# LAPTOP REQUEST CATALOG ITEM

## Project Description:

The ServiceNow Laptop Request Catalog Item project was developed to streamline and automate the laptop procurement process within the organization. Previously, employees relied on manual email-based requests that led to delays, miscommunication, and lack of transparency. The objective was to introduce a self-service portal where users can request laptops efficiently, ensuring faster fulfilment and improved user experience.

The implementation of the catalog item successfully automated the end-to-end laptop request process — from submission and approval to fulfilment and delivery. The new workflow significantly reduced manual effort, ensured accountability, and enhanced overall service delivery.

## 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.

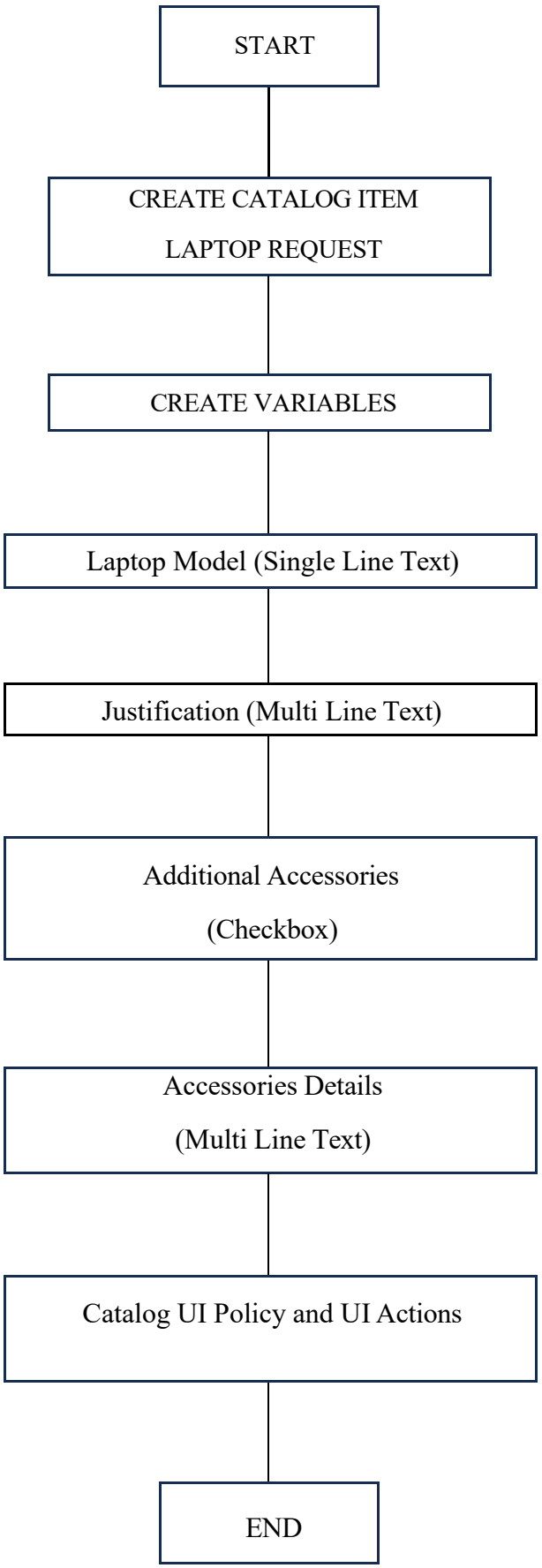
# STATE FLOW DIAGRAM

A state flow diagram (also called a state machine diagram or state transition diagram) is a visual representation of how an object, system, or process transitions between different states based on events, conditions, or actions.

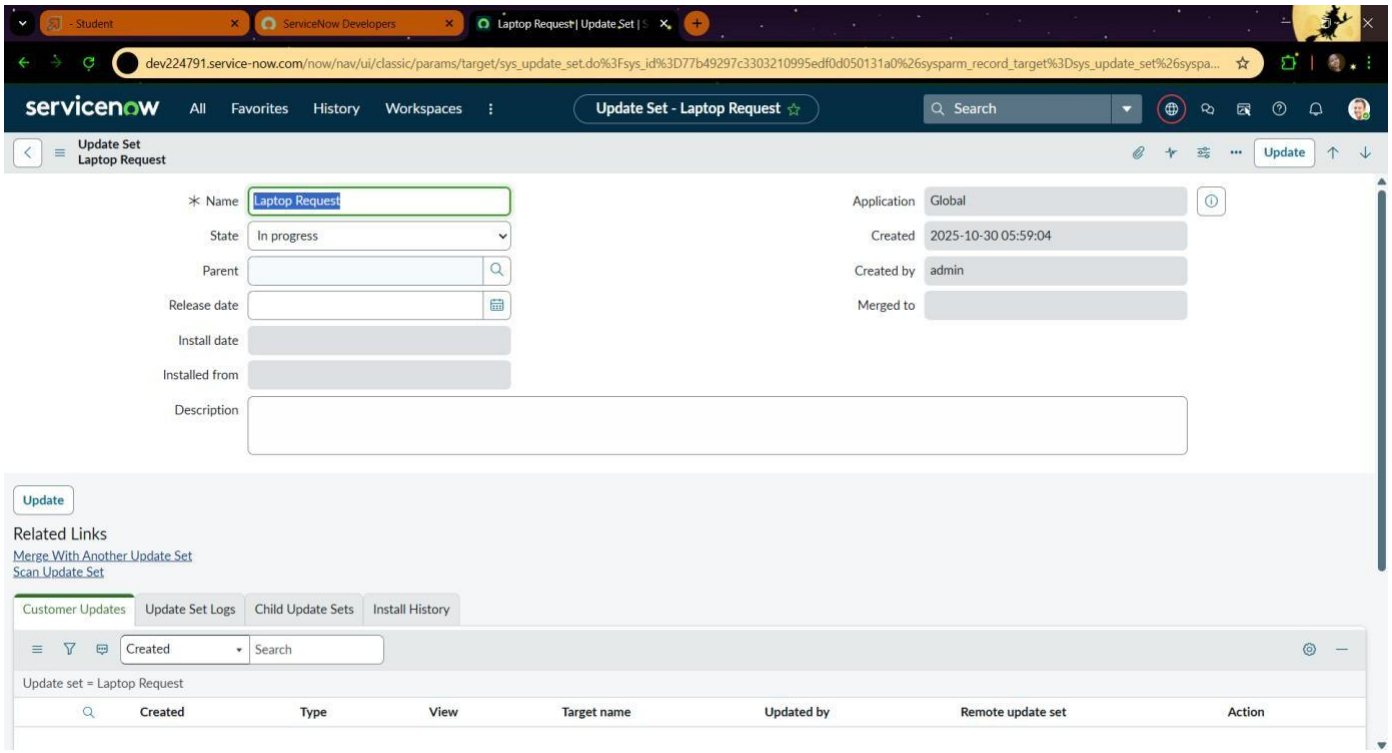
## Key Elements:

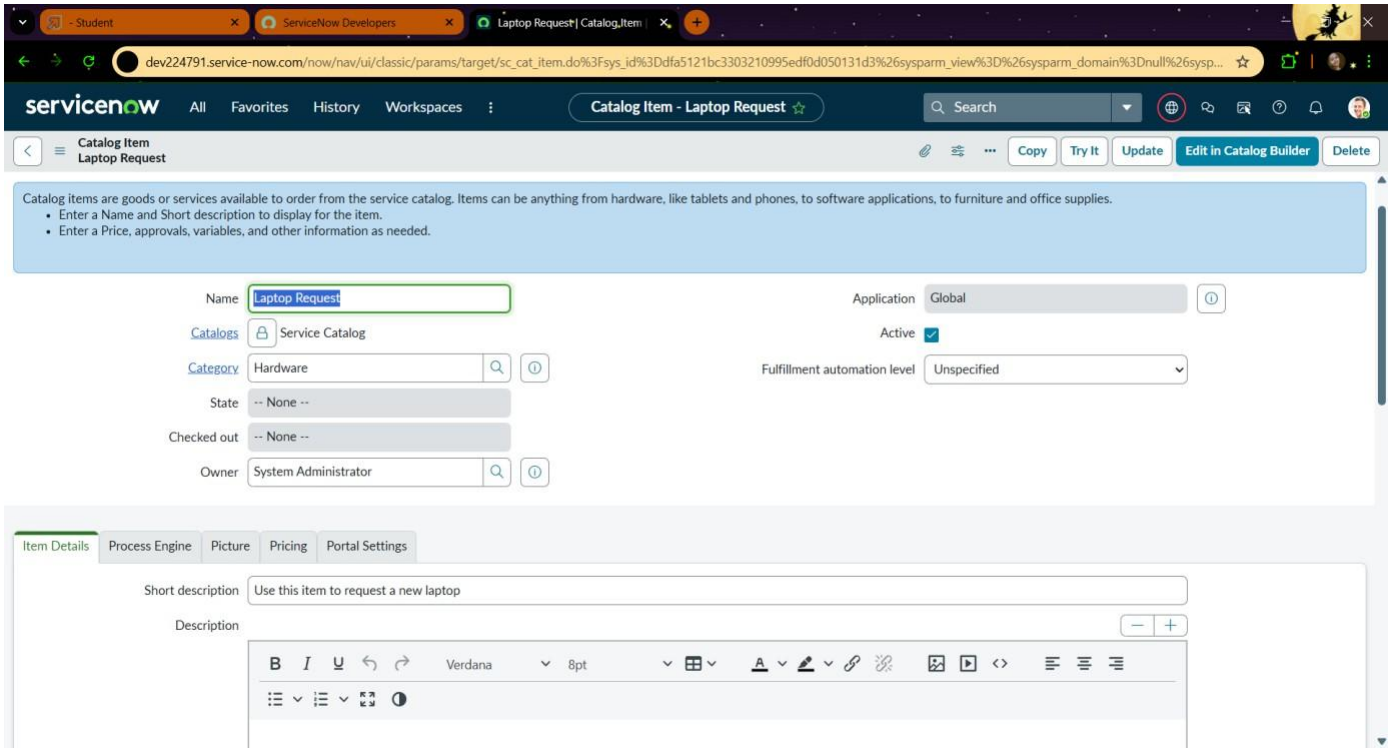
- Catalog Item: "Laptop Request" under "Hardware" category.
- Variables:
  - Laptop Model (Single Line Text)
  - Justification (Multi Line Text)
  - Additional Accessories (Checkbox)
  - Accessories Details (Multi Line Text)
- Catalog UI Policy: Shows Accessories Details only if Additional Accessories is checked.
- UI Action: "Reset form" available on the Shopping Cart.

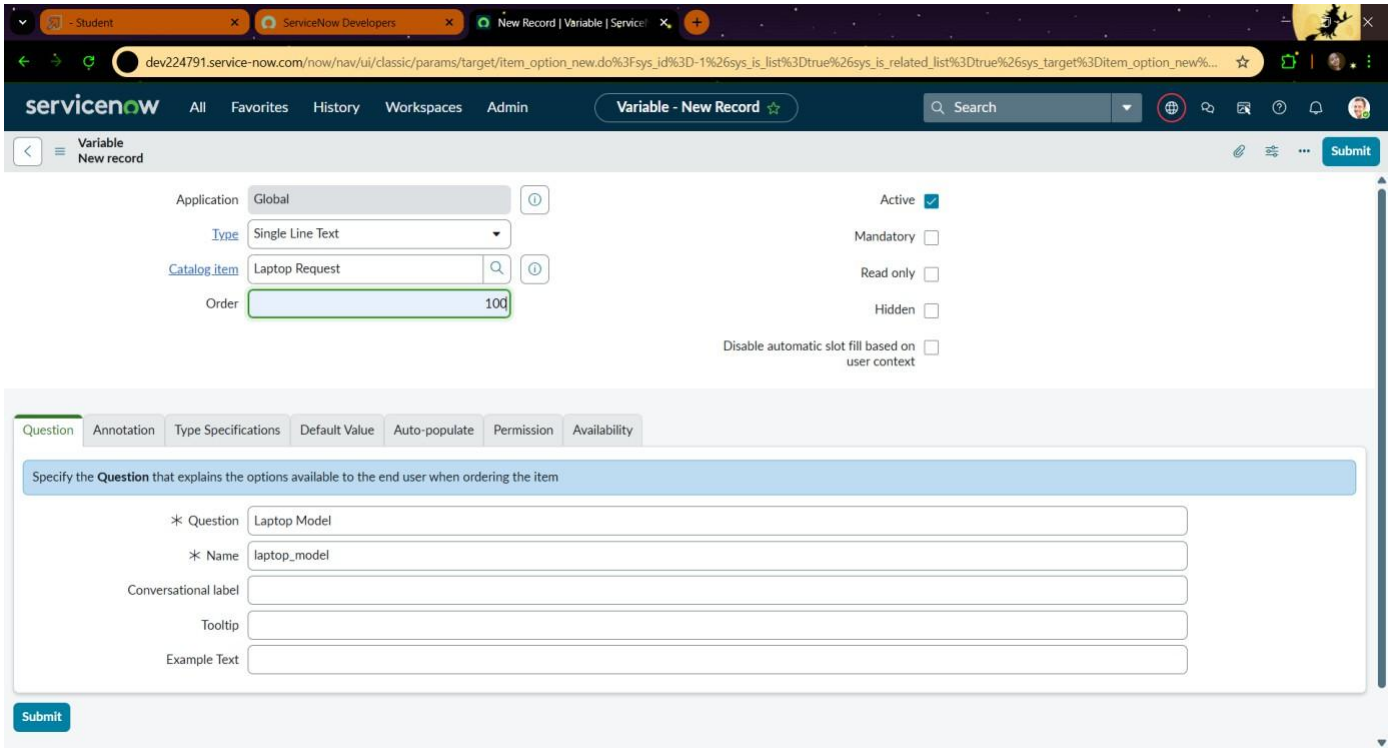
## STATE FLOW DIAGRAM:

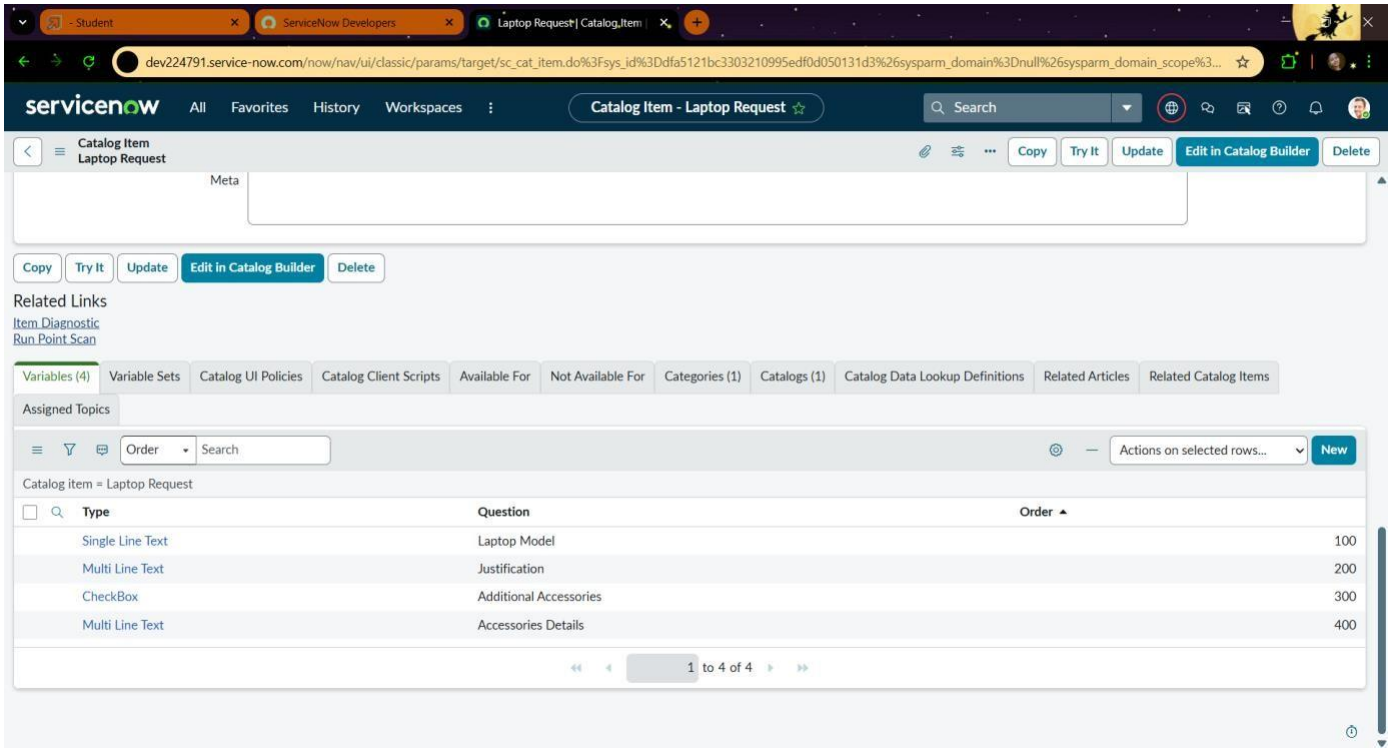


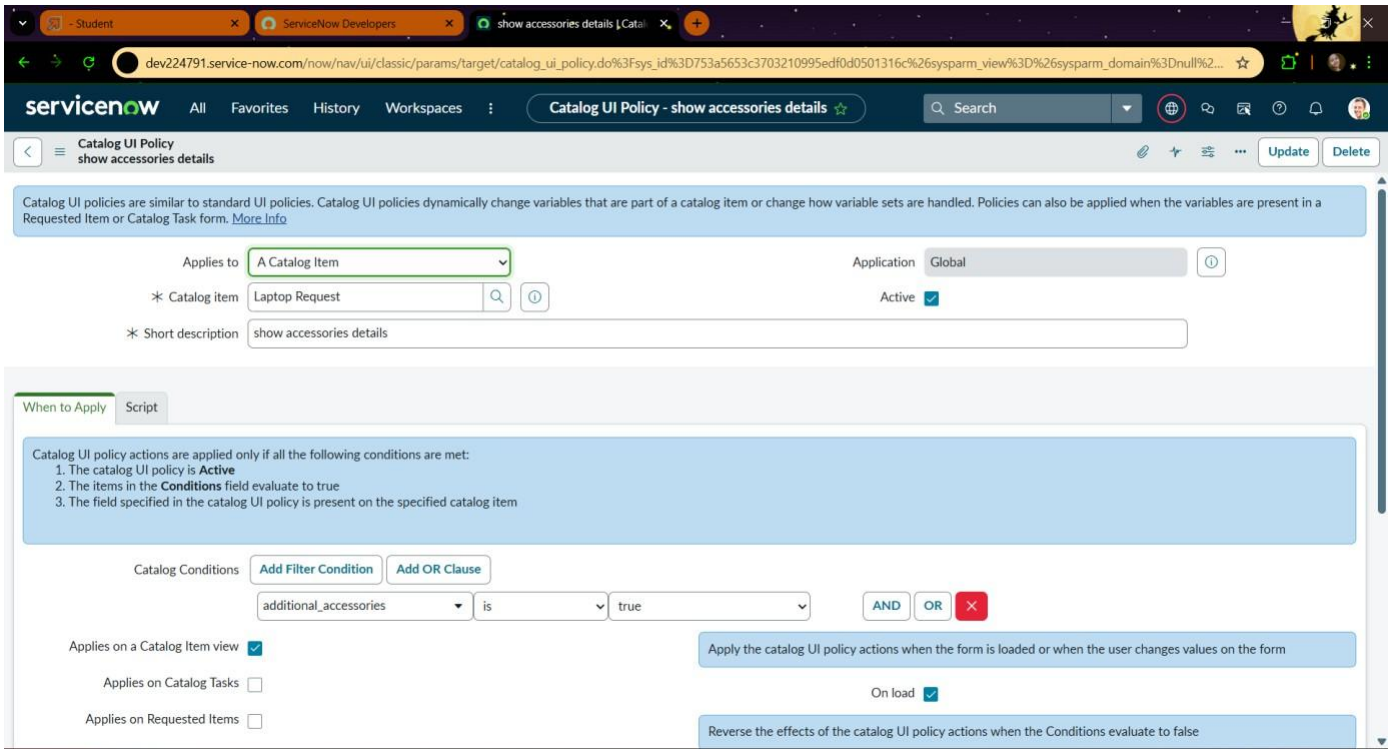
# TASKS & PROGRESS

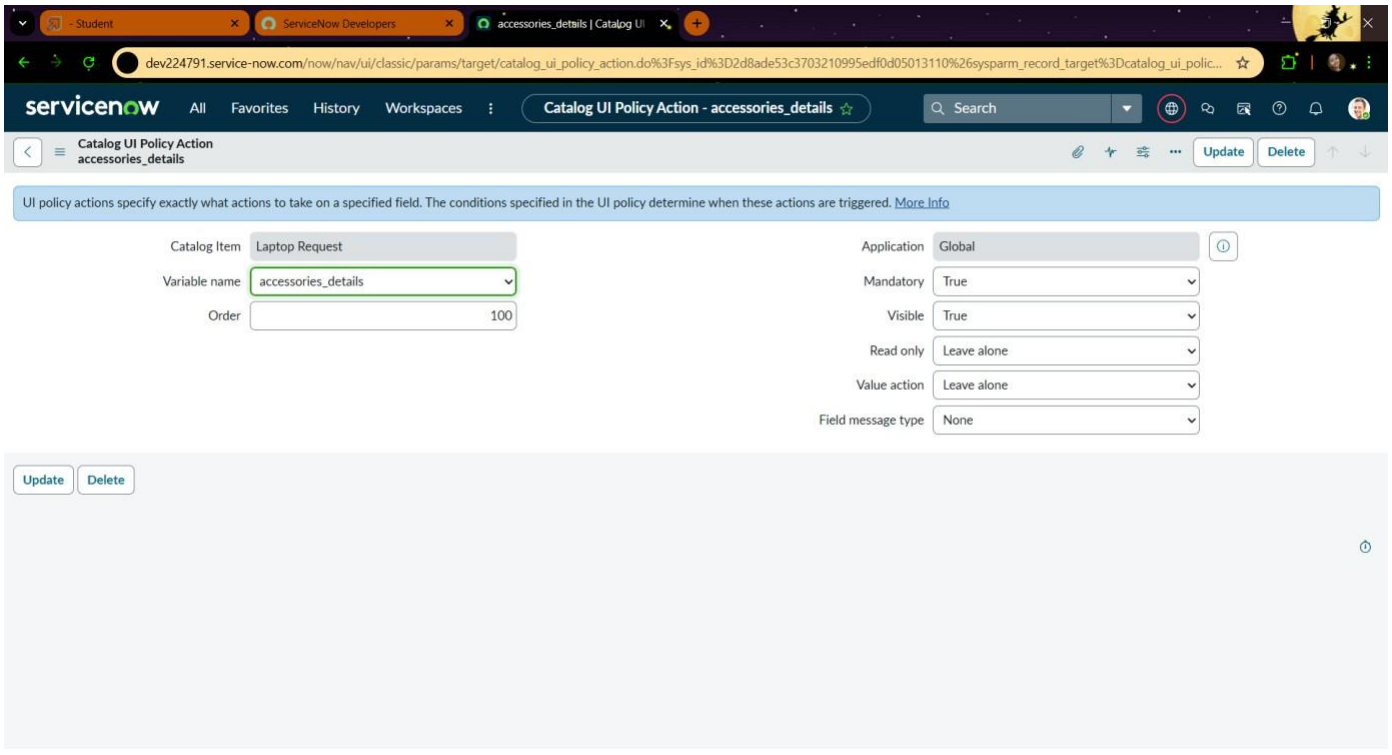


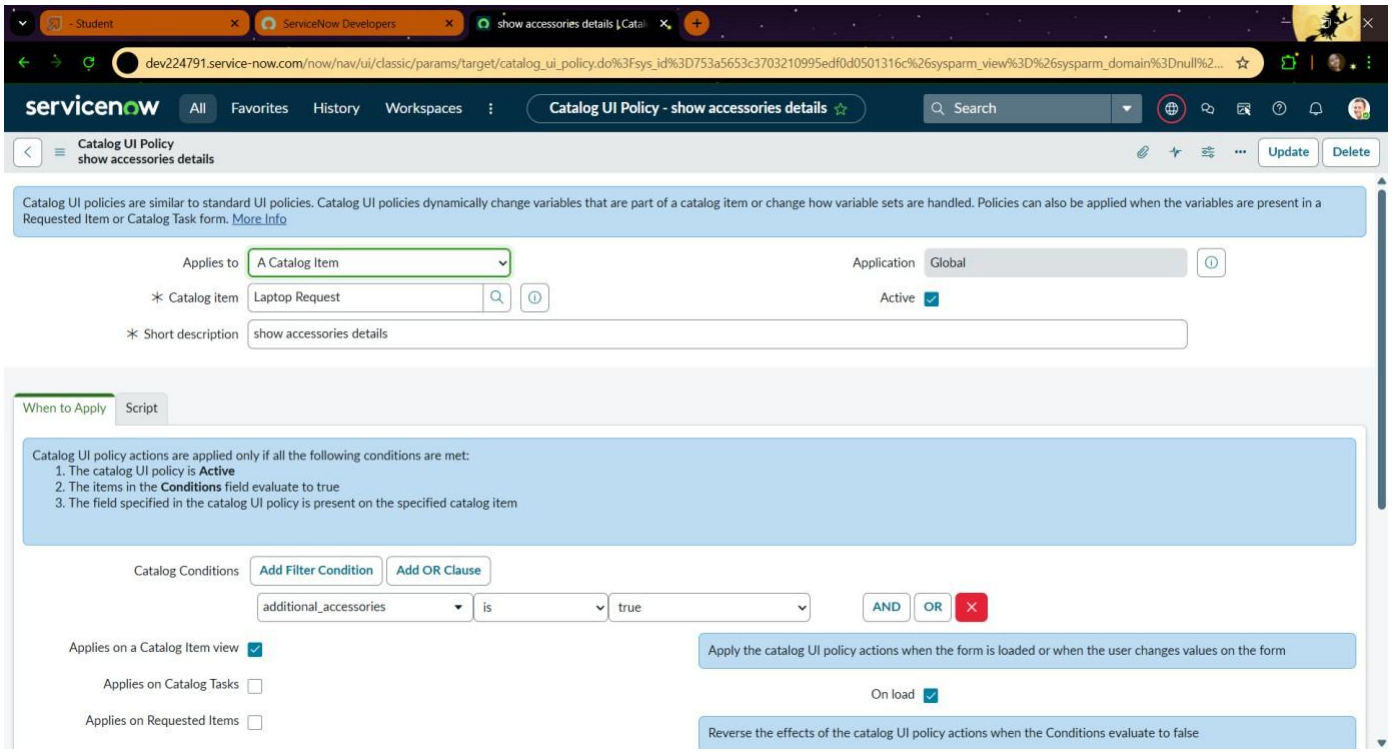




servicenow
All
Favorites
History
Workspaces
Admin
Variable - New Record
Search
Variable
New record
Submit
Application
Global
Type
Single Line Text
Catalog item
Laptop Request
Order
100
Active
Mandatory
Read only
Hidden
Disable automatic slot fill based on user context
Question
Annotation
Type Specifications
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
Submit


servicenow
All
Favorites
History
Workspaces
Catalog Item - Laptop Request
Search
Catalog Item
Laptop Request
Copy
Try It
Update
Edit in Catalog Builder
Delete
Meta
Related Links
Item Diagnostic
Run Point Scan
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
Related Catalog Items
Assigned Topics
Order
Search
Actions on selected rows...
New
Catalog item = Laptop Request
Type
Question
Order
Single Line Text
Laptop Model
100
Multi Line Text
Justification
200
CheckBox
Additional Accessories
300
Multi Line Text
Accessories Details
400
1 to 4 of 4


- Student
ServiceNow Developers
show accessories details | Catal
dev224791.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D753a5653c3703210995edf0d0501316c%26sysparm_view%3D%26sysparm_domain%3Dnull%2...
servicenow
All
Favorites
History
Workspaces
Catalog UI Policy - show accessories details
Search
Catalog UI Policy
show accessories details
Update
Delete
Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. More Info
Applies to
A Catalog Item
Application
Global
Catalog item
Laptop Request
Active
Short description
show accessories details
When to Apply
Script
Catalog UI policy actions are applied only if all the following conditions are met:
1. The catalog UI policy is Active
2. The 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
Applies on a Catalog Item view
Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form
Applies on Catalog Tasks
On load
Applies on Requested Items
Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false


- Student
ServiceNow Developers
accessories_details | Catalog UI
dev224791.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy_action.do%3Fsys_id%3D2d8ade53c3703210995edf0d05013110%26sysparm_record_target%3Dcatalog_ui_polic...
servicenow
All
Favorites
History
Workspaces
Catalog UI Policy Action - accessories_details
Search
Catalog UI Policy Action
accessories_details
Update
Delete
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
Update
Delete


