

LAPTOP REQUEST CATALOG ITEM

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Team Size : 4

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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.

Objective:

Automate and streamline the laptop request process, reduce manual effort and potential delays, improve data accuracy through dynamic form behavior, provide a user-friendly experience with clear instructions, implement form reset functionality, and establish change tracking for governance and deployment.

Skills: UIPATH RPA, TANZU APPLICATION SERVICE

Create Local Update set

Open servicenow.

Click on All >> search for update sets

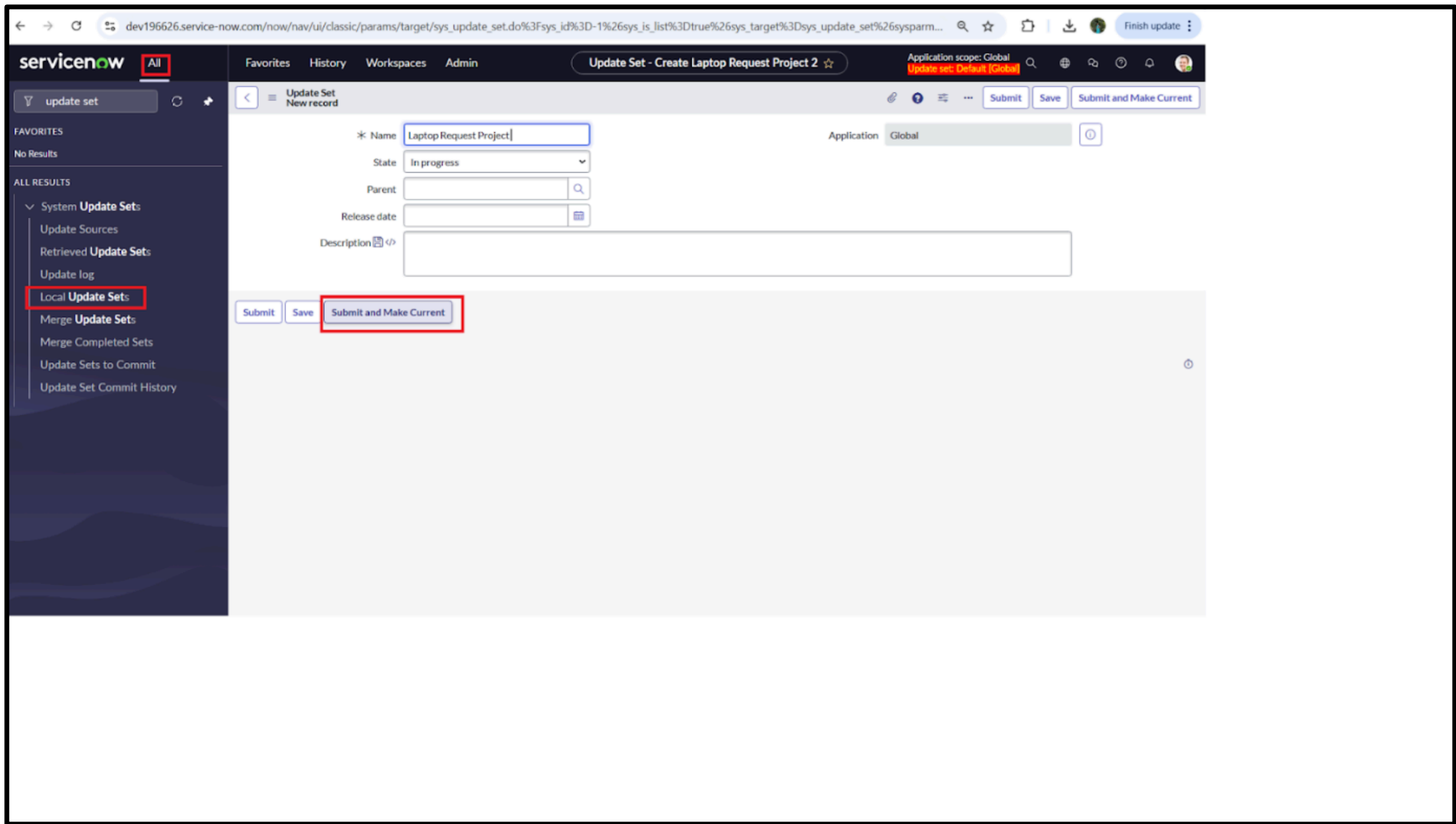
Select local update sets under system update sets

Click on new

Fill the following details to create a update set as: " Laptop Request"

Click on submit and make current

By clicking on the button it activates the update set.



