



LAPTOP REQUEST CATALOG ITEM

Team Id: NM2025TMID13135

Team Members : 4

Team Leader : SARUKESH . G

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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.

Objective:

Enhance User Experience:

Provide personalized and intuitive experiences for students, faculty, and staff, ensuring they have the tools and support needed to excel.

Improve Operational Efficiency:

Streamline core institutional processes by automating administrative tasks, which improves productivity across departments.

Foster Digital Transformation:

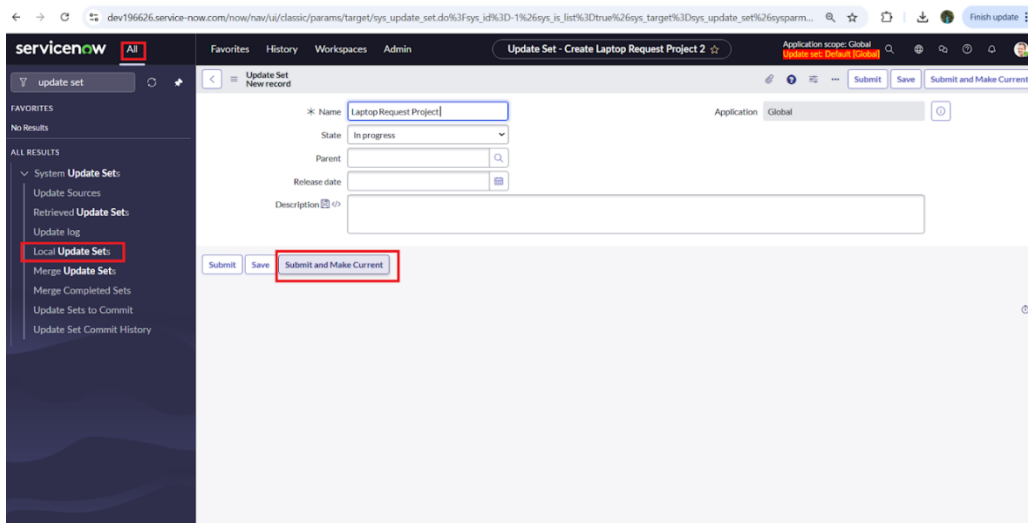
Modernize the institution by adopting digital tools and processes to adapt to the evolving demands of the digital economy and prepare students for the future.

TASK INITIATION

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 .



The screenshot shows the ServiceNow interface for creating a new update set. The breadcrumb trail is 'Update Set - Create Laptop Request Project 2'. The form fields are as follows:

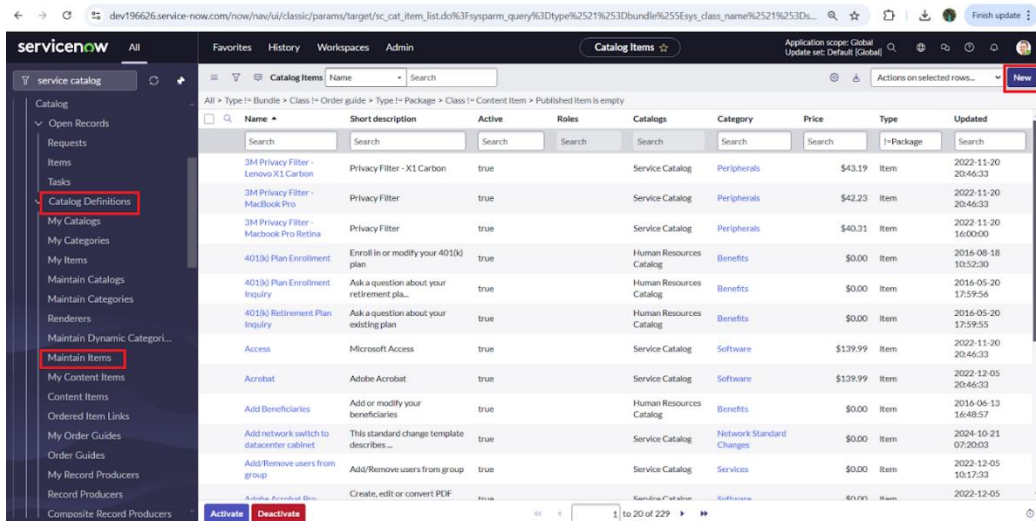
- Name: Laptop Request Project
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)
- Application: Global

The 'Submit and Make Current' button is highlighted with a red box.

