

Laptop Request Catalog Item

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Problem Statement

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

Objectives

- 1.Streamline Laptop Requests:** Provide a single, user-friendly interface for employees to request laptops.
- 2.Improve Accuracy:** Use dynamic form fields to reduce errors and ensure all required information is captured.
- 3.Enhance User Experience:** Add form reset and helpful instructions to make the process intuitive.
- 4.Ensure Governance:** Track all requests and changes to maintain compliance with internal policies.
- 5.Enable Faster Fulfillment:** Automate workflows to reduce manual intervention and speed up laptop delivery.

Skills

1. ***ServiceNow Development***: Knowledge of creating catalog items, workflows, and forms.

2. ***IT Service Management***: Understanding of IT service request processes.

3. ***Technical Configuration***: Ability to configure and customize ServiceNow platforms.

Task1

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 'Update Sets' form. The browser tabs include 'ServiceNow Developers' and 'Update Sets | ServiceNow'. The URL is 'dev204314.service-now.com/now/nav/ui/classic/params/target/sys_update_set_list.do%3Fsysparm_userpref_module%3D50047c06c0a8016c0135...'. The form has a header with 'servicenow' logo, navigation links (All, Favorites, History, Admin), and a search bar. The main form area is titled 'Update Set New record'. It contains the following fields:

- * Name: New Update Set
- Application: Global
- State: In progress
- Parent: (empty field with search icon)
- Release date: (empty field with calendar icon)
- Description: (empty text area)

At the bottom of the form are two buttons: 'Submit' and 'Submit and Make Current'.

dev204314.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fsys_id%3D3103154183b72210c399c7c6feaad367%26syspa...

servicenow All Favorites History Update Set - Laptop Request Search

Update Set Laptop Request Update

* Name Laptop Request Application Global
State Complete Created 2025-09-03 08:26:18
Parent Created by admin
Release date Merged to
Install date
Installed from
Description

Update

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

Customer Updates (10) Update Set Logs Child Update Sets

dev204314.service-now.com/now/nav/ui/classic/params/target/sys_update_set_list.do

servicenow All Favorites History Admin Update Sets Search

Update Sets Name Search Application scope: Global Update set: Laptop Request [Global] New

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Security Center	In progress		2025-07-24 03:45:06	system	(empty)	(empty)
Default	Global	In progress		2025-07-24 02:19:36	system	(empty)	(empty)
Laptop Request	Global	In progress		2025-09-03 08:26:18	admin	(empty)	(empty)

Related Links
[Merge Update Sets](#)

1 to 3 of 3

Task2

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.

The screenshot shows the ServiceNow interface for 'Catalog Items'. The top navigation bar includes 'All', 'Favorites', 'History', 'Admin', and 'Catalog Items'. A search bar is present. Below the navigation bar, a dropdown menu is open, showing options: 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items' (highlighted), 'My Content Items', 'Content Items', 'Ordered Item Links', and 'My Order Guides'. The main content area displays a table of catalog items with columns: Name, Description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The table lists several items, including 'X1 Carbon', 'Adobe Acrobat Pro', and 'Add network switch to datacenter cabinet'. The bottom of the screen shows the Windows taskbar with the search bar and various application icons.

Name	Description	Active	Roles	Catalogs	Category	Price	Type	Updated
X1 Carbon		true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
		true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
		true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
		true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
		true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-09-03 06:19:28
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33

