NM1051 – SERVICENOW ADMINISTRATOR

LAPTOP CATLOG REQUEST ITEM

A PROJECT REPORT

Submitted by

RAJESWARI M	-	961322104042
SOWMYA M	-	961322104052
SACHIN J R	-	961322104045
SANTHOSH KUMAR V	-	961322104047

BACHELOR OF ENGINEERING

IN SEVENTH SEMESTER

COMPUTER SCIENCE ENGINEERING

M.E.T. ENGINEERING COLLEGE
ARALVAIMOZHI- 629301
ANNA UNIVERSITY: CHENNAI 600025 /DECEMBER -2025

ACKNOWLEDGEMENT

We sincerely thank to “Naan Mudhalvan” Platform and for encouragement towards our project work for providing necessary skill training.

We sincerely thank our principal for encouragement towards our project works.

We also thank our He of the Department and our project guide and our parents for the complete and wholehearted support,
motivation guidance and help in making our project activities

Table of Contents:

Contents:

1.Abstract:

The **Laptop Request Catalog Item** project focuses on automating the process of requesting laptops within an organization using the **ServiceNow platform**. In most companies, employees rely on manual processes—such as sending emails or filling out paper-based forms—to request laptops for work purposes. These manual methods are inefficient, time-consuming, and often lead to incomplete information, approval delays, and tracking difficulties. The lack of a dynamic system results in miscommunication between employees, managers, and IT departments, reducing overall productivity and efficiency.

To overcome these challenges, this project introduces an automated **Laptop Request Service Catalog Item** that enables employees to easily submit laptop requests through a user-friendly and dynamic online form. The form includes essential fields such as employee details, department, laptop type, purpose of use, and manager approval. It also integrates **dynamic field behaviour**—for example, additional technical preference fields become visible when specific laptop models are selected. Furthermore, a **reset button** is implemented to clear form inputs if users wish to modify their request. This ensures data accuracy and provides a smooth, guided experience for employees.

The system is supported by a structured **approval workflow** where each request is automatically routed to the appropriate manager for approval and then forwarded to the IT team for fulfilment. The project also emphasizes **change tracking and governance** using update sets, ensuring all modifications to the system are recorded and auditable. This enhances transparency, accountability, and compliance within the organization.

By automating the laptop request process, the solution eliminates manual errors, reduces administrative effort, and speeds up request handling. It also improves visibility for both employees and IT teams, ensuring timely allocation of hardware resources. Overall, the Laptop Request Catalog Item provides a modern, efficient, and reliable solution that aligns with organizational IT service management goals and supports digital transformation.

2.**Introduction:**

In any modern organization, laptops play a vital role in enabling employees to perform their daily tasks efficiently. However, the process of requesting laptops often remains manual and time-consuming, involving emails, spreadsheets, or paper-based approvals. This traditional approach creates multiple challenges, such as missing information, lack of request tracking, delayed approvals, and inconsistent data entry. As organizations continue to grow and digitalize their operations, the need for a streamlined and automated system to manage hardware requests becomes increasingly essential.

The **Laptop Request Catalog Item** project is developed to address these challenges by introducing an automated and user-friendly platform within **ServiceNow**, one of the most widely used IT Service Management (ITSM) tools. Through this catalog item, employees can easily raise requests for laptops using a structured digital form that captures all necessary information in a clear and standardized format. Unlike manual systems, this digital approach ensures accuracy, eliminates redundancy, and improves the overall efficiency of IT operations.

One of the key objectives of this project is to create a **dynamic form** that adapts based on user input. For instance, when a user selects a specific laptop type such as “Developer Model,” additional fields for technical preferences like RAM, processor, and storage automatically appear. This intelligent form design helps guide users through the request process and ensures that all essential details are collected upfront, reducing follow-up queries and delays. Additionally, the form includes a **reset button**, allowing users to clear and re-enter information easily, which enhances usability and convenience.

The project also integrates **automated workflows** that handle request approvals and fulfilment. Once a request is submitted, it is automatically routed to the manager for approval and then forwarded to the IT fulfilment team. This automation reduces manual intervention and ensures faster response times. Moreover, all configuration changes and updates are tracked using **update sets**, ensuring transparency, accountability, and proper governance across environments.

3.Methodology:

The development of the **Laptop Request CatLog Item** project follows a structured and systematic methodology to ensure accuracy, efficiency, and scalability. Each stage focuses on transforming the manual laptop request process into a fully automated and user-friendly ServiceNow solution. The methodology is divided into six key phases: **Requirement Gathering, Design, Development, Workflow Configuration, Testing, and Deployment & Governance.**

3.1 Requirement Gathering:

This initial phase involves understanding the organization's current laptop request process and identifying the limitations of the manual system. Discussions are held with key stakeholders including employees, managers, and IT administrators to gather functional and non-functional requirements. The main objectives are to simplify the user experience, ensure data accuracy, and automate approvals. Inputs from these discussions help define the essential form fields such as Employee ID, Department, Laptop Type, and Purpose of Request, along with the rules for approvals and notifications.

3.2 Design:

In the design phase, the CatLog item structure and layout are created. A user-centric form design is prepared using **ServiceNow's CatLog Builder**, where variables (form fields) are organized logically. Dynamic field behaviour and validation rules are defined at this stage. For instance, when users select "Developer Model" as the laptop type, additional fields like RAM size, processor preference, and storage type appear. The design also includes a **Reset Button** for user convenience and clear instructional text to guide users through each step.

3.3 Development:

The development phase translates the design into a working catalog item within the ServiceNow platform. **CatLog Client Scripts** are implemented to enable dynamic form interactions, while **UI Policies** are configured to make certain fields mandatory or hidden based on user inputs. This phase ensures that the form is responsive, interactive, and capable of validating user entries in real time. Custom scripts are also written for the reset functionality to clear all input fields when required.

3.4 Workflow Configuration:

This phase focuses on automating the end-to-end process using **Flow Designer**. Once a user submits a request, the system automatically routes it to the manager for approval. After approval, it moves to the IT fulfilment team for action. Notifications are triggered at each stage to keep all stakeholders informed. This ensures faster approvals, transparent communication, and timely delivery of laptops.

3.5 Testing:

The testing phase ensures that the catalog item performs correctly under all conditions. Functional testing verifies form field behaviour, dynamic visibility, and validation accuracy. Workflow testing confirms that approvals and notifications are executed as expected. User acceptance testing (UAT) is conducted with real users to ensure usability and satisfaction.

3.6 Deployment and Governance:

The final phase involves deploying the catalog item from the development environment to production using **Update Sets**. This process ensures that all configurations and scripts are properly tracked and version-controlled. Change tracking enhances governance and compliance, providing a secure and auditable deployment process. Once live, the system is monitored to ensure performance and reliability.

4. Existing Work:

In the existing system, the process of requesting laptops within the organization is entirely manual and lacks automation. Employees who require a laptop for official purposes usually submit their requests via email, printed forms, or verbal communication with their managers or the IT department. This traditional approach appears simple but has several operational drawbacks that affect efficiency, data accuracy, and service quality.

When an employee needs a new laptop or a replacement, they typically send an email describing the requirement to their reporting manager. The manager then forwards the email to the IT support team for processing. However, this communication chain often becomes lengthy and disorganized. Since there is no structured request form or standard format, important details such as laptop specifications, justification, and delivery timelines are often missing, forcing staff to follow up multiple times for clarification. This causes unnecessary delays and confusion between departments.