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

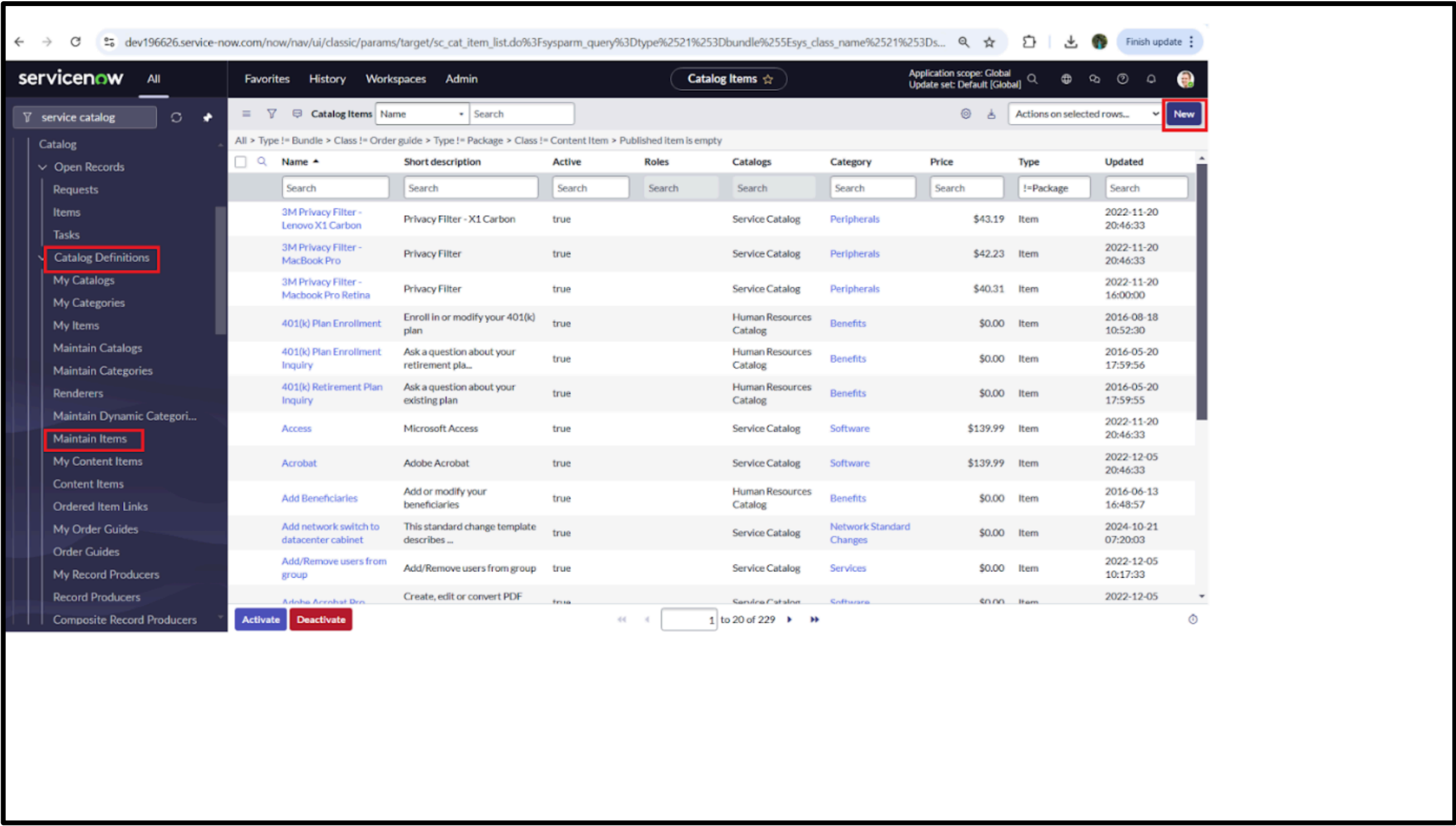
Create Service Catalog Item

Open service now.

Click on All >> service catalog

Select maintain items under catalog definitions

Click on New.



Fill the following details to create a new catalog item

- Name: Laptop Request
- CatLog: service CatLog
- Category: Hardware
- Short Description: Use this item to request a new laptop

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%3D-1%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Dit...

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

Tooltip:

Example Text:

Submit Save

2. Variable 2:Justification

Type: Multiline text

Name: justification

Order:200

3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

4. Variable 4: Accessories Details

Type: Multiline 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

servicenow

All

service catalog

Catalogs

Catalog

Open Records

Requests

Items

Tasks

Catalog Definitions

My Catalogs

My Categories

My Items

Maintain Catalogs

Maintain Categories

Renderers

Maintain Dynamic Categori...

Maintain Items

My Content Items

Content Items

Ordered Item Links

My Order Guides

Order Guides

My Record Producers

Recent Producers

FavoritesHistoryWorkspacesAdmin

Catalog Item - Laptop Request

Search

CopyInsertInsert and StaySaveTry ItUpdateEdit in Catalog BuilderDelete

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

CopyInsertInsert and StaySaveTry ItUpdateEdit in Catalog BuilderDelete

Related Links

[Item Diagnostic](#)
[Run Point Scan](#)
[\[SN Utilis\] Versions \(8\)](#)

Variables (4)Variable SetsCatalog UI Policies (1)Catalog Client ScriptsAvailable ForNot Available ForCategories (1)Catalogs (1)Catalog Data Lookup DefinitionsRelated Articles

