

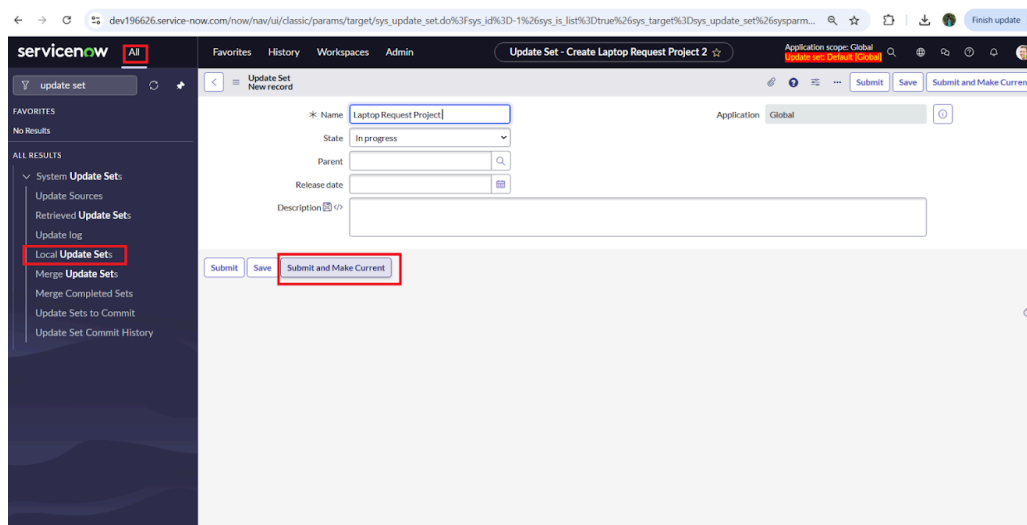
LAPTOP REQUEST CATALOG ITEM

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.

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 .



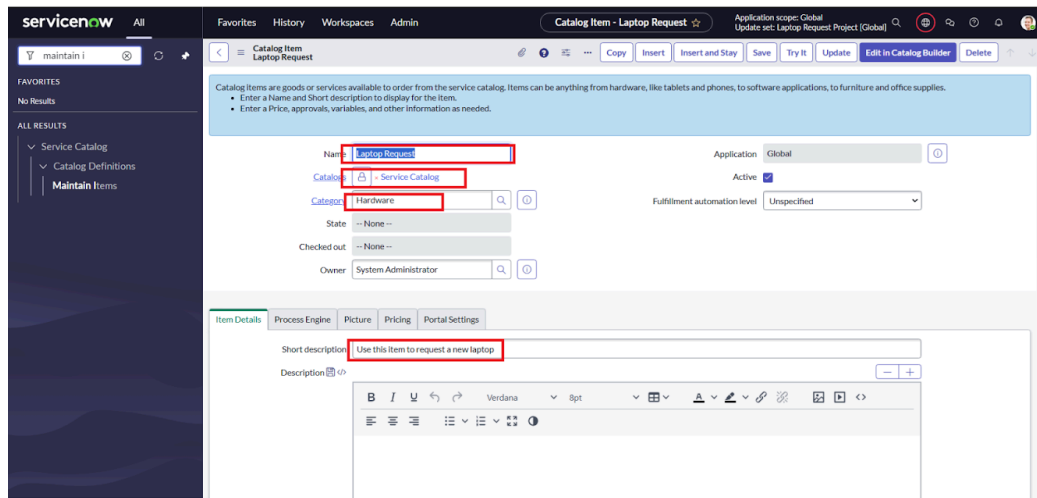
NOTE: Perform all actions under this newly created update set only.

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.

The screenshot shows the ServiceNow interface for managing catalog items. The left-hand navigation pane is open, showing the 'Catalog' section. Under 'Catalog', 'Catalog Definitions' and 'Maintain Items' are highlighted. The main content area displays a table of existing catalog items. The table has the following columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The items listed include various privacy filters, 401(k) plan enrollment inquiries, and software licenses. A 'New' button is located in the top right corner of the table area, indicating where to click to add a new catalog item.