5. Proposed Work:

The proposed system focuses on developing a **Laptop Request Catalog Item** within the **ServiceNow platform** to automate and streamline the laptop provisioning process in an organization. This catalog item aims to replace the existing manual, email-based process with a digital, rule-driven, and transparent system that enhances efficiency, accuracy, and accountability.

a) User Interface Design:

The catalog item is designed with a **user-friendly interface** to make the request submission process simple and intuitive. When an employee opens the catalog item, they are presented with a clean and structured form that contains clearly labelled fields such as **Employee Name, Department, Designation, Justification for Request, and Laptop Type**. Depending on the **Laptop Type** selected (e.g., *Standard, High-Performance, or Developer Model*), the system dynamically displays additional fields using **Catalog Client Scripts**. For instance, if the "Developer Model" is chosen, extra fields such as "Required Software Tools" and "RAM/Storage Preference" become visible automatically. This dynamic field visibility ensures that users only see relevant options, reducing confusion and data entry errors.

b) Validation and Error Control:

To maintain data accuracy, **UI Policies** and **Data Validation Rules** are applied to the form. Certain fields such as *Employee ID*, *Laptop Type*, and *Justification* are made mandatory, preventing incomplete submissions. Additionally, a **Reset Button** is implemented using client-side scripting to clear all input fields if the user wishes to start over. These enhancements improve usability and prevent incorrect or inconsistent data from being submitted to IT.

c) Workflow Automation:

The **approval and fulfilment workflow** is automated using **Flow Designer** or **Workflow Editor** within ServiceNow. Once a user submits the request, it is automatically routed to their **Manager for Approval**. Upon approval, the request moves to the **IT Department** for procurement and assignment of the laptop.
Automated notifications are triggered at each stage — informing the requester when the approval is pending, approved, or completed. This ensures full transparency and eliminates the need for manual follow-ups. Each step in the process is logged, maintaining a detailed **audit trail** of who performed which action and when.

d) Record Maintenance and Reporting

All requests are stored in a structured **ServiceNow table**, ensuring easy tracking and historical reference. IT administrators can generate **reports and dashboards** to monitor the number of requests, approval durations, and delivery timelines. This helps identify bottlenecks and optimize resource management. The centralized record also supports organizational compliance by maintaining verifiable data on laptop issuance and asset tracking.

e) Governance and Security

The proposed catalog item enhances governance by ensuring that only authorized users can request and approve laptop allocations. Role-based access controls ensure that managers can approve only their subordinates' requests, and IT admins can fulfil only approved items.
Change management principles are followed by using **update sets** to migrate configurations safely between development and production environments, ensuring consistency and accountability during deployment.

f) Benefits:

By implementing this proposed system, the organization can expect several benefits such as:

- **Reduced approval delays** due to automated routing.
- **Improved accuracy** with dynamic field visibility and validation.
- **Enhanced user experience** through a guided, interactive form.
- **Better transparency and control** via automated notifications and tracking.
- **Stronger governance** with audit trails and secure role-based workflows.

6. System Requirements

The implementation and functioning of the **Laptop Request Catalog Item** within the **ServiceNow platform** require a suitable combination of hardware and software components to ensure optimal performance, security, and scalability. The system requirements are categorized into **Hardware Requirements** and **Software Requirements** to define the necessary configuration for both developers and end users.

a) Hardware Requirements

To effectively develop, test, and use the catalog item, the following minimum and recommended hardware configurations are necessary:

- **Processor:**

  The system should have an **Intel Core i3 or higher** processor (or equivalent AMD processor). A **Core i5 or i7** processor is recommended for faster data processing, smooth multitasking, and efficient execution of ServiceNow operations such as loading forms, workflows, and reports.

- **RAM (Random Access Memory):**

  A minimum of **4 GB RAM** is required to operate the ServiceNow interface and browser-based development smoothly. However, **8 GB or higher** is recommended for developers or administrators who handle multiple tabs, workflow editors, and client scripts simultaneously.

- **Storage (Hard Disk Drive / Solid State Drive):**

  At least **100 GB of free disk space** is needed to install system updates, store temporary browser cache, and maintain logs or documentation related to catalog development. For faster system performance, a **Solid-State Drive**

(SSD) is preferred over a traditional HDD, ensuring quicker load times and data access.

- **Display and Resolution:**

  A minimum **1366 × 768-pixel resolution** display is required, but **1920 × 1080 (Full HD)** is recommended to view ServiceNow's interface comfortably, especially while working in Flow Designer and Script Editors where large workspace visibility improves productivity.

- **Internet Connectivity:**

  Since ServiceNow is a **cloud-based platform**, a stable **broadband internet connection (minimum 2 Mbps)** is essential. Reliable connectivity ensures smooth interaction with the ServiceNow instance, faster page rendering, and uninterrupted form submission or testing.
  For enterprise environments, a **secured network with VPN or firewall protection** is also recommended to maintain data confidentiality.

- **Peripheral Devices:**

  a. **Keyboard and Mouse:** Required for efficient navigation during catalog development.

  b. **Headset / Microphone:** Useful for remote collaboration and team discussions on catalog requirements or workflow reviews.

  c. **Printer (Optional):** For printing system design, documentation, or workflow diagrams if needed.

b) Software Requirements

The **software environment** plays a crucial role in ensuring compatibility, usability, and secure access to the ServiceNow platform. The following components are essential for successful system implementation:

- **Operating System:**

  The system must run on **Windows 10 or later versions** (such as Windows 11) to ensure compatibility with modern browsers and ServiceNow's latest interface. Alternatively, **macOS (version 10.15 or later)** and **Linux (Ubuntu 20.04 or newer)** can also support browser-based access to the platform.

- **Platform:**

  The project is entirely built within the **ServiceNow Cloud Platform**, a web-based IT Service Management (ITSM) solution. ServiceNow provides the development environment for creating catalog items, workflows, and automation using built-in tools such as **Flow Designer**, **Catalog Builder**, and **Client Script Editor**.
  Each user requires access credentials to a **ServiceNow Developer Instance** or an **organizational instance** to develop and test the catalog item.

- **Web Browser:**

  - **Google Chrome (Version 90 or later)**
  - **Microsoft Edge (Version 90 or later)**

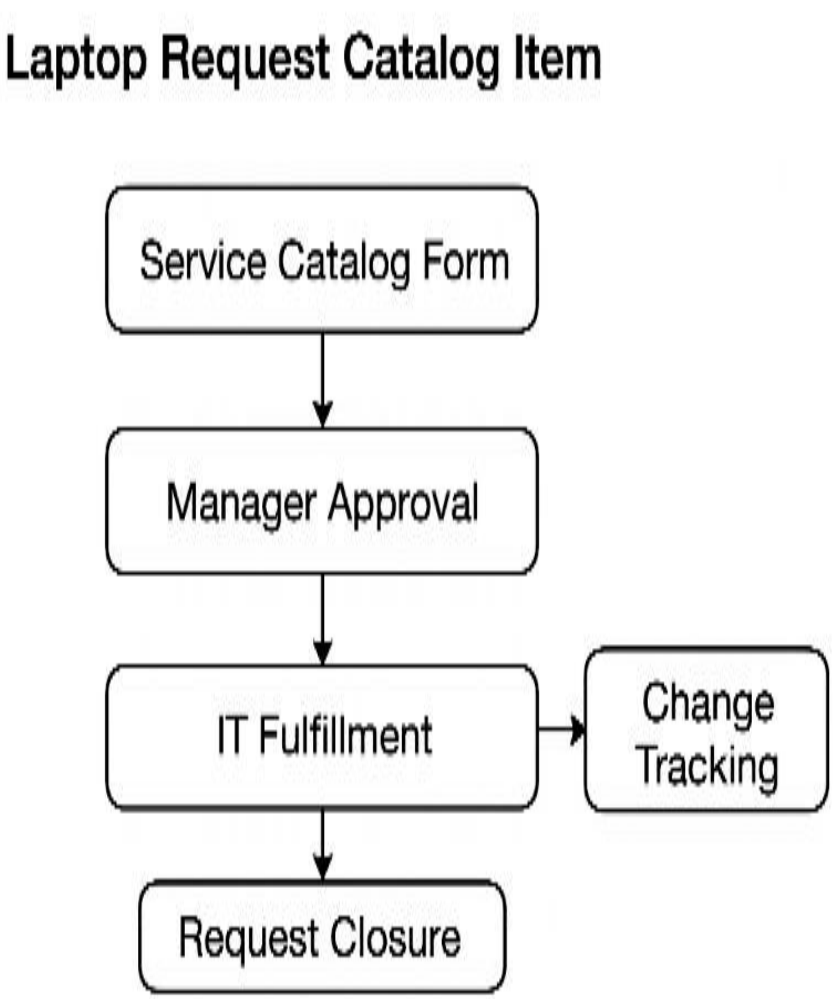
    These browsers are recommended for their performance, security features, and compatibility with ServiceNow UI frameworks. JavaScript must be enabled in the browser settings to support dynamic form elements and client scripts.

