

# Laptop Request Catalog Item (Servicenow)

## Problem Statement

Employees in the organization need a **quick and efficient way to request laptops for work**. The current manual process is **prone to delays**, with no **dynamic form behavior** to guide users or ensure accurate data collection.

To solve this, a **ServiceNow Catalog Item** has been developed that includes:

- Dynamic fields
- Form reset functionality
- Clear instructions for users
- Full change tracking for governance and deployment

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## Features

- **Service Catalog Item** with user-friendly form to request laptops
- **Dynamic field behavior** using Catalog UI Policies
- **Reset form** functionality via UI Action
- **Exportable update set** for migration to other instances
- **Tested** on a different instance to ensure deployment integrity

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## Setup Steps

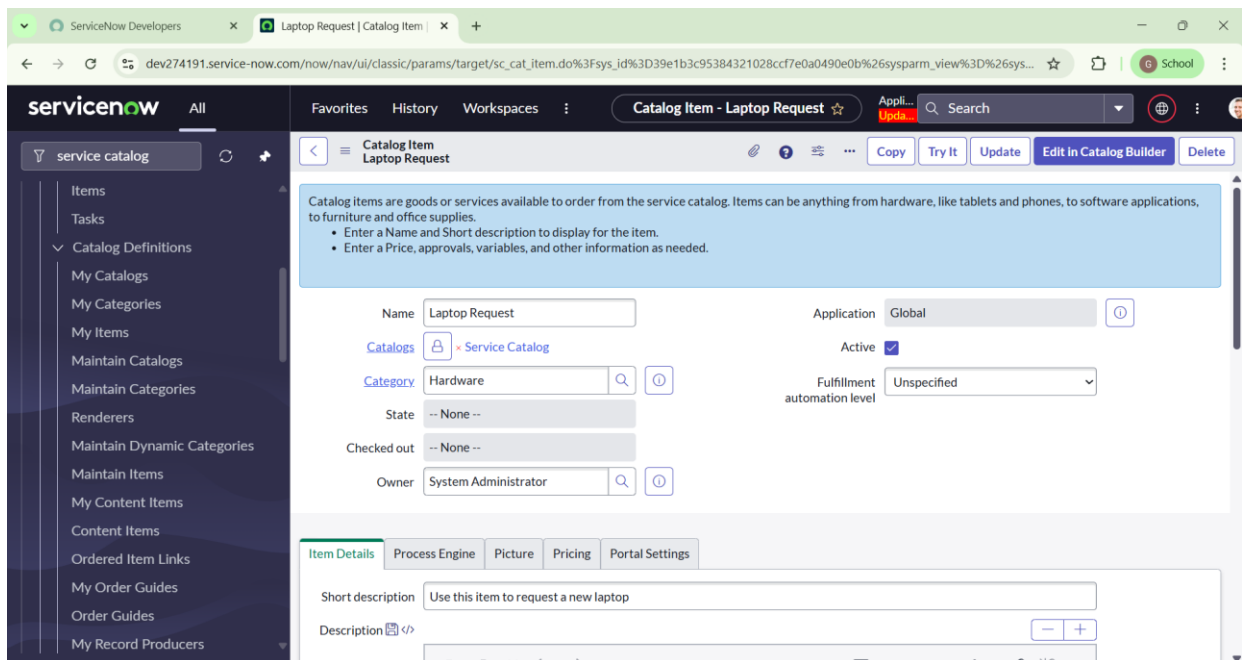
### Step 1: Create Local Update Set

Create a new local update set in ServiceNow to track all your changes.

The screenshot shows the ServiceNow web interface for creating a new update set. The browser address bar shows the URL: `dev274191.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_update_set%26sys...`. The page title is "Update Set - Create New Update Set". The left sidebar shows the "update sets" search results, with "System Update Sets" expanded and "Retrieved Update Sets" selected. The main form area contains the following fields:

- \* Name:
- State:
- Parent:
- Release date:
- Description:
- Application:

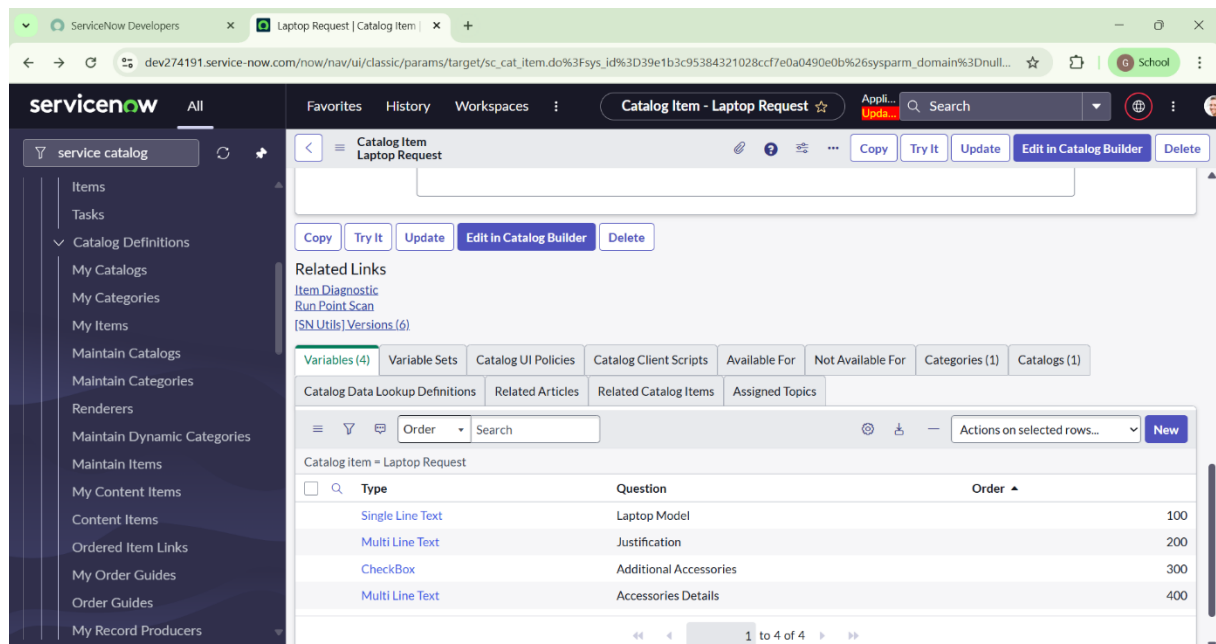
At the bottom of the form, there are two buttons: "Submit" and "Submit and Make Current".



## Step 2: Create Service Catalog Item

Create a catalog item named Laptop Request and add required variables such as:

- Laptop Model
- Justification
- Additional Accessories
- Accessories Details



### Step 3: Add Catalog UI Policies

Create UI policies to:

- Show/hide fields based on selections
- Make fields mandatory dynamically

The screenshot shows the 'Catalog UI Policy - New Record' form in ServiceNow. The left sidebar contains a navigation menu with options like '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', and 'Composite Record Producers'. The main form area has a header 'Catalog UI Policy - New Record' and a search bar. Below the header, there is a description: '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](#)'. The form includes fields for 'Applies to' (set to 'A Catalog Item'), 'Application' (set to 'Global'), 'Catalog item' (set to 'Laptop Request'), 'Active' (checked), and 'Short description' (set to 'Show Accessories Details'). There is a 'When to Apply' tab with a 'Script' sub-tab. Below this, a blue box contains the conditions for the policy: '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, there are 'Catalog Conditions' with a filter condition: 'additional\_accessories is true'. There are also checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). At the bottom, there are checkboxes for 'On load' (checked) and 'Dequeue the effects of the catalog UI policy actions when the Conditions evaluate to false' (unchecked).

### Step 4: Create UI Action (Reset Form)

Add a Reset Form button using a client-side UI Action to clear the form inputs.

The screenshot shows the 'Catalog UI Policy Action - accessories\_details' form in ServiceNow. The left sidebar contains a navigation menu with options like 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items', 'My Content Items', and 'Content Items'. The main form area has a header 'Catalog UI Policy Action - accessories\_details' and a search bar. Below the header, there is a description: '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](#)'. The form includes fields for 'Catalog Item' (set to 'Laptop Request'), 'Variable name' (set to 'accessories\_details'), 'Order' (set to '100'), 'Application' (set to 'Global'), 'Mandatory' (set to 'True'), 'Visible' (set to 'True'), 'Read only' (set to 'Leave alone'), 'Value action' (set to 'Leave alone'), and 'Field message type' (set to 'None'). At the bottom, there are 'Update' and 'Delete' buttons. Below the buttons, there is a link: '[SN Utils | Versions \(1\)](#)'.

