

## LAPTOP REQUEST CATALOG ITEM

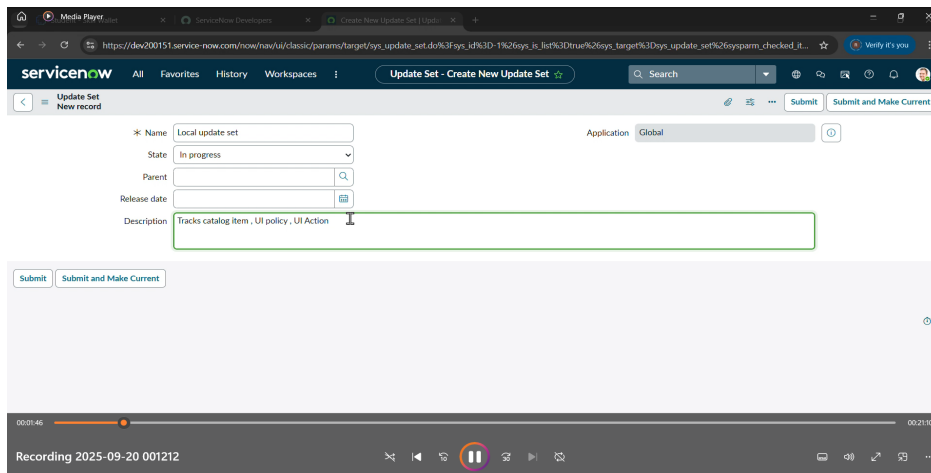
### Problem Statement:

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.

### Update set

#### Create Local Update set

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 .



**NOTE:** Perform all actions under this newly created update set only.

### Service Catalog Item

#### Create Service Catalog Item

1. Open service now.

2. Click on All >> service catalog
3. Select maintain items under catalog definitions
4. Click on New.
1. 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
2. Click on 'SAVE'

The screenshot shows the ServiceNow 'Catalog Item - New Record' form. The form is titled 'Catalog Item - New Record' and has a search bar. Below the search bar, there is a blue banner that says 'Build and modify items faster with the improved Catalog Builder.' The form fields are as follows:

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

Below the form, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is selected, and it shows the 'Short description' field with the value 'Request a laptop' and the 'Description' field which is empty.

## 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
  1. 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

## 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

The screenshot shows the ServiceNow interface for configuring a variable named 'Variable - Laptop Model'. The browser address bar shows the URL: <https://dev340355.service-now.com/now/nav/ui/classic/params/tar...>. The page title is 'Variable - Laptop Model'. The configuration form includes the following fields:

- 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:** ☐

Below the configuration form, there is a section for 'Question' with the following fields:

- Question:** Specify the **Question** that explains the options available to the end user when ordering the item
- Name:** Laptop Model
- Conversational label:** laptop\_model

https://dev340355.service-now.com/now/nav/ui/classic/params/tar...  
servicenow All Variable - Ne... Submit

Variable  
New record

Application  
Global ⓘ

Type  
Multi Line Text

Catalog item  
Laptop Request ⓘ

Order  
200

Active ☒

Mandatory ☐

Read only ☐

Hidden ☐

Disable automatic slot fill based on user context ☐

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  
Justification

\* Name  
justification

Conversational label

https://dev340355.service-now.com/now/nav/ui/classic/params/tar...  
servicenow All Catalog Item ... Copy Update Delete