ServiceNow Catalog Item - New Record

Submit Try It

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

Catalogs: Service Catalog

Category: Hardware

State: -- None --

Checked out: -- None --

Owner: System Administrator

Fulfillment automation level: Unspecified

Short description: Use this item to request a new laptop

Item Details Process Engine Picture Pricing Portal Settings

Add variables

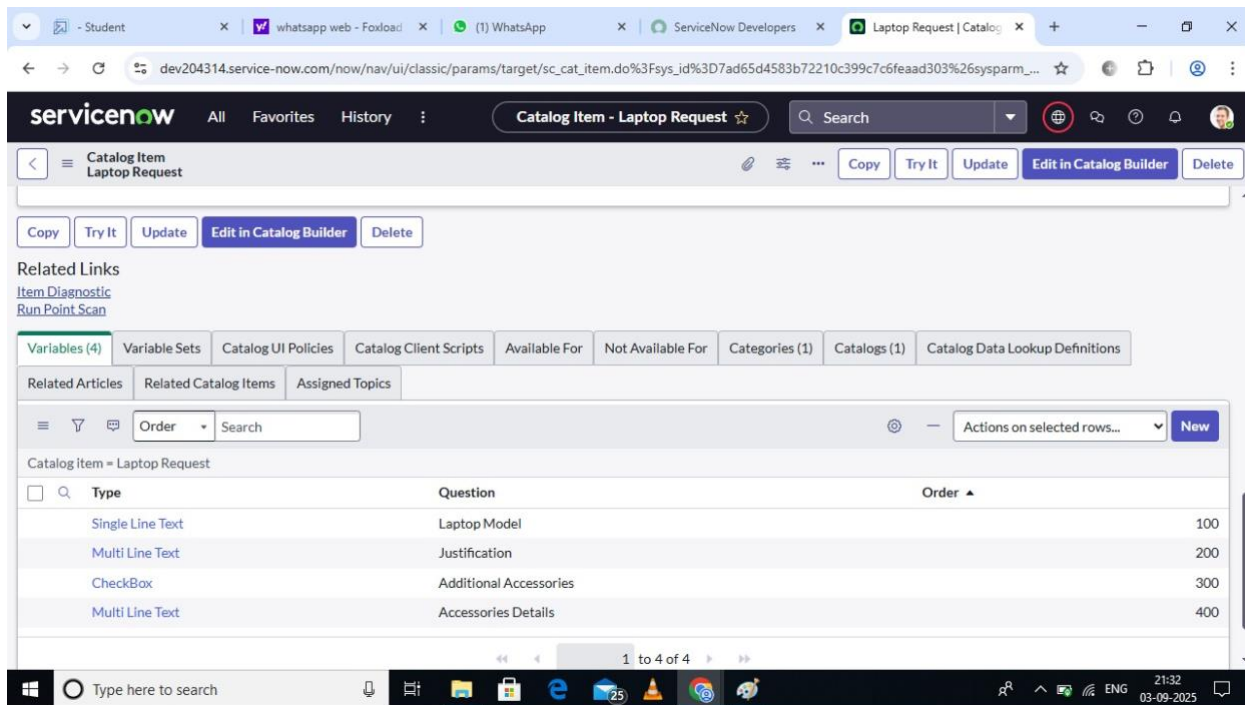
Step1:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below
 - 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
 - Variable 2:Justification
 - Type: Multi line text
 - Name: justification
 - Order:200
 - Variable 3:Additional Accessories
 - Type: Checkbox
 - Name: additional_accessories
 - Order:300
 - 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

ServiceNow Variable - New Record form. The form is for creating a new variable. The 'Application' is set to 'Global'. The 'Type' is 'Single Line Text'. The 'Catalog item' is 'Laptop Request'. The 'Order' is '100'. The 'Active' checkbox is checked. The 'Mandatory', 'Read only', and 'Hidden' checkboxes are unchecked. Below the form fields, there are tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab is selected, showing a text area with the instruction 'Specify the Question that explains the options available to the end user when ordering the item'. Below this, there are fields for 'Question' (Laptop Model), 'Name' (laptop_model), 'Conversational label', 'Tooltip', and 'Example Text'.



Task3

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

ServiceNow Catalog UI Policy - New Record

Applies to: A Catalog Item

Application: Global

* Catalog Item: Laptop Request

Active: ☒

* Short description:

When to Apply: Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is Active
2. The items in the Conditions field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: Add Filter Condition Add "OR" Clause

-- choose field -- -- oper -- -- value --

Applies on a Catalog Item view: ☒

Applies on Catalog Tasks: ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

ServiceNow Catalog UI Policy - New Record

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is Active
2. The items in the Conditions field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: Add Filter Condition Add "OR" Clause

additional_accessories is true

AND OR X

Applies on a Catalog Item view: ☒

Applies on Catalog Tasks: ☐

Applies on Requested Items: ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load: ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false: ☒

