

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.

The screenshot displays the 'Update Sets' page in the ServiceNow interface. The page header includes the ServiceNow logo and navigation tabs for 'All' and 'Favorites'. A search bar and a 'New' button are also present. The main content area features a table of update sets. The table has the following columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. Two rows are listed: 'Default' (Application: Global, State: In progress, Created: 2025-10-12 12:37:22, Created by: system, Parent: (empty), Batch Base: (empty)) and 'Laptop Request Project' (Application: Global, State: In progress, Created: 2025-11-06 06:44:42, Created by: admin, Parent: (empty), Batch Base: (empty)). Below the table, there is a 'Related Links' section with a link to 'Merge Update Sets'.

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.

The screenshot shows the ServiceNow web interface for creating a new catalog item. The browser address bar shows the URL: `dev182998.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D5f2af229c38932101d02bb02b40131fd%26sysparm_view%3D%26...`. The page title is "Catalog Item - Laptop Request". The form includes the following fields and values:

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

Below the form, there is a section for "Item Details" with tabs for "Process Engine", "Picture", "Pricing", and "Portal Settings". The "Short description" field contains the text "Use this item to request a new laptop". The "Description" field is empty. The bottom of the screen shows a Windows taskbar with the date and time "26°C Mostly cloudy".

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

* Question: Laptopmodel

* Name: laptop_model

Conversational label:

Tooltip:

Example Text:

Copy Update Delete

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

Meta

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic

Run Point Scan

Variables (4)

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 - P... X Student X service now developers - Yahoo... X ServiceNow Developers X New Record | Catalog UI Policy X +

dev182998.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsysparm_tiny%3De7YXfjr7K79w7sDCF5C1GhQpNpbfG%26

servicenow All Favorites History Workspaces Catalog UI Policy - New Record Search

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

* Short description show accessories details

Active

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

Hot days ahead 32°C

Search

ENG IN 12:29 PM 07-11-2025

Platform Login Credentials - P... X service now developers - Yahoo... X ServiceNow Developers X show accessories details | Catalog UI Policy X +

dev182998.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3Ddcd0a39c3c1b2101d02bb02b40131fb%26sysparm_domain%3Dnull%26sysparm_domain_sco...

servicenow All Favorites History Workspaces Catalog UI Policy - show accessories details Search

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

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

1 to 1 of 1

32°C Sunny

Search

ENG IN 12:37 PM 07-11-2025

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

The screenshot shows the ServiceNow UI Action configuration page for 'Reset form'. The page is titled 'UI Action - Reset form' and includes a search bar and navigation links. The configuration details are as follows:

- 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 --

The bottom of the page shows the Windows taskbar with the date and time: 01:15 PM 07-11-2025.

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.

The screenshot displays the ServiceNow interface for an update set named "Laptop Request Project". The page is titled "Update Set - Laptop Request Project" and includes a search bar and navigation tabs. The main content area shows the update set details, including the Name, State (Complete), Application (Global), Created date (2025-11-06 06:44:42), Created by (admin), and Release date. Below the details are buttons for Update, Back Out, and Delete. A "Related Links" section contains links for Export to XML, Merge With Another Update Set, and Scan Update Set. At the bottom, there is a table for "Update set = Laptop Request Project" with columns: Created, Type, View, Target name, Updated by, Remote update set, and Action.

Created	Type	View	Target name	Updated by	Remote update set	Action
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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.