- Student
ServiceNow Developers
show accessories details | Catal
dev224791.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsys_id%3D753a5653c3703210995edf0d0501316c%26sysparm_view%3D%26sysparm_domain%3Dnull%2...
servicenow
All
Favorites
History
Workspaces
Catalog UI Policy - show accessories details
Search
Catalog UI Policy
show accessories details
Update
Delete
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Application
Global
Catalog item
Laptop Request
Active
Short description
show accessories details
When to Apply
Script
Catalog UI policy actions are applied only if all the following conditions are met:
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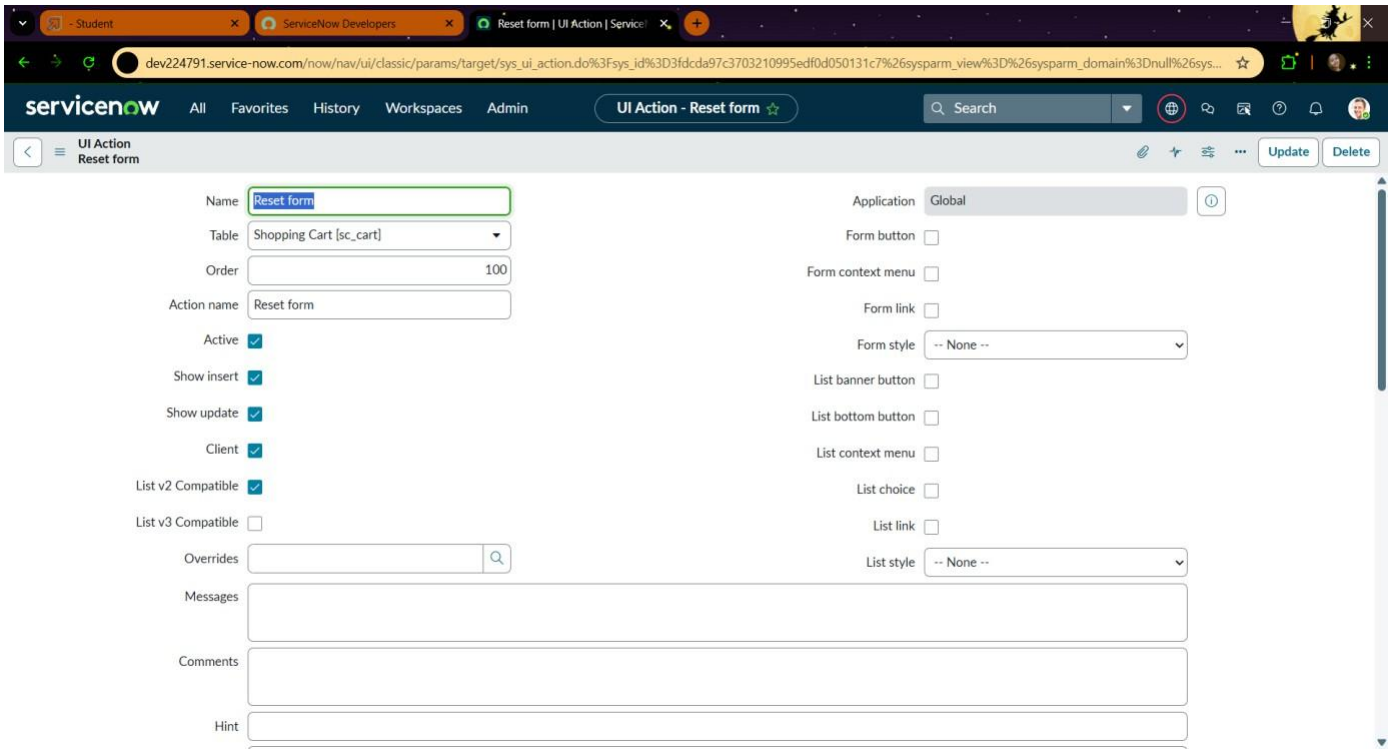
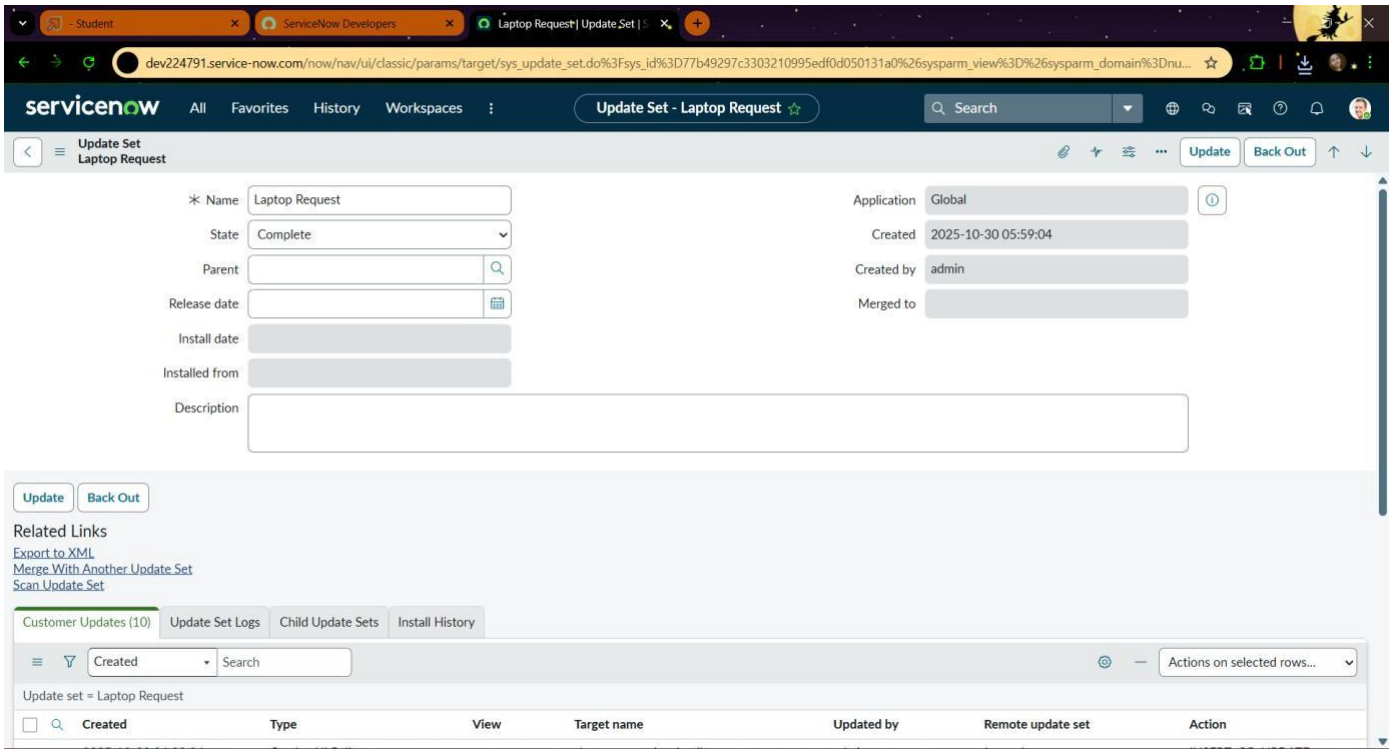
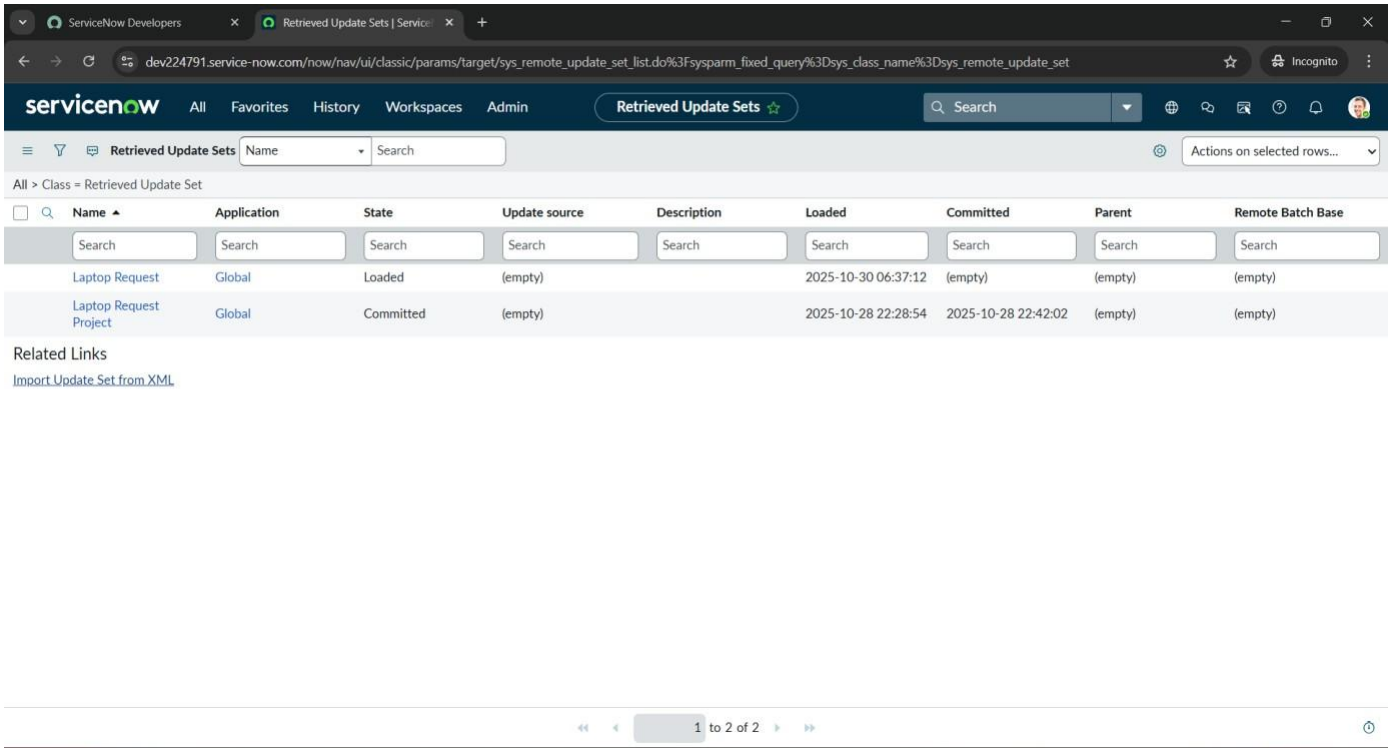
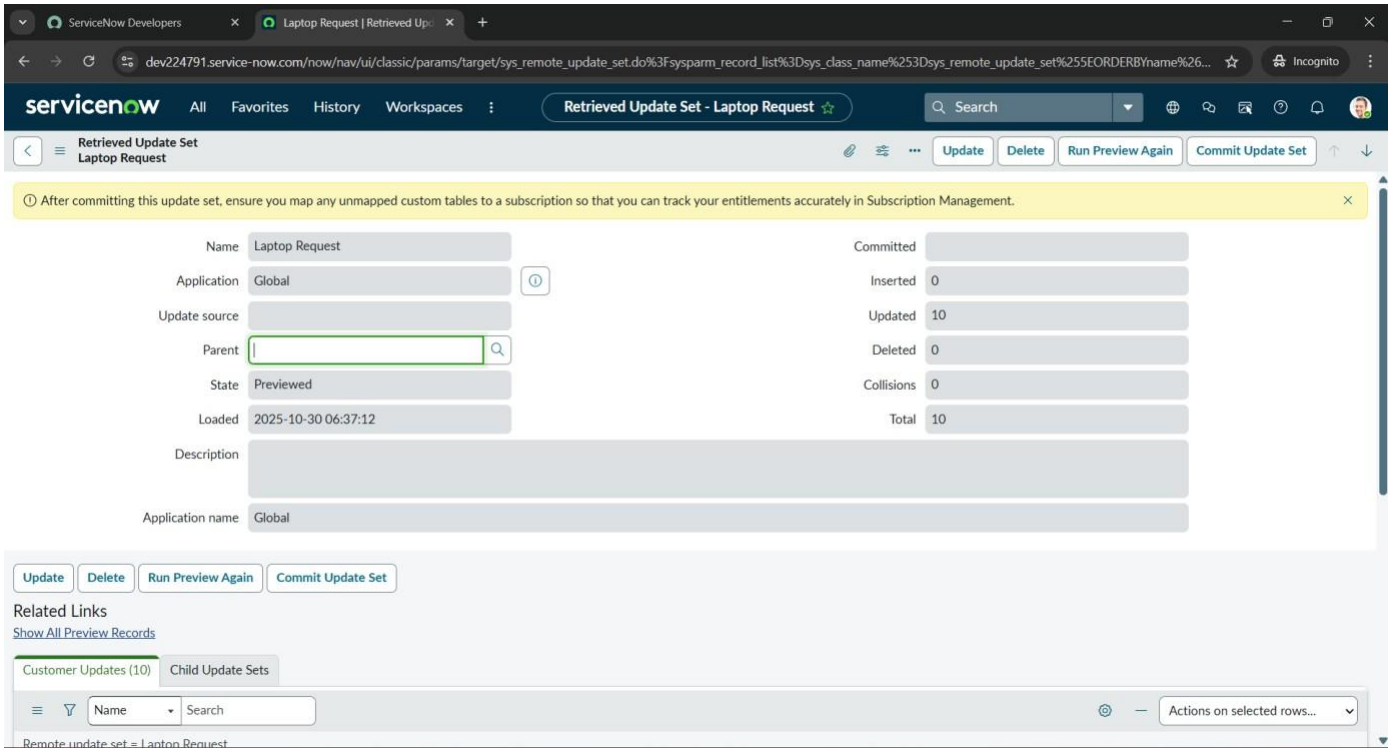
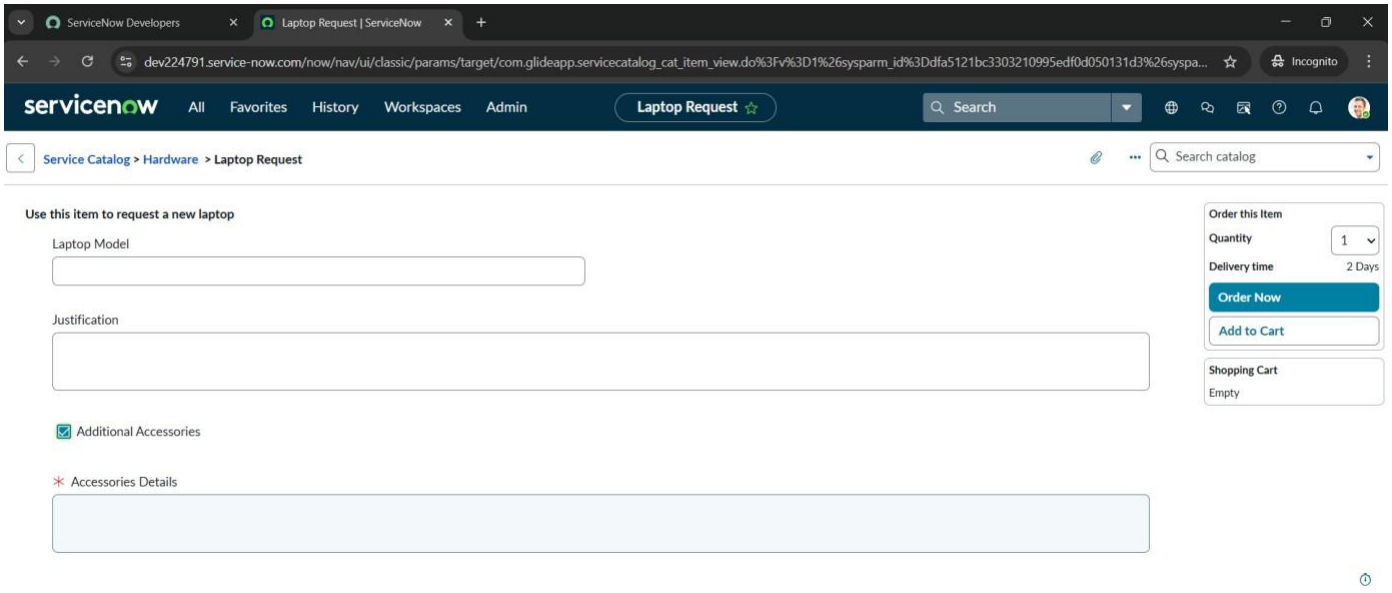
2. The items in the Conditions field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item
Catalog Conditions
Add Filter Condition
Add OR Clause
additional_accessories
is
true
AND
OR
Applies on a Catalog Item view
Applies on Catalog Tasks
Applies on 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