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.

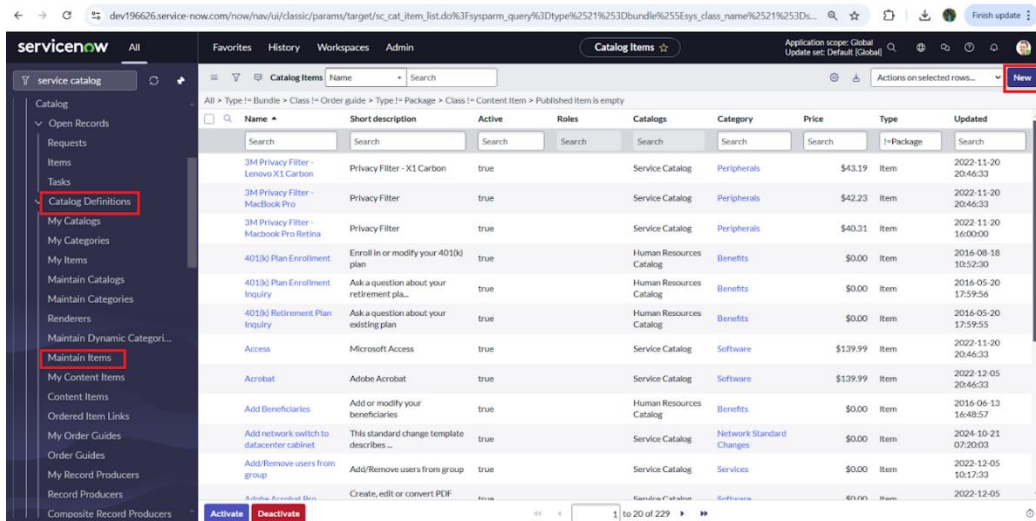


Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
401(N) Plan Enrollment	Enroll in or modify your 401(N) plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-08-18 10:52:30
401(N) Plan Enrollment Inquiry	Ask a question about your retirement pla...	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:56
401(N) Retirement Plan Inquiry	Ask a question about your existing plan	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-05-20 17:59:55
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add Beneficiaries	Add or modify your beneficiaries	true		Human Resources Catalog	Benefits	\$0.00	Item	2016-06-13 16:48:57
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-10-21 07:20:03
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:52
Create, edit or convert PDF	Create, edit or convert PDF	true		Service Catalog	Software	\$0.00	Item	2022-12-05

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'

Create Service Catalog Item

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servicenow All Favorites History Workspaces Admin Catalog Item - Laptop Request Application scope: Global Update set: Laptop Request Project [Global]

maintain i

FAVORITES
No Results

ALL RESULTS
Service Catalog
Catalog Definitions
Maintain Items

Catalog Item - Laptop Request

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: Laptop Request Application: Global

Catalog: Service Catalog Active: ☒

Category: Hardware Fulfillment automation level: Unspecified

State: -- None --

Checked out: -- None --

Owner: System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop.

Description:
 B I U ↶ ↷ Verdana 11pt
 ¶ ☰ ☲ ☳ ☴ ☵ ☶ ☷

servicenow All Favorites History Workspaces Admin Catalog Item - Laptop Request Application scope: Global Update set: Laptop Request Project [Global]

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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