### Step 5: UI Action Create

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

## Step 5: Export Changes

Export the update set to an XML file for reuse in other ServiceNow instances.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-01 02:17:33	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:20:06	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:10:33	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:12:01	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:13:22	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:14:20	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Items Catalog		Service Catalog Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Items Catalog		Service Catalog Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Items Catalog		Service Catalog Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Items Catalog		Service Catalog Laptop Request	admin	(empty)	INSERT_OR_UPDATE

## Step 6: Import to Another Instance

Log in to a different ServiceNow instance and retrieve the update set.

servicenow All

update sets

FAVORITES

No Results

ALL RESULTS

System Update Sets

Update Sources

Retrieved Update Sets

Update sets that have been pulled from another ServiceNow instance

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

Retrieved Update Sets

Name Application State Update source Description Loaded Committed Parent Remote Batch Base

No records to display

Related Links

Import Update Set from XML

servicenow All

update sets

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

Retrieved Update Set - Laptop Request

Update Delete Run Preview Again Commit Update Set

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.

Name Laptop Request

Application Global

Update source

Parent

State Previewed

Loaded 2025-09-16 06:42:16

Description

Application name Global

Committed

Inserted 0

Updated 10

Deleted 0

Collisions 0

Total 10

Update Delete Run Preview Again Commit Update Set

Related Links

Show All Preview Records

Customer Updates (10)

Child Update Sets

Name Search

Actions on selected rows...

servicenow All

update sets

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

Retrieved Update Set - Laptop Request

Update Delete

Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
catalog_ui_policy_7ab5b30153c4321028ccf7e0a0490e2c	Catalog UI Policy	Show Accessories Details			INSERT_OR_UPDATE
catalog_ui_policy_action_4c66ff0153c4321028ccf7e0a0490e81	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_54e2f70d5384321028ccf7e0a0490e37	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_de44f70d5384321028ccf7e0a0490eaf	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_ed4778d5384321028ccf7e0a0490ed9	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_f9e3b7c55384321028ccf7e0a0490ec4	Variable	Justification			INSERT_OR_UPDATE
sc_cat_item_39e1b3c95384321028ccf7e0a0490e0b	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_7682bfc95384321028ccf7e0a0490eed	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_3a82bfc95384321028ccf7e0a0490ef2	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
sys_ui_action_2747b38153c4321028ccf7e0a0490eff	UI Action	Reset Form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

1 to 10 of 10

## Step 7: Test the Catalog Item

Submit a test request and verify:

- Workflow triggers
- Form behavior
- Request visibility in ServiceNow portal

The screenshot shows the ServiceNow 'Laptop Request' catalog item form. The left sidebar contains a navigation menu with categories like 'Self-Service', 'Service Catalog', 'Catalog Builder', 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', and 'Maintain Catalogs'. The main content area is titled 'Use this item to request a new laptop'. It includes a 'Laptop Model' text field, a 'Justification' text area, and a checkbox for 'Additional Accessories'. Below this is an 'Accessories Details' section with a text area. On the right, there is an 'Order this Item' section with a 'Quantity' dropdown set to 1 and a 'Delivery time' of 2 Days. Below this are 'Order Now' and 'Add to Cart' buttons. At the bottom right, there is a 'Shopping Cart' section showing 'Empty'.

The screenshot shows the ServiceNow 'Order Status' page for a submitted request. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The main content area is titled 'Order Status' and shows a confirmation message: 'Thank you, your request has been submitted'. Below this, the order details are displayed:

Order Placed:	2025-09-01 23:04:40
Request Number:	REQ0010001
Estimated Delivery Date of Complete Order:	2025-09-03

Below the order details, there is a table with the following columns: Description, Delivery Date, Stage, Price (ea.), Quantity, and Total.

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-09-03	▶ ● ○ ○ ○		1	
				Total	-

At the bottom of the table, there are buttons for 'Back to Catalog' and 'Continue Shopping'. A 'Home' button is also visible in the bottom right corner.

## Conclusion

The **Laptop Request Catalog Item** project streamlines the laptop request process in the organization. By leveraging **ServiceNow's powerful Service Catalog capabilities**, this solution:

- Enhances efficiency and reduces errors
- Replaces outdated manual processes
- Improves employee satisfaction with a modern interface