- **Development and Configuration Tools:**

  - **Flow Designer:** Used to create and automate workflows for approval, task generation, and fulfilment processes in the catalog item.
  - **UI Policy Editor:** Defines dynamic field behaviour such as making fields mandatory, read-only, or visible based on user input.

- **Client Script Editor:** Allows developers to write JavaScript-based client scripts to control dynamic visibility, field validation, and reset button functions.
- **Update Set Management:** For migrating configurations between development, testing, and production environments.
- **Form Designer:** Used for creating and arranging fields on the catalog item form to enhance the user interface.

8.Block Diagram:



9.Implementation:

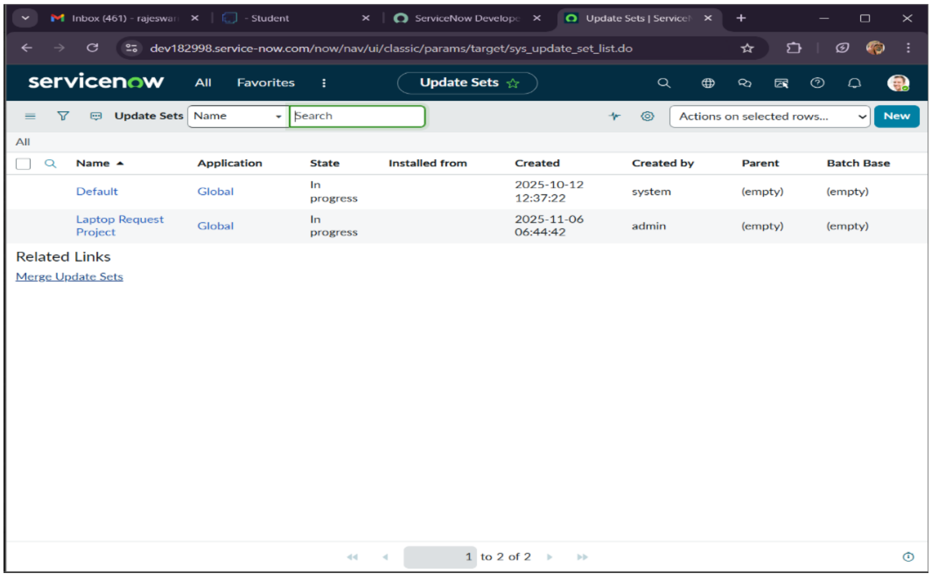
Laptop Request Catalog Item Problem Statement:

- 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 behaviour 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.

Update set:

- **Creating a Local Update Set:**

To begin tracking and managing configuration changes in ServiceNow, a Local Update Set is created.
First, open ServiceNow and navigate to All → Update Sets → Local Update Sets.
Then, click New to create a fresh update set.
Enter the required details, such as the name “Laptop Request”, and click Submit.
After creation, select Make Current to activate it.
Once activated, all subsequent configurations—like catalog item creation, client scripts, or workflows—are automatically recorded under this update set, ensuring proper tracking, version control, and easy deployment across environments.



Name ▲	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Global	In progress		2025-10-12 12:37:22	system	(empty)	(empty)
Laptop Request Project	Global	In progress		2025-11-06 06:44:42	admin	(empty)	(empty)

Related Links

Merge Update Sets

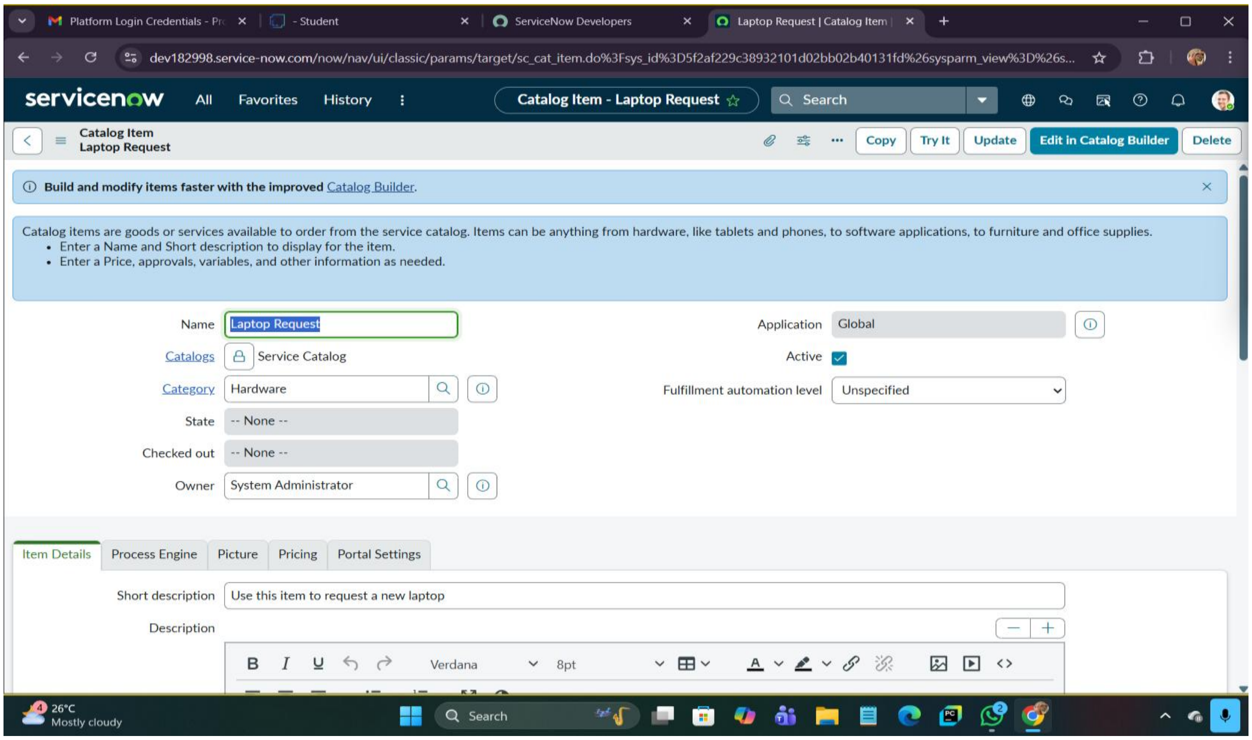
Service CatLog Item:

➢ Creating a Service Catalog Item

To create a new catalog item in ServiceNow, open the ServiceNow instance and go to All → Service Catalog → Maintain Items under *Catalog Definitions*. Click New to add a new catalog item. Fill in the required details:

- Name: Laptop Request
- Catalog: Service Catalog
- Category: Hardware
- Short Description: Use this item to request a new laptop

After entering these details, click Save to create the catalog item. This catalog item serves as the base for designing the Laptop Request Form, where employees can submit requests for new laptops efficiently through the Service Catalog.