- Student
ServiceNow Developers
Reset form | UI Action | Service
dev224791.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3D3fdcda97c3703210995edf0d050131c7%26sysparm_view%3D%26sysparm_domain%3Dnull%26sys...
servicenow
All
Favorites
History
Workspaces
Admin
UI Action - Reset form
Search
UI Action
Reset form
Update
Delete
Name
Reset form
Application
Global
Table
Shopping Cart [sc_cart]
Form button
Order
100
Form context menu
Action name
Reset form
Form link
Active
Form style
-- None --
Show insert
List banner button
Show update
List bottom button
Client
List context menu
List v2 Compatible
List choice
List v3 Compatible
List link
Overrides
List style
-- None --
Messages
Comments
Hint


servicenow
All
Favorites
History
Workspaces
Update Set - Laptop Request
Search
Update Set
Laptop Request
Update
Back Out
Name
Laptop Request
State
Complete
Parent
Release date
Install date
Installed from
Description
Application
Global
Created
2025-10-30 05:59:04
Created by
admin
Merged to
Related Links
Export to XML
Merge With Another Update Set
Scan Update Set
Customer Updates (10)
Update Set Logs
Child Update Sets
Install History
Actions on selected rows...
Update set = Laptop Request
Created
Type
View
Target name
Updated by
Remote update set
Action


servicenow
All
Favorites
History
Workspaces
Admin
Retrieved Update Sets
Search
Retrieved Update Sets
Name
Actions on selected rows...
All > Class = Retrieved Update Set
Name
Application
State
Update source
Description
Loaded
Committed
Parent
Remote Batch Base
Laptop Request
Global
Loaded
(empty)
2025-10-30 06:37:12
(empty)
(empty)
(empty)
Laptop Request Project
Global
Committed
(empty)
2025-10-28 22:28:54
2025-10-28 22:42:02
(empty)
(empty)
Related Links
Import Update Set from XML
1 to 2 of 2


ServiceNow Developers
Laptop Request | Retrieved Up
dev224791.service-now.com/now/nav/ui/classic/params/target/sys_remote_update_set.do%3Fsysparm_record_list%3Dsys_class_name%253Dsys_remote_update_set%255EORDERBYname%26...
Incognito
servicenow
All
Favorites
History
Workspaces
Retrieved Update Set - Laptop Request
Search
Retrieved Update Set
Laptop Request
Update
Delete
Run Preview Again
Commit 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
Application
Global
Update source
Parent
State
Previewed
Loaded
2025-10-30 06:37:12
Description
Application name
Global
Committed
Inserted
0
Updated
10
Deleted
0
Collisions
0
Total
10
Update
Delete
Run Preview Again
Commit Update Set
Related Links
Show All Preview Records
Customer Updates (10)
Child Update Sets
Name
Search
Actions on selected rows...
Remote update set = Laptop Request


ServiceNow Developers
Laptop Request | ServiceNow
dev224791.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id%3Ddfa5121bc3303210995edf0d050131d3%26syspa...
Incognito
servicenow
All
Favorites
History
Workspaces
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

