

Laptop Request Catalog Item

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Team Size : 4

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Problem Statement:

Employees in the organisation need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behaviour to guide users or ensure accurate data collection. To address this, a Service Catalogue 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
- Log in to your ServiceNow instance.
- Navigate to Update Sets
- Go to All → Update Sets → Local Update Sets
- Create a New Update Set
- Save the Update Set and Save Submit
- Activate the Update Se

Registration_Detail

ServiceNow Developers

Update Set - Create Laptop Request 2 | New record

Name: Laptop Request 2

State: In progress

Parent:

Release date:

Description:

Submit Submit and Make Current

Create Service Catalog Item:

- Open ServiceNow
- Log in to your ServiceNow instance.
- Go to All → Service Catalog → Maintain Items
- Create a New Catalog Item
- Click New.
- Fill in the details as follows
- Save the Catalog Item
- Click Save.

Registration_Detail

ServiceNow Developers

Catalog Item - New Record

Name: Laptop Request

Application: Global

Active: ☒

Fulfillment automation level: Unspecified

State: --None--

Checked out: --None--

Owner: System Administrator

Submit Try It

Item Details Process Engine Picture Pricing Portal Settings

Short description:

Description:

Add variables:

- Save the catalog item.
- Scroll down to the Variables related list.
- Click New and enter the following details for each variable:
- Click Submit after adding each variable
- After all variables are added, save the catalog item form again.

The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form. The top section contains a blue informational banner about catalog items. Below this, the form fields are organized into two columns. The left column includes fields for 'Name' (Laptop Request), 'Category' (Service Catalog), 'Subcategory' (Hardware), 'Role' (None), 'Created by' (None), and 'Owner' (System Administrator). The right column includes a 'Description' field with a 'Display' button and a 'Short description' field with a 'Display' button. Below these fields is a 'Variables' section with a 'New Variable' button and a list of variables. The bottom section of the form is a 'Short description' field with a 'Display' button.

Create Catalog UI policies:

- Go to All → Service Catalog → Maintain Items.
- Search and open the catalog item Laptop Request.
- Scroll down to Catalog UI Policies and click New.
- Enter Short Description: Show accessories details.
- Set Condition: additional_accessories is true.
- Click Save (do not click Submit).
- Enter the following details:
- Click Save.
- Click Save again on the Catalog UI Policy form.

The screenshot shows the 'UI Action - New Record' form in ServiceNow. The form is divided into several sections:

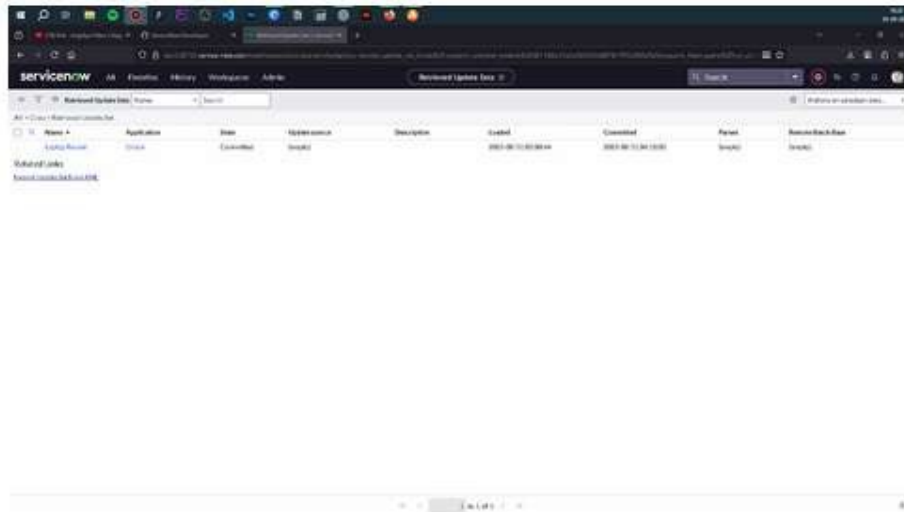
- Basic Information:** Name (reset from), Table (Shopping Cart [sc_cart]), Order (300), Action name.
- Configuration:** Active (checked), Show insert (checked), Show update (checked), Client (unchecked), Overrides.
- UI Elements:** Application (Global), Form button, Form context menu, Form size, Form style, List banner button, List bottom button, List context menu, List choice, List size, List style.
- Messages and Comments:** Fields for Messages and Comments.
- Condition:** A red warning box states: "Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canwrite() condition restricts the UI Action to the users who can modify the current record. gs.hasRole('admin') condition restricts the UI Action to the users with admin role."
- Script:** A code editor with a single line of script: "1".
- Protection policy:** Set to None.