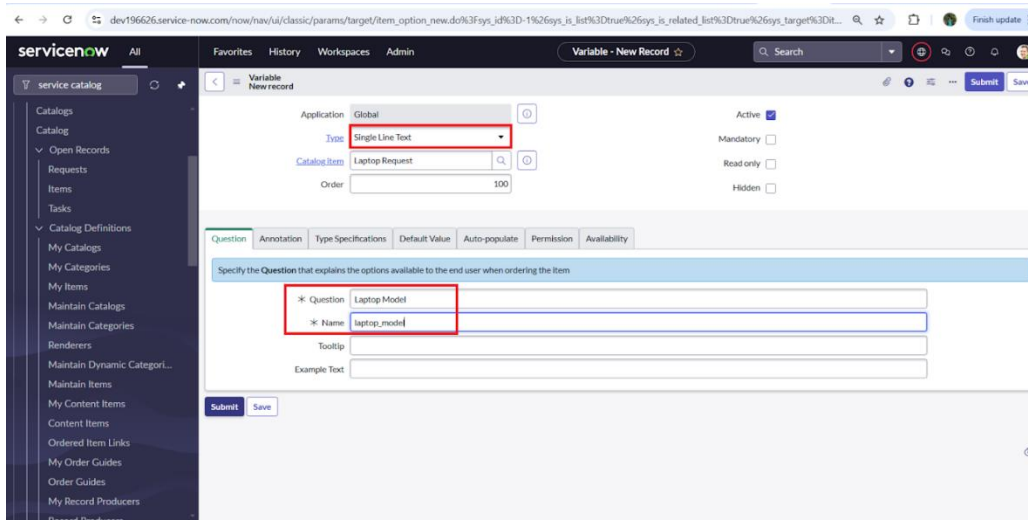
1. Variable 1:Laptop Model

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...

servicenow All Favorites History Workspaces Admin Variable - New Record Search

service catalog

Catalogs
Catalog
Open Records
Requests
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
Dashboard

