

**Anjalai Ammal Mahalingam Engineering College**

**Department of Computer Science And Engineering**

**Completed the project named as**

**Laptop Request Catalog Item**

**Team ID : NM2025TMID07631**

**Team Size : 4**

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## **Abstract**

The *Laptop Request Catalog Item* project aims to automate and simplify the laptop request process within an organization using ServiceNow. The previous manual system caused delays and data inaccuracies. To overcome these issues, a dynamic Service Catalog Item was developed with features such as dynamic form fields, reset functionality, and clear user guidance. UI Policies and UI Actions were implemented to enhance interactivity and accuracy, while update set management ensured smooth deployment. Testing confirmed improved efficiency, reduced errors, and a better user experience. Overall, the project streamlines laptop requests, enhancing workflow speed and employee satisfaction.

## **Introduction**

In modern organizations, efficient IT service management plays a vital role in ensuring smooth operations and employee productivity. One of the common challenges faced by companies is managing hardware requests, such as laptops, through manual or email-based processes. These traditional methods often lead to delays, incomplete data, and lack of tracking, affecting both IT staff and end users. To overcome these issues, an automated and user-friendly solution was needed to streamline the laptop request process.

ServiceNow was chosen as the platform for this project because it is a powerful cloud-based IT Service Management (ITSM) tool widely used by enterprises to automate workflows, manage service requests, and improve overall efficiency. Its Service Catalog feature allows organizations to create interactive request forms with dynamic behavior, ensuring accurate data collection and faster processing. Additionally, ServiceNow provides capabilities for customization, form design, workflow automation, and deployment management, making it an ideal choice for this project.

The main objectives of the *Laptop Request Catalog Item* project are:

- To automate and streamline the laptop request process.
- To create a dynamic and user-friendly Service Catalog Item.
- To ensure accurate data collection through UI Policies and UI Actions.
- To implement reset functionality for ease of use.
- To enable efficient tracking and deployment using update sets.

Overall, this project aims to enhance the employee experience, reduce manual effort, and improve the efficiency of IT service delivery within the organization.

## **Problem Statement**

In many organizations, employees rely on manual or email-based processes to request laptops and other IT assets. This traditional approach is time-consuming, error-prone, and

lacks transparency. The absence of an automated system often leads to miscommunication between employees and the IT department, resulting in delays in request approvals, incomplete information, and difficulty in tracking request statuses.

Moreover, the manual process provides no dynamic form behavior to guide users, causing inconsistent data entry and additional workload for IT administrators who must verify and correct information manually. There is also a lack of centralized visibility into requests, making it challenging for management to monitor progress, ensure compliance, or generate reports for governance purposes.

The *Laptop Request Catalog Item* project aims to resolve these challenges by developing an automated Service Catalog Item within the ServiceNow platform. This solution introduces dynamic forms, automated workflows, and tracking capabilities to ensure faster processing, accurate data collection, and enhanced visibility of laptop requests across the organization.

## **System Design / Methodology**

### **1. Design Approach**

The design of the *Laptop Request Catalog Item* follows a user-centric and modular approach to ensure simplicity, automation, and scalability. The main goal is to streamline the laptop request process through a structured, interactive, and efficient digital workflow. The design emphasizes easy usability for end users and seamless management for administrators.

Key ServiceNow features and modules used in this project include:

- Service Catalog: To create the *Laptop Request* item where employees can submit their requests using predefined fields and options.
- Catalog UI Policies: To dynamically show, hide, or make form fields mandatory based on user selections, ensuring accurate data entry.
- UI Actions: To implement interactive buttons, such as the *Reset Form* button, which clears the inputs for a better user experience.
- Update Set Management: To capture all configuration changes and enable smooth migration of the catalog item between ServiceNow instances.
- ServiceNow Studio: To develop, organize, and manage scripts, forms, and configurations efficiently within the platform.

This design approach ensures automation, reduces human intervention, and provides transparency throughout the request lifecycle.

## 2. System Architecture

The *Laptop Request Catalog Item* system is built within the ServiceNow platform, leveraging its modular and cloud-based architecture. The solution integrates multiple ServiceNow components to deliver a cohesive workflow:

- **User Interface Layer:** Employees access the *Service Catalog Portal* to fill out and submit the *Laptop Request* form.
- **Business Logic Layer:** UI Policies and Client Scripts dynamically control form behavior and validations, ensuring users input correct and complete information.
- **Process Automation Layer:** Submitted requests are automatically logged in the *ServiceNow Request Management* module, triggering approval workflows and notifications.
- **Data Storage Layer:** All requests, configurations, and logs are securely stored in the ServiceNow database for tracking, auditing, and reporting.
- **Integration and Deployment:** Using *Update Sets*, the developed catalog item and its configurations can be exported and imported across different ServiceNow instances, ensuring deployment consistency.

This layered architecture ensures that the system is scalable, easily maintainable, and aligned with IT service management best practices.

## 3. User Interface (UI) and User Experience (UX)

The *Laptop Request* form is designed to be intuitive, visually clear, and responsive, providing users with a smooth interaction experience. The form layout includes essential fields such as Laptop Model, Justification, and Additional Accessories, organized in a logical order for easy completion.

Key UI/UX considerations:

- **Dynamic Field Behavior:** Fields appear or become mandatory based on the user's selection (e.g., additional accessories).
- **Reset Form Button:** Implemented through a UI Action script, allowing users to clear all entries instantly and start over.
- **Clear Instructions:** Each section provides guidance to help users fill in correct details.
- **Consistent Layout:** The form follows a clean and minimal design using ServiceNow's native UI framework for a professional look.
- **Feedback and Alerts:** Popup alerts confirm actions such as resetting the form, enhancing clarity and confidence for users. The overall UX design ensures that employees can submit laptop requests quickly and accurately while maintaining a modern and efficient interface aligned with ServiceNow's best practices.

## **Implementation Details**

### **1. Platform Setup**

The *Laptop Request Catalog Item* project was developed on the ServiceNow platform, which provides a cloud-based environment for IT service management and workflow automation. The initial setup involved requesting and configuring a ServiceNow developer instance to serve as the development and testing environment.

Key steps in the setup included:

- **Instance Configuration:**
  - A new ServiceNow developer instance was provisioned.
  - Default modules were reviewed, and necessary plugins (Service Catalog and Request Management) were activated.
- **User and Group Creation:**
  - Administrative roles were assigned for project development and configuration tasks.
  - User roles such as *Requester*, *Approver*, and *IT Administrator* were created to simulate real organizational workflows.
  - Groups were configured for managing approval and fulfillment processes.
- **Access Management:**
  - Permissions were configured to ensure that only authorized users could create, view, or approve laptop requests.

This initial configuration ensured that all project members could collaboratively design, test, and validate the Service Catalog item in a controlled and secure environment.

### **2. Development and Customization**

The development phase focused on creating and customizing the *Laptop Request Catalog Item* to meet business requirements. The process involved designing forms, adding dynamic behaviors, and enabling automation features to simplify user interactions.

Key development activities included:

- **Catalog Item Creation:**
  - A new *Laptop Request* catalog item was created under the *Service Catalog* module.
  - Input fields such as *Laptop Model*, *Justification*, *Additional Accessories*, and *Accessories Details* were added as catalog variables.
- **Custom Scripts:**
  - Client-side scripts were developed using JavaScript to enhance form behavior and provide interactivity.

- A custom UI Action script was implemented for the *Reset Form* button to clear all form inputs dynamically.
- **UI Policies and Conditions:**
  - Catalog UI Policies were configured to show or hide fields based on user selections (e.g., displaying accessory details only if additional accessories are selected).
  - Mandatory field conditions ensured complete and accurate data collection.
- **Update Set Management:**
  - All configurations and scripts were tracked using *Local Update Sets* to capture development changes and facilitate migration to other ServiceNow instances.

Through these customizations, the project achieved a dynamic and interactive Service Catalog item aligned with organizational needs.

### 3. Workflow Implementation

The workflow implementation was a critical part of automating the laptop request process and ensuring that requests follow a structured path from submission to fulfillment.

#### Workflow design and management included:

- **Workflow Creation:**
  - A custom workflow was designed using the *Flow Designer* in ServiceNow.
  - The workflow begins when a user submits a *Laptop Request* form from the Service Catalog.
- **Approval and Notification Stages:**
  - The workflow automatically routes the request to the assigned approver (manager or IT administrator).
  - Notification emails are triggered to inform both the requester and the approver about the request status.
- **Fulfillment Process:**
  - Once approved, the IT department is notified to allocate and configure the requested laptop.
  - The workflow updates the request status to *In Progress* and later to *Closed* upon completion.
- **Change and Tracking:**
  - All workflow activities are logged in the system, ensuring traceability and accountability.
  - Administrators can monitor workflow execution, identify bottlenecks, and generate reports for governance.

This workflow automation eliminates manual follow-ups, enhances visibility, and ensures timely fulfillment of laptop requests within the organization.





