

Laptop Request Catalog Item using ServiceNow

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Category: ServiceNow System Administrator Problem

Statement:

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual, prone to delays, and lacks dynamic form behavior to guide users or ensure accurate data collection. This often results in incomplete requests, miscommunication, and inefficiencies.

Objective:

To design and implement a Service Catalog item in ServiceNow that enables employees to easily request laptops with:

- Dynamic fields based on user selections.
- Clear instructions for accurate data entry.
- A reset option for the form when needed.
- End-to-end tracking of all changes for governance and deployment.

Skills Required:

- ServiceNow Catalog Item Development
- ServiceNow Client Scripts & UI Policies
- Flow Designer / Workflow Configuration
- Data Governance & Change Management

Project Description:

This project aims to build a Laptop Request Service Catalog Item on the ServiceNow platform. The system will allow users to:

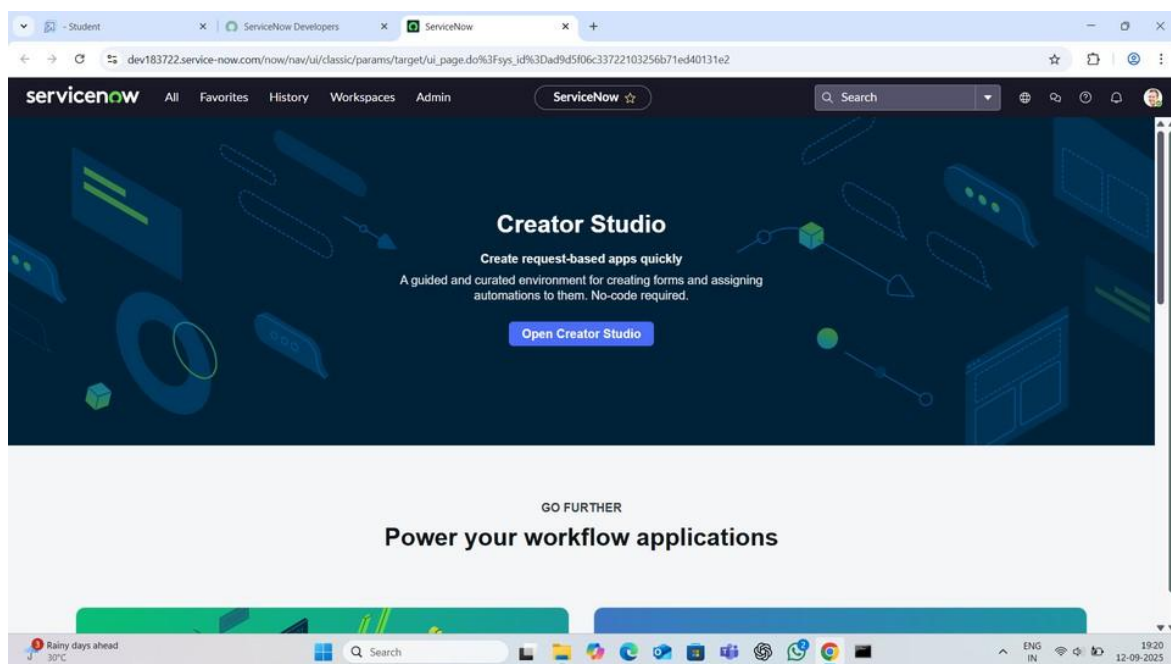
- Submit structured laptop requests through a guided form.
- Experience dynamic field behavior (show/hide/require fields based on selections).
- Reset the request form when necessary.
- Trigger automated approvals and fulfillment workflows.
- Ensure all changes and deployments are tracked for governance.
- Generate reports on requests, approvals, and fulfillment metrics for better IT asset management.

