

# 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.

## Milestone - 1 : Update Set

### Create Local Update set

#### Steps :

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 .

**servicenow** All

Favorites History Workspaces **Update Set - Laptop Request** Search

update set

FAVORITES  
No Results

ALL RESULTS

- System **Update Sets**
  - Update Sources
  - Retrieved **Update Sets**
  - Update log
  - Local **Update Sets**
  - Merge **Update Sets**
  - Merge Completed Sets
  - Update Sets** to Commit
  - Update Set Commit History

\* Name: Laptop Request

State: Complete

Application: Global

Created: 2025-07-24 18:54:04

Created by: admin

Release date:

Install date: 2025-07-24 18:54:06

Installed from:

Description:

Update Back Out

Related Links

- [Export to XML](#)
- [Merge With Another Update Set](#)
- [Scan Update Set](#)
- [Show Update's History](#)

Customer Updates (10) Update Set Logs (13) Child Update Sets Install History

## Milestone - 2 : Service Catlog Item

### I. Create Service Catalog Item

Steps :

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'

dev314519.service-now.com/now/nav/ui/classic/params/target/sys\_update\_set.do%3Fsys\_id%3D4b7ad000838b6e50990bfb6c6feaad353%26sys...

ServiceNow All Favorites History Workspaces Update Set - Laptop Request

update set

FAVORITES  
No Results

ALL RESULTS

- System Update Sets:
  - Update Sources
  - Retrieved Update Sets
  - Update log
- Local Update Sets:
  - Merge Update Sets
  - Merge Completed Sets
  - Update Sets to Commit
  - Update Set Commit History

Update Set - Laptop Request

\* Name: Laptop Request

State: Complete

Parent:

Release date:

Install date: 2025-07-24 18:54:06

Installed from:

Description:

Application: Global

Created: 2025-07-24 18:54:04

Created by: admin

Merged to:

Update Back Out

Related Links

- [Export to XML](#)
- [Merge With Another Update Set](#)
- [Scan Update Set](#)
- [Show Update's History](#)

Customer Updates (10) Update Set Logs (13) Child Update Sets Install History

## II. Add variables

### Step1:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below
  - Variable 1:Laptop Model
    - Type: Single line text
    - Name: laptop\_model
    - Order:100
- Click on submit
- Again click on new and add Remaining variables in the above process

dev314519.service-now.com/now/nav/ui/classic/params/target/item\_option\_new.do%3Fsys\_id%3D591fa67f83726e50990bfb6c6fead361%26...

service catalog

Items  
Tasks  
Catalog Definitions  
My Catalogs  
My Categories  
My Items  
Maintain Catalogs  
Maintain Categories  
Renderers  
Maintain Dynamic Categories  
Maintain Items  
My Content Items  
Content Items  
Ordered Item Links  
My Order Guides  
Order Guides  
My Record Producers  
Record Producers

Variable - Laptop Model

Application: Global  
Type: Single Line Text  
Catalog item: Laptop Request  
Order: 100

Active: ☒  
Mandatory: ☐  
Read only: ☐  
Hidden: ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

\* Question: Laptop Model  
\* Name: laptop\_model  
Conversational label:  
Tooltip:  
Example Text:

Copy Update Delete

Related Links

## 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

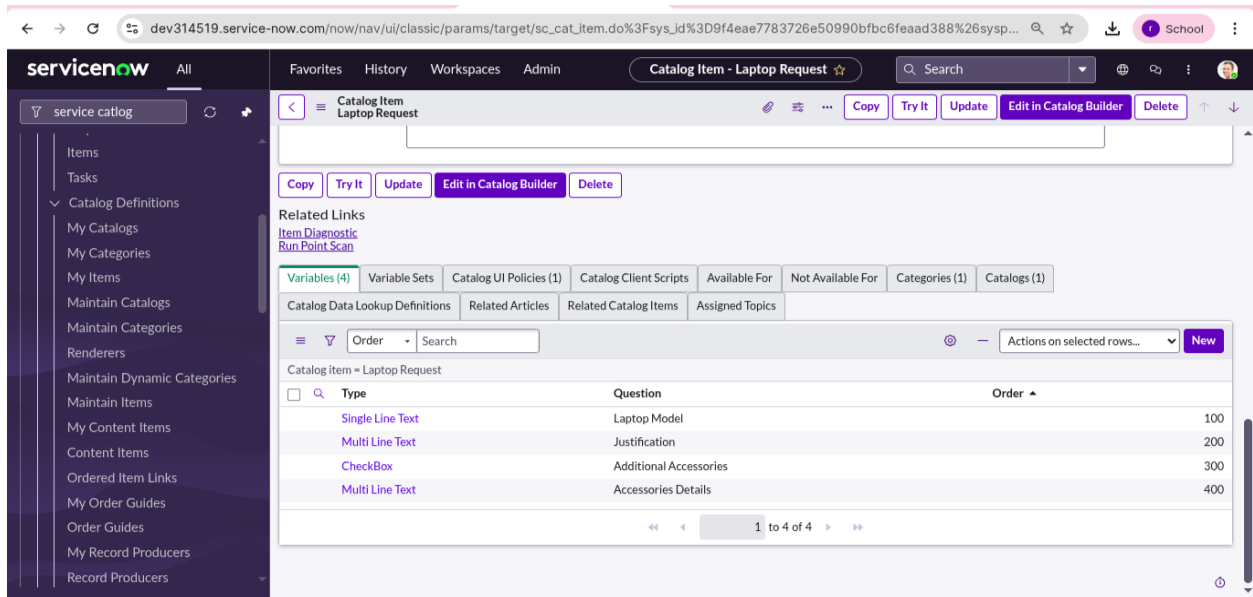
Type: Multi line text

Name:accessories\_details

Order:400

## Step2:

- After adding above variable which are added to newly created catalog item
- Then save the catalog item form



## Milestone - 3 : UI Policy

### 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]

dev314519.service-now.com/now/nav/ui/classic/params/target/catalog\_ui\_policy.do%3Fsys\_id%3D67641408834b6e50990bfb6c6fead3ed%...

service catalog

Items  
Tasks  
Catalog Definitions  
My Catalogs  
My Categories  
My Items  
Maintain Catalogs  
Maintain Categories  
Renderers  
Maintain Dynamic Categories  
Maintain Items  
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Content Items  
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Order Guides  
My Record Producers  
Record Producers

Catalog UI Policy - show accessories details

Search

Update Delete

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

additional\_accessories is true AND OR X

Applies on a Catalog Item view: ☒

Applies on Catalog Tasks: ☐

On load: ☒

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

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

12. Click on save and again click save button of the catalog ui policy form

dev314519.service-now.com/now/nav/ui/classic/params/target/catalog\_ui\_policy\_action.do%3Fsys\_id%3D78f4dc08834b6e50990bfb6c6fead3ed%...

service catalog

Items  
Tasks  
Catalog Definitions  
My Catalogs  
My Categories  
My Items  
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Maintain Items  
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My Record Producers  
Record Producers

Catalog UI Policy Action - accessories\_details

Search

Update Delete

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

Catalog Item: Laptop Request Application: Global

Variable name: accessories\_details Mandatory: True

Order: 100 Visible: True

Read only: Leave alone

Value action: Leave alone

Field message type: None

Update Delete

## Milestone - 4 : UI Action

### 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 interface for configuring a UI Action. The left sidebar contains a navigation menu with categories like 'System Classic Mobile UI', 'System Definition', 'System UI', 'Workspace Experience', 'Forms', 'UI Action Layouts', 'UI Action Groups', 'Quick Actions', 'Actions', 'Parameters', 'System Security', and 'Security Configuration Con...'. The main content area is titled 'UI Action - Reset Form' and contains the following fields:

- 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:**
- 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 visible at the top right of the configuration area.