# IDEATION PHASE

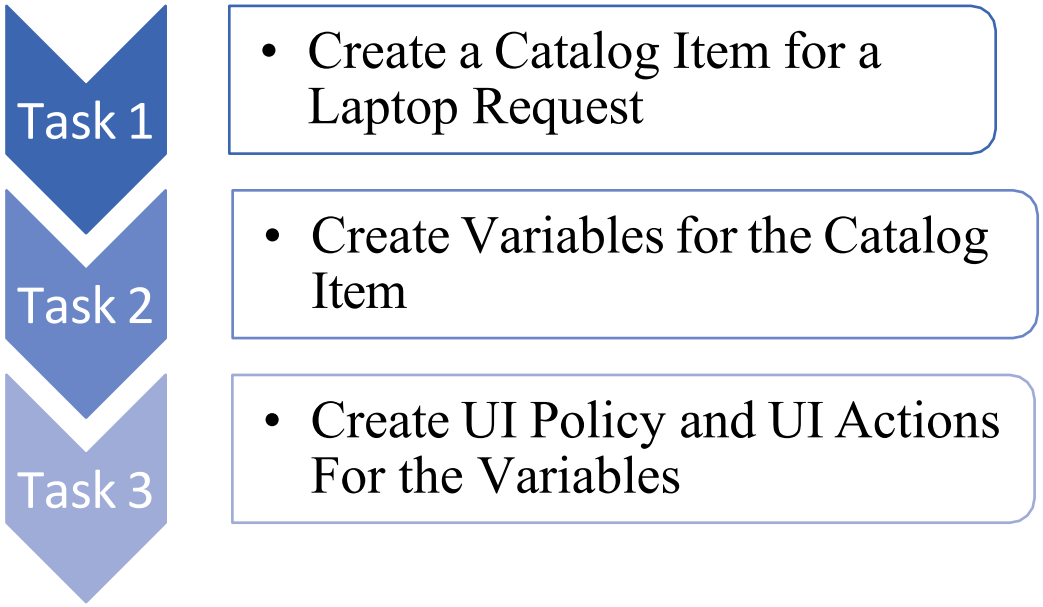
| NM Id | NM2025TMID07697 |
|---|---|
| Project Name | Laptop Request Catalog Item |
| Team Leader | K R Sonaesh |
| Team Member 1 | A Selva Kamins |
| Team Member 2 | S Muthu Sathish |
| Team Member 3 | T Vijay Dhanush |

## Laptop Request Catalog Item:

The ServiceNow Laptop Request Catalog Item project is designed to simplify and automate the process of requesting laptops within an organization. It introduces a user-friendly catalog item in the ServiceNow Service Portal where employees can select from predefined laptop models, operating systems, and accessories. The form dynamically adjusts based on user input—for example, showing only compatible accessories depending on the selected laptop—using client scripts and UI policies to enhance usability and reduce errors.

Once the user submits the request, the system generates a request record that routes to the appropriate approval and fulfillment teams. Notifications are triggered to keep stakeholders informed, and the request follows a structured workflow from submission to delivery. The entire configuration, including the catalog item, scripts, and policies, is packaged into an update set for easy migration across ServiceNow environments. This project not only streamlines IT operations but also improves the employee experience by making hardware requests fast, intuitive, and trackable.

## Step 1: BrainStorming ,Idea Listing and Grouping




Brainstorm:

Team members share ideas freely to explore solutions without judgment, encouraging creativity and participation.

Idea Listing:

All ideas from the session are written down to capture every suggestion and ensure no input is overlooked**.**

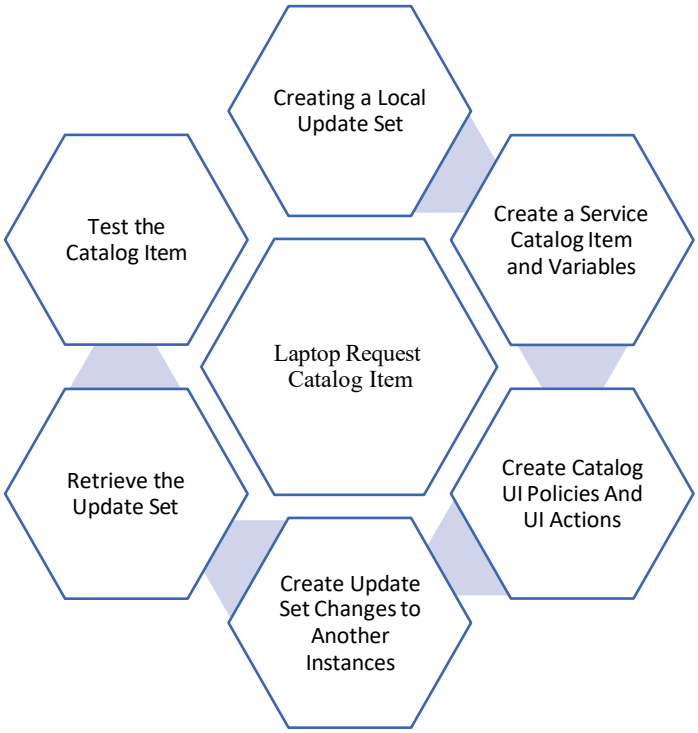
Grouping:

Similar ideas are organized into categories to identify patterns, highlight priorities, and simplify decision-making.

Action Planning:

Chosen ideas are turned into clear steps with assigned responsibilities and timelines.

## Step-2: Idea Prioritization:




## Idea Prioritization:

Idea polarization helps break down complex projects into clear, focused components. In this project, the main goal is to prevent user deletion if the account is assigned to an active incident. This approach ensures that data integrity and accountability are maintained during critical workflows. By polarizing ideas, we can separate incident management processes from routine administrative tasks. It also helps in highlighting the importance of user account security and controlled access. Each step, from detection to restriction, becomes easier to plan and implement. Clear visual representations like diagrams and flowcharts can simplify communication. Overall, idea polarization strengthens project clarity and supports smooth execution.

# 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.

The ServiceNow Laptop Request Catalog Item project aims to streamline the process of requesting laptops within an organization by creating a dedicated catalog item in the ServiceNow Service Catalog. This initiative involves designing a user-friendly interface that allows employees to select laptop specifications such as type, RAM, storage, and provide justification for their request. The project begins with the creation of a local update set to track all configuration changes, ensuring modularity and ease of migration. A new catalog item titled "Laptop Request" is developed, complete with variables to capture user input, catalog UI policies to dynamically control field visibility and behavior, and catalog UI actions to enhance user interaction. Once the configuration is complete, the update set is exported as an XML file and imported into a target ServiceNow instance, where it is previewed and committed. The final phase involves rigorous testing to validate the functionality of the catalog item, ensuring that all variables, UI policies, and actions perform as expected across different user scenarios. This comprehensive approach ensures a scalable, maintainable, and user-centric solution for managing laptop requests within the enterprise.

# EMPATHY MAP

Employees interacting with the Laptop Request Catalog Item often express practical concerns and expectations. They say things like, “I need a laptop that suits my work requirements,” or “I hope this request gets approved quickly,” reflecting their desire for a streamlined and responsive process. At the same time, they may voice frustration over form complexity, asking, “Why do I have to fill out so many fields?” or “Can I preview what I’m requesting before submitting?” These statements reveal a need for clarity, efficiency, and reassurance during the request process.

From their environment, users hear guidance and reminders such as, “Make sure you justify the request for approval,” or “Choose the right specs based on your role.” These messages often come from managers, IT support, or internal documentation, shaping how users approach the form. They also hear that “IT will process your request once submitted,” which sets expectations for turnaround time and approval workflows.

Visually, users see a structured catalog item interface with dropdowns, radio buttons, and text areas. They notice dynamic behavior—fields appearing or disappearing based on their selections—thanks to catalog UI policies. A preview or summary of laptop specifications before submission helps them feel confident about their choices, and a confirmation message after submitting reassures them that the process is underway.

Internally, users think about whether their request will be approved and whether the form captures all necessary details. They wonder, “Is this form capturing everything IT needs?” and “I hope the approval process is smooth.” These thoughts reflect a mix of uncertainty and hope, especially when the request is tied to job performance or urgency.