TASK INITIATION

Milestone 1 : SETTING UP SERVICE NOW INSTNCE

Activity 1: Create and Access Instance

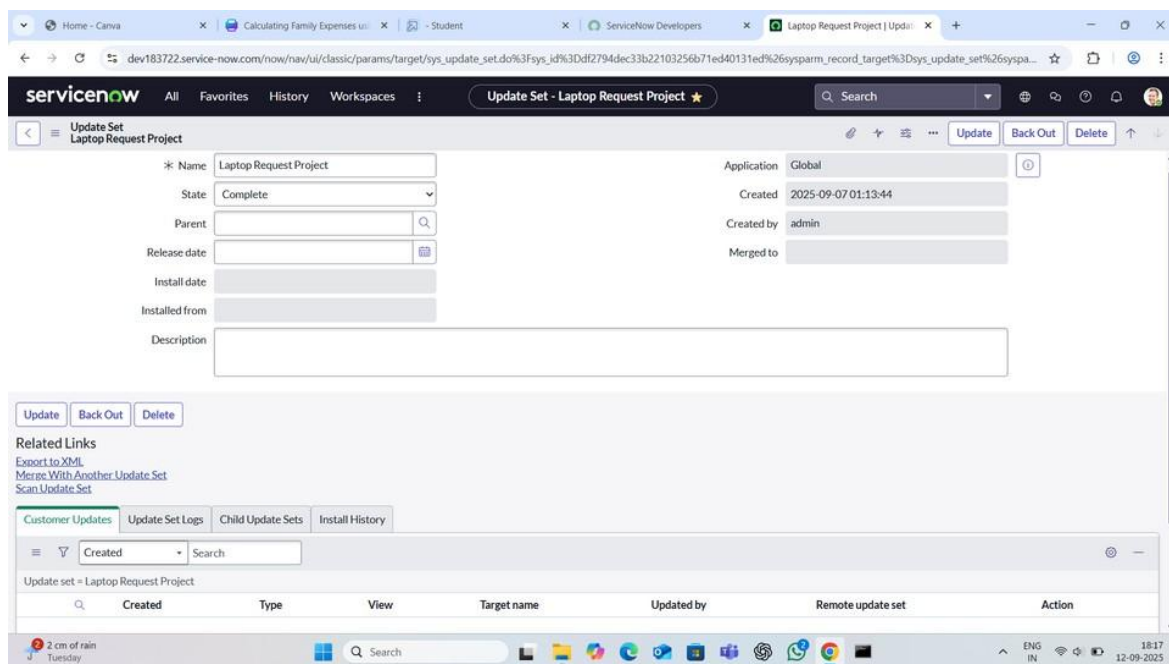
1. Open ServiceNow Developer Site.
2. Sign up for a developer account and log in.
3. Navigate to Personal Developer Instance.
4. Click Request Instance and fill the required details.
5. Submit the request.
6. Once approved, check your email for instance details.
7. Log in using the provided credentials.
8. Verify that you can successfully access and navigate the instance.



Milestone 2 : CREATE LOCAL UPDATE SET

Activity 1: Create 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 .



ServiceNow Update Set - Laptop Request Project

Name: Laptop Request Project
State: Complete
Parent:
Release date:
Install date:
Installed from:
Description:

Application: Global
Created: 2025-09-07 01:13:44
Created by: admin
Merged to:

Update Back Out Delete

Related Links
Export to XML
Merge With Another Update Set
Scan Update Set

Customer Updates Update Set Logs Child Update Sets Install History

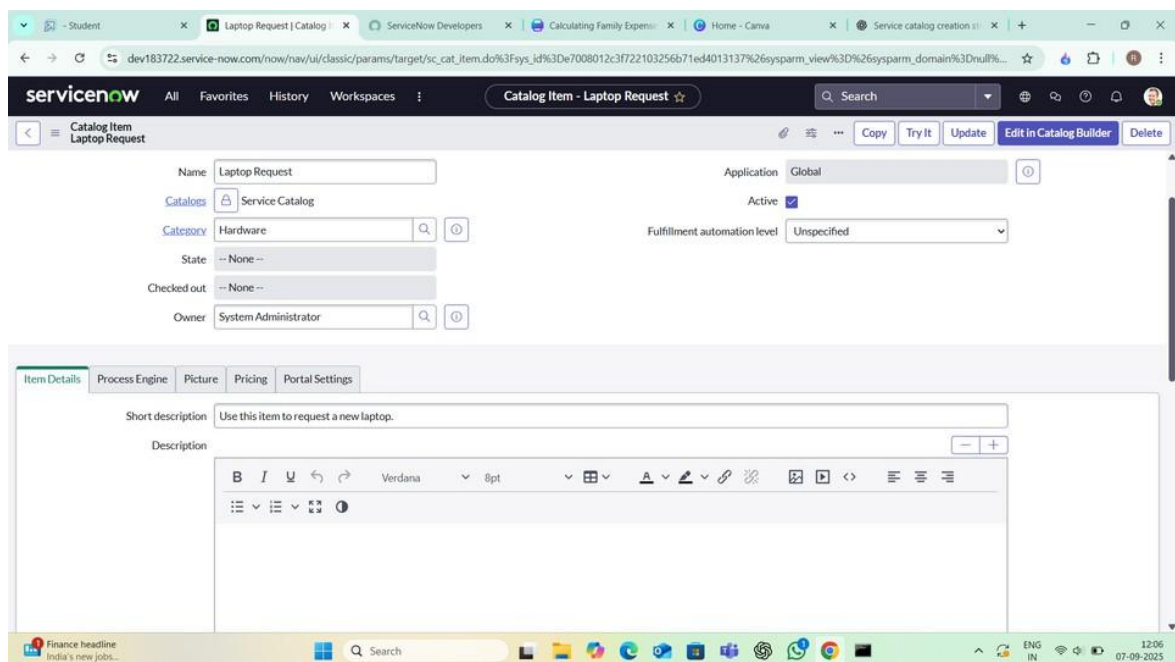
Update set = Laptop Request Project

Created	Type	View	Target name	Updated by	Remote update set	Action
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Milestone 3: CREATION OF SERVICE CATELOG ITEM

Activity 1: 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.
5. Fill the following details to create a new catalog item
6. Name: Laptop Request
7. Catalog: service Catalog
8. Category: Hardware
9. Short Description: Use this item to request a new laptop
10. Click on 'SAVE'



The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form. The form is divided into two main sections: 'Catalog Item' and 'Item Details'.

Catalog Item Section:

- Name:** Laptop Request
- Application:** Global
- Catalogs:** Service Catalog
- Category:** Hardware
- Active:** ☒
- Fulfillment automation level:** Unspecified
- State:** -- None --
- Checked out:** -- None --
- Owner:** System Administrator

Item Details Section:

- Short description:** Use this item to request a new laptop.
- Description:** A rich text editor with a toolbar showing various formatting options (bold, italic, underline, link, etc.).

The bottom of the screen shows the Windows taskbar with the date 07-09-2025 and time 12:06.