Related Catalog ItemsAssigned Topics

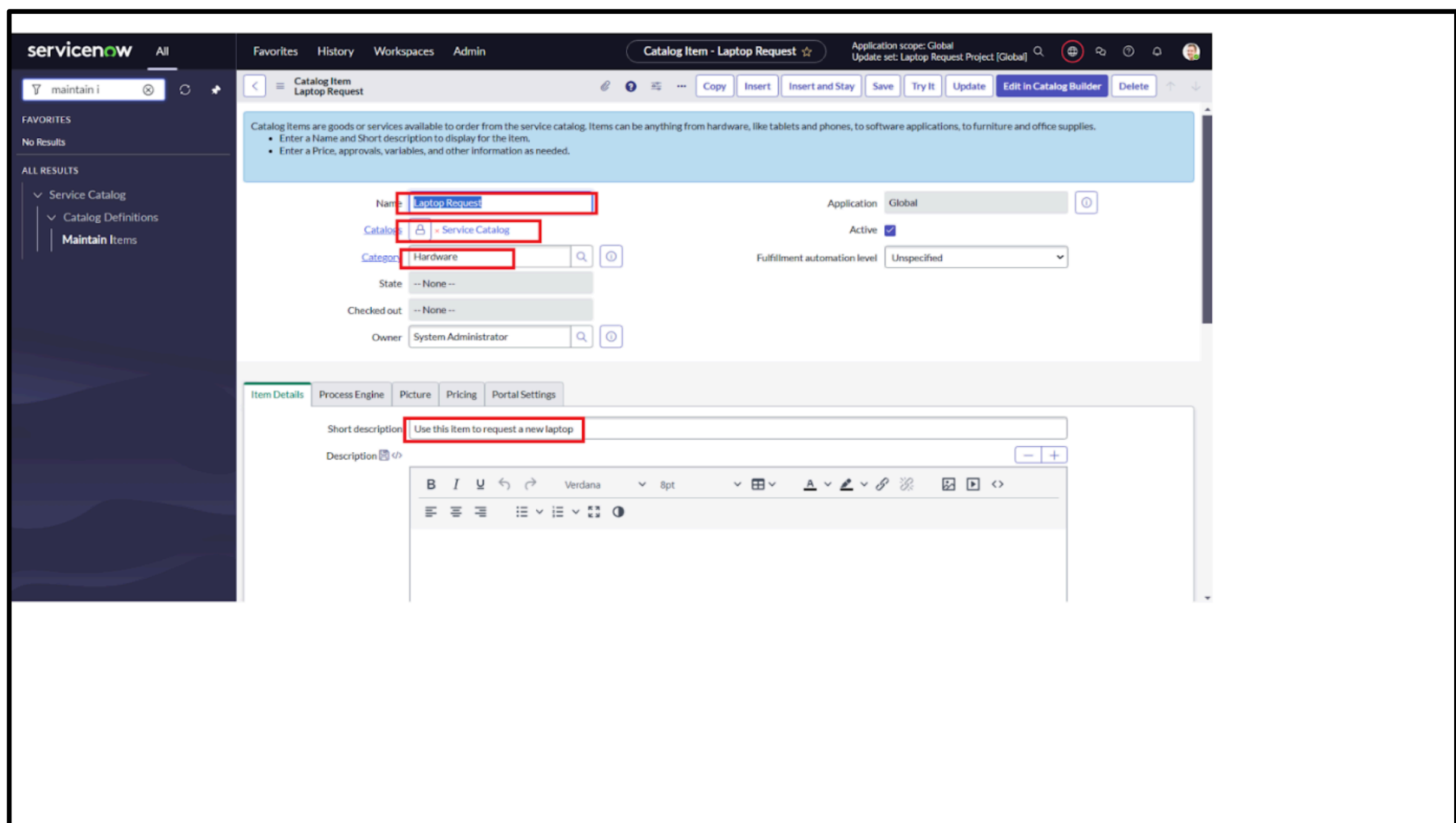
OrderSearch

Actions on selected rows...New

Catalog Item - Laptop Request

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

1 to 4 of 4



Create Catalog Ui policies

Click on all>> search for service catalog

Select maintain item under catalog definition

Search for 'laptoprequest' which is created before

Select 'laptoprequest' and scroll down click on "Catalog Ui policies"

In the catalog ui policies related list tab click on new

Give short description as: show accessories details

Set the Catalog Condition in the related list tab 'when to apply'

[field: additional_accessories, operator: is, value: true]

servicenow All

Favorites History Workspaces Admin

Catalog UI Policy - Show Accessories Details

Application scope: Global
Update set: Default [Global]

maintain it

FAVORITES
No Results

ALL RESULTS

- Service Catalog
- Catalog Definitions
 - Maintain Items

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 Choose option "OR" Clause

additional_accessories is true

AND OR X

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: ☒

Click on save.(do not click on submit)

Scroll down and select ' catalog ui action'