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'



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

dev196626.service-now.com/now/nav/ui/classic/params/target/item_option_new.do%3Fsys_id%3D19%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3D...

service-now All

Variable - New Record

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

Submit Save

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

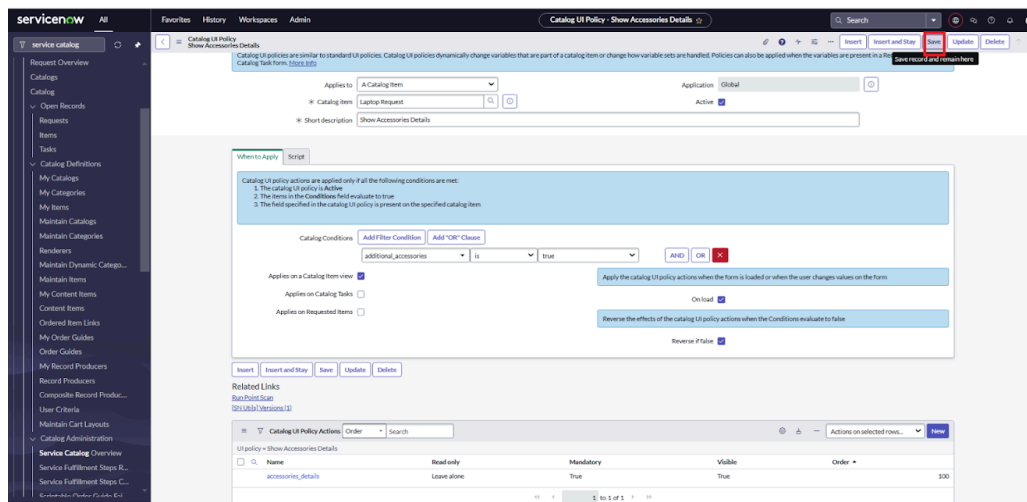
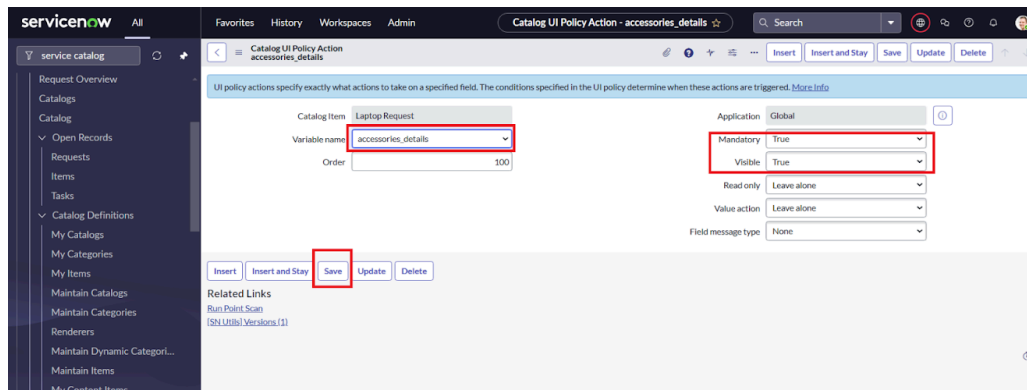
Create Catalog Ui policies

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 ServiceNow interface for configuring a Catalog UI Policy. The left sidebar contains a navigation menu with 'maintain it' and 'ALL RESULTS' sections. The main content area is titled 'Catalog UI Policy - Show Accessories Details'. It includes a 'When to Apply' tab with a 'Script' sub-tab. The 'Script' section contains a blue box with the following text: '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'. Below this, the 'Catalog Conditions' section shows a filter for 'additional_accessories' with the operator 'is' and the value 'true'. The 'Applies on a Catalog Item view' checkbox is checked. The 'Applies on Catalog Tasks' and 'Applies on Requested Items' checkboxes are unchecked. The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' checkbox is checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is checked. The 'Reverse if false' checkbox is checked.

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



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:

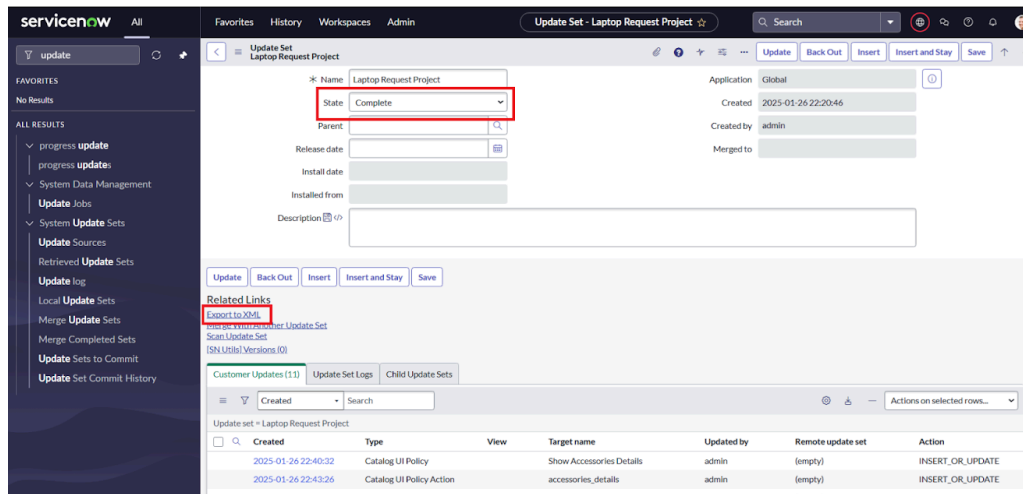
```
function resetForm() {  
  g_form.clearForm(); // Clears all fields in the form  
  alert("The form has been reset.");  
}
```