Submit

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	Application	Global
Variable name	accessories_details	Mandatory	True
Order	100	Visible	True
		Read only	Leave alone
		Value action	Leave alone
		Field message type	None

[Submit](#)

Task4

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 - New Record' form. The browser tabs at the top include 'Student', 'whatsapp web - Foxload', '(1) WhatsApp', 'ServiceNow Developers', and 'New Record | UI Action'. The URL is 'dev204314.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_ui_...'. The ServiceNow header shows 'All Favorites History' and a search bar. The form title is 'UI Action - New Record' with a 'Submit' button. The form fields are organized into two columns. The left column includes: Name (text input: 'Reset form'), Table (dropdown: 'Shopping Cart [sc_cart]'), Order (text input: '100'), Action name (text input: 'Reset form'), Active (checkbox: checked), Show Insert (checkbox: checked), Show update (checkbox: checked), Client (checkbox: checked), List v2 Compatible (checkbox: checked), List v3 Compatible (checkbox: unchecked), Overrides (text input with search icon), and Messages (text area). The right column includes: Application (dropdown: 'Global'), Form button (checkbox: unchecked), Form context menu (checkbox: unchecked), Form link (checkbox: unchecked), Form style (dropdown: '-- None --'), List banner button (checkbox: unchecked), List bottom button (checkbox: unchecked), List context menu (checkbox: unchecked), List choice (checkbox: unchecked), List link (checkbox: unchecked), and List style (dropdown: '-- None --'). The Windows taskbar at the bottom shows the search bar, task view, and several application icons. The system tray on the right shows the date and time: '23:07 03-09-2025'.

UI Action - New Record

Submit

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:

Application: Global

Form button: ☐

Form context menu: ☐

Form link: ☐

Form style: -- None --

List banner button: ☐

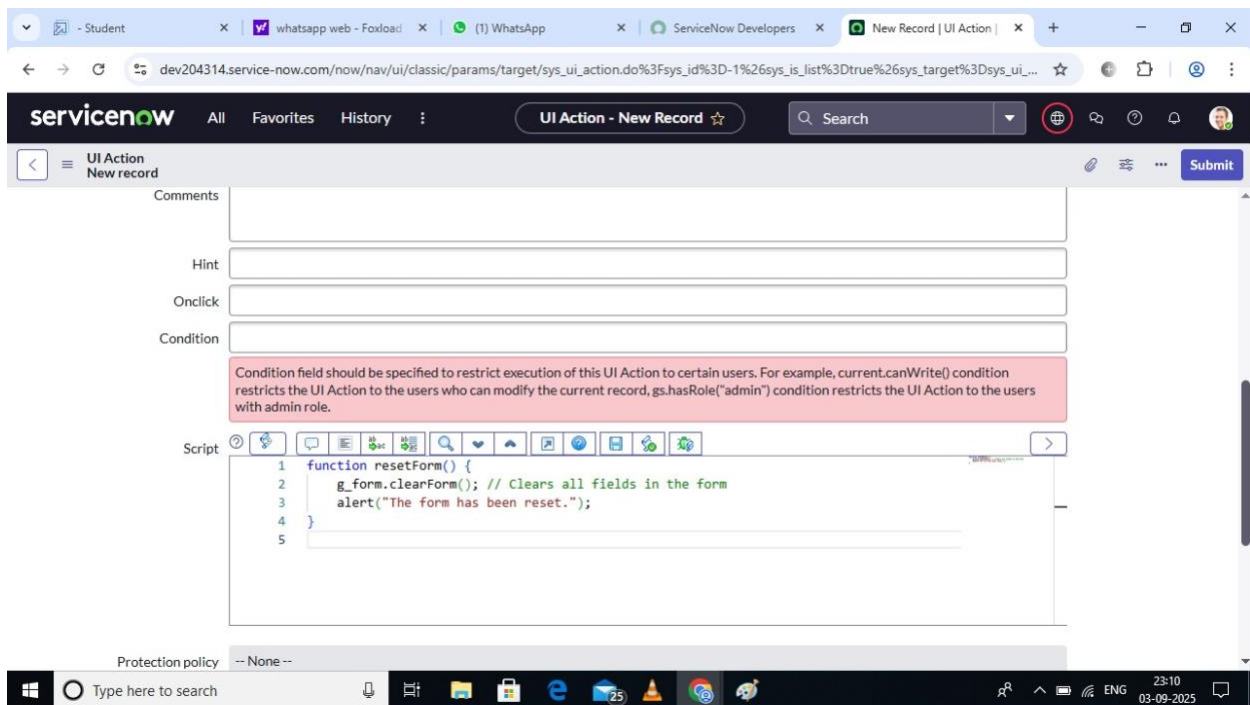
List bottom button: ☐

List context menu: ☐

List choice: ☐

List link: ☐

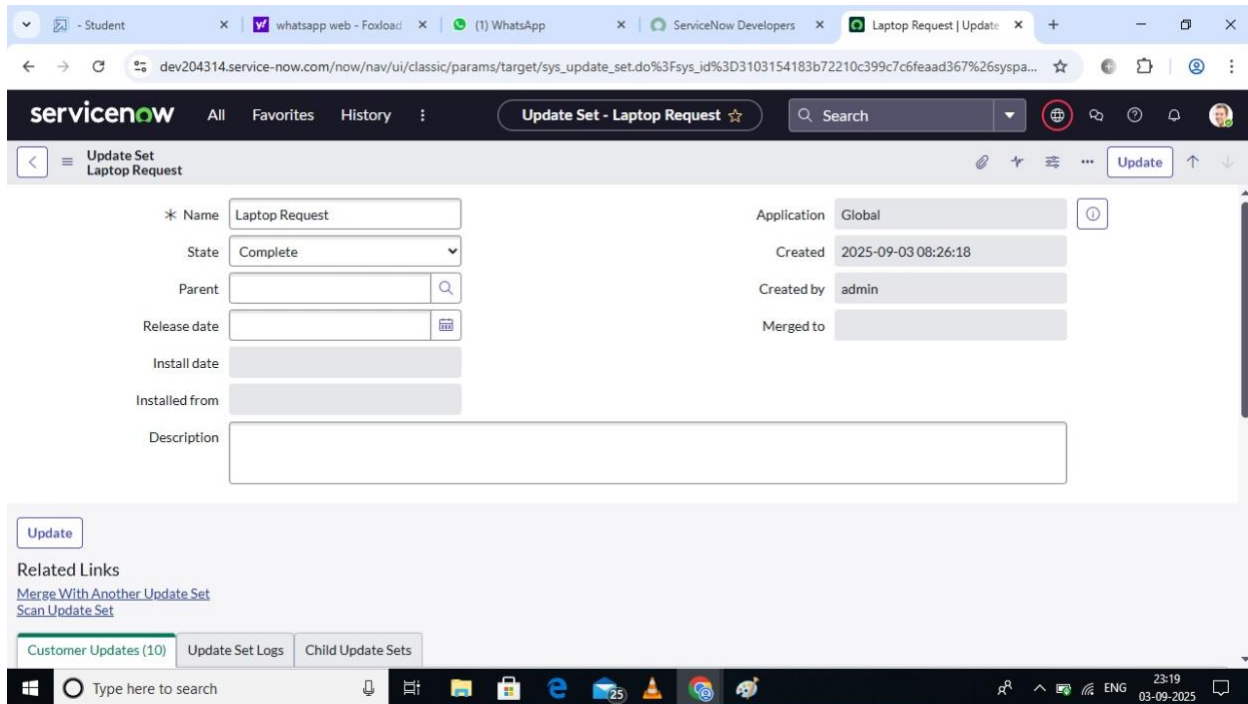
List style: -- None --



Task5

Exporting changes to another instances

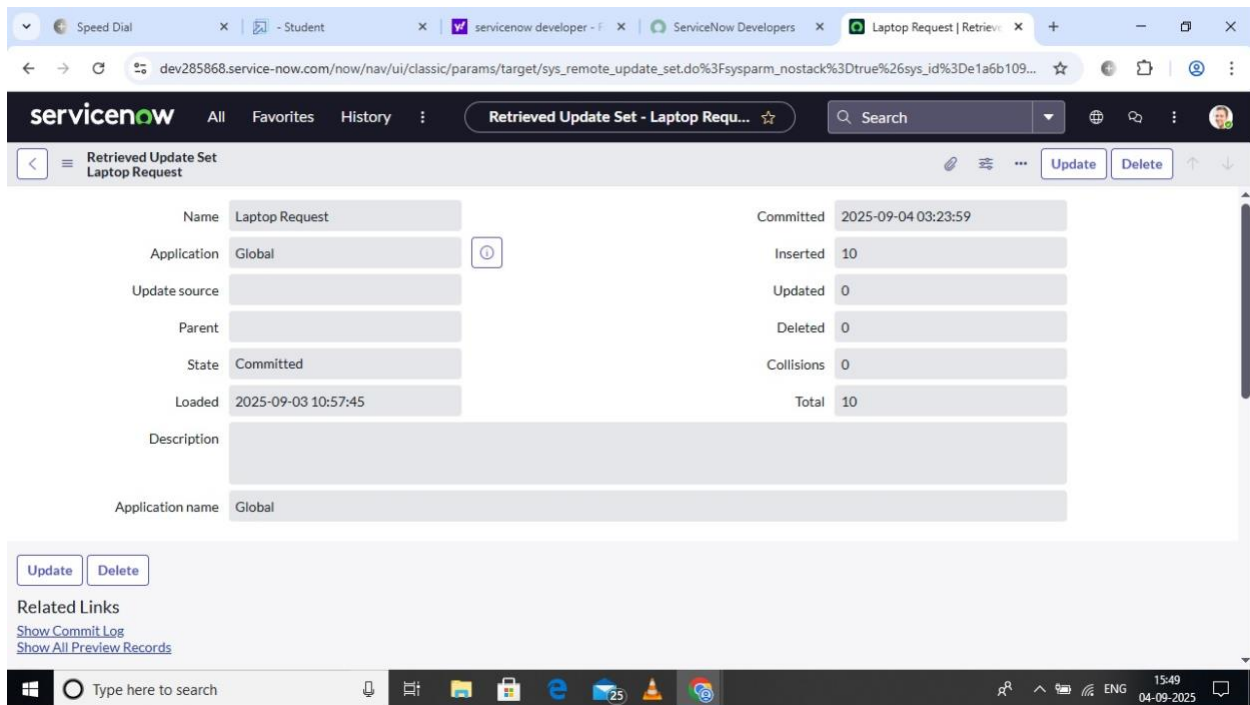
1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file



Task6

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



Task7

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

The screenshot shows a web browser window with multiple tabs, including 'Speed Dial', 'Student', 'servicenow developer', 'ServiceNow Developers', and 'Laptop Request | ServiceNow'. The address bar shows the URL: `dev285868.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id%3D7ad...`. The ServiceNow header is visible with the logo and navigation links: 'All', 'Favorites', 'History', 'Admin', and a 'Laptop Request' button. A search bar is also present. Below the header, the breadcrumb trail reads 'Service Catalog > Hardware > Laptop Request'. The main form area is titled 'Use this item to request a new laptop'. It contains several input fields: 'Laptop Model' (a single-line text box), 'Justification' (a multi-line text box), and 'Accessories Details' (a multi-line text box, preceded by a red asterisk indicating it is required). There is a checkbox labeled 'Additional Accessories' which is currently checked. On the right side of the form, there is a summary box titled 'Order this item' containing a 'Quantity' dropdown set to '1' and a 'Delivery time' of '2 Days'. Below this are two buttons: 'Order Now' (in blue) and 'Add to Cart' (in white with a blue border). At the bottom of the summary box, it says 'Shopping Cart Empty'. The Windows taskbar is visible at the bottom of the screen, showing the search bar, task view button, and several application icons. The system clock in the bottom right corner shows '16:11' and '04-09-2025'.

dev285868.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id%3D7ad...

servicenow All Favorites History Admin Laptop Request Search

Service Catalog > Hardware > Laptop Request Search catalog

Use this item to request a new laptop

Laptop Model

Justification

☒ Additional Accessories

* Accessories Details

Order this item

Quantity 1

Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart Empty

Conclusion

The Laptop Request Catalog Item has been successfully created, enabling employees to easily request laptops through a streamlined and automated process. This solution improves efficiency, reduces manual effort, and enhances the overall employee experience.