Milestone 3: ADD VARIABLES

Activity 2: 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

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

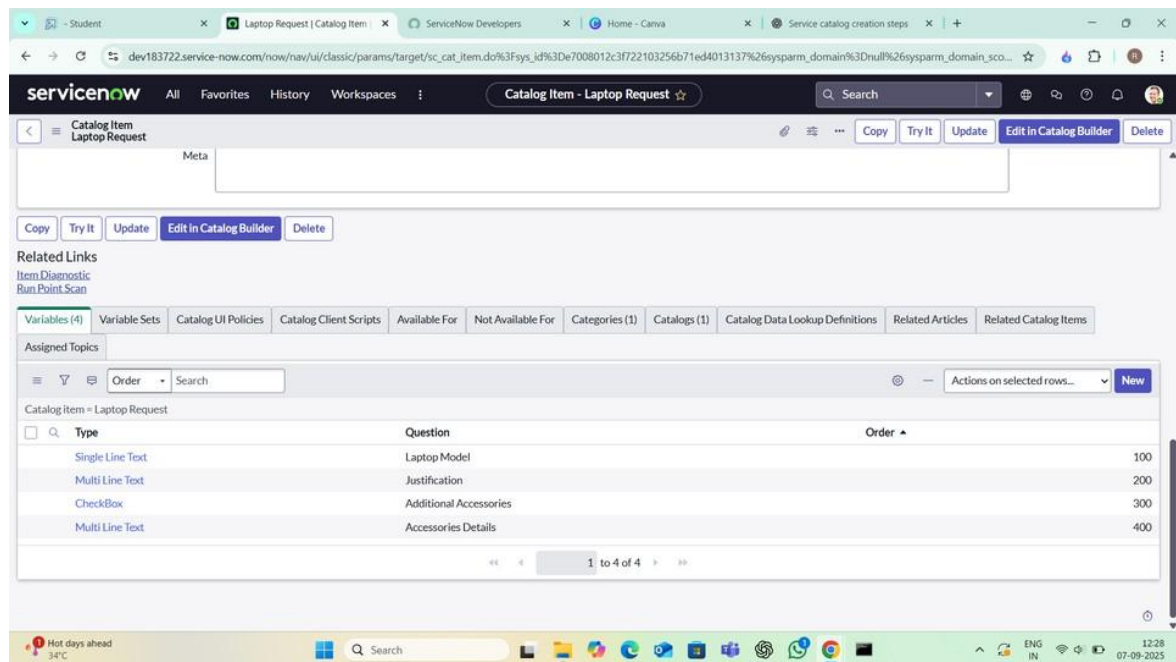
Type: Multi line text

Name:accessories_details

Order:400

Step2:

- After adding above variable which are added to newly created catalog item
- Then save the catalog item form



The screenshot shows the ServiceNow interface for editing a catalog item titled "Laptop Request". The browser address bar shows the URL: `dev183722.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D67008012c3f722103256b71ed4013137%26sysparm_domain%3Dnull%26sysparm_domain_sco...`

The page header includes the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces. The breadcrumb trail is: Catalog Item - Laptop Request.

The main form area has a "Meta" section with a text input field. Below it are buttons: Copy, Try It, Update, Edit in Catalog Builder, and Delete.

Under "Related Links", there are links for Item Diagnostic and Run Point Scan.

A horizontal tab bar shows various filters: Variables (4), Variable Sets, Catalog UI Policies, Catalog Client Scripts, Available For, Not Available For, Categories (1), Catalogs (1), Catalog Data Lookup Definitions, Related Articles, and Related Catalog Items.

The "Assigned Topics" section includes a search bar and a table of catalog items. The table has columns for 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

At the bottom of the table, it says "1 to 4 of 4".

The footer shows a Windows taskbar with the date and time: 12:28 07-09-2025.