# Smart Internz

## Setup Steps



### Step 1: Create Local Update Set

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

**Update Set - Laptop Request**

Name: Laptop Request  
State: In progress  
Application: Global  
Created: 2025-09-01 01:57:29  
Created by: admin  
Release date:  
Install date:  
Installed from:  
Description:

**Related Links**  
[Merge With Another Update Set](#)  
[Scan Update Set](#)

**Customer Updates (3)** | Update Set Logs | Child Update Sets

Created	Type	View	Target name	Updated by	Remote update set	Action
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 Item Category		Hardware.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Item		Laptop Request	admin	(empty)	INSERT_OR_UPDATE

**Variable - New Record**

Application: Global  
Type: Single Line Text  
Catalog item: Laptop Request  
Order: 100

Save  
Configure  
Export  
Create Favorite  
Copy URL  
Copy sys\_id  
Reload form

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  
Conversational label:  
Tooltip:  
Example Text:

**servicenow** All

Update Set - Laptop Request

Update Set: Laptop Request

Name: Laptop Request

State: Complete

Parent:

Release date:

Install date:

Installed from:

Description:

Application: Global

Created: 2025-09-01 01:57:29

Created by: admin

Merged to:

Update

Related Links

[Merge With Another Update Set](#)

[Scan Update Set](#)

Customer Updates (10) Update Set Logs Child Update Sets

Update set = Laptop Request

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 Item Category		Hardware:Laptop Request	admin	(empty)	INSERT_OR_UPDATE

## 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

**servicenow** All

Catalog Item - Laptop Request

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

Category: Service Catalog

Category: Hardware

State: -- None --

Checked out: -- None --

Owner: System Administrator

Active: ☒

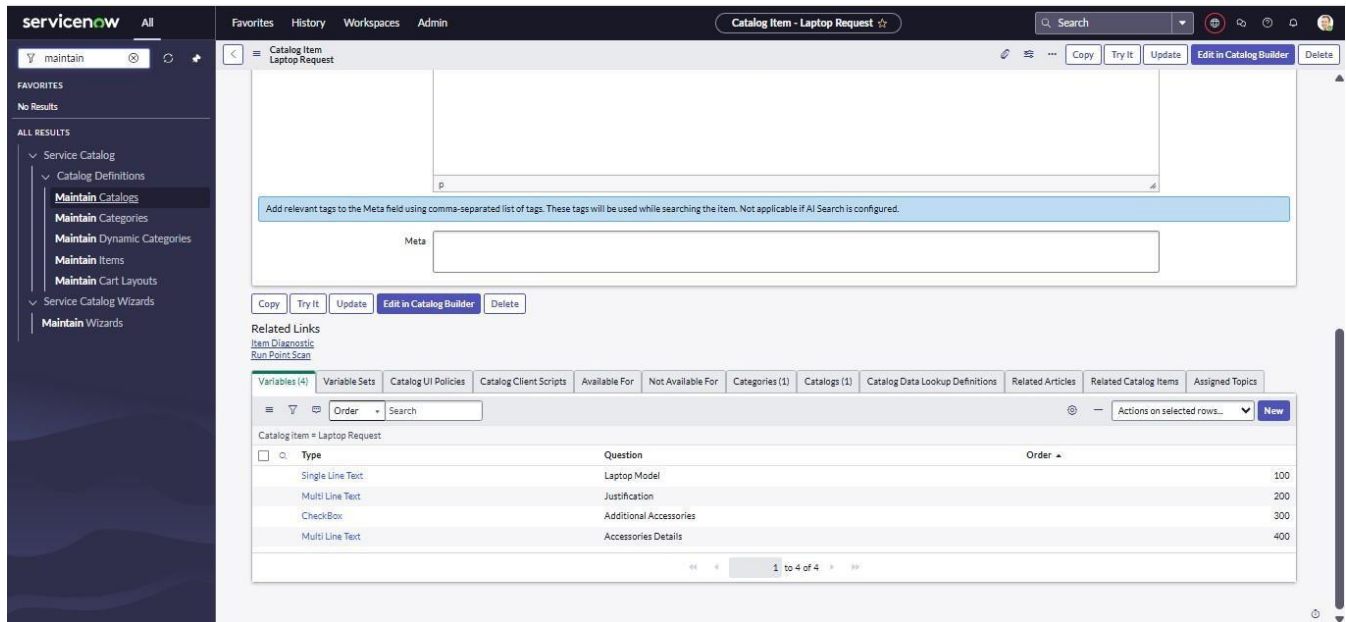
Fulfillment automation level: Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Description:





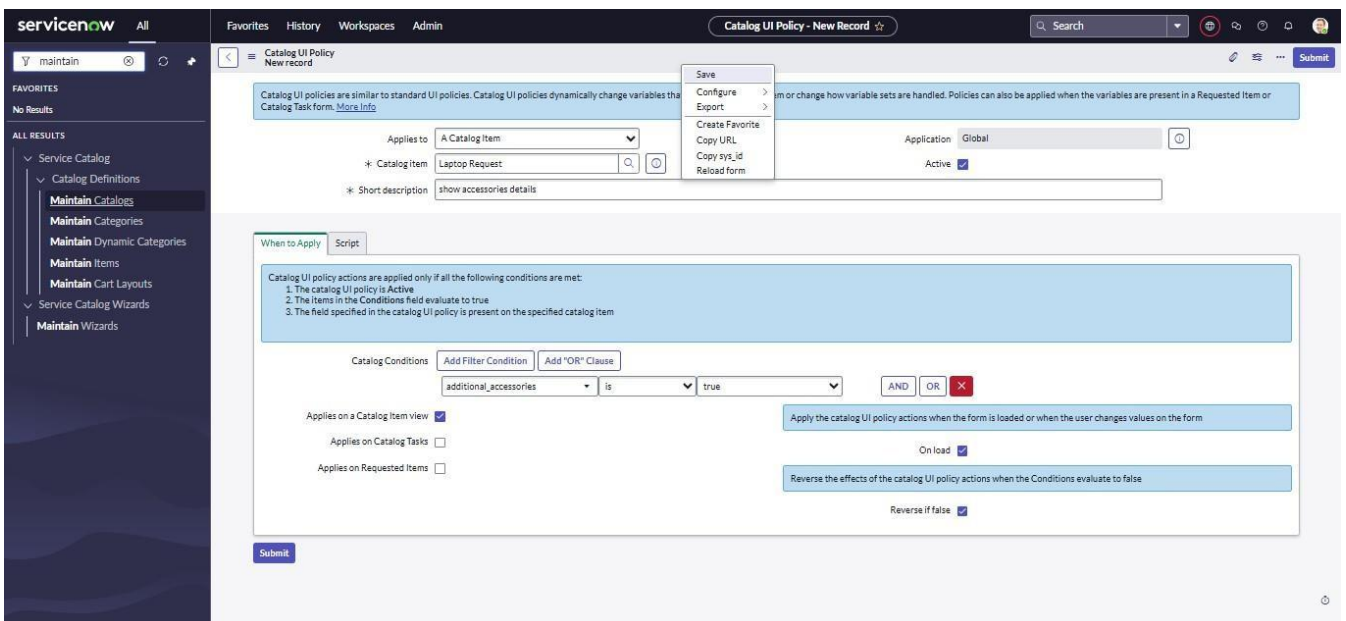
The screenshot shows the 'Catalog Item - Laptop Request' form in ServiceNow. The left sidebar contains a navigation menu with 'Maintain Catalogs' selected. The main form area has a 'Meta' field with a placeholder text: 'Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.' Below the 'Meta' field is a table of 'Related Links' with columns 'Type', 'Question', and 'Order'.

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

### Step 3: Add Catalog UI Policies

Create UI policies to:

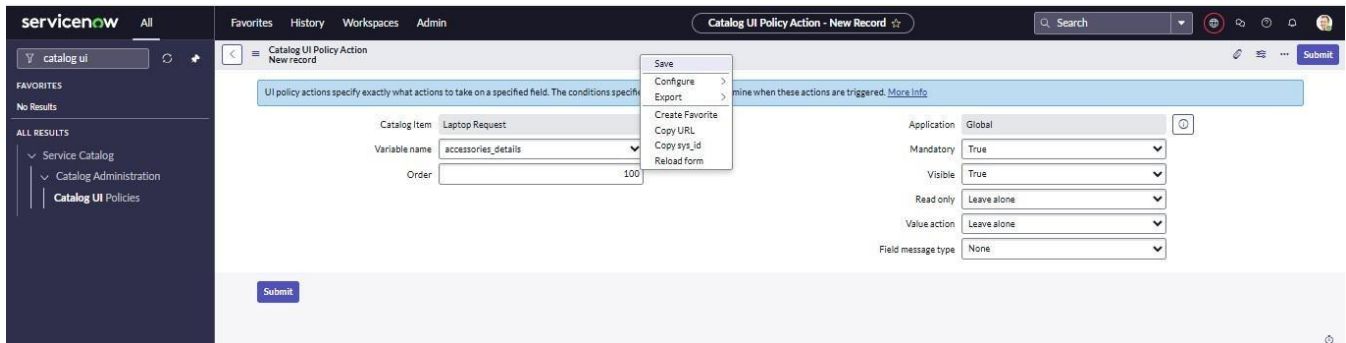
- ☐ Show/hide fields based on selections
- ☐ Make fields mandatory dynamically



The screenshot shows the 'Catalog UI Policy - New Record' form in ServiceNow. The left sidebar contains a navigation menu with 'Maintain Catalogs' selected. The main form area has a 'When to Apply' section with a 'Script' tab. The 'Script' tab contains a list of conditions that must be met for the policy to be applied:

- 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 the conditions, there is a 'Catalog Conditions' section with a table of conditions. The first condition is 'additional\_accessories is true'. The 'When to Apply' section also has checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). At the bottom, there is a 'Submit' button.



The screenshot shows the ServiceNow 'Catalog UI Policy Action - New Record' form. The left sidebar contains a search bar with 'catalog ui' and a list of results under 'ALL RESULTS' including 'Service Catalog', 'Catalog Administration', and 'Catalog UI Policies'. The main form area has a header with 'Catalog UI Policy Action - New Record' 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 specify when these actions are triggered. [More Info](#)'. The form fields include: 'Catalog Item' (Laptop Request), 'Variable name' (accessories\_details), 'Order' (100), 'Application' (Global), 'Mandatory' (True), 'Visible' (True), 'Read only' (Leave alone), 'Value action' (Leave alone), and 'Field message type' (None). A 'Submit' button is at the bottom right.