Create ui action:

- Go to All → Service Catalog → Maintain Items.
- Search and open the catalog item Laptop Request.
- Scroll down to Catalog UI Policies and click New.
- Enter Short Description: Show accessories details.
- Set Condition: additional_accessories is true.
- Click Save (do not click Submit).
- Scroll down to Catalog UI Actions and click New.
- Click Save.
- Click Save again on the Catalog UI Policy form.

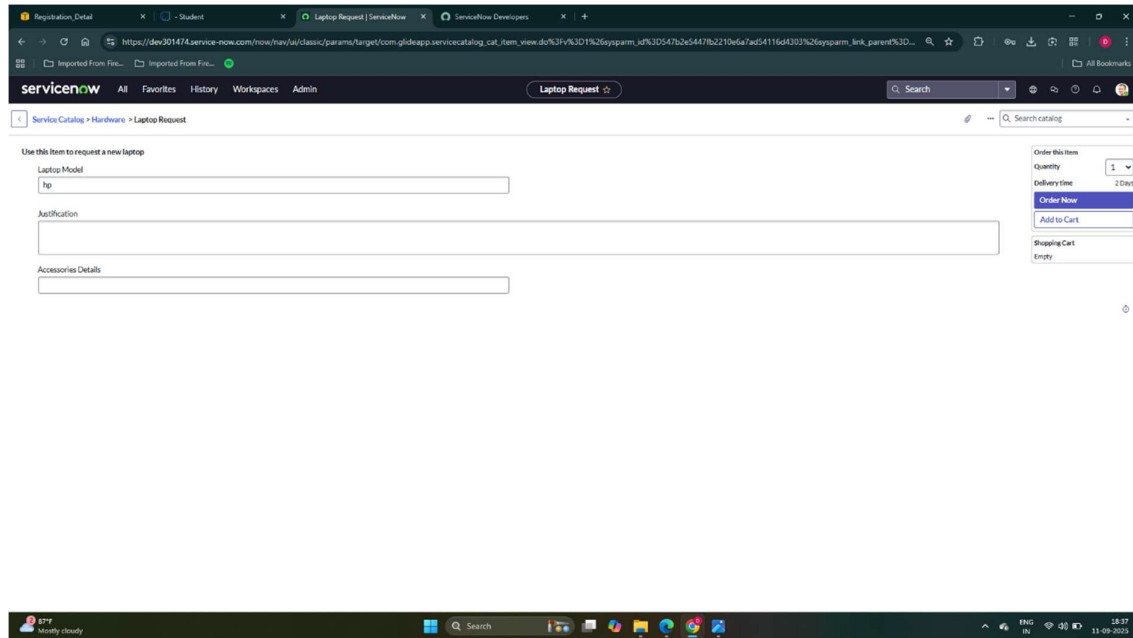
Retrieving the update set:

- Go to All → Update Sets → Retrieved Update Sets.
- Click Import Update Set from XML, choose the file, and click Upload.
- Open the update set Laptop Request Project.
- Click Preview Update Set, then Commit Update Set.
- Go to the Updates tab to verify all the captured changes.



Test Catalog Item:

- Go to Service Catalog → Hardware in the target instance.
- Open the Laptop Request item.
- Initially, only three variables are visible.
- Select the Additional Accessories checkbox → the Accessories Details field appears and becomes mandatory.
- The result fulfils the requirement.



Conclusion :

The Laptop Request Catalogue Item project successfully streamlines the laptop request process within the organisation by leveraging ServiceNow's Service Catalogue capabilities. Through the implementation of a dynamic catalogue 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.