Then click on new button

Select variable name as: accessories_details

Order:100

Mandatory: True

Visible: True

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

servicenow All

Favorites History Workspaces Admin

Catalog UI Policy Action - accessories_details

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

Variable name: accessories_details

Order: 100

Application: Global

Mandatory: True

Visible: True

Read only: Leave alone

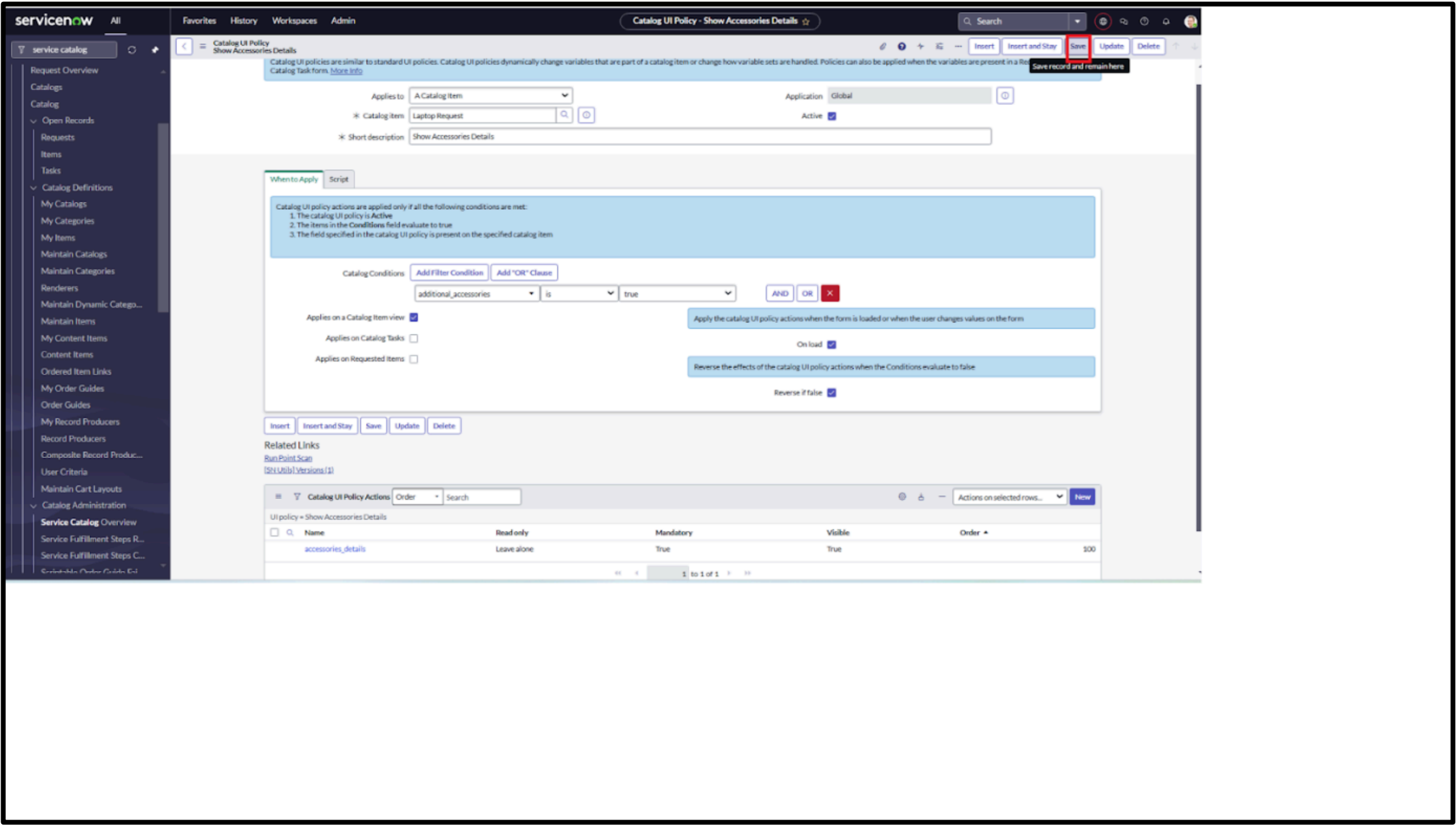
Value action: Leave alone

Field message type: None

Insert Insert and Stay Save Update Delete

Related Links

- Run Point Scan
- [SN.UTILS] Versions (1)



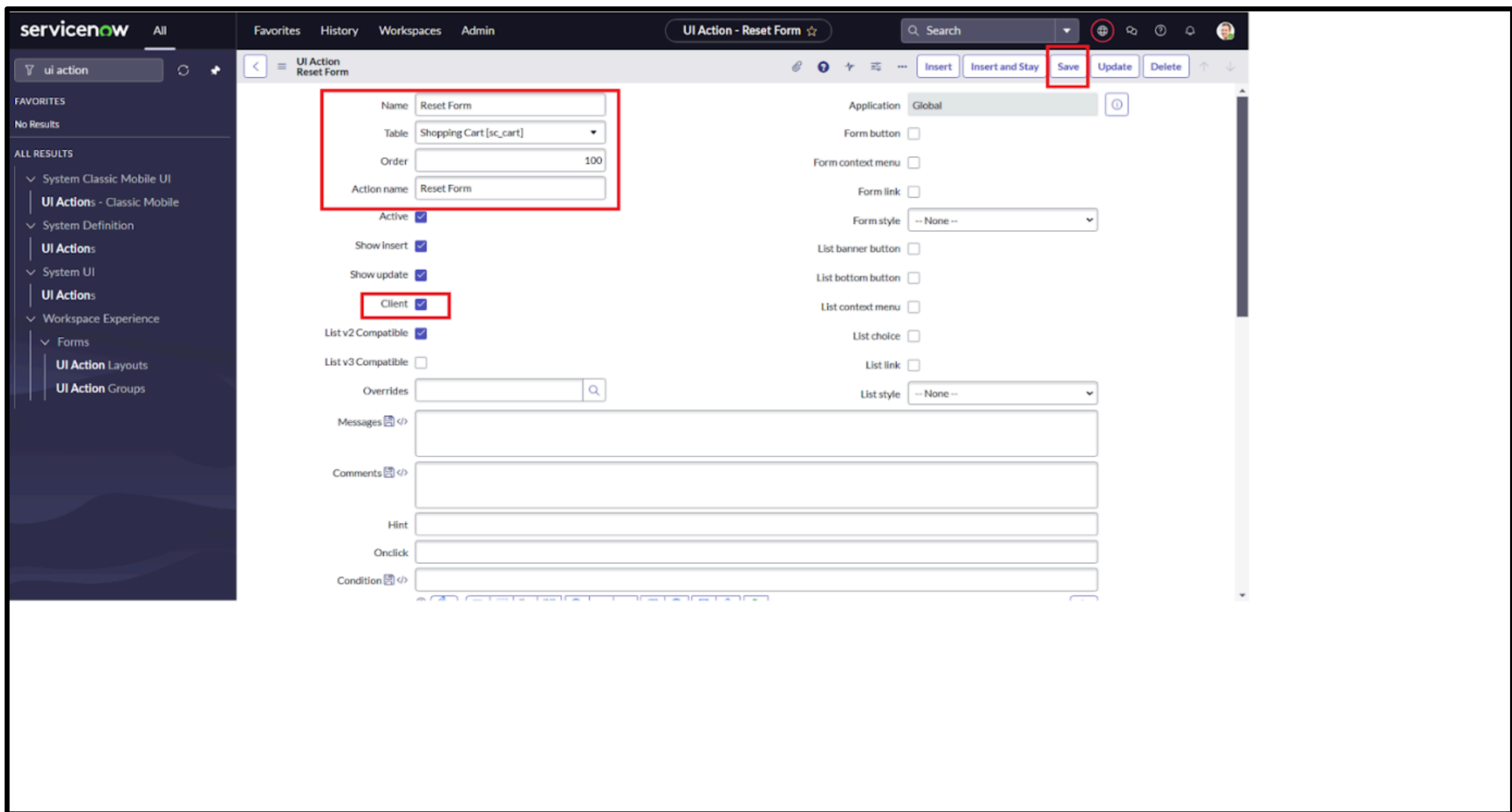
Create ui action

- 1. Open servicenow.
- 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 checked
Client :