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

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

#### 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

**servicenow** All UI Action - New Record

Filter

Self-Service

Business Applications

Dashboards

Service Catalog

Employee Center

Knowledge

Visual Task Boards

Incidents

Watched Incidents

My Requests

Requested Items

Watched Requested Items

My Connected Apps

My Profile

My Tagged Documents

My Tags

My Knowledge Articles

Take Survey

My Approvals

My Assessments & Surveys

My Assets Analytics

My Notification Preferences

Access Analyzer

Activity Subscriptions

App Engine

UI Action - New Record

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: ☐

Overrides:

Messages:

Comments:

Hint:

OnClick:

Condition:

Script

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

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--

Save

Configure

Export

Create Favorite

Copy URL

Copy sys\_id

Reload form

Submit

Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record, gs.hasRole("admin") condition restricts the UI Action to the users with admin role.

## Step 5: Export Changes

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

**servicenow** All Update Set - Laptop Request

update

FAVORITES

No Results

ALL RESULTS

System Data Management

Update Jobs

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

Update Set - Laptop Request

Your current update set has been changed to Default [Global]

Name: Laptop Request

State: Complete

Parent:

Release date:

Install date:

Installed from:

Description:

Application: Global

Created: 2025-09-01 01:57:29

Created by: admin

Merged to:

Update

Back Out

Related Links

Export to XML

Merge With Another Update Set

Scan Update Set

Customer Updates (10)

Update Set Logs

Child Update Sets

Created

Search

Update set = Laptop Request

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

## Step 6: Import to Another Instance

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

### Exported XML file Program:

```
<?xml version="1.0" encoding="UTF-8"?><unload unload_date="2025-10-25 08:45:35">
<sys_remote_update_set action="INSERT_OR_UPDATE">
<application display_value="Global">global</application>
<application_name>Global</application_name>
<application_scope>global</application_scope>
<application_version/>
<collisions/>
<commit_date/>
<deleted/>
<description/>
<inserted/>
<name>Laptop Request Project</name>
<origin_sys_id/>
<parent display_value=""/>
<release_date/>
<remote_base_update_set display_value=""/>
<remote_parent_id/>
<remote_sys_id>376d2a61c3b43a10ac245205e40131a9</remote_sys_id>
<state>loaded</state>
<summary/>
<sys_class_name>sys_remote_update_set</sys_class_name>
<sys_created_by>admin</sys_created_by>
<sys_created_on>2025-10-25 08:45:34</sys_created_on>
<sys_id>3fea6fa5c3747a10ac245205e4013139</sys_id>
<sys_mod_count>0</sys_mod_count>
<sys_updated_by>admin</sys_updated_by>
<sys_updated_on>2025-10-25 08:45:34</sys_updated_on>
<update_set display_value=""/>
<update_source display_value=""/>
<updated/>
</sys_remote_update_set>
<sys_update_xml action="INSERT_OR_UPDATE">
<action>INSERT_OR_UPDATE</action>
<application display_value="Global">global</application>
<category>customer</category>
<comments/>
<name>item_option_new_1eee6e29c3bc3a10ac245205e40131dc</name>
<payload>&lt;?xml version="1.0" encoding="UTF-8"?&gt;&lt;record_update
table="item_option_new"&gt;&lt;item_option_new
action="INSERT_OR_UPDATE"&gt;&lt;active&gt;true&lt;/active&gt;&lt;attributes/&gt;&lt;cat_item
display_value="Laptop
```

```
Request"&gt;dc2e22e5c3bc3a10ac245205e40131c1&lt;/cat_item&gt;&lt;category/&gt;&lt;choice_direction&gt;down&lt;/choice_direction&gt;&lt;choice_field/&gt;&lt;choice_table/&gt;&lt;conversational_label/&gt;&lt;create_roles/&gt;&lt;default_html_value/&gt;&lt;default_value/&gt;&lt;delete_roles/&gt;&lt;delivery_plan/&gt;&lt;description/&gt;&lt;disable_initial_slot_fill&gt>false&lt;/disable_initial_slot_fill&gt;&lt;display_title&gt>false&lt;/display_title&gt;&lt;do_not_select_first&gt>false&lt;/do_not_select_first&gt;&lt;dynamic_default_value/&gt;&lt;dynamic_ref_qual/&gt;&lt;dynamic_value_dot_walk_path/&gt;&lt;dynamic_value_field/&gt;&lt;enable_also_request_for&gt>false&lt;/enable_also_request_for&gt;&lt;example_text/&gt;&lt;field/&gt;&lt;global&gt>false&lt;/global&gt;&lt;help_tag&gt;More information&lt;/help_tag&gt;&lt;help_text/&gt;&lt;hidden&gt>false&lt;/hidden&gt;&lt;include_none&gt>false&lt;/include_none&gt;&lt;instructions/&gt;&lt;layout&gt;normal&lt;/layout&gt;&lt;list_table/&gt;&lt;lookup_dependent_question/&gt;&lt;lookup_label/&gt;&lt;lookup_price/&gt;&lt;lookup_source/&gt;&lt;lookup_table/&gt;&lt;lookup_unique&gt>false&lt;/lookup_unique&gt;&lt;lookup_value/&gt;&lt;macro/&gt;&lt;macroponent/&gt;&lt;mandatory&gt>false&lt;/mandatory&gt;&lt;map_to_field&gt>false&lt;/map_to_field&gt;&lt;mask_use_confirmation&gt>false&lt;/mask_use_confirmation&gt;&lt;mask_use_encryption&gt>false&lt;/mask_use_encryption&gt;&lt;name&gt;justification&lt;/name&gt;&lt;not_available_conversation&gt>false&lt;/not_available_conversation&gt;&lt;order&gt;200&lt;/order&gt;&lt;post_insert_script/&gt;&lt;price_if_checked&gt;0&lt;/price_if_checked&gt;&lt;pricing_implications&gt>false&lt;/pricing_implications&gt;&lt;published_ref/&gt;&lt;question_text&gt;Justification&lt;/question_text&gt;&lt;read_only&gt>false&lt;/read_only&gt;&lt;read_roles/&gt;&lt;read_script/&gt;&lt;rec_lookup_price/&gt;&lt;rec_price_if_checked&gt;0&lt;/rec_price_if_checked&gt;&lt;record/&gt;&lt;record_producer_table/&gt;&lt;reference/&gt;&lt;reference_qual/&gt;&lt;reference_qual_condition/&gt;&lt;rich_text/&gt;&lt;roles_to_use_also_request_for/&gt;&lt;save_script&gt;&lt;![CDATA[/** This script is executed before the Record is generated
```

\* `current` - GlideRecord produced by Record Producer

\* Don't use `current.update()` or `current.insert()` as the record is generated by Record Producer

\* Don't use `current.setValue('sys\_class\_name', 'xxx')` as this will trigger reparent flow and can cause data loss

\* Avoid `current.setAbortAction()` and generate a separate record

\* Use `producer.var1` to access variables

```
*/]&gt;&lt;/save_script&gt;&lt;scale_max&gt;5&lt;/scale_max&gt;&lt;scale_min&gt;0&lt;/scale_min&gt;&lt;show_help&gt>false&lt;/show_help&gt;&lt;show_help_on_load&gt>false&lt;/show_help_on_load&gt;&lt;sp_widget/&gt;&lt;summary_macro/&gt;&lt;sys_class_name&gt;item_option_new&lt;/sys_class_name&gt;&lt;sys_created_by&gt;admin&lt;/sys_created_by&gt;&lt;sys_created_on&gt;2025-10-25
```

```
04:23:51&lt;/sys_created_on&gt;&lt;sys_id&gt;1eee6e29c3bc3a10ac245205e40131dc&lt;/sys_id&gt;&lt;sys_mod_count&gt;0&lt;/sys_mod_count&gt;&lt;sys_name&gt;Justification&lt;/sys_name&gt;&lt;sys_package_display_value="Global"
```

```
source="global"&gt;global&lt;/sys_package&gt;&lt;sys_policy/&gt;&lt;sys_scope
```

```
display_value="Global"&gt;global&lt;/sys_scope&gt;&lt;sys_update_name&gt;item_option_new_1eee6e29c3bc3a10ac245205e40131dc&lt;/sys_update_name&gt;&lt;sys_updated_by&gt;admin&lt;/sys_updated_by&gt;&lt;sys_updated_on&gt;2025-10-25
```

```
04:23:51&lt;/sys_updated_on&gt;&lt;table/&gt;&lt;tooltip/&gt;&lt;topic_block/&gt;&lt;type&gt;2&lt;/type&gt;&lt;ui_page/&gt;&lt;unique&gt>false&lt;/unique&gt;&lt;use_dynamic_default&gt>false&lt;/use_dynamic_default&gt;&lt;use_reference_qualifier&gt;simple&lt;/use_reference_qualifier&gt;&lt;validate_regex/&gt;&lt;variable_name/&gt;&lt;variable_set/&gt;&lt;variable_width/&gt;&lt;visibility&gt;1&lt;/visibility&gt;&lt;visible_bundle&gt>true&lt;/visible_bundle&gt;&lt;visible_guide&gt>true&lt;/visible_guide&gt;&lt;visible_standalone&gt>true&lt;/visible_standalone&gt;&lt;visible_summary&gt;true&lt;/visible_summary&gt;&lt;write_roles/&gt;&lt;/item_option_new&gt;&lt;sys_translated_text
```

```
action="delete_multiple"
```

```
query="documentkey=1eee6e29c3bc3a10ac245205e40131dc"/&gt;&lt;fx_price
```

```
action="delete_multiple" query="id=1eee6e29c3bc3a10ac245205e40131dc"/&gt;&lt;fx_price
```



```

action="INSERT_OR_UPDATE"><amount>0</amount><currency
display_value="GBP">GBP</currency><field>price_if_checked</field><id>
1eee6e29c3bc3a10ac245205e40131dc</id><parent/><reference_amount>0</referen
ce_amount><reference_currency
display_value="USD">USD</reference_currency><sys_created_by>admin</sys_creat
ed_by><sys_created_on>2025-10-25
04:23:51</sys_created_on><sys_id>920fa269c3bc3a10ac245205e4013127</sys_id><
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action="INSERT_OR_UPDATE"><amount>0</amount><currency
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lt;/type><fx_price></record_update></payload>
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Project">3fea6fa5c3747a10ac245205e4013139</remote_update_set>
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<sys_created_on>2025-10-25 08:45:34</sys_created_on>
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<sys_mod_count>0</sys_mod_count>
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<sys_updated_by>admin</sys_updated_by>
<sys_updated_on>2025-10-25 08:45:34</sys_updated_on>
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<view/>
</sys_update_xml>
<sys_update_xml action="INSERT_OR_UPDATE">
<action>INSERT_OR_UPDATE</action>
<application display_value="Global">global</application>
<category>customer</category>
<comments/>
<name>item_option_new_fc4f6ae5c3bc3a10ac245205e4013165</name>
<payload><?xml version="1.0" encoding="UTF-8"?><record_update
table="item_option_new"><item_option_new
action="INSERT_OR_UPDATE"><active>true</active><attributes/><cat_item