## Milestone - 5 : Export Update Set

### 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

The screenshot displays the ServiceNow interface for an 'Update Set - Laptop Request'. The left sidebar shows the navigation menu with 'update' selected. The main form contains the following fields:

- Name: Laptop Request
- State: Complete
- Application: Global
- Created: 2025-07-24 18:54:04
- Created by: admin
- Release date: (empty)
- Install date: 2025-07-24 18:54:06
- Installed from: (empty)
- Description: (empty)

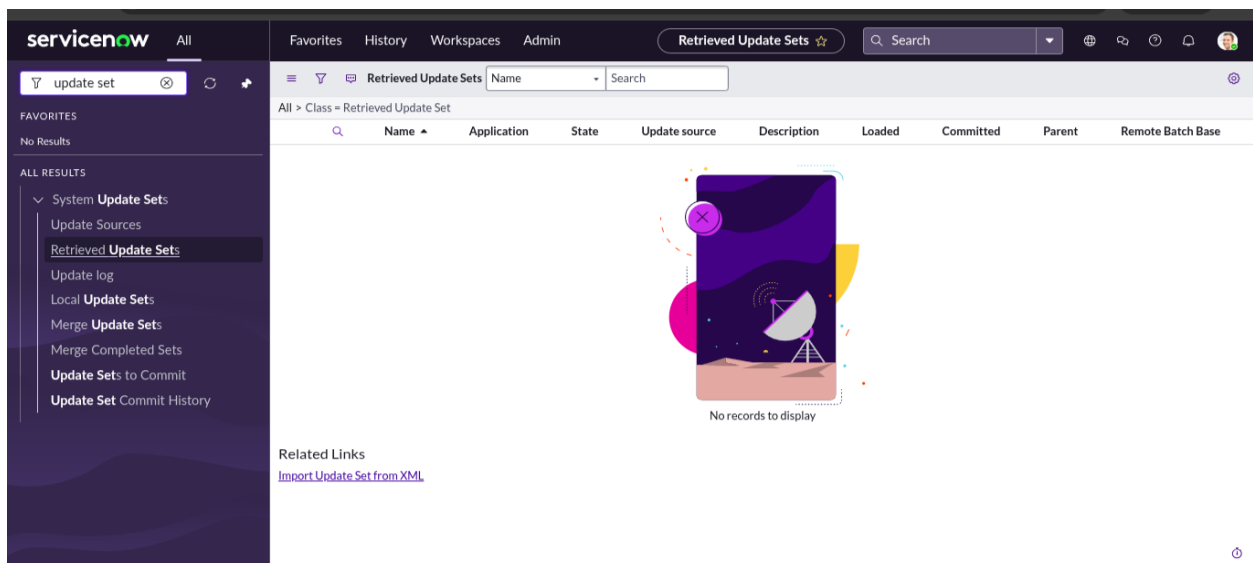
Buttons for 'Update' and 'Back Out' are located below the form. Below the form, there are 'Related Links' including 'Export to XML', 'Merge With Another Update Set', 'Scan Update Set', and 'Show Update's History'. At the bottom, there are tabs for 'Customer Updates (10)', 'Update Set Logs (13)', 'Child Update Sets', and 'Install History'.