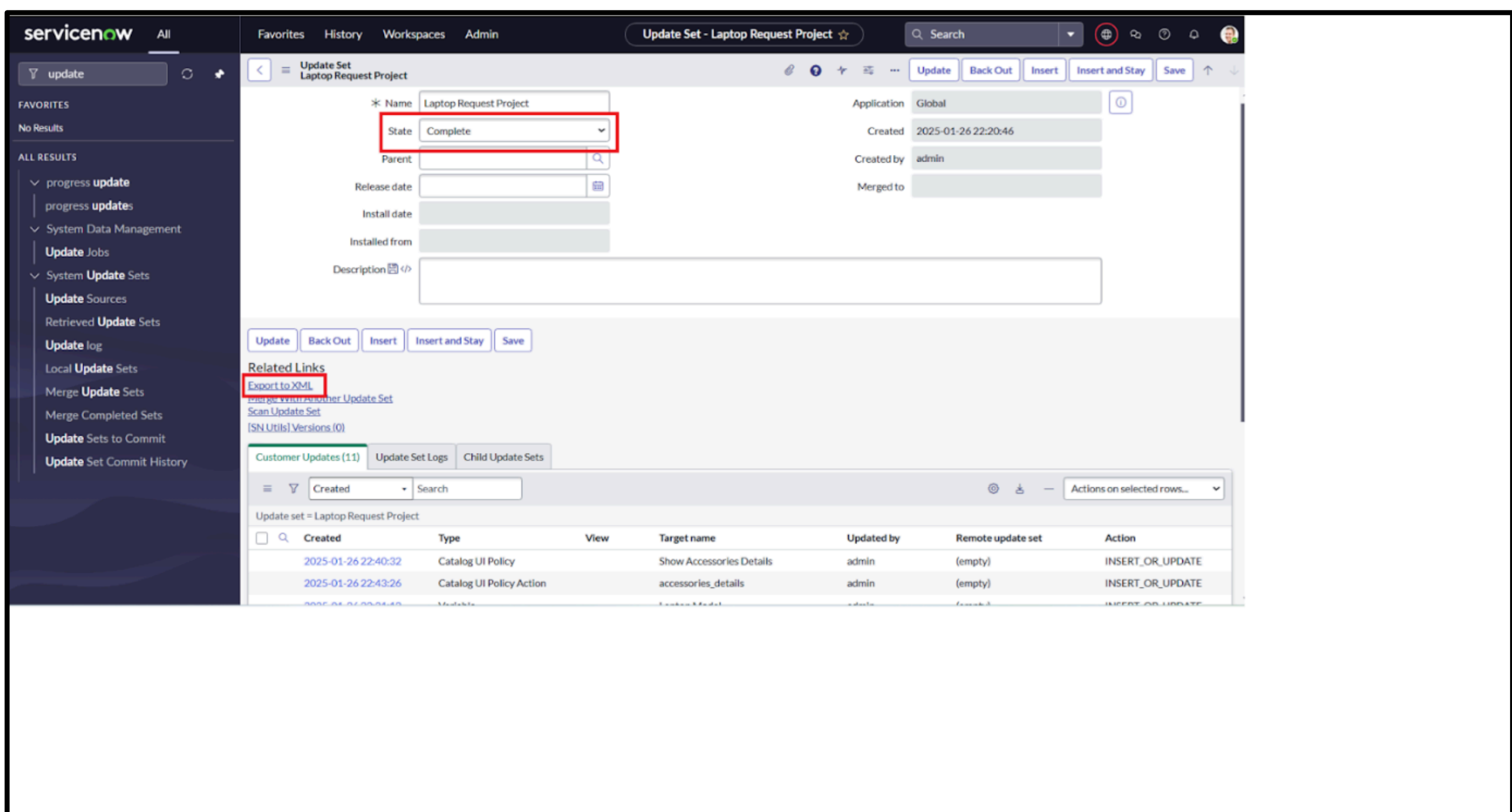
```
Script:
function resetForm() {
g_form.clearForm(); // Clears all fields in the form
alert("The form has been reset.");
}
```