Platform Login Credentials - Pr
- Student
ServiceNow Developers
Laptop Request | Catalog Item |
dev182998.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D5f2af229c38932101d02bb02b40131fd%26sysparm_view%3D%26s...
servicenow
All
Favorites
History
Catalog Item - Laptop Request
Search
Catalog Item
Laptop Request
Copy
Try It
Update
Edit in Catalog Builder
Delete
Item Details
Process Engine
Picture
Pricing
Portal Settings
Verdana
8pt
26°C
Mostly cloudy
Search

Build and modify items faster with the improved Catalog Builder.

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name	Laptop Request	Application	Global
Catalogs	Service Catalog	Active	☑
Category	Hardware	Fulfillment automation level	Unspecified
State	-- None --		
Checked out	-- None --		
Owner	System Administrator		

Short description: Use this item to request a new laptop

Description

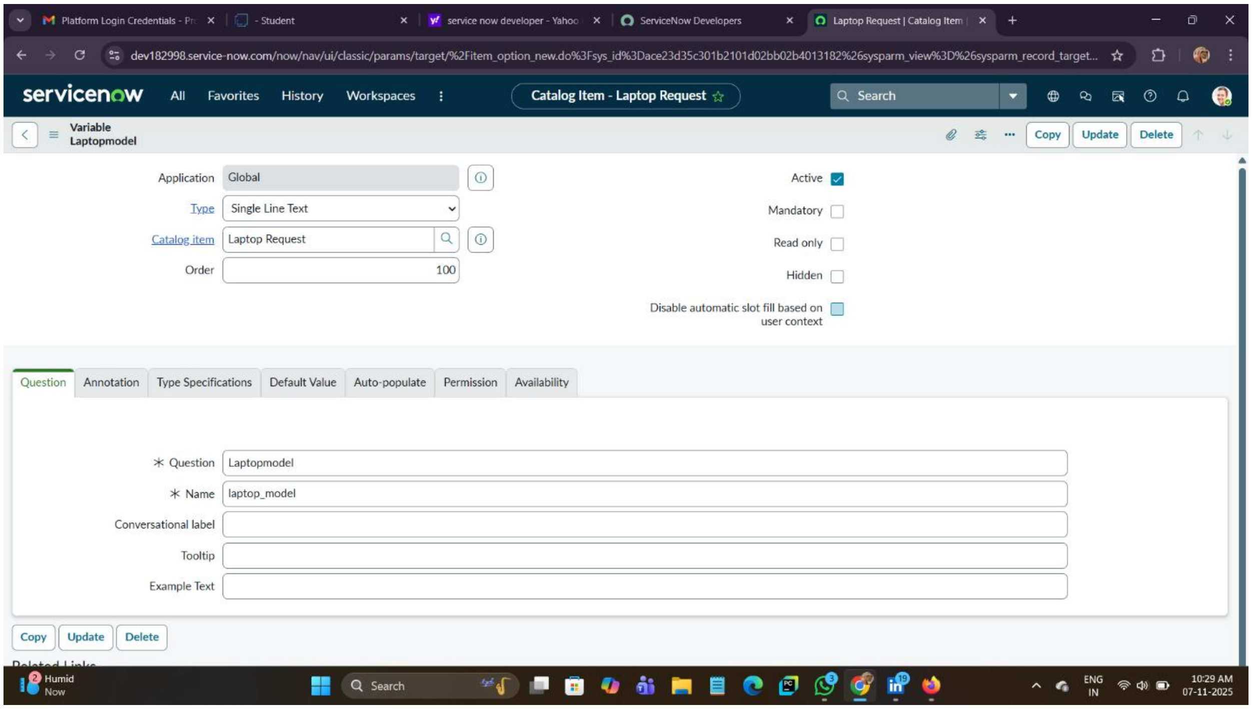
Adding Variables to the Catalog Item:

After creating and saving the **Laptop Request** catalog item, scroll down to the **Variables** section in the related list and click **New** to add form fields that collect user input.

1. Create the following variables one by one:
    - **Variable 1:** Laptop Model
        - *Type:* Single Line Text
        - *Name:* laptop model
        - *Order:* 100
    - **Variable 2:** Justification
        - *Type:* Multi Line Text
        - *Name:* justification
        - *Order:* 200
    - **Variable 3:** Additional Accessories
        - *Type:* Checkbox
        - *Name:* additional accessories
        - *Order:* 300
    - **Variable 4:** Accessories Details
        - *Type:* Multi Line Text
        - *Name:* accessories details
        - *Order:* 400

After adding all variables, they become part of the **Laptop Request form** within the Service Catalog.

Finally, click **Save** on the catalog item form to confirm the changes.



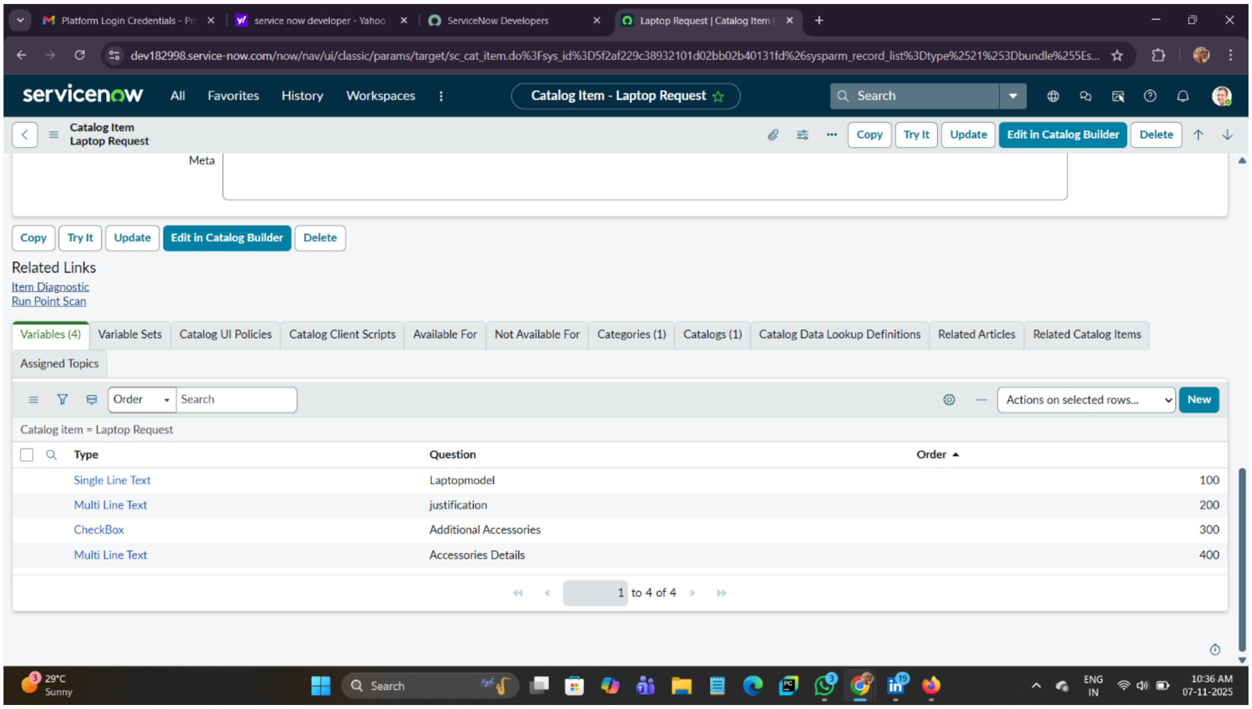
Variable
Laptopmodel

Application	Global
Type	Single Line Text
Catalog item	Laptop Request
Order	100
Active	☑
Mandatory	☐
Read only	☐
Hidden	☐
Disable automatic slot fill based on user context	☐

Question | Annotation | Type Specifications | Default Value | Auto-populate | Permission | Availability

* Question	Laptopmodel
* Name	laptop_model
Conversational label	
Tooltip	
Example Text	

These variables allow users to input necessary information and ensure accurate data collection for each laptop request.