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: Multi line text

Name: justification

Order:200

3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

4. Variable 4: Accessories Details

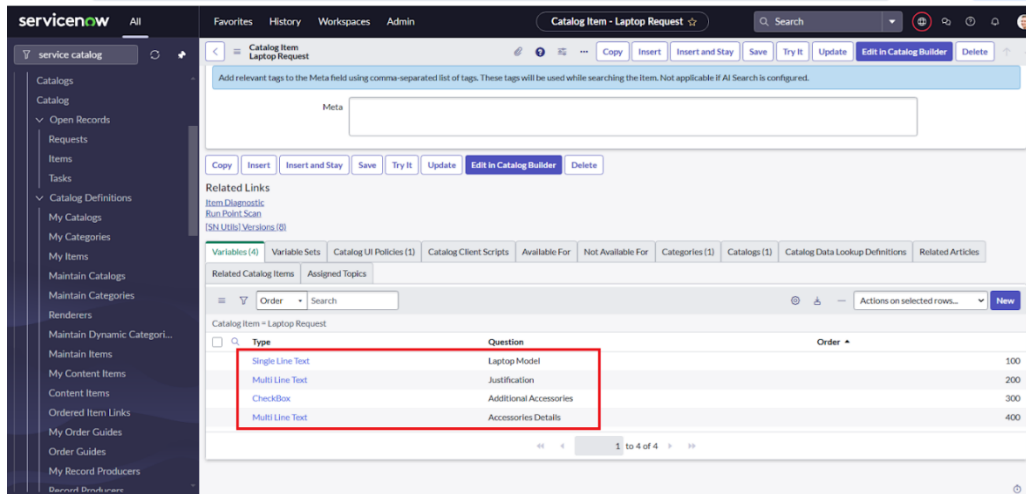
Type: Multi line text

Name:accessories_details

Order:400

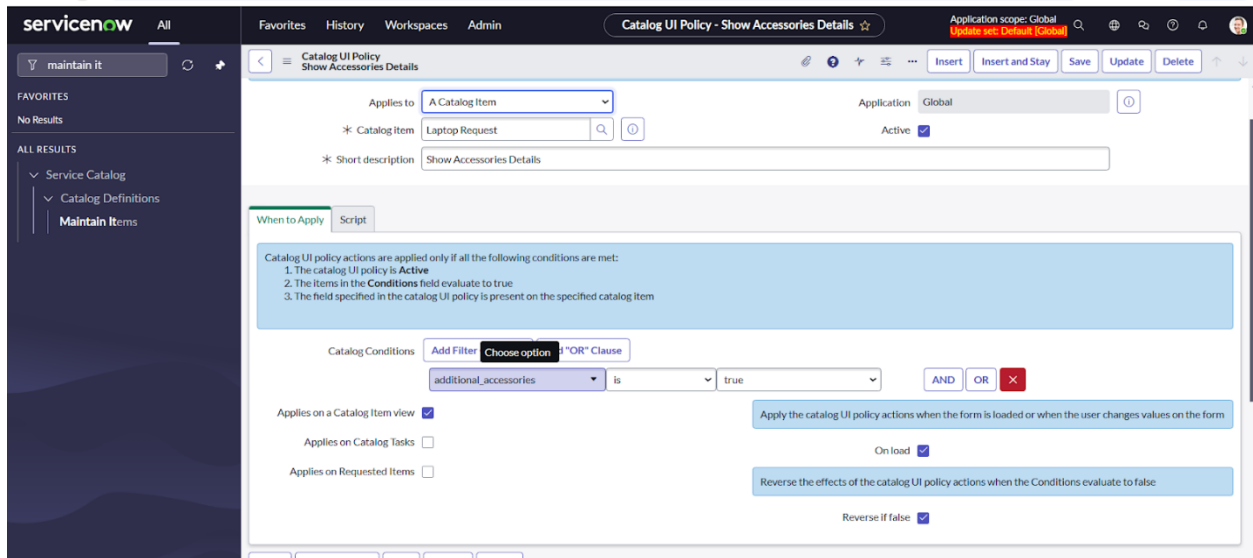
Step2:

- 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 'Catalog UI Policy - Show Accessories Details' configuration page in ServiceNow. The left sidebar contains a navigation menu with 'maintain it' selected. The main area is divided into sections for 'Applies to', 'When to Apply', and 'Script'. The 'Applies to' section shows 'A Catalog Item' and 'Laptop Request'. The 'When to Apply' section has a 'Script' tab selected, showing conditions for the policy to be active. The 'Script' tab includes a 'Catalog Conditions' section with a filter for 'additional_accessories' and a 'When to Apply' section with checkboxes for 'Applies on a Catalog Item view', 'Applies on Catalog Tasks', and 'Applies on Requested Items'. The 'Script' tab also includes a 'Reverse if false' checkbox.

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

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

Save Insert Insert and Stay Update Delete

Related Links

[Run Point Scan](#)

[SN UHBI Versions \(1\)](#)

servicenow All Favorites History Workspaces Admin Catalog UI Policy - Show Accessories Details

Catalog UI Policy - Show Accessories Details

Apply to: Catalog Item

Catalog Item: Laptop Request

Application: Global

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 item in the Conditions field evaluates 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

Apply to a Catalog item view: ☒

Apply to Catalog tasks: ☐

Apply to 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: ☒

Save Insert Insert and Stay Update Delete

Related Links

[Run Point Scan](#)

[SN UHBI Versions \(1\)](#)

