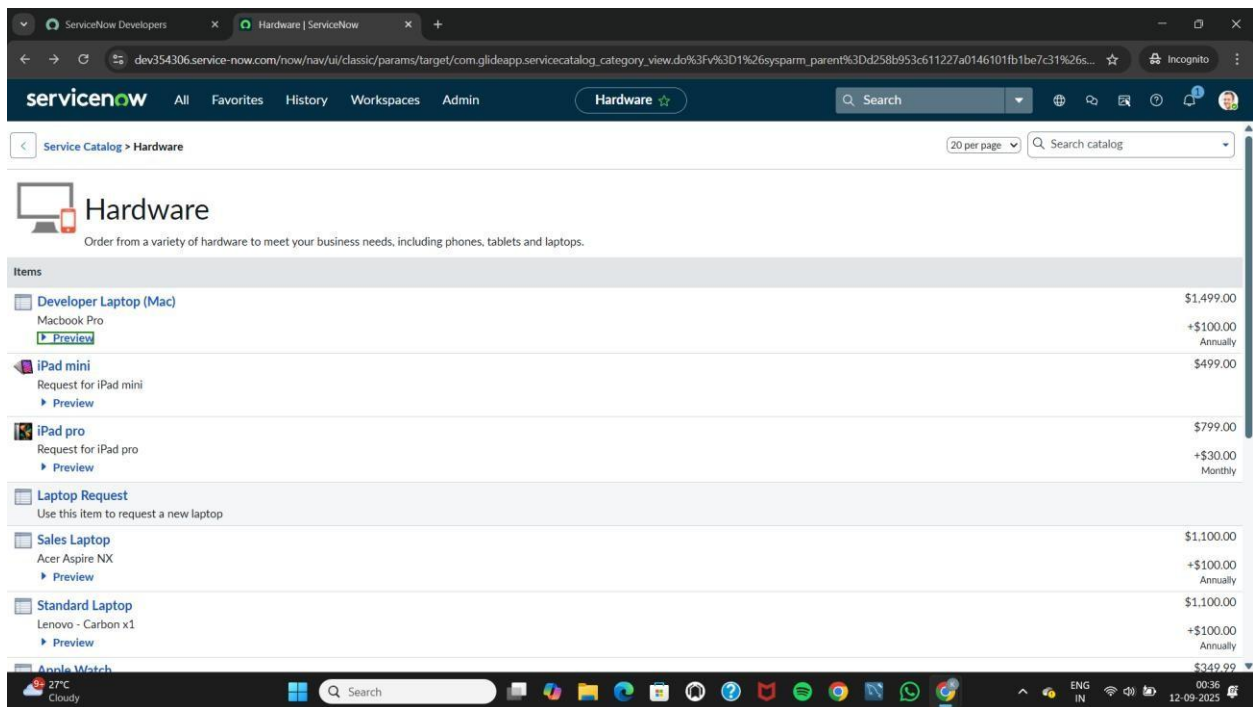
7. Open the uploaded set Laptop Request Project.
8. Click **Preview Update Set**.
9. Click **Commit Update Set**.
10. Review all related **Updates** tab.



9. Test the Catalog Item

Steps:

1. In the **Target Instance**, navigate to:
All → Service Catalog → Catalog
2. Open **Hardware** category.
3. Search and open the item: Laptop Request.

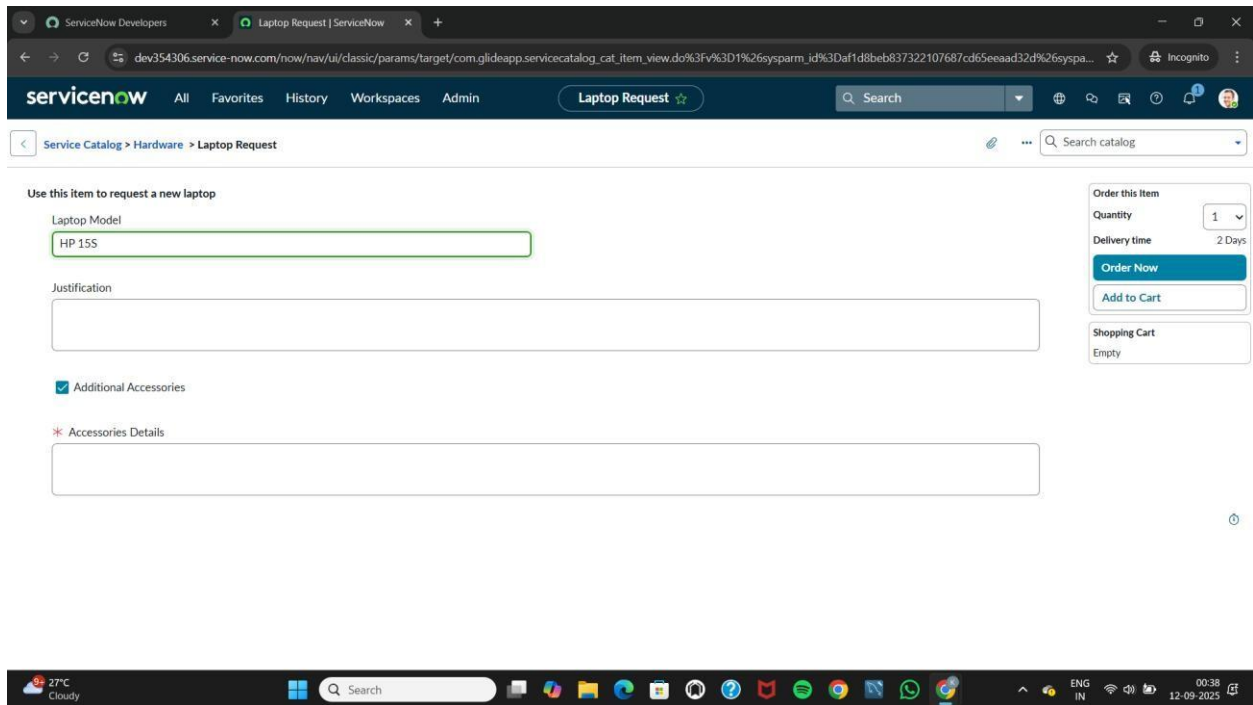


4. Observe the displayed variables:

- Laptop Model o Justification
- Additional Accessories

5. Scenario Test:

- **Check** the checkbox: Additional Accessories
- The field Accessories Details becomes **visible and mandatory**.



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.