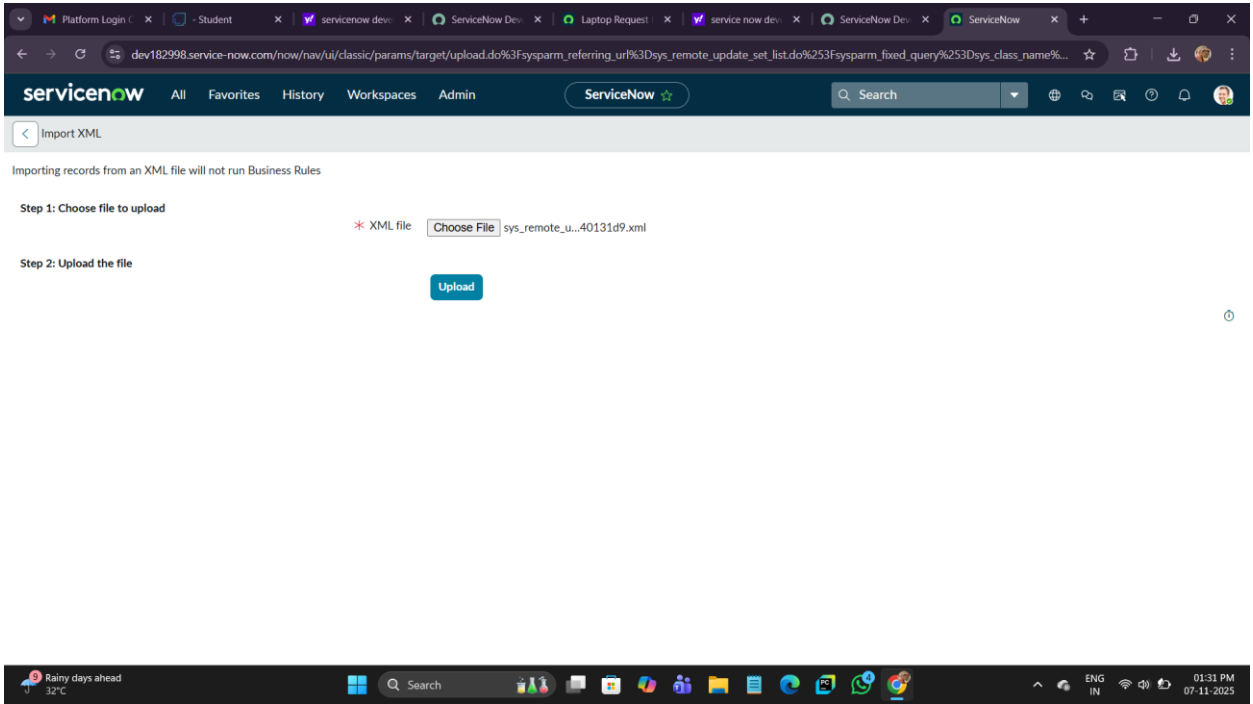
Once imported, locate and open the update set named “Laptop Request Project.”

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.



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.

Platform LoginStudentservicesnow devServiceNow DevLaptop Requestservice now devServiceNow DevLaptop Request

dev182998.service-now.com/now/nav/ui/classic/params/target/sys_remote_update_set.do%3Fsysparm_nostack%3Dtrue%26sys_id%3D6f9a5671c345b2101d02bb02b40131d9%26sysparm...

servicesnowAllFavoritesHistoryWorkspacesRetrieved Update Set - Laptop Request ProjectSearch

Retrieved Update Set
Laptop Request Project

NameLaptop Request Project

ApplicationGlobal

Update source

Parent

StateCommitted

Loaded2025-11-06 23:48:49

Description

Application nameGlobal

Committed2025-11-07 00:04:00

Inserted0

Updated0

Deleted0

Collisions0

Total0

UpdateDelete

Related Links

Show Commit Log

Customer UpdatesChild Update Sets

NameSearch

Remote update set = Laptop Request Project

Name	Type	Target name	Table	View	Action
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Hot days ahead
32°C

Search

ENG
IN

01:34 PM
07-11-2025

Platform LoginStudentservicesnow devServiceNow DevLaptop Requestservice now devServiceNow DevLaptop Request

dev182998.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id%3D5f2af229c38932101d02bb02b40131d9%26sys...

servicesnowAllFavoritesHistoryWorkspacesAdminLaptop RequestSearch

Service Catalog > Hardware > Laptop Request

Search catalog

Use this item to request a new laptop

Laptopmodel

hp

justification

☒ Additional Accessories

Order this Item

Quantity1

Delivery time2 Days

Order Now

Add to Cart

Shopping Cart

Empty

Hot days ahead
32°C
Sunny

Search

ENG
IN

01:49 PM
07-11-2025

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.