Milestone 4 : CREATION OF UI POLICIES

Activity 1: Create Catalog Ui policies

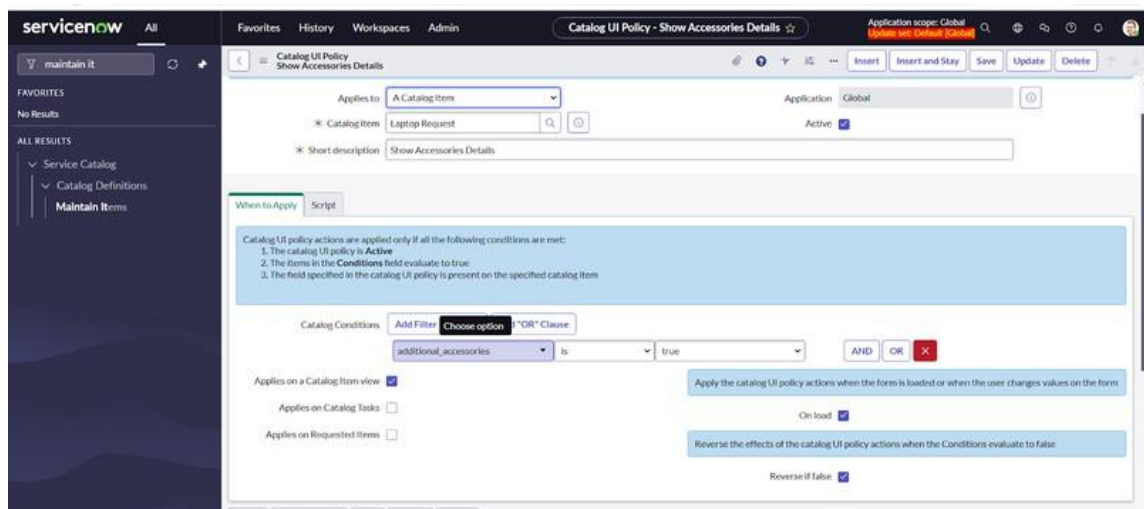
1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for 'laptop request' which is created before
4. Select 'laptop request' and scroll down click on "Catalog Ui policies"
5. In the catalog ui policies related list tab click on new
6. Give short description as: show accessories details
7. Set the Catalog Condition in the related list tab 'when to apply'
[field: additional_ accessories, operator: is, value: true]
8. Click on save.(do not click on submit)
9. Scroll down and select 'catalog ui action'
10. Then click on new button
11. Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

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



The screenshot shows the ServiceNow interface for creating a Catalog UI Policy. The left sidebar shows the navigation menu with 'Service Catalog' expanded and 'Maintain Items' selected. The main form is titled 'Catalog UI Policy - Show Accessories Details'. It includes fields for 'Applies to' (set to 'A Catalog Item'), 'Catalog Item' (set to 'Laptop Request'), and 'Short description' (set to 'Show Accessories Details'). The 'When to Apply' tab is active, showing a list of conditions: 'The catalog UI policy is Active', 'The items in the Conditions field evaluate to true', and 'The field specified in the catalog UI policy is present on the specified catalog item'. Below the conditions, there is a section for 'Catalog Conditions' with a filter 'additional_accessories' and a value 'true'. The 'Applies on a Catalog Item view' checkbox is checked. The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' checkbox is also checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is checked.

Milestone 5: CREATION UI ACTIONS

Activity 5: Create ui action

1. Open service now.
2. Click on All >> search for ui action
3. Select ui actions under system definition
4. Click on new
5. Fill the following details to create ui action

Table: shopping cart(sc_cart)