Click on save



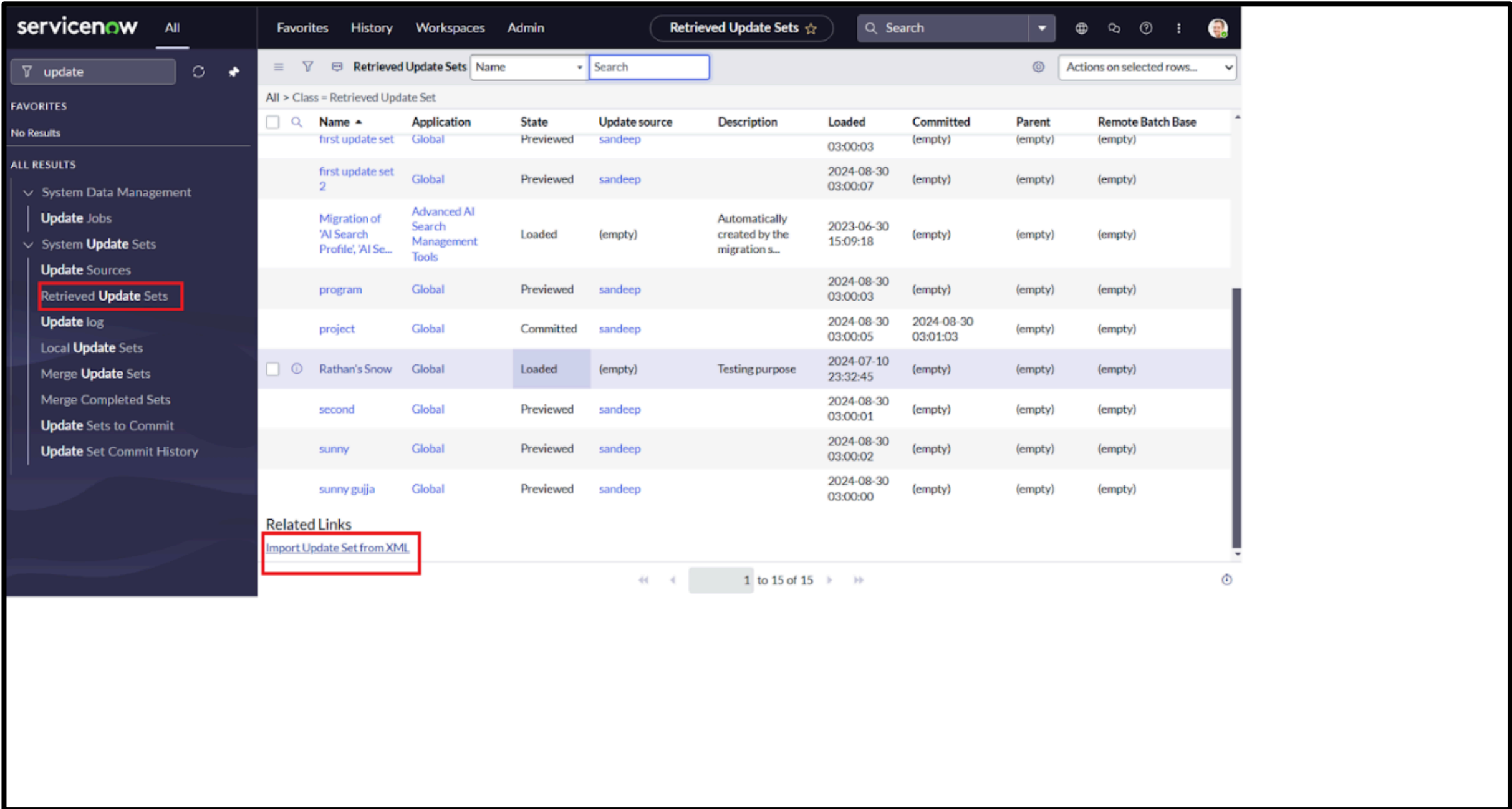
Exporting changes to another instances

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

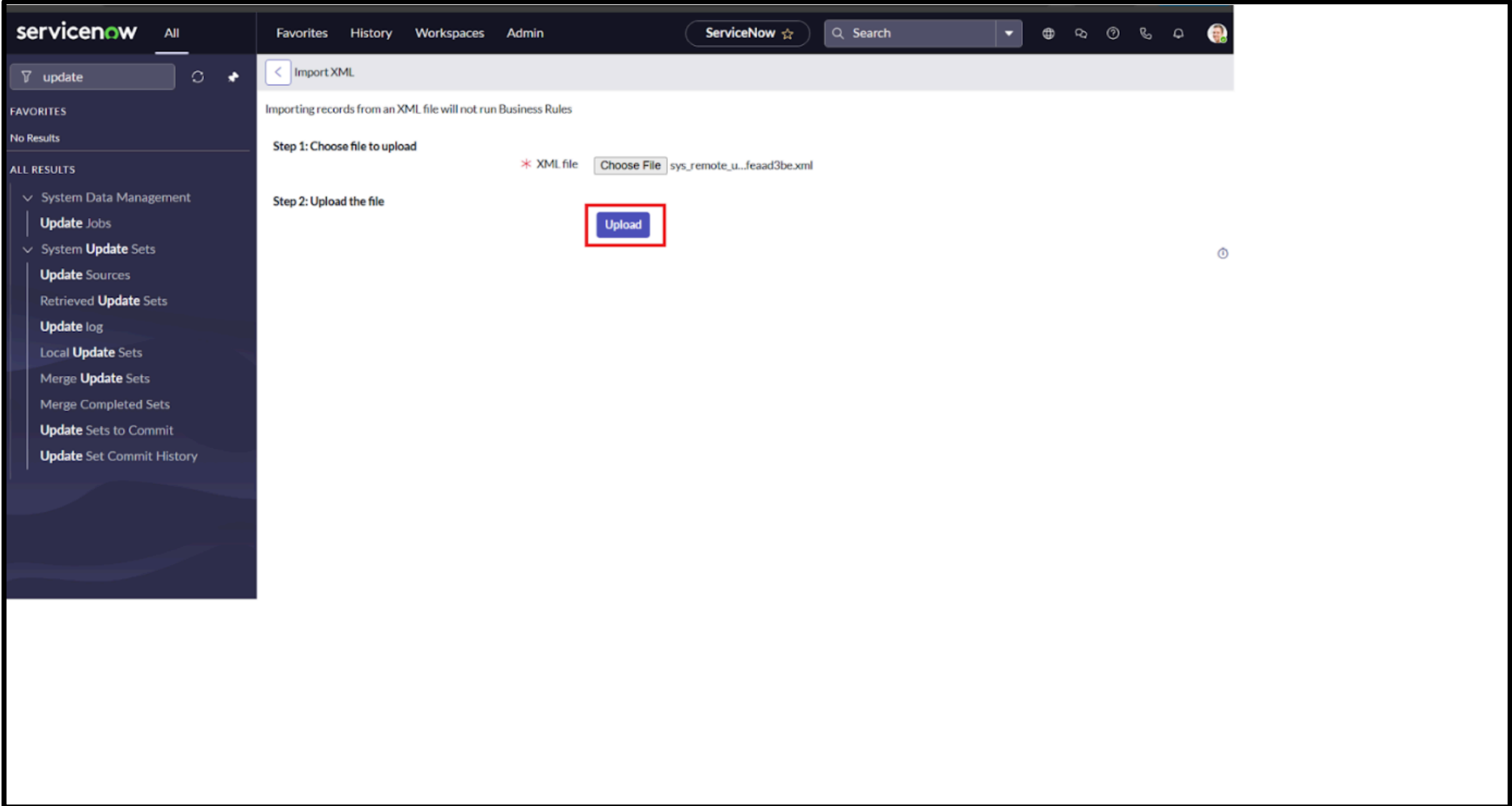


Retrieving the update set