```



```

display_value="Laptop
Request"&gt;dc2e22e5c3bc3a10ac245205e40131c1&lt;/cat_item&gt;&lt;category/&gt;&lt;choice_direc
tion&gt;down&lt;/choice_direction&gt;&lt;choice_field/&gt;&lt;choice_table/&gt;&lt;conversational_l
abel/&gt;&lt;create_roles/&gt;&lt;default_html_value/&gt;&lt;default_value/&gt;&lt;delete_roles/&gt;
&lt;delivery_plan/&gt;&lt;description/&gt;&lt;disable_initial_slot_fill&gt;false&lt;/disable_initial_slot_
fill&gt;&lt;display_title&gt;false&lt;/display_title&gt;&lt;do_not_select_first&gt;false&lt;/do_not_sele
ct_first&gt;&lt;dynamic_default_value/&gt;&lt;dynamic_ref_qual/&gt;&lt;dynamic_value_dot_walk_p
ath/&gt;&lt;dynamic_value_field/&gt;&lt;enable_also_request_for&gt;false&lt;/enable_also_request_fo
r&gt;&lt;example_text/&gt;&lt;field/&gt;&lt;global&gt;false&lt;/global&gt;&lt;help_tag&gt;More
information&lt;/help_tag&gt;&lt;help_text/&gt;&lt;hidden&gt;false&lt;/hidden&gt;&lt;include_none&
gt;false&lt;/include_none&gt;&lt;instructions/&gt;&lt;layout&gt;normal&lt;/layout&gt;&lt;list_table/&
gt;&lt;lookup_dependent_question/&gt;&lt;lookup_label/&gt;&lt;lookup_price/&gt;&lt;lookup_source/
&gt;&lt;lookup_table/&gt;&lt;lookup_unique&gt;false&lt;/lookup_unique&gt;&lt;lookup_value/&gt;&
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se&lt;/map_to_field&gt;&lt;mask_use_confirmation&gt;false&lt;/mask_use_confirmation&gt;&lt;mask
_use_encryption&gt;false&lt;/mask_use_encryption&gt;&lt;name&gt;accessories_details&lt;/name&gt;
&lt;not_available_conversation&gt;false&lt;/not_available_conversation&gt;&lt;order&gt;400&lt;/orde
r&gt;&lt;post_insert_script/&gt;&lt;price_if_checked&gt;0&lt;/price_if_checked&gt;&lt;pricing_implic
ations&gt;false&lt;/pricing_implications&gt;&lt;published_ref/&gt;&lt;question_text&gt;Accessories
Details&lt;/question_text&gt;&lt;read_only&gt;false&lt;/read_only&gt;&lt;read_roles/&gt;&lt;read_scr
ipt/&gt;&lt;rec_lookup_price/&gt;&lt;rec_price_if_checked&gt;0&lt;/rec_price_if_checked&gt;&lt;rec
ord/&gt;&lt;record_producer_table/&gt;&lt;reference/&gt;&lt;reference_qual/&gt;&lt;reference_qual_c
ondition/&gt;&lt;rich_text/&gt;&lt;roles_to_use_also_request_for/&gt;&lt;save_script&gt;&lt;![CDAT
A[/** This script is executed before the Record is generated
* `current` - GlideRecord produced by Record Producer
* Don't use `current.update()` or `current.insert()` as the record is generated by Record Producer
* Don't use `current.setValue('sys_class_name', 'xxx')` as this will trigger reparent flow and can cause
data loss
* Avoid `current.setAbortAction()` and generate a separate record
* Use `producer.var1` to access variables
*/]]&gt;&lt;/save_script&gt;&lt;scale_max&gt;5&lt;/scale_max&gt;&lt;scale_min&gt;0&lt;/scale_min
&gt;&lt;show_help&gt;false&lt;/show_help&gt;&lt;show_help_on_load&gt;false&lt;/show_help_on_lo
ad&gt;&lt;sp_widget/&gt;&lt;summary_macro/&gt;&lt;sys_class_name&gt;item_option_new&lt;/sys_c
lass_name&gt;&lt;sys_created_by&gt;admin&lt;/sys_created_by&gt;&lt;sys_created_on&gt;2025-10-
25
04:25:04&lt;/sys_created_on&gt;&lt;sys_id&gt;fc4f6ae5c3bc3a10ac245205e4013165&lt;/sys_id&gt;&l
t;sys_mod_count&gt;0&lt;/sys_mod_count&gt;&lt;sys_name&gt;Accessories
Details&lt;/sys_name&gt;&lt;sys_package display_value="Global"
source="global"&gt;global&lt;/sys_package&gt;&lt;sys_policy/&gt;&lt;sys_scope
display_value="Global"&gt;global&lt;/sys_scope&gt;&lt;sys_update_name&gt;item_option_new_fc4f6
ae5c3bc3a10ac245205e4013165&lt;/sys_update_name&gt;&lt;sys_updated_by&gt;admin&lt;/sys_upda
ted_by&gt;&lt;sys_updated_on&gt;2025-10-25
04:25:04&lt;/sys_updated_on&gt;&lt;table/&gt;&lt;tooltip/&gt;&lt;topic_block/&gt;&lt;type&gt;2&lt;/t
ype&gt;&lt;ui_page/&gt;&lt;unique&gt;false&lt;/unique&gt;&lt;use_dynamic_default&gt;false&lt;/use
_dynamic_default&gt;&lt;use_reference_qualifier&gt;simple&lt;/use_reference_qualifier&gt;&lt;valida
te_regex/&gt;&lt;variable_name/&gt;&lt;variable_set/&gt;&lt;variable_width/&gt;&lt;visibility&gt;1&l
t;/visibility&gt;&lt;visible_bundle&gt;true&lt;/visible_bundle&gt;&lt;visible_guide&gt;true&lt;/visib
le_guide&gt;&lt;visible_standalone&gt;true&lt;/visible_standalone&gt;&lt;visible_summary&gt;true&lt;/
visible_summary&gt;&lt;write_roles/&gt;&lt;/item_option_new&gt;&lt;sys_translated_text
action="delete_multiple"
query="documentkey=fc4f6ae5c3bc3a10ac245205e4013165"/&gt;&lt;fx_price