Order:100

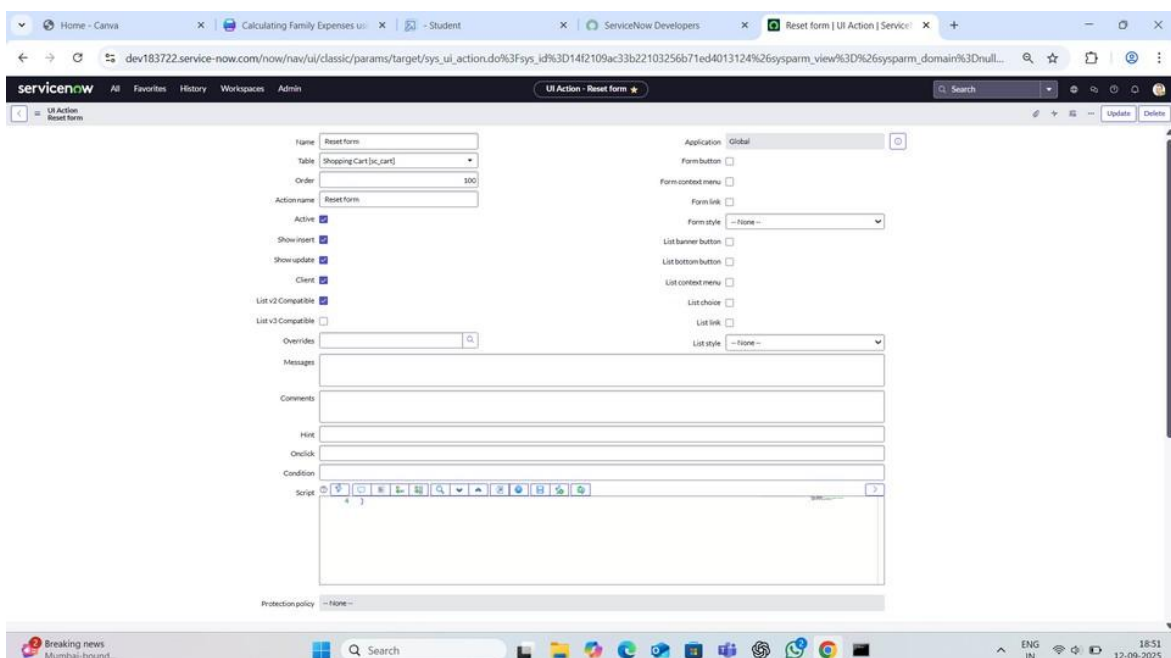
Action name: Reset form

Client : checked

Script:

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

Click on save



The screenshot shows the ServiceNow 'UI Action - Reset form' configuration page. The 'Name' field is 'Reset form', 'Table' is 'Shopping Cart(sc_cart)', and 'Order' is '100'. The 'Action name' is 'Reset form'. The 'Client' checkbox is checked. The 'Script' field contains the following code:

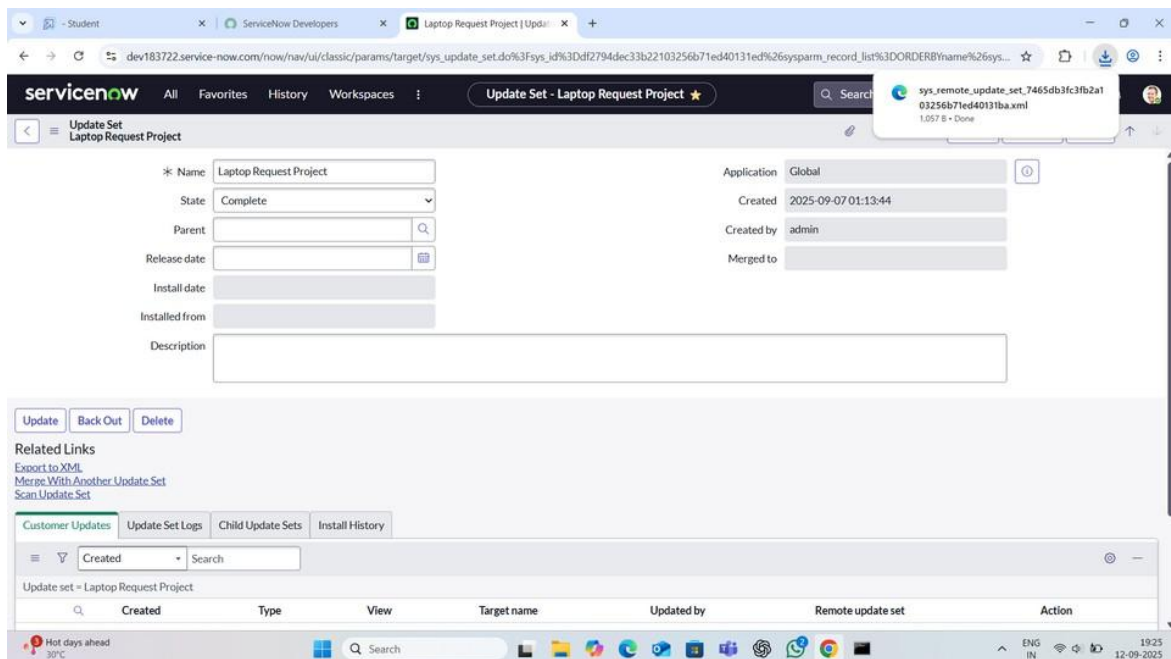
```
function resetForm() {  
  g_form.clearForm();  
  alert("The form has been reset.");  
}
```