Click on save

The screenshot shows the ServiceNow 'UI Action - Reset Form' configuration page. The left sidebar contains a navigation menu with categories like 'System Classic Mobile UI', 'UI Actions - Classic Mobile', 'System Definition', 'UI Actions', 'System UI', 'UI Actions', 'Workspace Experience', 'Forms', 'UI Action Layouts', and 'UI Action Groups'. The main content area is titled 'UI Action - Reset Form' and includes a search bar and action buttons: 'Insert', 'Insert and Stay', 'Save', 'Update', and 'Delete'. The 'Save' button is highlighted with a red box. The configuration form includes fields for 'Name' (Reset Form), 'Table' (Shopping Cart [sc_cart]), 'Order' (100), and 'Action name' (Reset Form). Below these are checkboxes for 'Active', 'Show insert', 'Show update', and 'Client' (which is checked and highlighted with a red box). There are also checkboxes for 'List v2 Compatible' and 'List v3 Compatible'. The right side of the form contains various options for 'Form button', 'Form context menu', 'Form link', 'Form style', 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style'. At the bottom, there are sections for 'Messages', 'Comments', 'Hint', 'OnClick', and 'Condition'.

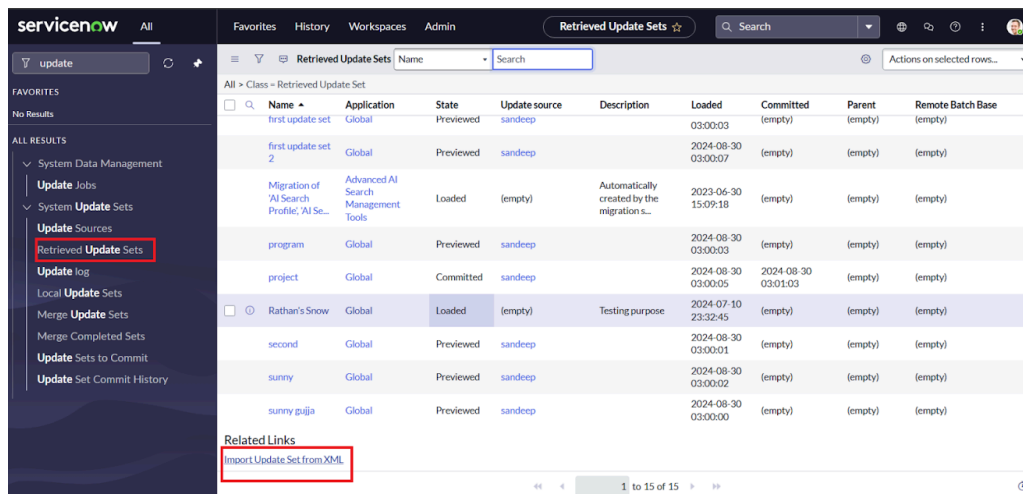
Exporting changes to another instances

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



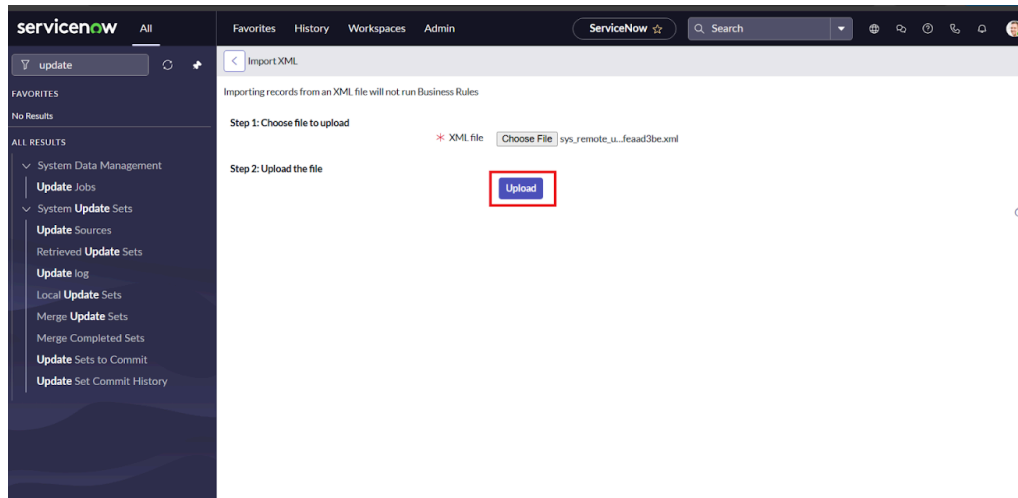
Retrieving the update set

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.