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

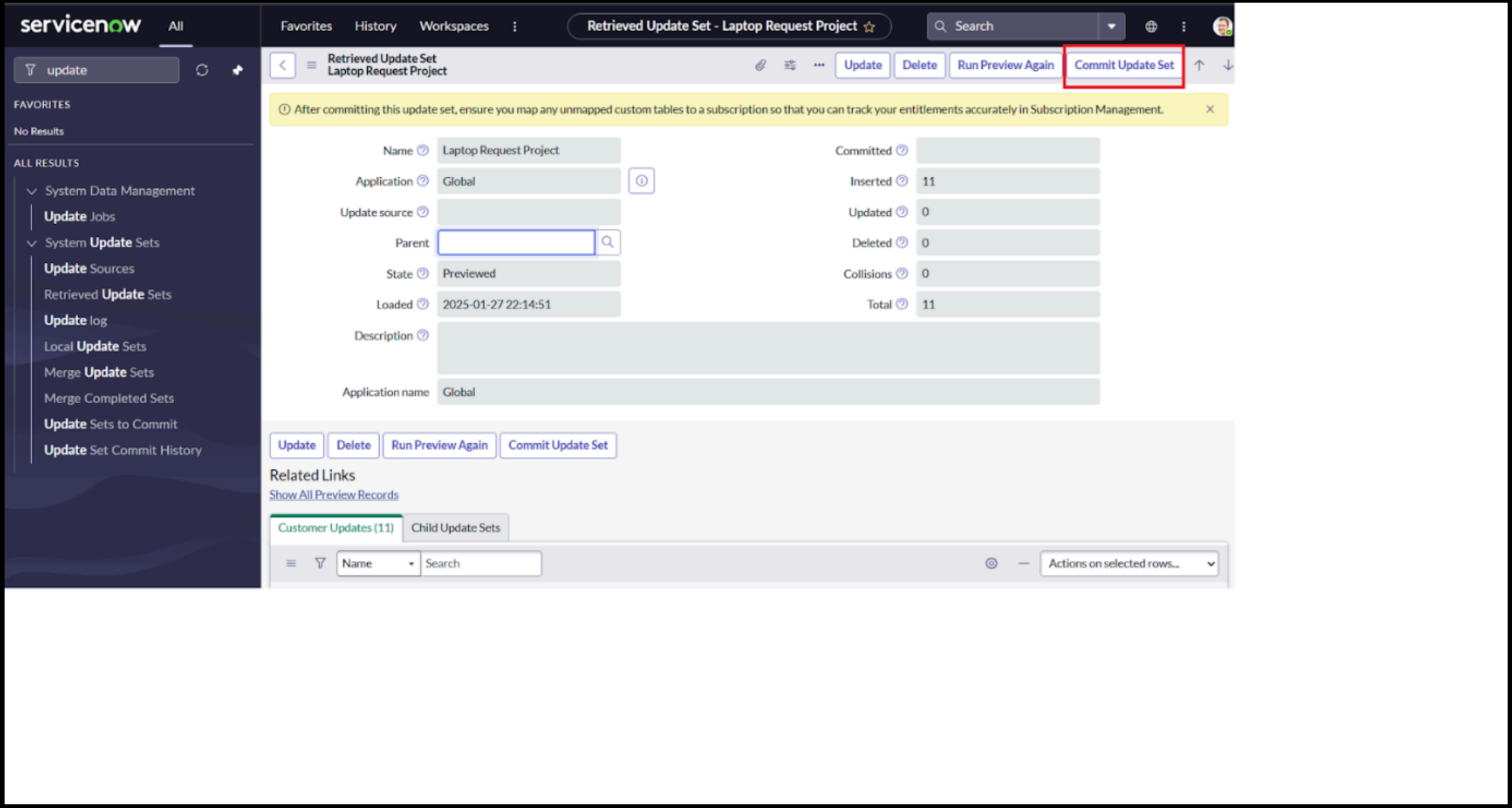


7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.



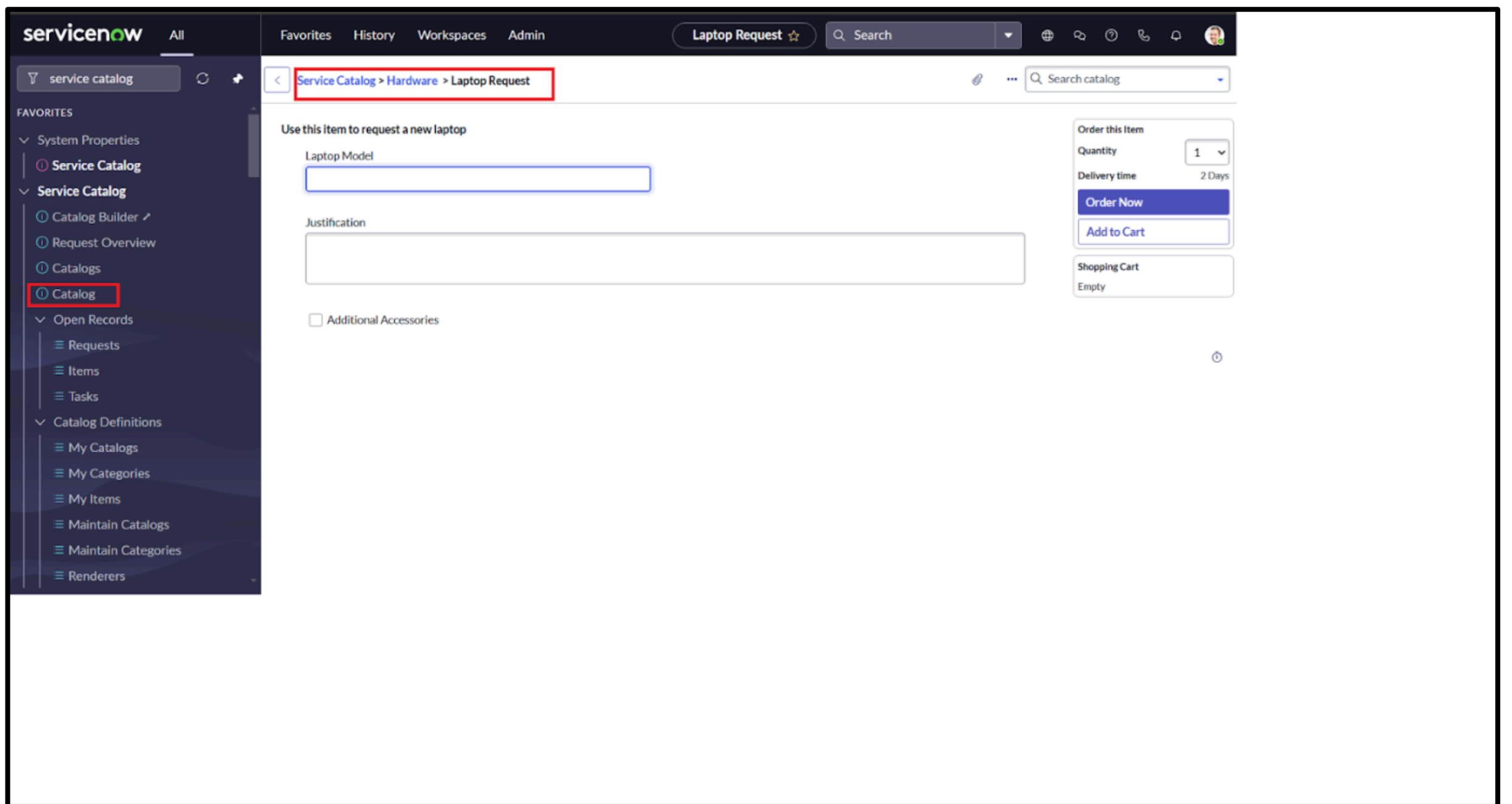
9. Open retrieved update set ‘ laptoprequest project’