 The 'Form style' is set to 'None'. The 'List style' is also set to 'None'. The 'Messages' and 'Comments' fields are empty. The 'Hint' and 'Onclick' fields are empty. The 'Condition' field is empty. The 'Script' field has a 'Protection policy' dropdown set to 'None'.

Milestone 6: EXPORT UPDATE SET

Activity 1: Exporting changes to another instance

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

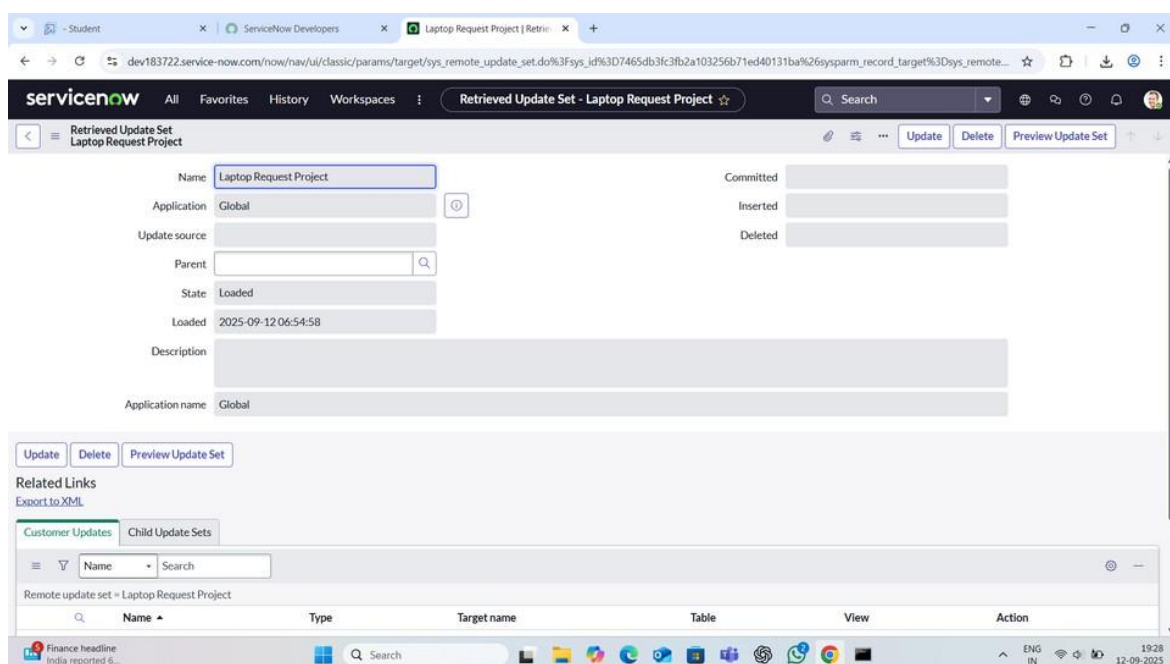


The screenshot displays the ServiceNow interface for an update set named 'Laptop Request Project'. The page is titled 'Update Set - Laptop Request Project' and shows various fields for configuration and tracking. The 'State' is set to 'Complete'. The 'Application' is 'Global'. The 'Created' date and time are '2025-09-07 01:13:44', and the 'Created by' is 'admin'. The 'Merged to' field is empty. Below the details are buttons for 'Update', 'Back Out', and 'Delete'. The 'Related Links' section includes 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. The 'Customer Updates' tab is active, showing a table with columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. The table contains one row for the 'Laptop Request Project' update set.