Catalog UI Policy Actions

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

1 of 1

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

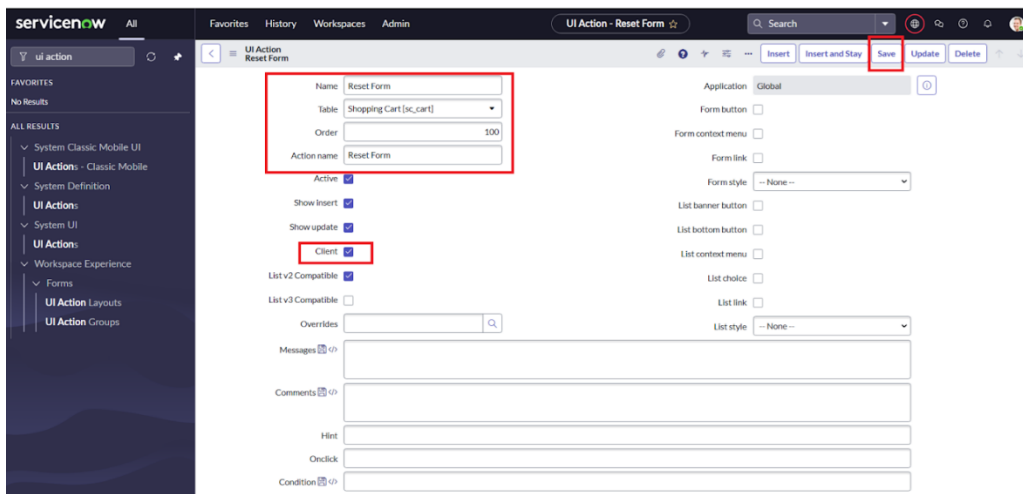
Action name: Reset form

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 configuration page for 'Reset Form'. The left sidebar contains a navigation menu with 'UI Action' selected. The main form area is titled 'UI Action - Reset Form' and includes a search bar and action buttons (Insert, Insert and Stay, Save, Update, Delete). The 'Save' button is highlighted with a red box. The form fields are as follows:

- Name:** Reset Form
- Table:** Shopping Cart (sc_cart)
- Order:** 100
- Action name:** Reset Form
- Active:** ☒
- Show insert:** ☒
- Show update:** ☒
- Client:** ☒ (highlighted with a red box)
- List v2 Compatible:** ☒
- List v3 Compatible:** ☐
- Overrides:** (empty text field)
- Messages:** (empty text area)
- Comments:** (empty text area)
- Hint:** (empty text field)
- OnClick:** (empty text field)
- Condition:** (empty text field)
- 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--