Variable  
Additional Accessories

Application  
Global ⓘ

Type  
CheckBox

Catalog item  
Laptop Request ⓘ

Order  
300

Active ☒

Selection Required ☐

Read only ☐

Hidden ☐

Disable automatic slot fill based on user context ☐

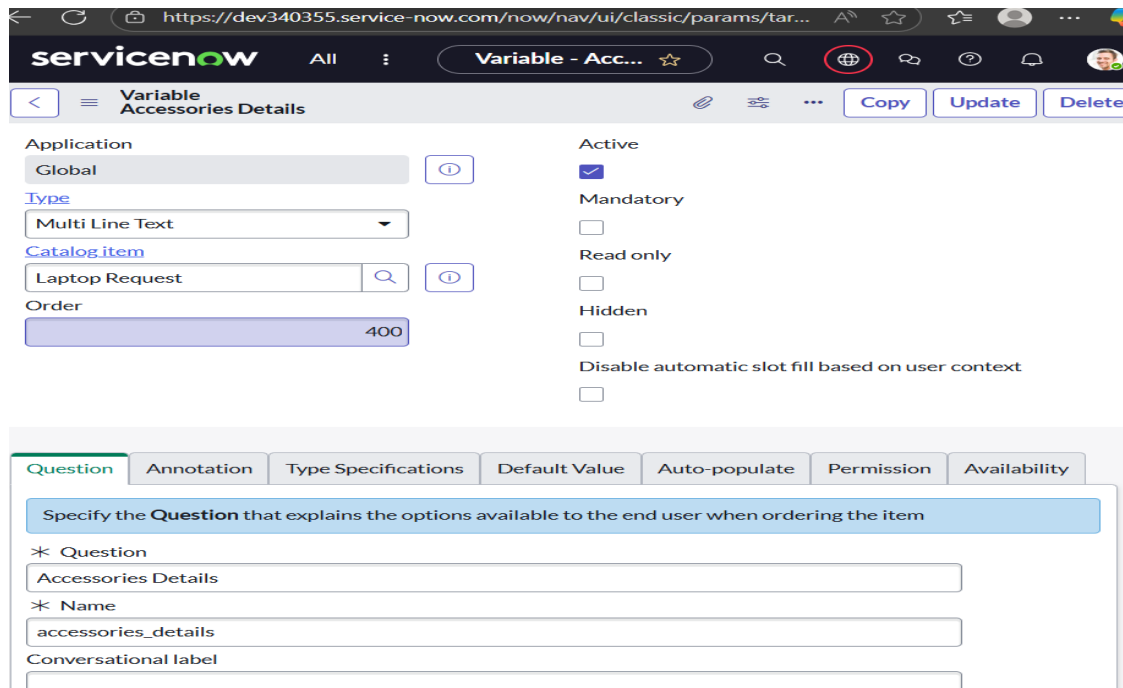
Question Type Specifications Default Value Auto-populate Permission Availability

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

\* Question  
Additional Accessories

\* Name  
additional\_accessories

Conversational label

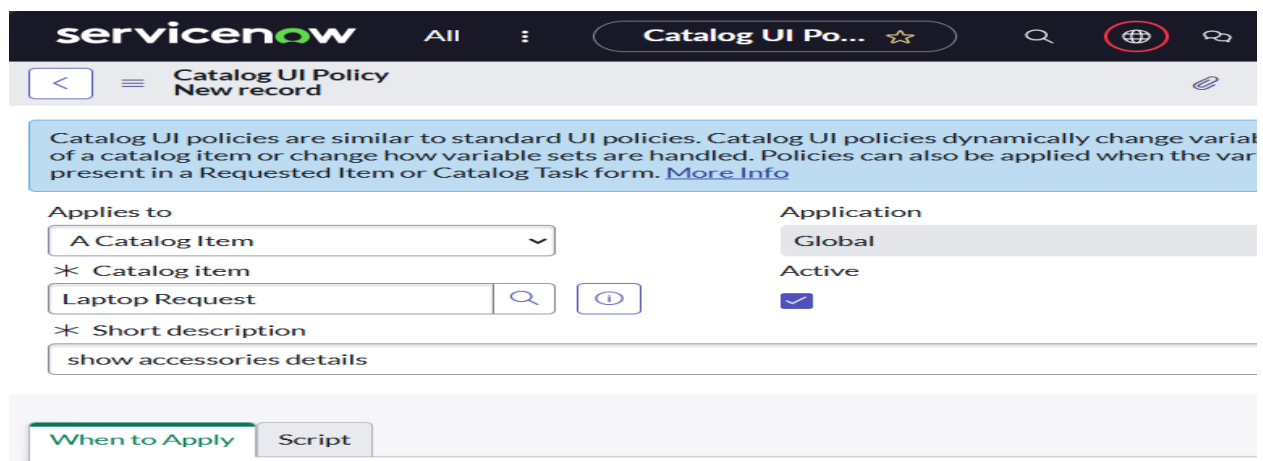


The screenshot shows the 'Variable - Accessories Details' form in ServiceNow. The form is divided into two main sections. The left section contains fields for 'Application' (Global), 'Type' (Multi Line Text), 'Catalog item' (Laptop Request), and 'Order' (400). The right section contains checkboxes for 'Active' (checked), 'Mandatory', 'Read only', 'Hidden', and 'Disable automatic slot fill based on user context'. Below these sections is a tabbed interface with tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab is active, showing a text area for 'Specify the Question that explains the options available to the end user when ordering the item'. Below this are fields for 'Question' (Accessories Details), 'Name' (accessories\_details), and 'Conversational label'.