Milestone 7 : LOGIN ANOTHER INSTANCE

Activity 1: Retrieving the update set

1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select "Retrieved update set" under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML
7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.
9. Open retrieved update set 'laptop request project'
10. Click on preview update set
11. And click on commit update set
12. And also see the related tab updates
13. After committing update set in this instance we get all updates which are done in the previous instance



The screenshot displays the ServiceNow interface for a 'Retrieved Update Set - Laptop Request Project'. The form includes the following fields:

- Name:** Laptop Request Project
- Application:** Global
- Update source:** (empty)
- Parent:** (empty)
- State:** Loaded
- Loaded:** 2025-09-12 06:54:58
- Description:** (empty)
- Application name:** Global

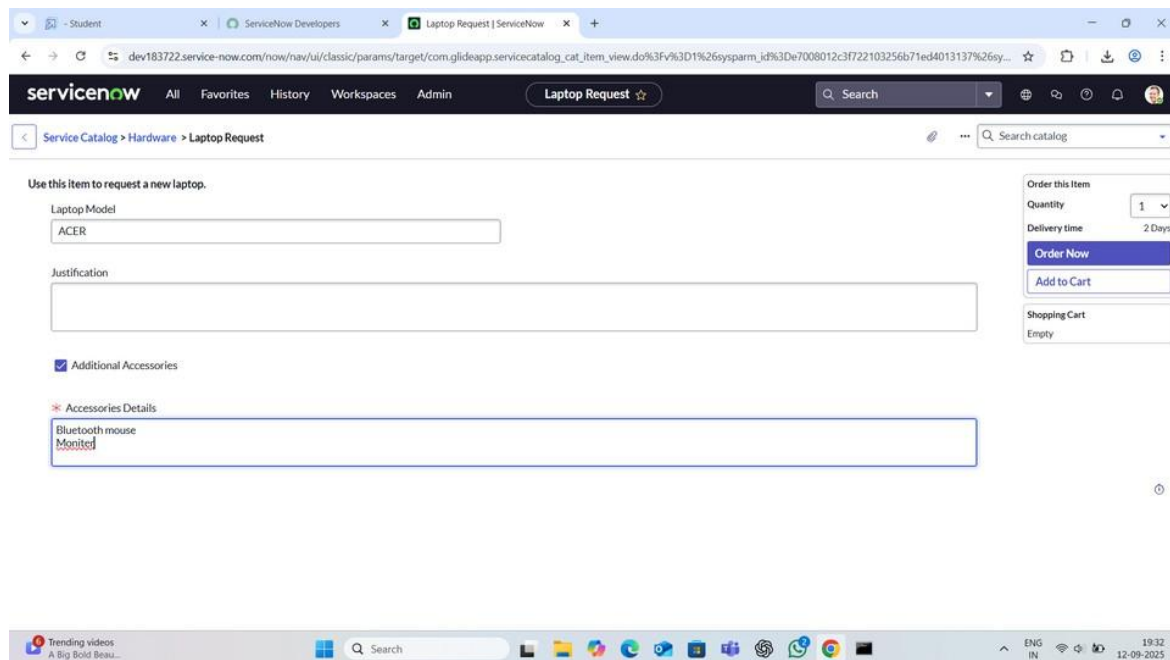
Buttons at the top right include 'Update', 'Delete', and 'Preview Update Set'. Below the form, there are 'Related Links' and 'Export to XML' options. The 'Customer Updates' tab is active, showing a table of remote update sets.

Name	Type	Target name	Table	View	Action
Remote update set = Laptop Request Project					

Milestone 7 : TESTING

Activity 3: 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.