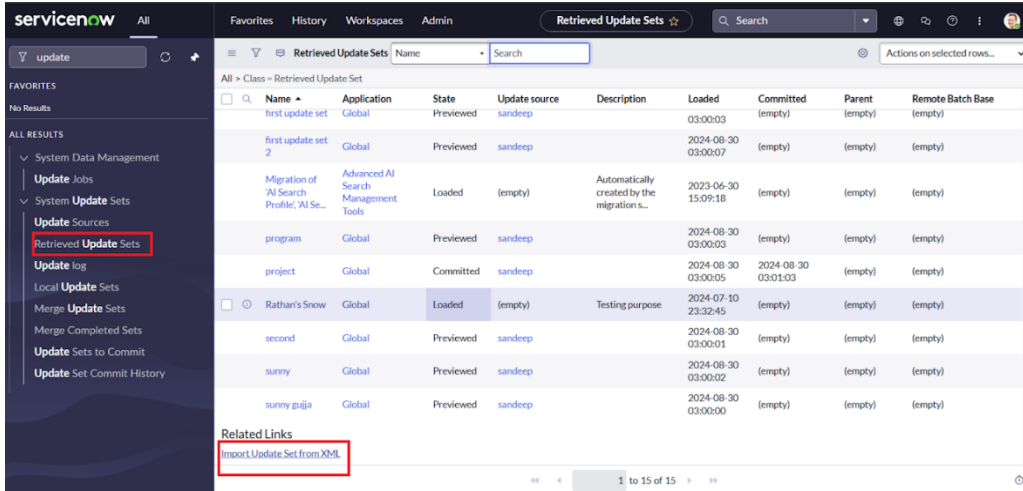


1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file



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

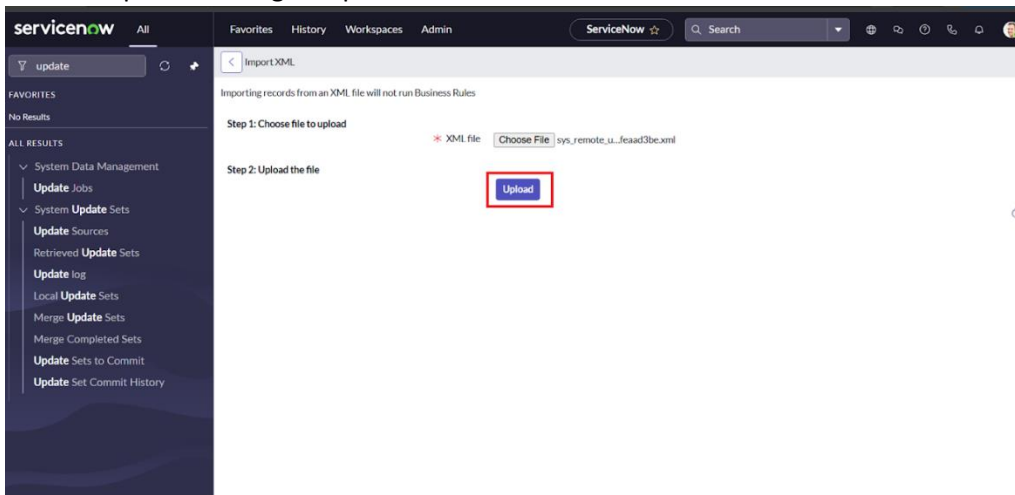


Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
first update set	Global	Previewed	sandeep		03:00:03	(empty)	(empty)	(empty)
first update set 2	Global	Previewed	sandeep		2024-08-30 03:00:07	(empty)	(empty)	(empty)
Migration of 'AI Search Profile'; AI Se...	Advanced AI Search Management Tools	Loaded	(empty)	Automatically created by the migrations...	2023-06-30 15:09:18	(empty)	(empty)	(empty)
program	Global	Previewed	sandeep		2024-08-30 03:00:03	(empty)	(empty)	(empty)
project	Global	Committed	sandeep		2024-08-30 03:00:05	2024-08-30 03:01:03	(empty)	(empty)
Rathar's Snow	Global	Loaded	(empty)	Testing purpose	2024-07-10 23:32:45	(empty)	(empty)	(empty)
second	Global	Previewed	sandeep		2024-08-30 03:00:01	(empty)	(empty)	(empty)
sunny	Global	Previewed	sandeep		2024-08-30 03:00:02	(empty)	(empty)	(empty)
sunny guja	Global	Previewed	sandeep		2024-08-30 03:00:00	(empty)	(empty)	(empty)

Related Links
Import Update Set from XML

7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.



Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file: Choose File sys_remote_u...fcaad3be.xml

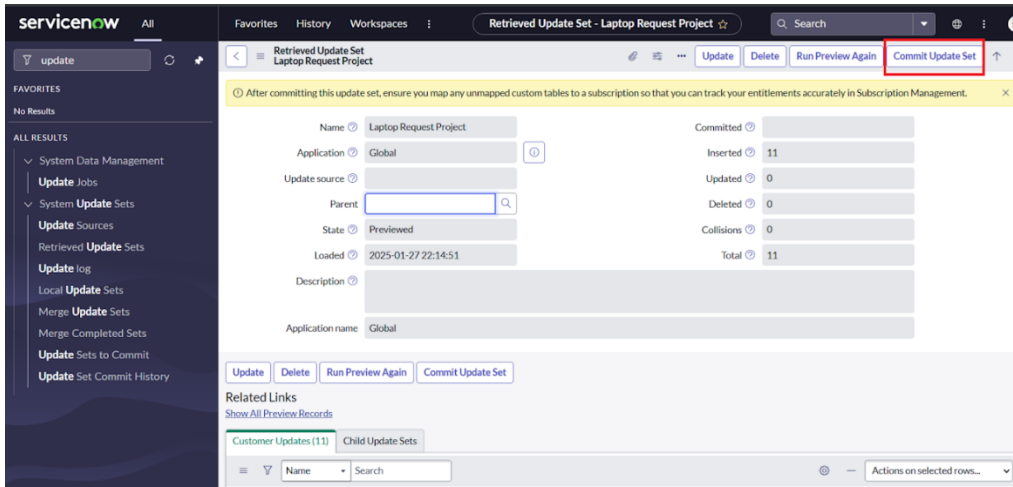
Step 2: Upload the file

Upload

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



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 Project	Committed	11
Application	Global	Inserted	11
Update source		Updated	0
Parent		Deleted	0
State	Previewed	Collisions	0
Loaded	2025-01-27 22:14:51	Total	11
Description			
Application name	Global		