```



```

action="delete_multiple" query="id=fc4f6ae5c3bc3a10ac245205e4013165"/&gt;&lt;fx_price
action="INSERT_OR_UPDATE"&gt;&lt;amount&gt;0&lt;/amount&gt;&lt;currency
display_value="GBP"&gt;GBP&lt;/currency&gt;&lt;field&gt;price_if_checked&lt;/field&gt;&lt;id&gt;
fc4f6ae5c3bc3a10ac245205e4013165&lt;/id&gt;&lt;parent/&gt;&lt;reference_amount&gt;0&lt;/referen
ce_amount&gt;&lt;reference_currency
display_value="USD"&gt;USD&lt;/reference_currency&gt;&lt;sys_created_by&gt;admin&lt;/sys_creat
ed_by&gt;&lt;sys_created_on&gt;2025-10-25
04:25:05&lt;/sys_created_on&gt;&lt;sys_id&gt;c85fea69c3bc3a10ac245205e4013118&lt;/sys_id&gt;&
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&lt;sys_updated_on&gt;2025-10-25
04:25:05&lt;/sys_updated_on&gt;&lt;table&gt;item_option_new&lt;/table&gt;&lt;type&gt;calculated&
lt;/type&gt;&lt;/fx_price&gt;&lt;/fx_price
action="INSERT_OR_UPDATE"&gt;&lt;amount&gt;0&lt;/amount&gt;&lt;currency
display_value="GBP"&gt;GBP&lt;/currency&gt;&lt;field&gt;rec_price_if_checked&lt;/field&gt;&lt;id
&gt;fc4f6ae5c3bc3a10ac245205e4013165&lt;/id&gt;&lt;parent/&gt;&lt;reference_amount&gt;0&lt;/ref
erence_amount&gt;&lt;reference_currency
display_value="USD"&gt;USD&lt;/reference_currency&gt;&lt;sys_created_by&gt;admin&lt;/sys_creat
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&lt;sys_updated_on&gt;2025-10-25
04:25:05&lt;/sys_updated_on&gt;&lt;table&gt;item_option_new&lt;/table&gt;&lt;type&gt;calculated&
lt;/type&gt;&lt;/fx_price&gt;&lt;/record_update&gt;</payload>
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Project">3fea6fa5c3747a10ac245205e4013139</remote_update_set>
<replace_on_upgrade>false</replace_on_upgrade>
<sys_created_by>admin</sys_created_by>
<sys_created_on>2025-10-25 08:45:34</sys_created_on>
<sys_id>37eae3a9c3747a10ac245205e4013136</sys_id>
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<sys_recorded_at>19a199ce93a0000001</sys_recorded_at>
<sys_updated_by>admin</sys_updated_by>
<sys_updated_on>2025-10-25 08:45:34</sys_updated_on>
<table/>
<target_name>Accessories Details</target_name>
<type>Variable</type>
<update_domain>global</update_domain>
<update_guid>4c5fea6971bc3a107264480fca3afa1c</update_guid>
<update_guid_history>4c5fea6971bc3a107264480fca3afa1c:710507467</update_guid_history>
<update_set display_value=""/>
<view/>
</sys_update_xml>
<sys_update_xml action="INSERT_OR_UPDATE">
<action>INSERT_OR_UPDATE</action>
<application display_value="Global">global</application>
<category>customer</category>
<comments/>
<name>sys_ui_action_a891fe6dc3bc3a10ac245205e40131a0</name>
<payload>&lt;?xml version="1.0" encoding="UTF-8"?&gt;&lt;record_update sys_domain="global"
table="sys_ui_action"&gt;&lt;sys_ui_action

```



```
action="INSERT_OR_UPDATE"&gt;&lt;action_name&gt;Reset
form&lt;/action_name&gt;&lt;active&gt;true&lt;/active&gt;&lt;client&gt;true&lt;/client&gt;&lt;client_
script_v2&gt;&lt;![CDATA[function onClick(g_form) {
```

```
}}]&gt;&lt;/client_script_v2&gt;&lt;comments/&gt;&lt;condition/&gt;&lt;form_action&gt;false&lt;/for
m_action&gt;&lt;form_button&gt;false&lt;/form_button&gt;&lt;form_button_v2&gt;false&lt;/form_bu
tton_v2&gt;&lt;form_context_menu&gt;false&lt;/form_context_menu&gt;&lt;form_link&gt;false&lt;/f
orm_link&gt;&lt;form_menu_button_v2&gt;false&lt;/form_menu_button_v2&gt;&lt;form_style/&gt;&lt;
lt;format_for_configurable_workspace&gt;false&lt;/format_for_configurable_workspace&gt;&lt;hint/&
gt;&lt;isolate_script&gt;true&lt;/isolate_script&gt;&lt;list_action&gt;false&lt;/list_action&gt;&lt;list_b
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hoice&gt;false&lt;/list_choice&gt;&lt;list_context_menu&gt;false&lt;/list_context_menu&gt;&lt;list_li
nk&gt;false&lt;/list_link&gt;&lt;list_save_with_form_button&gt;false&lt;/list_save_with_form_button
&gt;&lt;list_style/&gt;&lt;messages/&gt;&lt;name&gt;Reset
form&lt;/name&gt;&lt;onclick/&gt;&lt;order&gt;100&lt;/order&gt;&lt;script&gt;&lt;![CDATA[functio
n resetForm() {
```

```
    g_form.clearForm(); // Clears all fields in the form
    alert("The form has been reset.");
}}]&gt;&lt;/script&gt;&lt;show_insert&gt;true&lt;/show_insert&gt;&lt;show_multiple_update&gt;false
&lt;/show_multiple_update&gt;&lt;show_query&gt;false&lt;/show_query&gt;&lt;show_update&gt;true
&lt;/show_update&gt;&lt;sys_class_name&gt;sys_ui_action&lt;/sys_class_name&gt;&lt;sys_created_b
y&gt;admin&lt;/sys_created_by&gt;&lt;sys_created_on&gt;2025-10-25
04:37:46&lt;/sys_created_on&gt;&lt;sys_domain&gt;global&lt;/sys_domain&gt;&lt;sys_domain_path
&gt;&lt;/sys_domain_path&gt;&lt;sys_id&gt;a891fe6dc3bc3a10ac245205e40131a0&lt;/sys_id&gt;&lt;
sys_mod_count&gt;1&lt;/sys_mod_count&gt;&lt;sys_name&gt;Reset
form&lt;/sys_name&gt;&lt;sys_overrides/&gt;&lt;sys_package display_value="Global"
source="global"&gt;global&lt;/sys_package&gt;&lt;sys_policy/&gt;&lt;sys_scope
display_value="Global"&gt;global&lt;/sys_scope&gt;&lt;sys_update_name&gt;sys_ui_action_a891fe6
dc3bc3a10ac245205e40131a0&lt;/sys_update_name&gt;&lt;sys_updated_by&gt;admin&lt;/sys_update
d_by&gt;&lt;sys_updated_on&gt;2025-10-25
04:38:24&lt;/sys_updated_on&gt;&lt;table&gt;sc_cart&lt;/table&gt;&lt;ui11_compatible&gt;true&lt;/ui
11_compatible&gt;&lt;ui16_compatible&gt;false&lt;/ui16_compatible&gt;&lt;sys_ui_action&gt;&lt;/r
ecord_update&gt;</payload>
<payload_hash>1669134333</payload_hash>
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Project">3fea6fa5c3747a10ac245205e4013139</remote_update_set>
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<sys_created_on>2025-10-25 08:45:34</sys_created_on>
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<sys_mod_count>0</sys_mod_count>
<sys_recorded_at>19a19a91a670000001</sys_recorded_at>
<sys_updated_by>admin</sys_updated_by>
<sys_updated_on>2025-10-25 08:45:34</sys_updated_on>
<table>sc_cart</table>
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<type>UI Action</type>
<update_domain>global</update_domain>
<update_guid>5352fe6d8bbc3a10c60c0fe6dd31f6ce</update_guid>
<update_guid_history>5352fe6d8bbc3a10c60c0fe6dd31f6ce:1669134333,ca32b2edeebc3a100e48e5d10
0f751a3:-1815082223</update_guid_history>
```



```
<update_set display_value=""/>
<view/>
</sys_update_xml>
<sys_update_xml action="INSERT_OR_UPDATE">
<action>INSERT_OR_UPDATE</action>
<application display_value="Global">global</application>
<category>customer</category>
<comments/>
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<payload><![CDATA[<?xml version="1.0" encoding="UTF-8"?><record_update
table="catalog_ui_policy_action"><catalog_ui_policy_action
action="INSERT_OR_UPDATE"><catalog_item display_value="Laptop
Request">dc2e22e5c3bc3a10ac245205e40131c1</catalog_item><catalog_variable>IO:fc4f6ae5c3bc3a
10ac245205e4013165</catalog_variable><cleared>>false</cleared><disabled>ignore</disabled><field/
><field_message/><field_message_type>none</field_message_type><mandatory>>true</mandatory><o
rder>100</order><sys_class_name>catalog_ui_policy_action</sys_class_name><sys_created_by>admi
n</sys_created_by><sys_created_on>2025-10-25
04:31:20</sys_created_on><sys_id>2f80722dc3bc3a10ac245205e401318d</sys_id><sys_mod_count>
0</sys_mod_count><sys_name>accessories_details</sys_name><sys_package display_value="Global"
source="global">global</sys_package><sys_policy/><sys_scope
display_value="Global">global</sys_scope><sys_update_name>catalog_ui_policy_action_2f80722dc3
bc3a10ac245205e401318d</sys_update_name><sys_updated_by>admin</sys_updated_by><sys_updat
ed_on>2025-10-25 04:31:20</sys_updated_on><table/><ui_policy display_value="show accessories
details">f6ef6ea9c3bc3a10ac245205e40131f9</ui_policy><value/><value_action>ignore</value_actio
n><variable>accessories_details</variable><variable_set/><visible>true</visible></catalog_ui_policy_
action><sys_translated_text action="delete_multiple"
query="documentkey=2f80722dc3bc3a10ac245205e401318d"/></record_update>]]></payload>
<payload_hash>-1041227987</payload_hash>
<remote_update_set display_value="Laptop Request
Project">3fea6fa5c3747a10ac245205e4013139</remote_update_set>
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<sys_created_on>2025-10-25 08:45:34</sys_created_on>
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<sys_mod_count>0</sys_mod_count>
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<sys_updated_by>admin</sys_updated_by>
<sys_updated_on>2025-10-25 08:45:34</sys_updated_on>
<table/>
<target_name>accessories_details</target_name>
<type>Catalog UI Policy Action</type>
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<update_guid_history>3bb0b62d15bc3a1034ec8c81cd7a14e5:-1041227987</update_guid_history>
<update_set display_value=""/>
<view/>
</sys_update_xml>
<sys_update_xml action="INSERT_OR_UPDATE">
<action>INSERT_OR_UPDATE</action>
<application display_value="Global">global</application>
<category>customer</category>
```





```
<comments/>
<name>sc_cat_item_catalog_f26e6ae5c3bc3a10ac245205e4013139</name>
<payload><![CDATA[<?xml version="1.0" encoding="UTF-8"?><record_update
table="sc_cat_item_catalog"><sc_cat_item_catalog action="INSERT_OR_UPDATE"><sc_cat_item
display_value="Laptop Request">dc2e22e5c3bc3a10ac245205e40131c1</sc_cat_item><sc_catalog
display_value="Service
Catalog">e0d08b13c3330100c8b837659bba8fb4</sc_catalog><sys_class_name>sc_cat_item_catalog</
sys_class_name><sys_created_by>admin</sys_created_by><sys_created_on>2025-10-25
04:21:10</sys_created_on><sys_id>f26e6ae5c3bc3a10ac245205e4013139</sys_id><sys_mod_count>
0</sys_mod_count><sys_name>Service Catalog.Laptop Request</sys_name><sys_package
display_value="Global" source="global">global</sys_package><sys_policy/><sys_scope
display_value="Global">global</sys_scope><sys_update_name>sc_cat_item_catalog_f26e6ae5c3bc3a
10ac245205e4013139</sys_update_name><sys_updated_by>admin</sys_updated_by><sys_updated_o
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Project">3fea6fa5c3747a10ac245205e4013139</remote_update_set>
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<sys_updated_on>2025-10-25 08:45:34</sys_updated_on>
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<update_domain>global</update_domain>
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<update_guid_history>7a6e6ae551bc3a105cf582c334274a40:-1071720869</update_guid_history>
<update_set display_value=""/>
<view/>
</sys_update_xml>
<sys_update_xml action="INSERT_OR_UPDATE">
<action>INSERT_OR_UPDATE</action>
<application display_value="Global">global</application>
<category>customer</category>
<comments/>
<name>item_option_new_a3aee229c3bc3a10ac245205e4013102</name>
<payload>&lt;?xml version="1.0" encoding="UTF-8"?&gt;&lt;record_update
table="item_option_new"&gt;&lt;item_option_new
action="INSERT_OR_UPDATE"&gt;&lt;active&gt;true&lt;/active&gt;&lt;attributes/&gt;&lt;cat_item
display_value="Laptop
Request"&gt;dc2e22e5c3bc3a10ac245205e40131c1&lt;/cat_item&gt;&lt;category/&gt;&lt;choice_direc
tion&gt;down&lt;/choice_direction&gt;&lt;choice_field/&gt;&lt;choice_table/&gt;&lt;conversational_l
abel/&gt;&lt;create_roles/&gt;&lt;default_html_value/&gt;&lt;default_value/&gt;&lt;delete_roles/&gt;
&lt;delivery_plan/&gt;&lt;description/&gt;&lt;disable_initial_slot_fill&gt;false&lt;/disable_initial_slot_
fill&gt;&lt;display_title&gt;false&lt;/display_title&gt;&lt;do_not_select_first&gt;false&lt;/do_not_sele
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Model/><question_text/><read_only><false/><read_only/><read_roles/><read_scri
pt/><rec_lookup_price/><rec_price_if_checked><0/><rec_price_if_checked/><reco
rd/><record_producer_table/><reference/><reference_qual/><reference_qual_co
ndition/><rich_text/><roles_to_use_also_request_for/><save_script/><![CDATA
[/** This script is executed before the Record is generated
* `current` - GlideRecord produced by Record Producer
* Don't use `current.update()` or `current.insert()` as the record is generated by Record Producer
* Don't use `current.setValue('sys_class_name', 'xxx')` as this will trigger reparent flow and can cause
data loss
* Avoid `current.setAbortAction()` and generate a separate record
* Use `producer.var1` to access variables
*/]></save_script><scale_max><5/><scale_max/><scale_min><0/><scale_min
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25
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source="global"><global/><sys_package/><sys_policy/><sys_scope
display_value="Global"><global/><sys_scope/><sys_update_name><item_option_new_a3ae
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ype/><ui_page/><unique><false/><unique/><use_dynamic_default><false/><use
_dynamic_default/><use_reference_qualifier><simple/><use_reference_qualifier/><valida
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```





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```

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```