Catalog Item
Laptop Request

Related Links
Item Diagnostic
Run Point Scan

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

Catalog item = Laptop Request

Type	Question	Order ▲
Single Line Text	Laptopmodel	100
Multi Line Text	justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

1 to 4 of 4

UI Policy:

➢ Creating Catalog UI Policies

To make the Laptop Request form more interactive and dynamic, a Catalog UI Policy is created in ServiceNow.

First, open ServiceNow, go to All → Service Catalog → Maintain Items, and search for the previously created catalog item named “Laptop Request.”

Scroll down to the Catalog UI Policies related list and click New.
Provide the Short Description as *“Show Accessories Details.”*

In the When to Apply condition section, set the condition:

- Field: additional accessories
- Operator: is
- Value: true

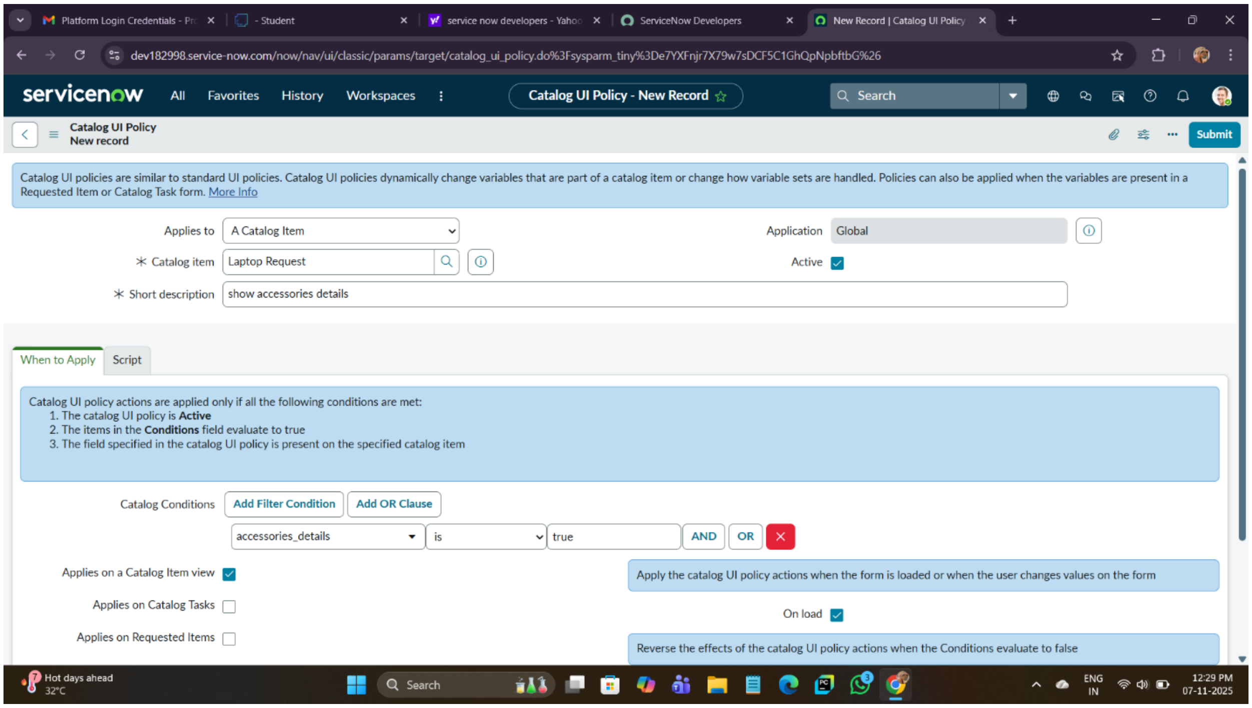
Click Save (but do not submit yet).

Next, scroll down to the Catalog UI Policy Actions related list and click New to define how the form behaves when the policy is triggered.
Set the following details:

- Variable Name: accessories details
- Order: 100
- Mandatory: True
- Visible: True

Click Save, and then save the Catalog UI Policy form again.

This ensures that the Accessories Details field becomes visible and mandatory only when the user selects “Additional Accessories” on the form, creating a dynamic and user-friendly experience.


Platform Login Credentials - Pr
- Student
service now developers - Yahoo
ServiceNow Developers
New Record | Catalog UI Policy
dev182998.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsysparm_tiny%3De7YXFnjr7X79w7sDCF5C1GhQpNpbftbG%26
servicenow
All
Favorites
History
Workspaces
Catalog UI Policy - New Record
Search
Submit
Hot days ahead
32°C
Search
ENG
IN
12:29 PM
07-11-2025