Update Delete Run Preview Again **Commit Update Set**

Related Links
Show All Preview Records

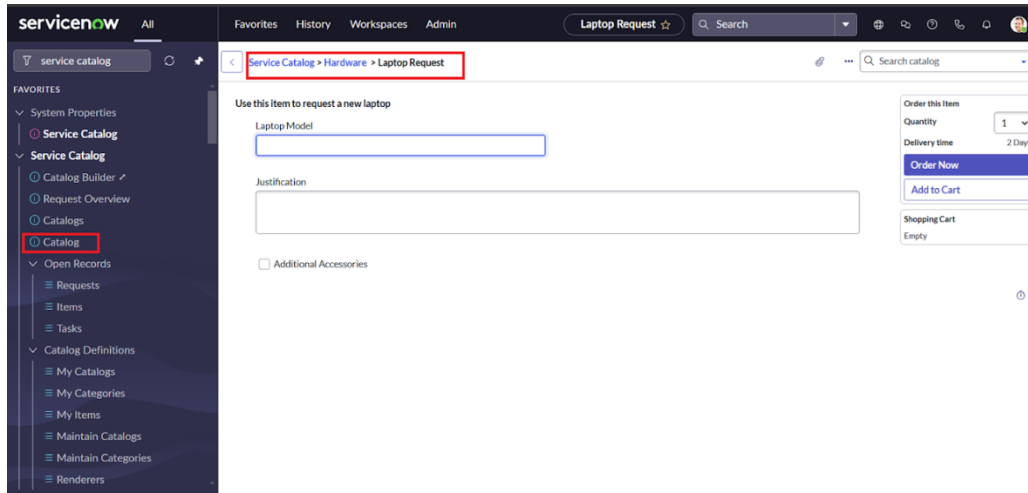
Customer Updates (11) Child Update Sets

Name Search Actions on selected rows...

Test Catalog Item

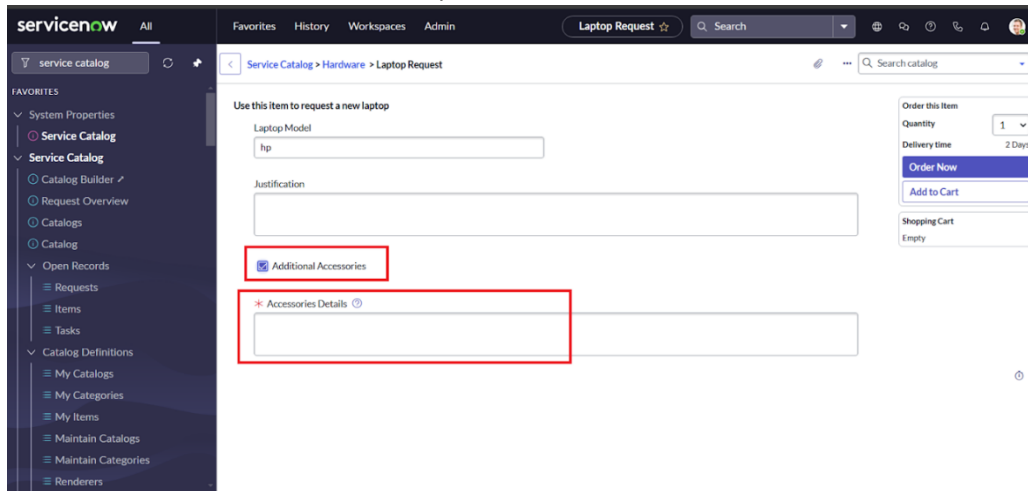
1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it

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.