```

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```





```

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Accessories&lt;/question_text&gt;&lt;read_only&gt;false&lt;/read_only&gt;&lt;read_roles/&gt;&lt;rea
d_script/&gt;&lt;rec_lookup_price/&gt;&lt;rec_price_if_checked&gt;0&lt;/rec_price_if_checked&gt;&
lt;record/&gt;&lt;record_producer_table/&gt;&lt;reference/&gt;&lt;reference_qual/&gt;&lt;reference_qu
al_condition/&gt;&lt;rich_text/&gt;&lt;roles_to_use_also_request_for/&gt;&lt;save_script&gt;&lt;![CD
ATA[/** This script is executed before the Record is generated
* `current` - GlideRecord produced by Record Producer
* Don't use `current.update()` or `current.insert()` as the record is generated by Record Producer

```

\* Don't use `current.setValue('sys\_class\_name', 'xxx')` as this will trigger reparent flow and can cause data loss

\* Avoid `current.setAbortAction()` and generate a separate record

\* Use `producer.var1` to access variables

```
*]]&gt;&lt;/save_script&gt;&lt;scale_max&gt;5&lt;/scale_max&gt;&lt;scale_min&gt;0&lt;/scale_min
&gt;&lt;show_help&gt;false&lt;/show_help&gt;&lt;show_help_on_load&gt;false&lt;/show_help_on_lo
ad&gt;&lt;sp_widget/&gt;&lt;summary_macro/&gt;&lt;sys_class_name&gt;item_option_new&lt;/sys_c
lass_name&gt;&lt;sys_created_by&gt;admin&lt;/sys_created_by&gt;&lt;sys_created_on&gt;2025-10-
25
```

```
04:24:39&lt;/sys_created_on&gt;&lt;sys_id&gt;ae1fa265c3bc3a10ac245205e401316d&lt;/sys_id&gt;&
lt;sys_mod_count&gt;0&lt;/sys_mod_count&gt;&lt;sys_name&gt;Additional
Accessories&lt;/sys_name&gt;&lt;sys_package display_value="Global"
source="global"&gt;global&lt;/sys_package&gt;&lt;sys_policy/&gt;&lt;sys_scope
display_value="Global"&gt;global&lt;/sys_scope&gt;&lt;sys_update_name&gt;item_option_new_ae1fa
265c3bc3a10ac245205e401316d&lt;/sys_update_name&gt;&lt;sys_updated_by&gt;admin&lt;/sys_upda
ted_by&gt;&lt;sys_updated_on&gt;2025-10-25
```

```
04:24:39&lt;/sys_updated_on&gt;&lt;table/&gt;&lt;tooltip/&gt;&lt;topic_block/&gt;&lt;type&gt;7&lt;/t
ype&gt;&lt;ui_page/&gt;&lt;unique&gt;false&lt;/unique&gt;&lt;use_dynamic_default&gt;false&lt;/use
_dynamic_default&gt;&lt;use_reference_qualifier&gt;simple&lt;/use_reference_qualifier&gt;&lt;valida
te_regex/&gt;&lt;variable_name/&gt;&lt;variable_set/&gt;&lt;variable_width/&gt;&lt;visibility&gt;1&l
t;/visibility&gt;&lt;visible_bundle&gt;true&lt;/visible_bundle&gt;&lt;visible_guide&gt;true&lt;/visib
le_guide&gt;&lt;visible_standalone&gt;true&lt;/visible_standalone&gt;&lt;visible_summary&gt;true&lt;/
visible_summary&gt;&lt;write_roles/&gt;&lt;/item_option_new&gt;&lt;sys_translated_text
action="delete_multiple"
```

```
query="documentkey=ae1fa265c3bc3a10ac245205e401316d"/&gt;&lt;fx_price
action="delete_multiple" query="id=ae1fa265c3bc3a10ac245205e401316d"/&gt;&lt;fx_price
action="INSERT_OR_UPDATE"&gt;&lt;amount&gt;0&lt;/amount&gt;&lt;currency
display_value="GBP"&gt;GBP&lt;/currency&gt;&lt;field&gt;price_if_checked&lt;/field&gt;&lt;id&gt;
ae1fa265c3bc3a10ac245205e401316d&lt;/id&gt;&lt;parent/&gt;&lt;reference_amount&gt;0&lt;/referen
ce_amount&gt;&lt;reference_currency
display_value="USD"&gt;USD&lt;/reference_currency&gt;&lt;sys_created_by&gt;admin&lt;/sys_creat
ed_by&gt;&lt;sys_created_on&gt;2025-10-25
```

```
04:24:39&lt;/sys_created_on&gt;&lt;sys_id&gt;353fe669c3bc3a10ac245205e40131f9&lt;/sys_id&gt;&
lt;sys_mod_count&gt;0&lt;/sys_mod_count&gt;&lt;sys_updated_by&gt;admin&lt;/sys_updated_by&gt;
&lt;sys_updated_on&gt;2025-10-25
```

```
04:24:39&lt;/sys_updated_on&gt;&lt;table&gt;item_option_new&lt;/table&gt;&lt;type&gt;calculated&
lt;/type&gt;&lt;/fx_price&gt;&lt;fx_price
action="INSERT_OR_UPDATE"&gt;&lt;amount&gt;0&lt;/amount&gt;&lt;currency
display_value="GBP"&gt;GBP&lt;/currency&gt;&lt;field&gt;rec_price_if_checked&lt;/field&gt;&lt;id
&gt;ae1fa265c3bc3a10ac245205e401316d&lt;/id&gt;&lt;parent/&gt;&lt;reference_amount&gt;0&lt;/re
ference_amount&gt;&lt;reference_currency
display_value="USD"&gt;USD&lt;/reference_currency&gt;&lt;sys_created_by&gt;admin&lt;/sys_creat
ed_by&gt;&lt;sys_created_on&gt;2025-10-25
```

```
04:24:39&lt;/sys_created_on&gt;&lt;sys_id&gt;713fe669c3bc3a10ac245205e40131f8&lt;/sys_id&gt;&
lt;sys_mod_count&gt;0&lt;/sys_mod_count&gt;&lt;sys_updated_by&gt;admin&lt;/sys_updated_by&gt;
&lt;sys_updated_on&gt;2025-10-25
```

```
04:24:39&lt;/sys_updated_on&gt;&lt;table&gt;item_option_new&lt;/table&gt;&lt;type&gt;calculated&
lt;/type&gt;&lt;/fx_price&gt;&lt;/record_update&gt;</payload>
```