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

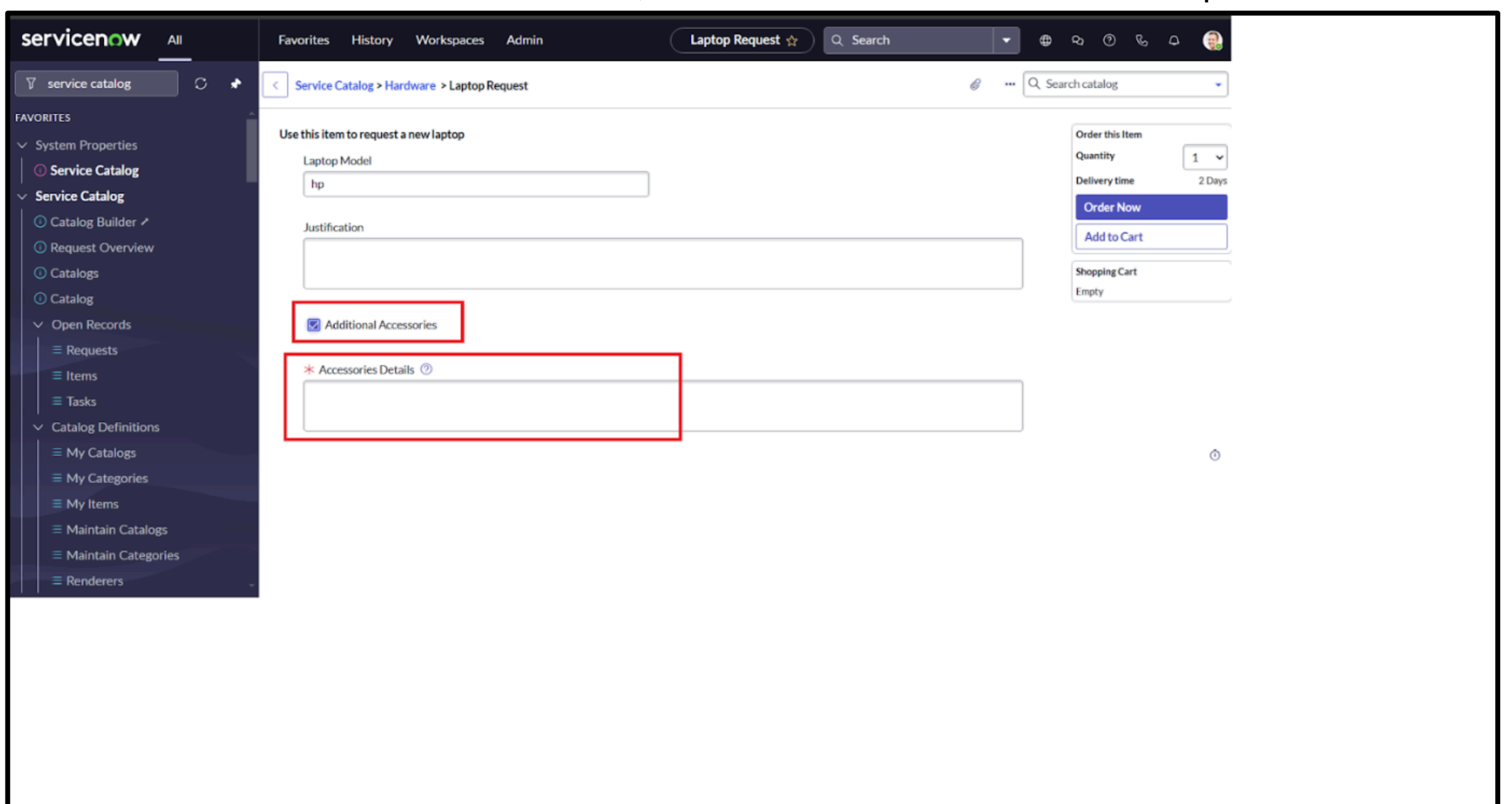


Test Catalog Item

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.