Catalog UI Policy
New record

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. More Info

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

When to Apply | Script

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

accessories_details | is | true | AND | OR

Applies on a Catalog Item view ☑

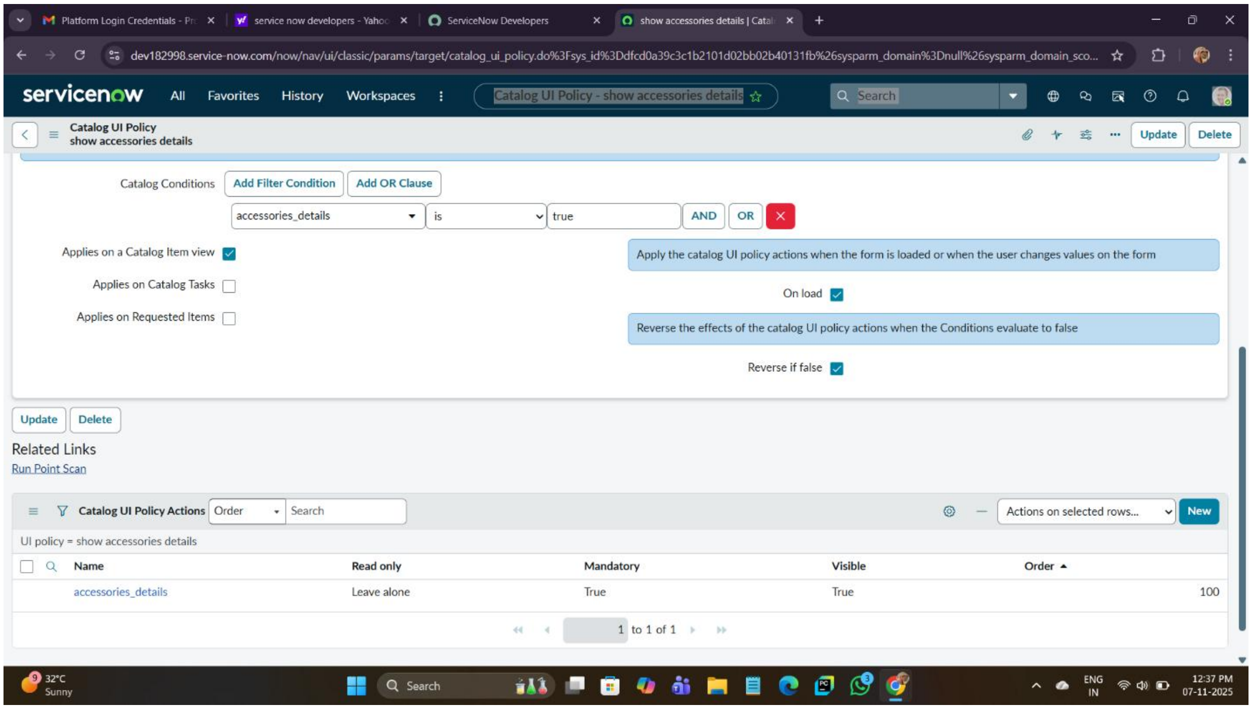
Applies on Catalog Tasks □

Applies on Requested Items □

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load ☑

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false


Platform Login Credentials - Pr
service now developers - Yahoo
ServiceNow Developers
show accessories details | Catal
dev182998.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3Ddfcd0a39c3c1b2101d02bb02b40131fb%26sysparm_domain%3Dnull%26sysparm_domain_sco...
servicenow
All
Favorites
History
Workspaces
Catalog UI Policy - show accessories details
Search
Update
Delete
32°C
Sunny
Search
ENG
IN
12:37 PM
07-11-2025

Catalog UI Policy
show accessories details

Catalog Conditions | Add Filter Condition | Add OR Clause

accessories_details | is | true | AND | OR

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 on the form

On load ☑

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false ☑

Update | Delete

Related Links

Run Point Scan

Catalog UI Policy Actions | Order | Search | Actions on selected rows... | New

UI policy = show accessories details

Name	Read only	Mandatory	Visible	Order ▲
accessories_details	Leave alone	True	True	100

1 to 1 of 1

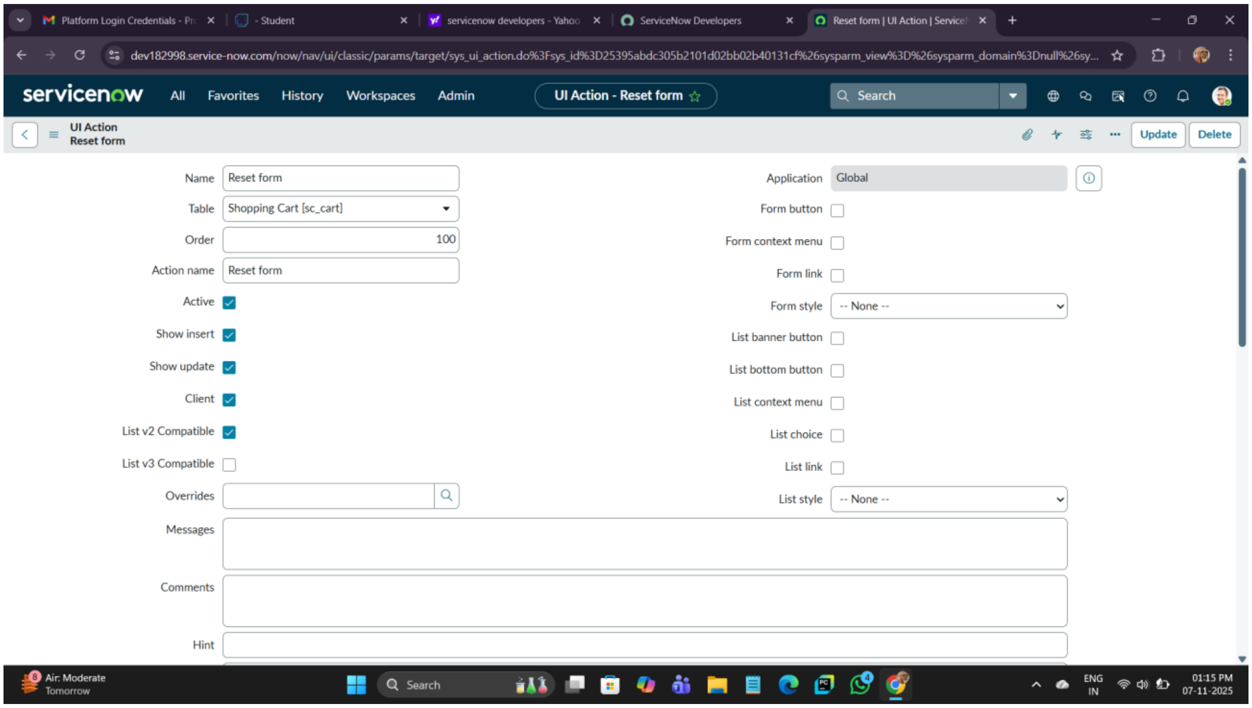
UI Action:

➢ Creating a UI Action

To enhance the usability of the Laptop Request form, a UI Action is created to allow users to reset the form fields easily.
Open ServiceNow, navigate to All → UI Actions under *System Definition*, and click New to create a new action.

Fill in the following details:

- Table: shopping cart (*sc_cart*)
- Order: 100
- Action Name: Reset form
- Client: Checked



dev182998.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3D25395abdc305b2101d02bb02b40131cf%26sysparm_view%3D%26sysparm_domain%3Dnull%26sy...

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:
Messages:
Comments:
Hint:

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 --

Export Update set:

➢ Exporting Changes to Another Instance

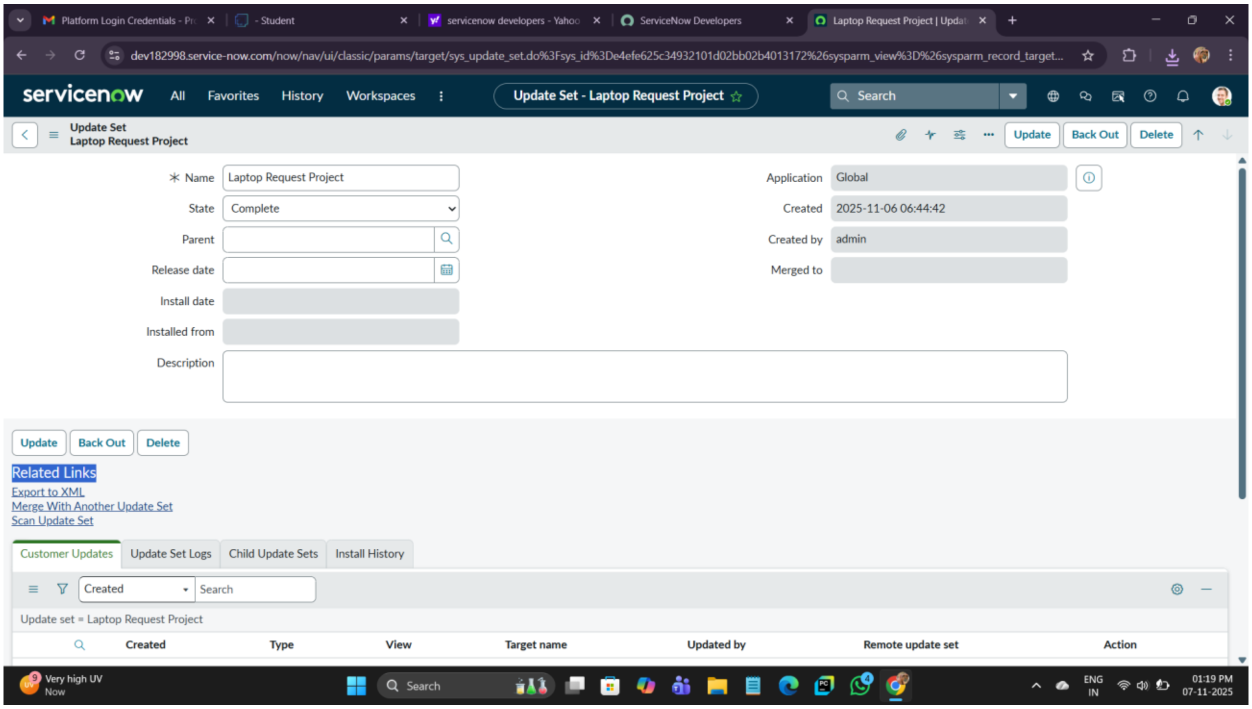
After completing all configurations for the Laptop Request Catalog Item, the changes need to be exported to another ServiceNow instance for testing or deployment.