## 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]



The screenshot shows the 'Catalog UI Policy New record' form in ServiceNow. The form has a header bar with the ServiceNow logo and navigation icons. Below the header is a blue informational banner stating: 'Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables of a catalog item or change how variable sets are handled. Policies can also be applied when the variable is present in a Requested Item or Catalog Task form. [More Info](#)'. The form is divided into two main sections. The left section contains fields for 'Applies to' (A Catalog Item), 'Catalog item' (Laptop Request), and 'Short description' (show accessories details). The right section contains fields for 'Application' (Global) and 'Active' (checked). At the bottom of the form are two tabs: 'When to Apply' and '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

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 ☒

[Submit](#)

1. Click on **save**.(do not click on submit)
2. Scroll down and select 'catalog ui action'
3. Then click on new button
4. Select variable name as: accessories\_details  
Order:100  
Mandatory: True  
Visible : True

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

service-now All Catalog UI Po... Update Delete

Catalog UI Policy show accessories details

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

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

<input type="checkbox"/>	Name	Read only	Mandatory	Visible	Order
<input type="checkbox"/>	<a href="#">accessories_details</a>	Leave alone	True	True	100

1 to 1 of 1

## 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

servicenow

All

UI Action - N...

☆

🔍

🌐

🔗

?

🔔

<

≡

UI Action  
New record

...