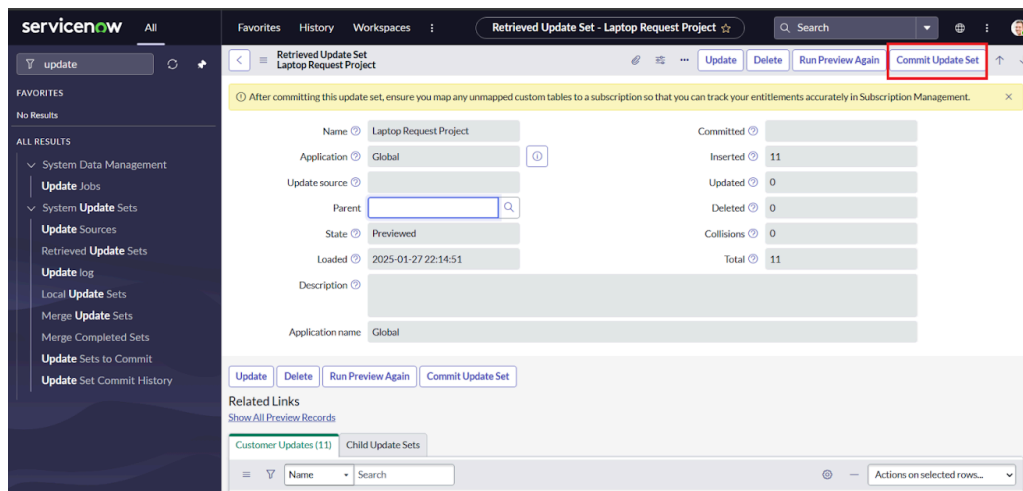
9. Open retrieved update set 'laptop request project'

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



Retrieved Update Set - Laptop Request Project

Name	Type	Target name	Table	View	Action
catalog_ui_policy_6a172b9a835312108663f6d6fead333	Catalog UI Policy	Show Accessories Details			INSERT_OR_UPDATE
catalog_ui_policy_action_e08ebda835312108663f6d6fead326	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_1405e7d6835312108663f6d6fead3fc	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_63c5e396835312108663f6d6fead3dc	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_ab55ef6835312108663f6d6fead3aa	Variable	Justification			INSERT_OR_UPDATE
item_option_new_d685231a835312108663f6d6fead32a	Variable	Additional Accessories			INSERT_OR_UPDATE
sc_cat_item_a2b32f56835312108663f6d6fead3a9	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_a2b32f56835312108663f6d6fead3a9	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_a2e427d6835312108663f6d6fead38f	Catalog Items Catalog	Service Catalog:Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_aee427d6835312108663f6d6fead394	Catalog Item Category	Hardware:Laptop Request			INSERT_OR_UPDATE
sys_ui_action_1879eb5e835312108663f6d6fead365	UI Action	Reset Form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

1 to 11 of 11

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

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model:

Justification:

☐ Additional Accessories

Order this Item

Quantity:

Delivery time: 2 Days

[Order Now](#)

[Add to Cart](#)

Shopping Cart: Empty

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.

The screenshot displays the ServiceNow interface for a 'Laptop Request' catalog item. The main form area is titled 'Use this item to request a new laptop'. It contains the following fields and elements:

- Laptop Model:** A text input field containing 'hp'.
- Justification:** A large text area for providing a reason for the request.
- Additional Accessories:** A checkbox that is checked, highlighted by a red box.
- * Accessories Details:** A text area for specifying details about the accessories, also highlighted by a red box.
- Order this Item:** A sidebar on the right showing 'Quantity' as 1 and 'Delivery time' as 2 Days. It includes 'Order Now' and 'Add to Cart' buttons.
- Shopping Cart:** A section at the bottom right indicating the cart is 'Empty'.
- Navigation:** The left sidebar shows the 'Service Catalog' menu with options like 'Catalog Builder', 'Request Overview', 'Catalogs', 'Catalog', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', and 'Renderers'.

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.