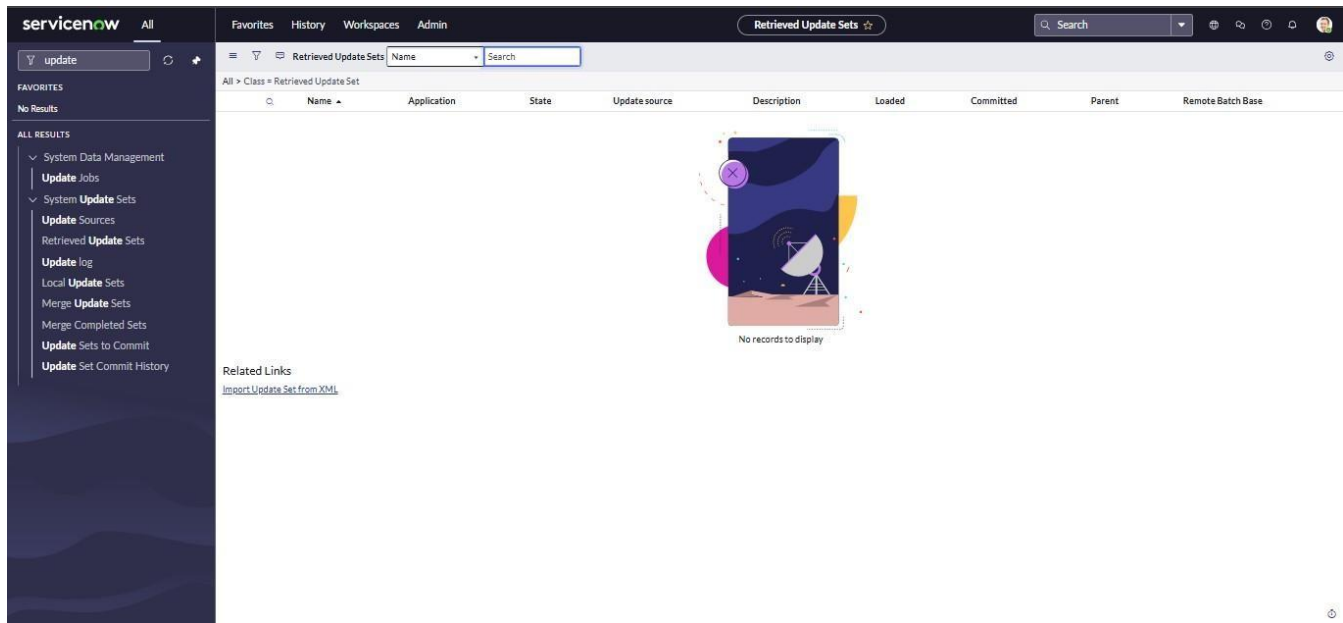
```
<payload_hash>1855240956</payload_hash>
```

```
<remote_update_set display_value="Laptop Request
```

```
Project">3fea6fa5c3747a10ac245205e4013139</remote_update_set>
```



```
<replace_on_upgrade>>false</replace_on_upgrade>
<sys_created_by>admin</sys_created_by>
<sys_created_on>2025-10-25 08:45:34</sys_created_on>
<sys_id>ffeae3a9c3747a10ac245205e4013135</sys_id>
<sys_mod_count>0</sys_mod_count>
<sys_recorded_at>19a199c85450000001</sys_recorded_at>
<sys_updated_by>admin</sys_updated_by>
<sys_updated_on>2025-10-25 08:45:34</sys_updated_on>
<table/>
<target_name>Additional Accessories</target_name>
<type>Variable</type>
<update_domain>global</update_domain>
<update_guid>b93fe669a4bc3a1073c2449581d2f1fd</update_guid>
<update_guid_history>b93fe669a4bc3a1073c2449581d2f1fd:1855240956</update_guid_history>
<update_set display_value=""/>
<view/>
</sys_update_xml>
</unload>
```



servicenow All

Favorites History Workspaces Admin

Retrieved Update Sets

Search

Retrieved Update Sets Name Search

All > Class = Retrieved Update Set

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

Favorites

History

Workspaces

Admin

ServiceNow

Search

update

Import XML

No Results

ALL RESULTS

System Data Management

Update Jobs

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

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

XML file

Choose file

sys\_remote\_u...6fead322.xml

Step 2: Upload the file

Upload

servicenow

All

Favorites

History

Workspaces

Admin

Retrieved Update Set - Laptop Request

Search

Retrieved Update Set

Laptop Request

Update

Delete

Preview 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

Committed

Application

Global

Inserted

Update source

Deleted

Parent

State

Loaded

Loaded

2025-09-01 22:56:15

Description

Application name

Global

Update

Delete

Preview Update Set

Related Links

Export to XML

Customer Updates (10)

Child Update Sets

Name

Search

Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d266f7b6fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8decad9883772210d266f7b6fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f42ba15883772210d266f7b6fead341	Variable	Accessories Details			INSERT_OR_UPDATE

**servicenow** All

update

FAVORITES  
No Results

ALL RESULTS

- System Data Management
- Update Jobs
- 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 Set Preview

Success! - Succeeded in 2 Seconds

Close

After committing this update set, ensure you map any...

Name Laptop Request

Application Global

Update source

Parent

State Previewed

Loaded 2025-09-01 22:56:15

Description

Application name Global

Collisions 0

Total 10

Update Delete Preview Update Set

Related Links

Export to XML

Customer Updates (10) Child Update Sets

Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d2607b0fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_80ced9883772210d2607b0fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_9f5a9483772210d2607b0fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d2607b0fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_d03e251883772210d2607b0fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_848ba15083772210d2607b0fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE

**servicenow** All

update

FAVORITES  
No Results

ALL RESULTS

- System Data Management
- Update Jobs
- 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 Set Commit

Update set committed - Succeeded in 1 Second

Close

After committing this update set, ensure you map any...

Name Laptop Request

Application Global

Update source

Parent

State Committed

Loaded 2025-09-01 22:56:15

Description

Application name Global

Collisions 0

Total 10

Update Delete Run Preview Again Commit Update Set

Related Links

Show All Preview Records

Customer Updates (10) Child Update Sets

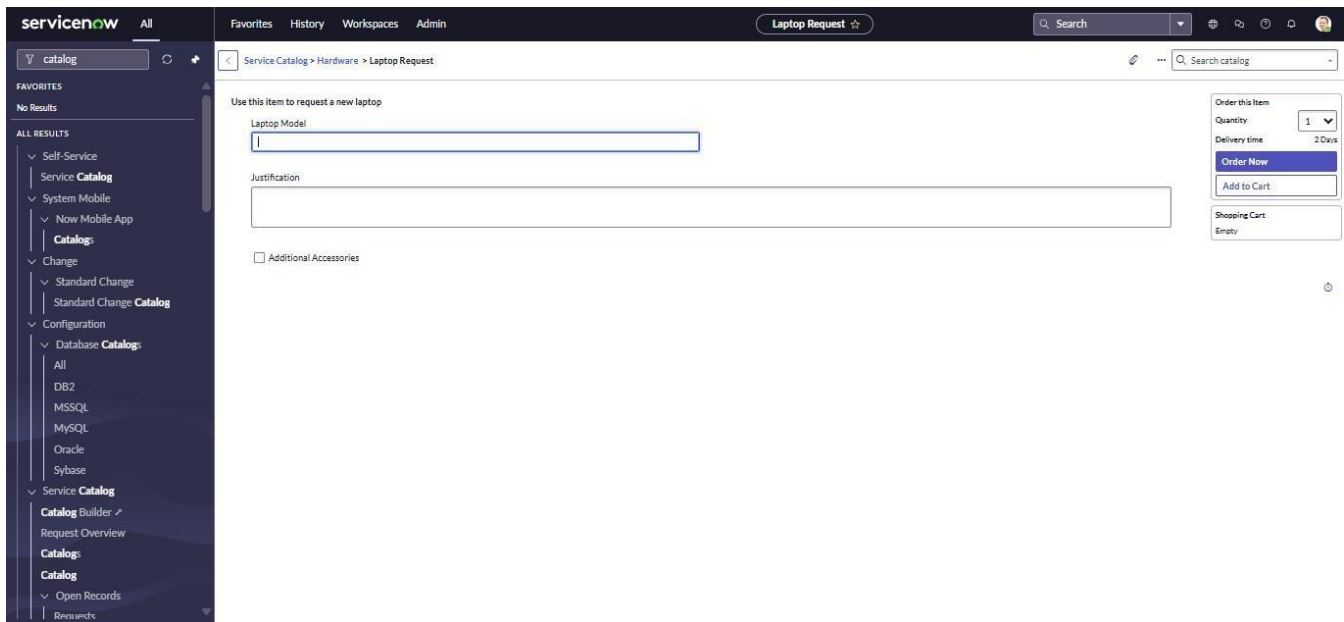
Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d2607b0fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_80ced9883772210d2607b0fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_9f5a9483772210d2607b0fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d2607b0fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_d03e251883772210d2607b0fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_848ba15083772210d2607b0fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE

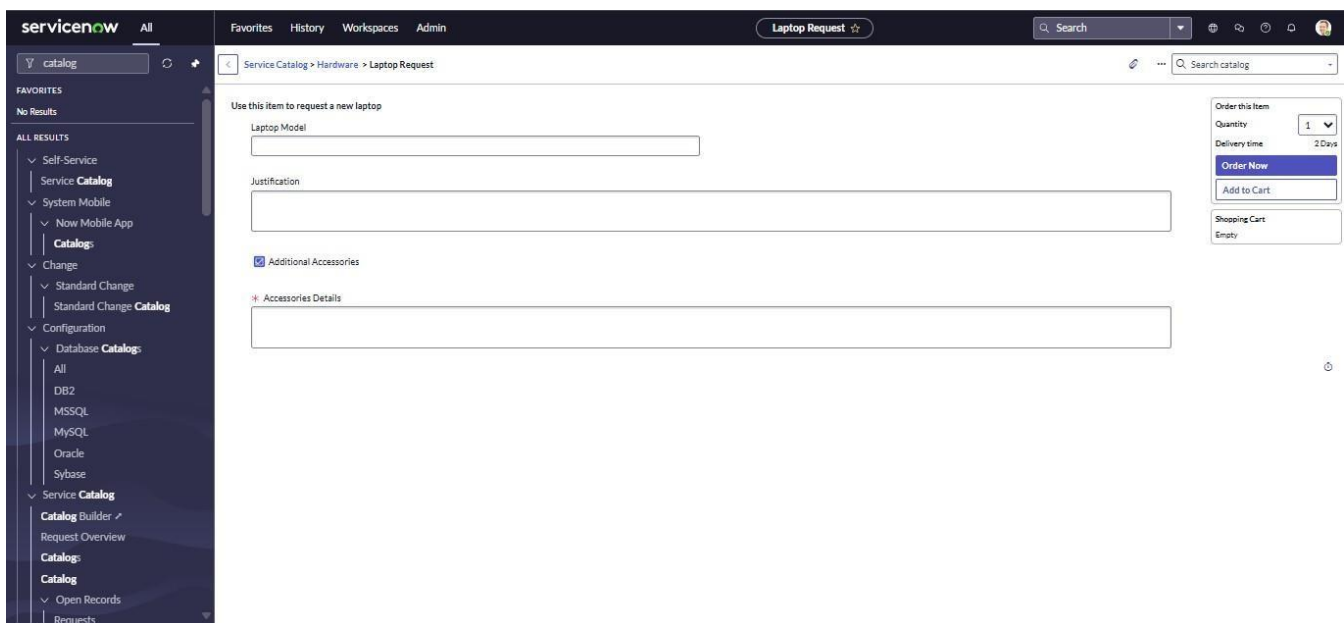
## Step 7: Test the Catalog Item

Submit a test request and verify:

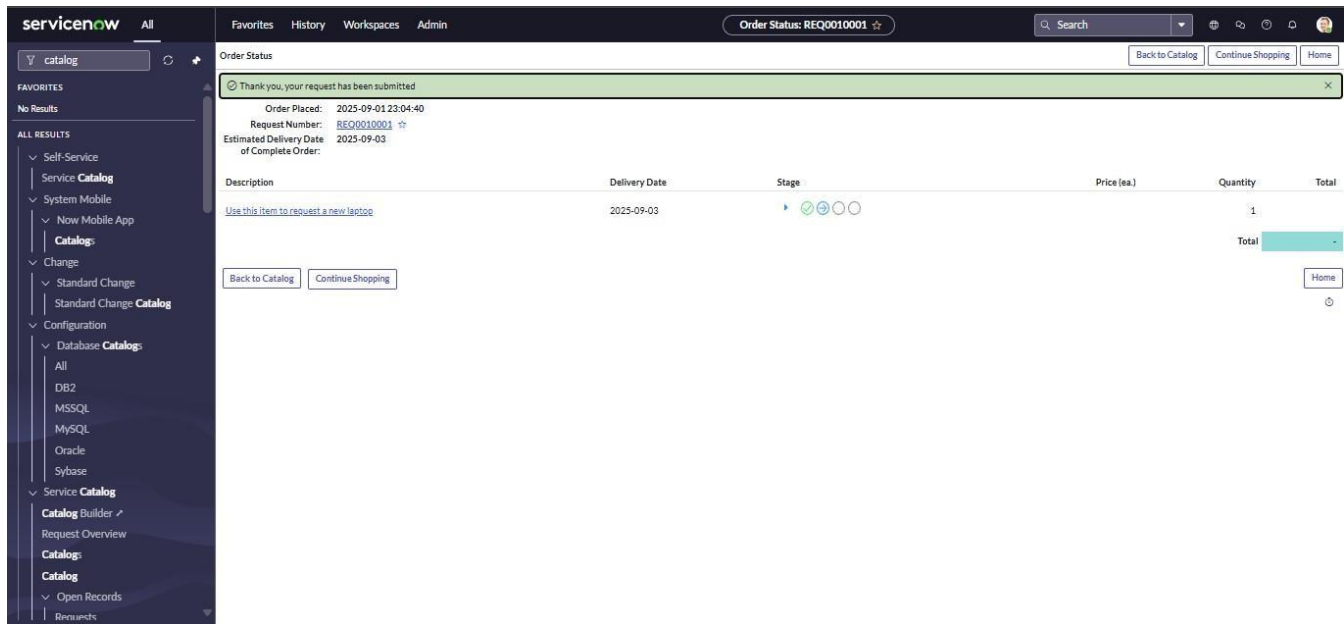
- ☐ Workflow triggers
- ☐ Form behavior
- ☐ Request visibility in ServiceNow portal



The screenshot shows the ServiceNow 'Laptop Request' catalog item form. The left sidebar contains a navigation menu with categories like 'Self-Service', 'Service Catalog', 'System Mobile', 'Now Mobile App', 'Catalogs', 'Change', 'Standard Change', 'Configuration', 'Database Catalogs', and 'Service Catalog'. The main form area is titled 'Service Catalog > Hardware > Laptop Request'. It includes a search bar, a breadcrumb trail, and a 'Use this item to request a new laptop' section. The form contains a 'Laptop Model' text field, a 'Justification' text area, and an 'Additional Accessories' checkbox. On the right, there is an 'Order this Item' section with a 'Quantity' dropdown (set to 1), a 'Delivery time' of '2 Days', and buttons for 'Order Now' and 'Add to Cart'. A 'Shopping Cart' section at the bottom right shows 'Empty'.



This screenshot shows the same 'Laptop Request' form after the 'Additional Accessories' checkbox has been selected. The 'Additional Accessories' checkbox is now checked, and a new section titled 'Accessories Details' has appeared below it, containing an empty text area. The rest of the form, including the 'Laptop Model' field, 'Justification' area, and the right-hand ordering section, remains the same as in the previous screenshot.



**servicenow** All Favorites History Workspaces Admin Order Status: REQ0010001

Thank you, your request has been submitted

Order Placed: 2025-09-01 23:04:40  
 Request Number: [REQ0010001](#)  
 Estimated Delivery Date of Complete Order: 2025-09-03

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total	
<a href="#">Use this item to request a new laptop</a>	2025-09-03	▶ ● ● ● ●		1		
					<b>Total</b>	

Back to Catalog Continue Shopping Home

**Left Sidebar (Catalog):**

- Self-Service
- Service Catalog
- System Mobile
- Now Mobile App
- Catalogs
- Change
- Standard Change
- Standard Change Catalog
- Configuration
- Database Catalogs
  - All
  - DB2
  - MSSQL
  - MySQL
  - Oracle
  - Sybase
- Service Catalog
  - Catalog Builder
  - Request Overview
  - Catalogs
  - Catalog
  - Open Records
  - Requests

## Conclusion

The *Laptop Request Catalog Item* project successfully automated the laptop request process within an organization using the ServiceNow platform. By replacing traditional manual methods with a structured digital workflow, the solution significantly improved efficiency, accuracy, and user satisfaction.

Through the use of Service Catalog, UI Policies, UI Actions, and Workflow Automation, the project delivered a dynamic and interactive form that simplifies the request and approval process. Employees can now easily submit requests, while IT administrators can track, approve, and fulfill them with complete transparency. The inclusion of features such as dynamic fields, form reset functionality, and update set management ensures smooth operation and easy deployment across multiple instances.

Overall, the project demonstrates the power of ServiceNow in automating routine IT service management tasks, reducing human errors, and enhancing overall productivity and governance within the organization.



## **Future Scope**

While the current implementation effectively automates laptop requests, there are several potential enhancements that can further extend its functionality:

- **Integration with Asset Management:**  
Connect the catalog item with the organization's asset database to automatically track issued laptops and update inventory records.
- **Approval Hierarchy Customization:**  
Enable multi-level approval workflows based on employee designation or department.
- **Automated Notifications and Reminders:**  
Add scheduled reminders and follow-up notifications for pending approvals or delayed requests.
- **Reporting and Analytics:**  
Develop dashboards to analyze request trends, processing times, and resource allocation for better decision-making.
- **Mobile Accessibility:**  
Optimize the catalog form for mobile devices through the ServiceNow mobile app, allowing users to submit requests on the go.
- **Expansion to Other Assets:**  
Extend the same framework to manage other IT assets such as monitors, accessories, and software licenses.

These enhancements will make the system more comprehensive, intelligent, and aligned with evolving organizational IT service management needs.