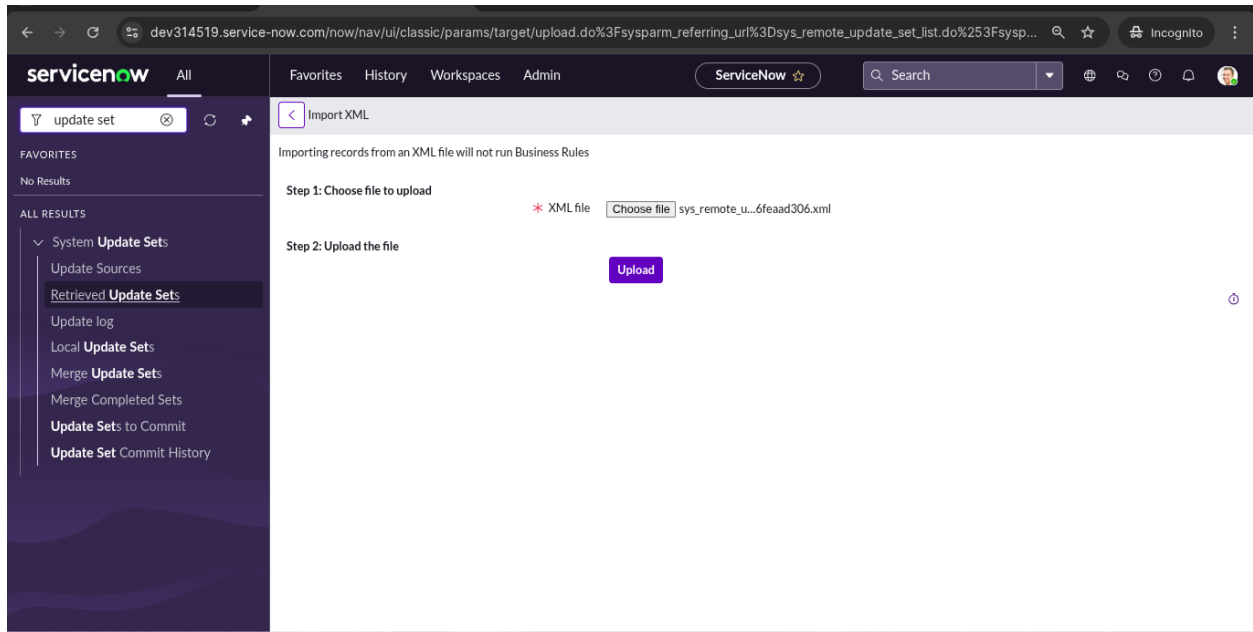
## Milestone - 6 : Login To Another Instance

### Retrieving the update set

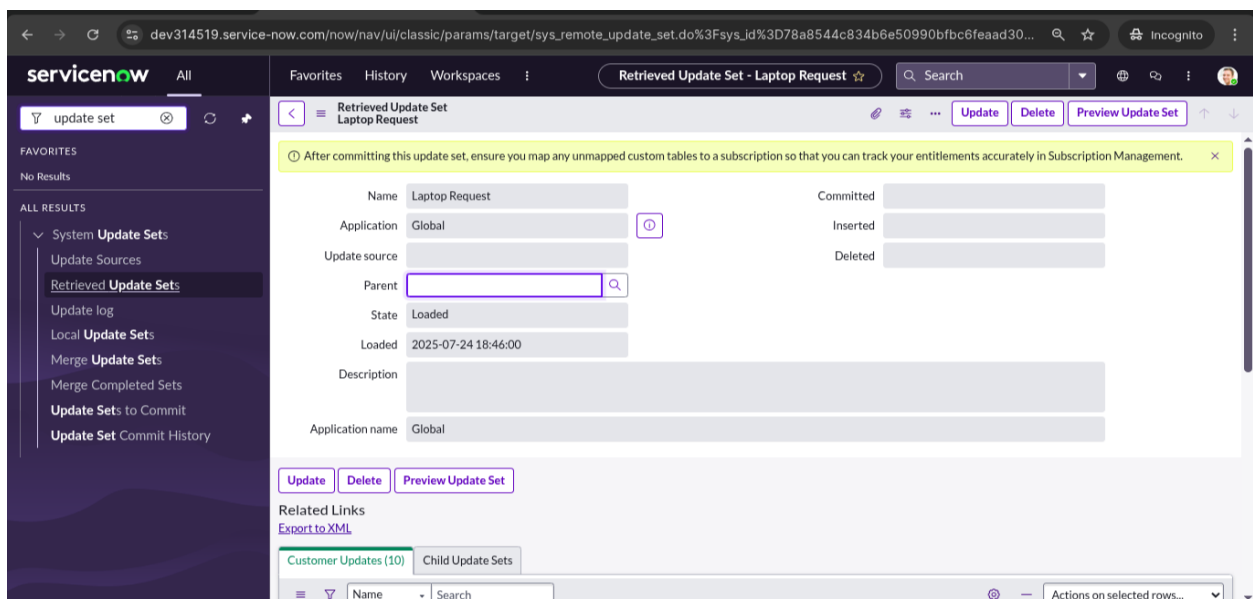
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML



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



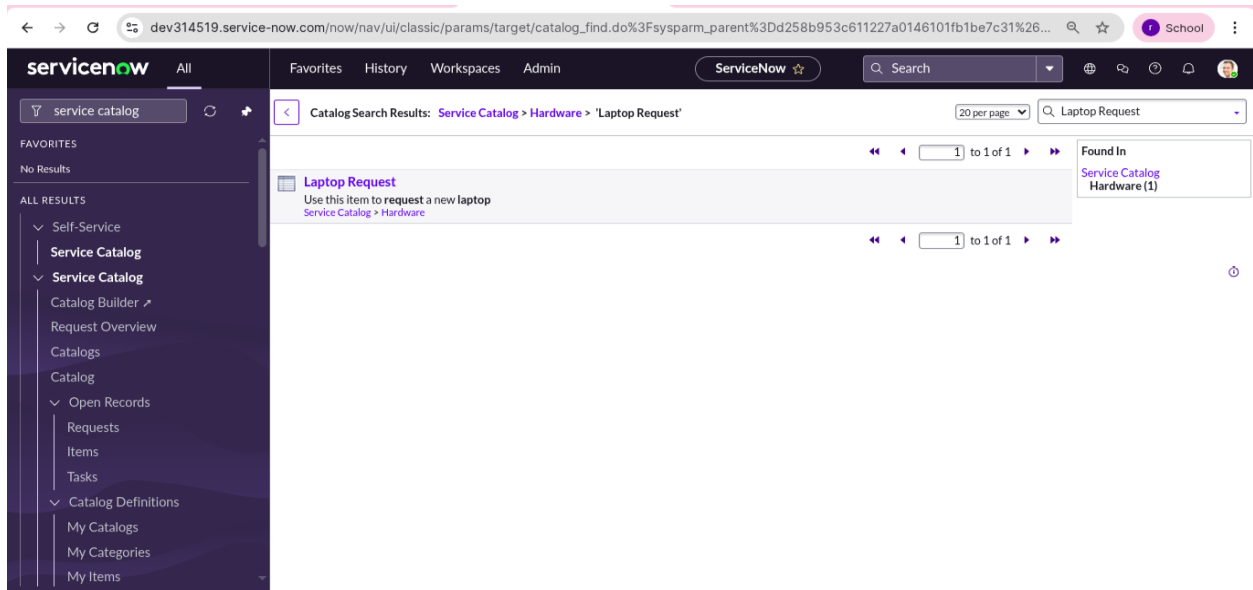
The screenshot shows the ServiceNow Developers interface. The left sidebar contains navigation links for 'update set', 'System Update Sets', 'Update Sources', 'Retrieved Update Sets', 'Update log', 'Local Update Sets', 'Merge Update Sets', 'Merge Completed Sets', 'Update Sets to Commit', and 'Update Set Commit History'. The main content area is titled 'Retrieved Update Set - Laptop Request' and includes buttons for 'Update', 'Delete', and 'Preview Update Set'. Below the title, there are 'Related Links' and 'Export to XML'. The main table, 'Customer Updates (10)', lists the following data:

Name	Type	Target name	Table	View	Action
catalog_ul_policy_67641408834b6e50990bfb6c6feaad3ed	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ul_policy_action_78f4dc08834b6e50990bfb6c6feaad3fb	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_0a703ebf83726e50990bfb6c6feaad34b	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_2d30727f83726e50990bfb6c6feaad36e	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_591fa67f83726e50990bfb6c6feaad361	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d6efa6bf83726e50990bfb6c6feaad3d1	Variable	Justification			INSERT_OR_UPDATE
sc_cat_item_9f4eae7783726e50990bfb6c6feaad388	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_6a9eea3f83726e50990bfb6c6feaad3b8	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_e69eea3f83726e50990bfb6c6feaad3bd	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
sys_ui_action_6da690c8834b6e50990bfb6c6feaad33e	UI Action	Reset Form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

## Milestone - 7 : Testing

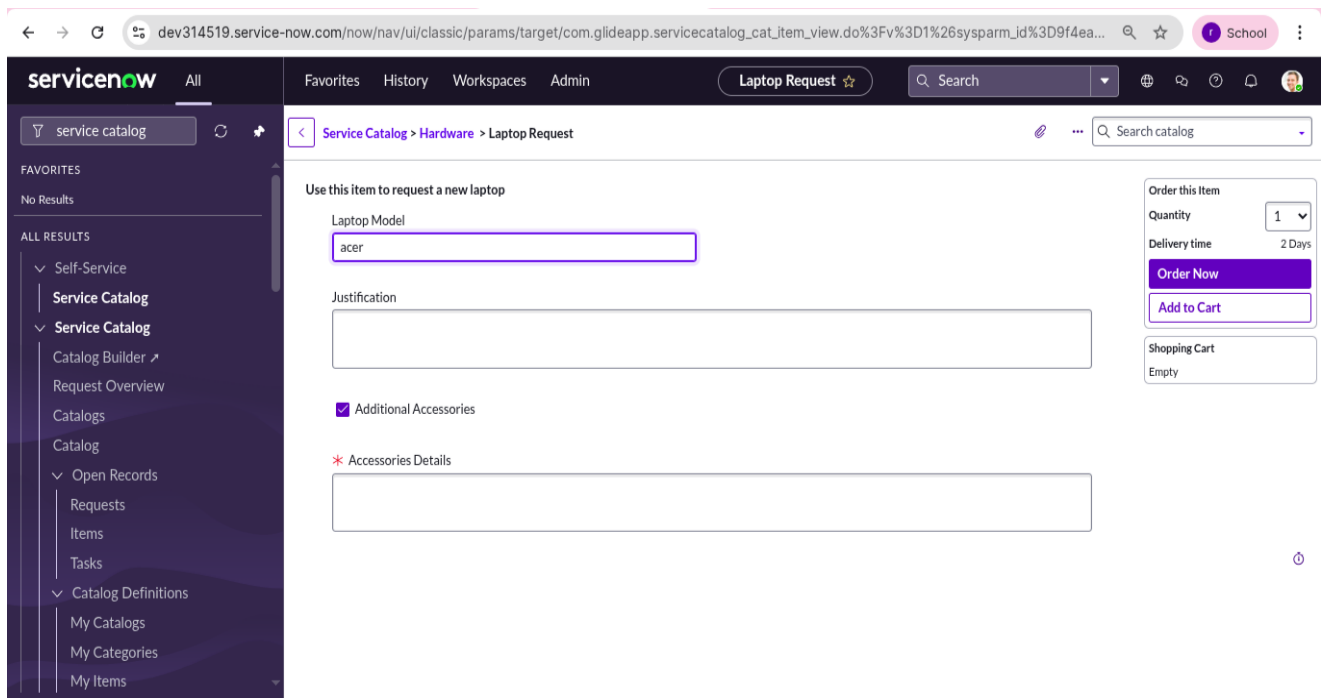
### Test Catalog Item

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.



## 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.

THANK YOU

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