To do this, open ServiceNow and go to All → Update Sets → Local Update Sets. Locate and select the previously created update set named "Laptop Request Project."

Change the State of the update set to Complete to finalize all recorded changes. In the Updates related list tab, verify that all the modifications made during the project (such as catalog items, UI policies, and scripts) are listed under this update set.

Next, click Export to XML. This action downloads an XML file containing all the captured configurations.

The exported XML file can then be imported into another ServiceNow instance (e.g., testing or production environment), ensuring that all configurations are moved securely and consistently without manual recreation.


Platform Login Credentials - Pr
- Student
servicenow developers - Yahoo
ServiceNow Developers
Laptop Request Project | Updat
dev182998.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fsys_id%3De4efe625c34932101d02bb02b4013172%26sysparm_view%3D%26sysparm_record_target...
servicenow
All
Favorites
History
Workspaces
Update Set - Laptop Request Project
Search
Update Set
Laptop Request Project
Update
Back Out
Delete
Update
Back Out
Delete
Related Links
Export to XML
Merge With Another Update Set
Scan Update Set
Customer Updates
Update Set Logs
Child Update Sets
Install History
Created
Search
Very high UV
Now
Search
ENG
IN
01:19 PM
07-11-2025

* Name	Laptop Request Project	Application	Global
State	Complete	Created	2025-11-06 06:44:42
Parent		Created by	admin
Release date		Merged to	
Install date			
Installed from			
Description			

Update set = Laptop Request Project

Created	Type	View	Target name	Updated by	Remote update set	Action

Login to another Instance:

➢ Retrieving the Update Set:

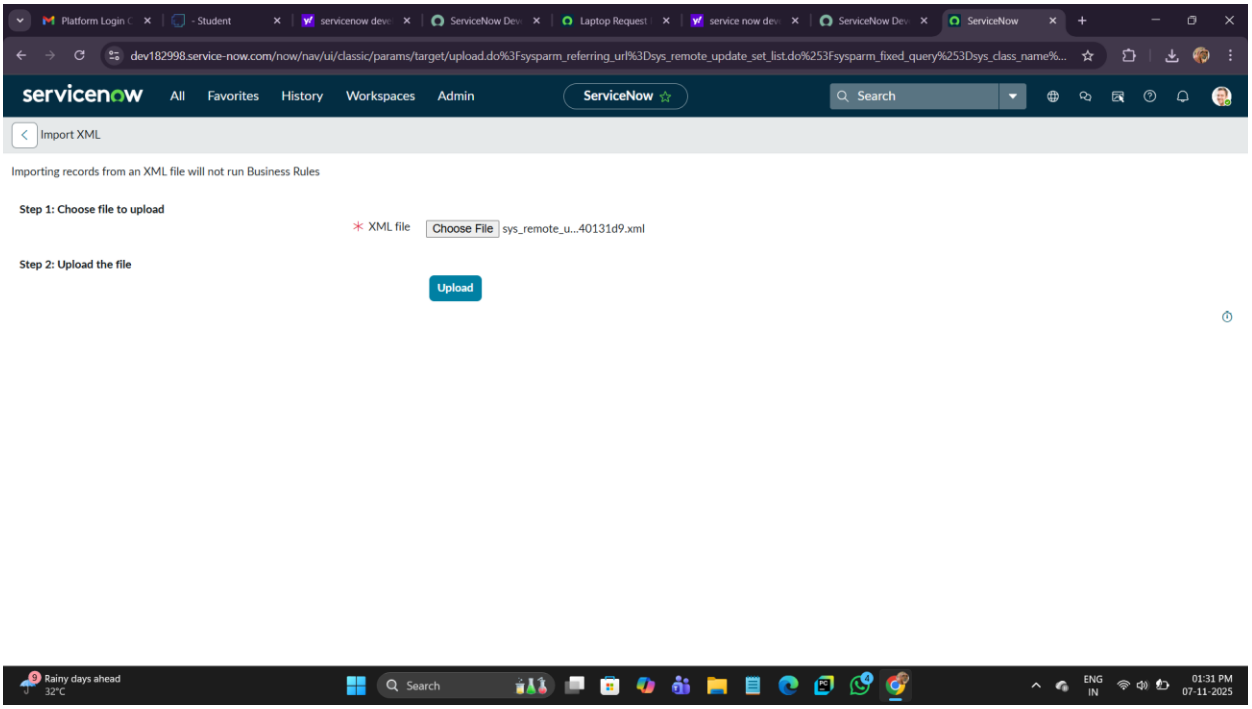
To transfer the Laptop Request Project configurations into another ServiceNow instance, the previously exported update set must be retrieved and committed.

First, open the target instance (preferably in an incognito window) and log in using valid credentials.
Navigate to All → Update Sets → Retrieved Update Sets under *System Update Sets*.

In the retrieved update set list, click Import Update Set from XML and upload the previously exported XML file.
Once imported, locate and open the update set named "Laptop Request Project."

Click Preview Update Set to check for any errors or conflicts in the configurations.
If the preview is successful, click Commit Update Set to apply the changes to the instance.

After committing, review the Related List – Updates tab to verify that all catalog items, UI policies, client scripts, and workflows have been successfully imported.
Once completed, the target instance will contain all the configurations and functionalities from the original (source) instance, ensuring smooth deployment and consistency across environments.



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_u...40131d9.xml

Step 2: Upload the file

Upload

Testing:

Test Catalog Item:

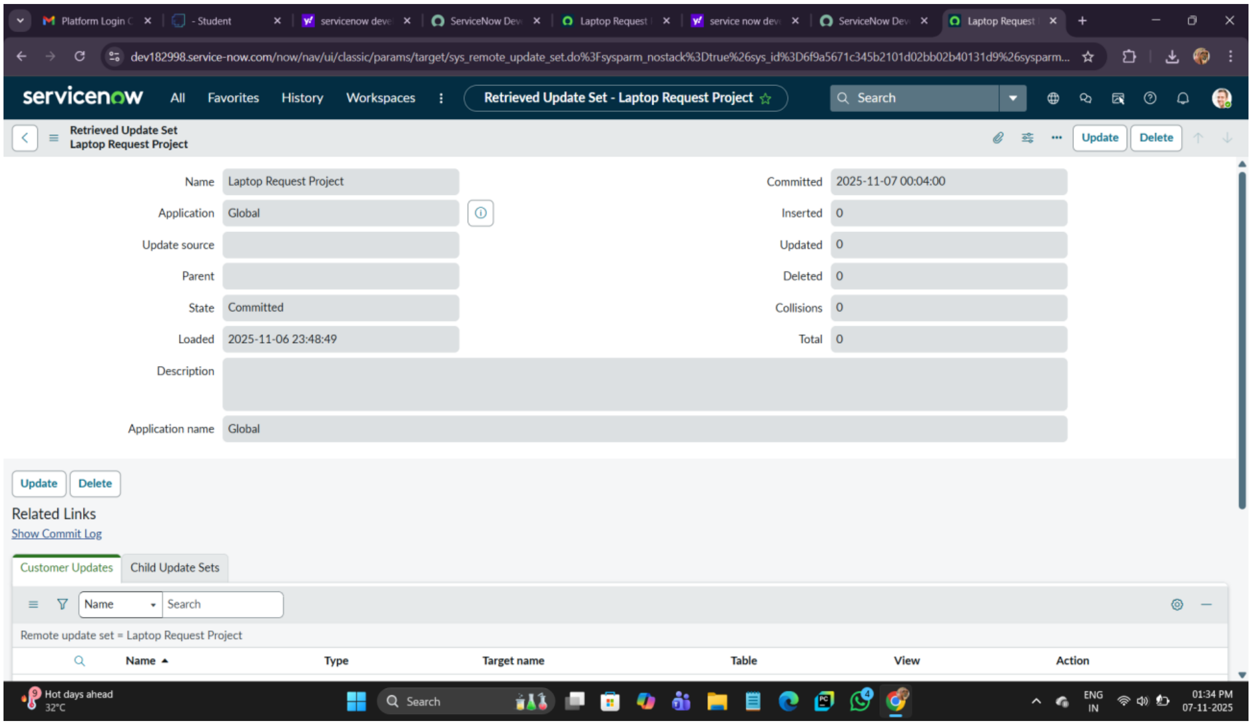
After successfully importing and committing the update set in the target instance, the next step is to verify the functionality of the Laptop Request Catalog Item.