Submit

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

☐

Application

Global

Form button

☐

Form context men

☐

Form link

☐

Form style

-- None --

List banner button

☐

List bottom button

☐

List context menu

☐

List choice

☐

List link

☐

Save

Configure >

Export >

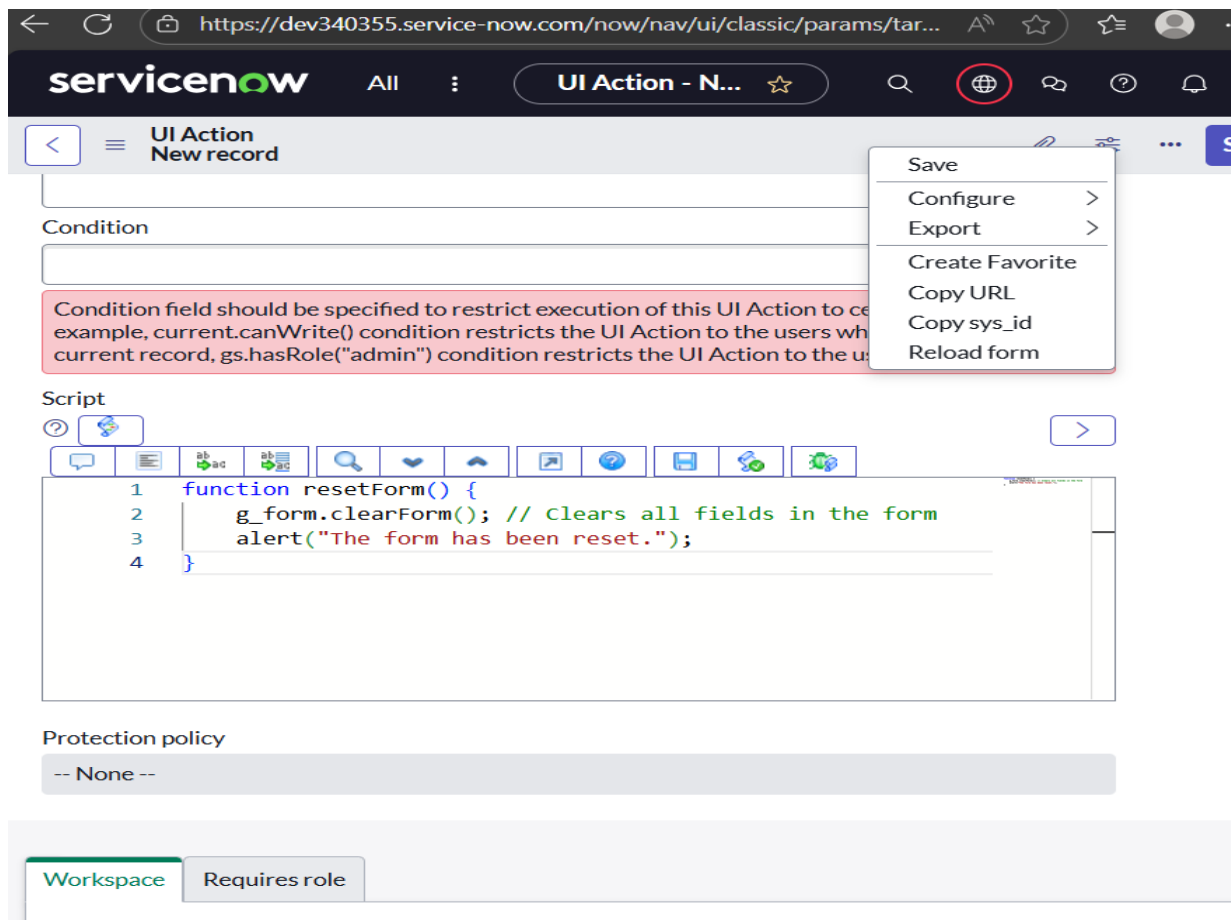
Create Favorite

Copy URL

Copy sys\_id

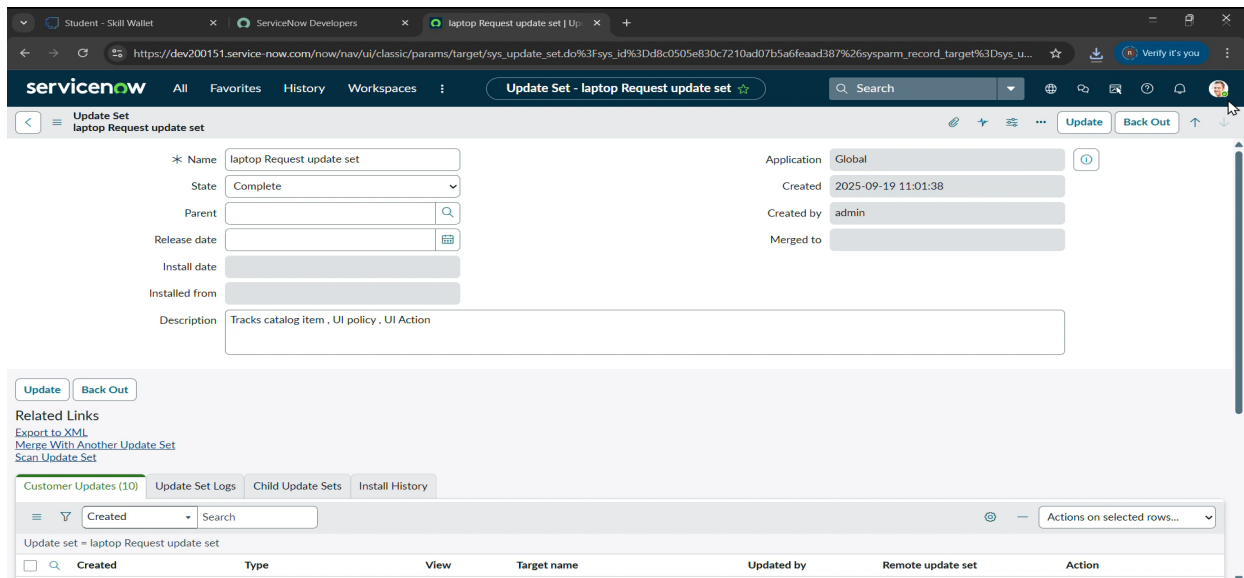
Reload form





### 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



## 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 interface for a 'Retrieved Update Set'. The header includes the ServiceNow logo, a navigation menu, and a search bar. The main title is 'Retrieved Update Set' with a subtitle 'Laptop Request Project'. Below the title are three buttons: 'Update', 'Delete', and 'Preview Update Set'. A yellow warning banner at the top states: 'After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.' The form fields are organized into two columns. The left column contains: 'Name' (Laptop Request Project), 'Application' (Global), 'Update source' (empty), 'Parent' (empty), and 'State' (Loaded). The right column contains: 'Committed' (empty), 'Inserted' (empty), and 'Deleted' (empty). A small blue icon with an 'i' is located between the 'Application' and 'Update source' fields.

## 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.

servicenow

All

Laptop Request

<

Service Catalog > Hardware > Laptop Request

...

Search catalog

Use this item to request a new laptop

Laptop Model

Justification

☒ Additional Accessories

\* Accessories Details

Order this Item

Quantity

1

Delivery time

2 Days

Order Now

Add to Cart

Shopping Cart

Empty