In the target ServiceNow instance, search for Service Catalog in the Application Navigator. Select Catalog under *Service Catalog*, then open the Hardware category. Search for the “Laptop Request” item and open it.

By default, the form displays three variables — *Laptop Model*, *Justification*, and *Additional Accessories*.
As per the project configuration, when the “Additional Accessories” checkbox is selected, the “Accessories Details” field should automatically appear and become mandatory.

Check the form behaviour to confirm that the dynamic visibility and mandatory conditions are working as expected.
If the Accessories Details field becomes visible only after checking the box, it indicates that the UI Policy and Client Scripts are functioning correctly.

This verification ensures that the Laptop Request Catalog Item operates as designed—providing a dynamic, user-friendly, and accurate data collection process for employees requesting laptops.



Retrieved Update Set
Laptop Request Project

Name	Laptop Request Project	Committed	2025-11-07 00:04:00
Application	Global	Inserted	0
Update source		Updated	0
Parent		Deleted	0
State	Committed	Collisions	0
Loaded	2025-11-06 23:48:49	Total	0
Description			
Application name	Global		

Update Delete

Related Links

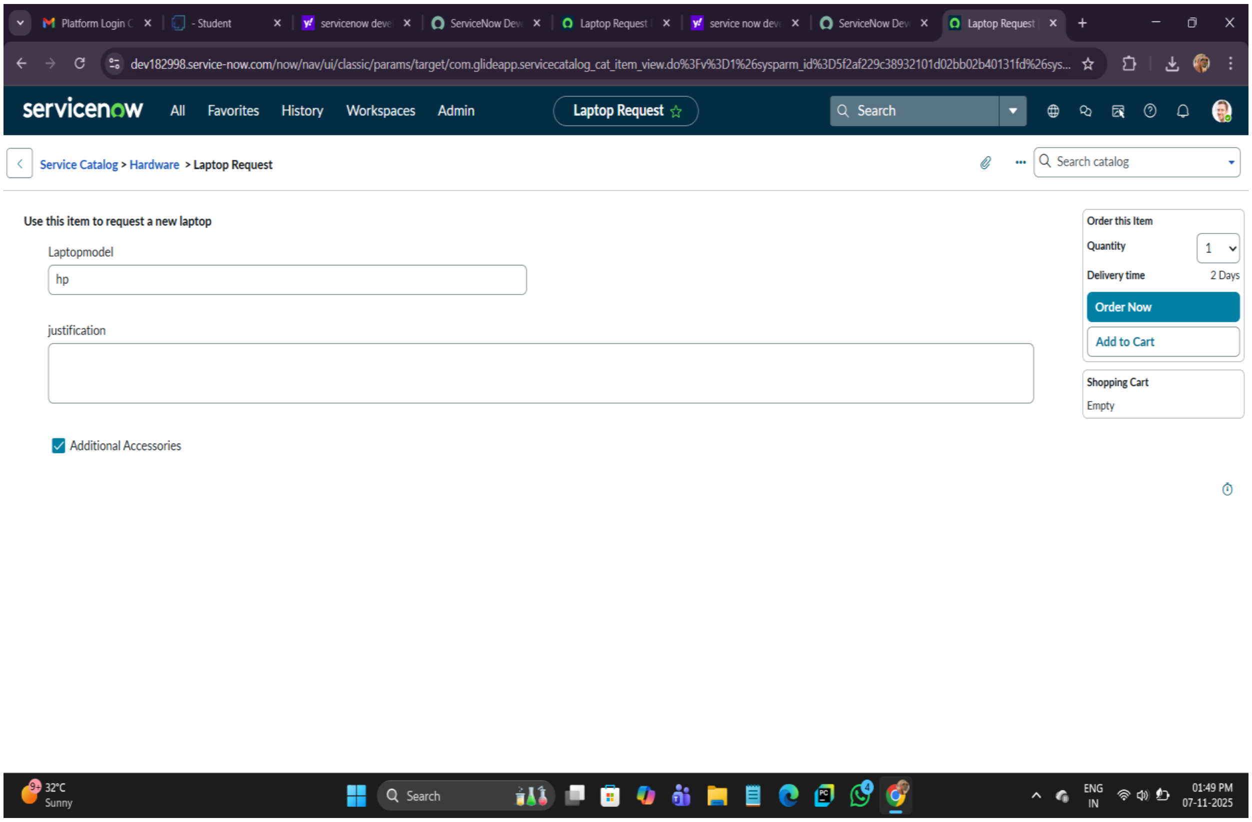
Show Commit Log

Customer Updates | Child Update Sets

Name Search

Remote update set = Laptop Request Project

Name ▲	Type	Target name	Table	View	Action



Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptopmodel

hp

justification

☑ Additional Accessories

Order this Item

Quantity	1
Delivery time	2 Days

Order Now

Add to Cart

Shopping Cart

Empty

Conclusion:

The Laptop Request Catalog Item project effectively modernizes and automates the process of requesting laptops within an organization by utilizing the robust capabilities of ServiceNow’s Service Catalog. Previously, employees relied on manual methods such as emails or paper-based forms to request laptops, leading to delays, inconsistent data, and a lack of visibility. This project successfully eliminates those challenges by introducing a centralized, dynamic, and automated solution.

Through the implementation of this catalog item, employees can now easily submit laptop requests through a simple and guided form interface. The inclusion of dynamic field behavior ensures that users only see relevant options based on their selections, thereby improving data accuracy and form usability. The UI Policy and Client Scripts provide interactivity, such as automatically displaying the “Accessories Details” field when the “Additional Accessories” checkbox is selected, enhancing the user experience.

Additionally, the project incorporates strong workflow automation using ServiceNow’s Flow Designer, enabling requests to be automatically routed for manager approval and IT fulfillment. This not only minimizes administrative overhead but also ensures timely service delivery and accountability at every stage of the process.

The use of Update Sets for migration and governance guarantees that all configurations are properly tracked, documented, and can be securely transferred between development, testing, and production instances—ensuring consistency and traceability in the deployment process.

Overall, the Laptop Request Catalog Item project demonstrates how ServiceNow can transform traditional IT service processes into automated, efficient, and user-friendly systems. It improves operational efficiency, enhances transparency, and contributes significantly to employee satisfaction by providing a modern, reliable, and seamless laptop request experience.