# PERFORMANCE AND TESTING

| | |
|---|---|
| NM Id | NM2025TMID07697 |
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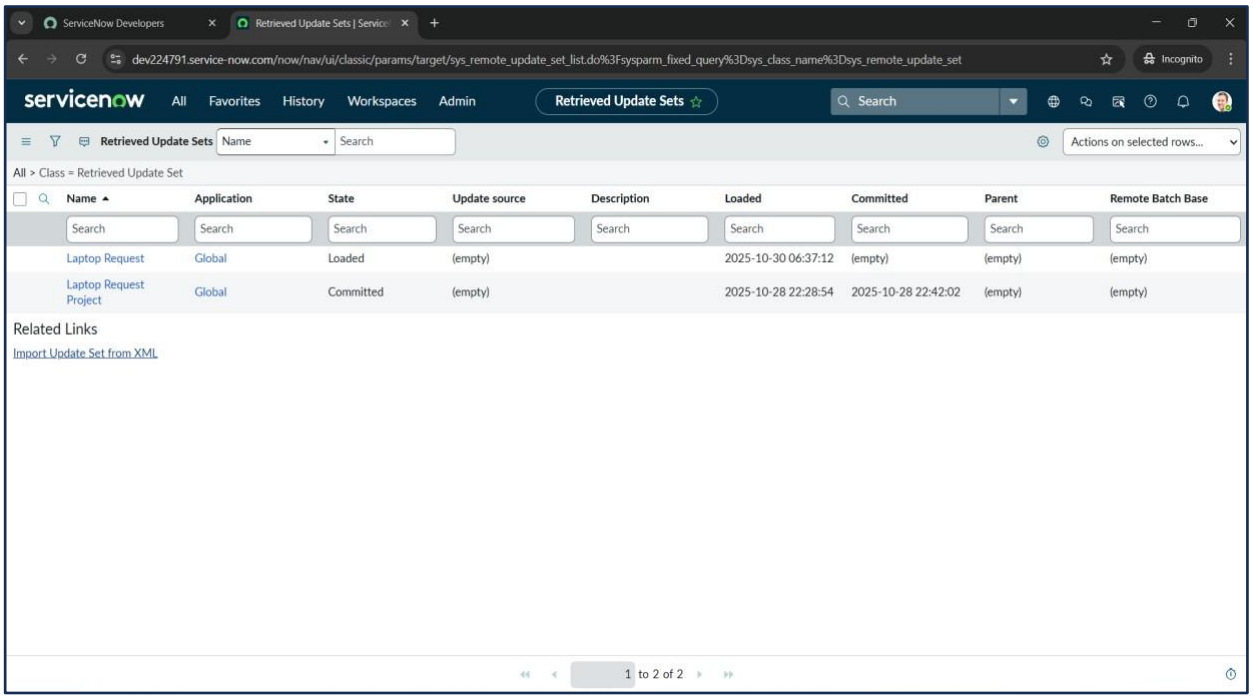
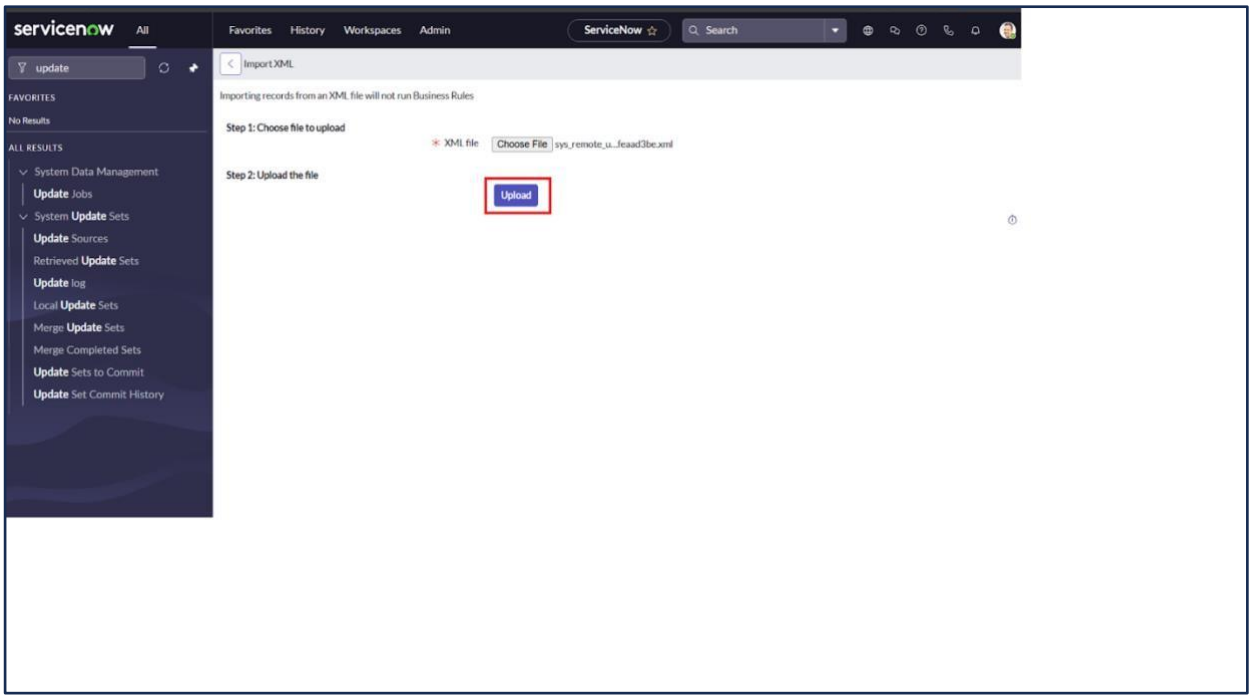
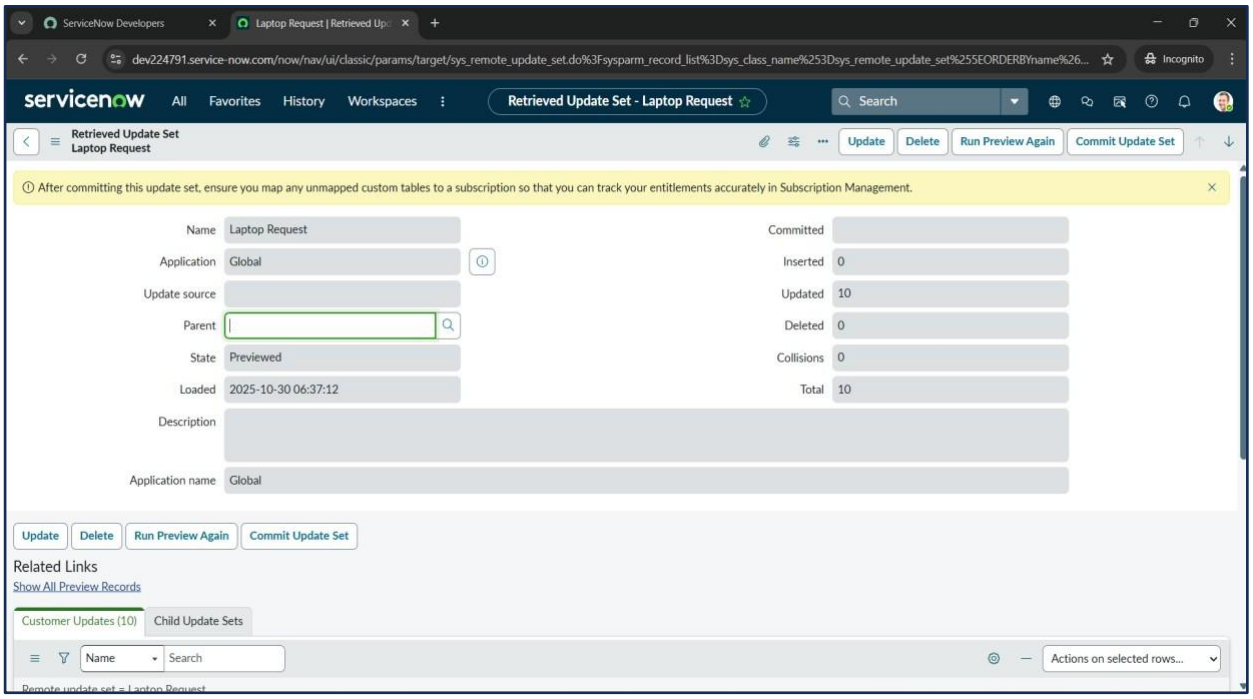
MODEL PERFORMANCE TESTING:

Uploading the Changes to Another Instance:

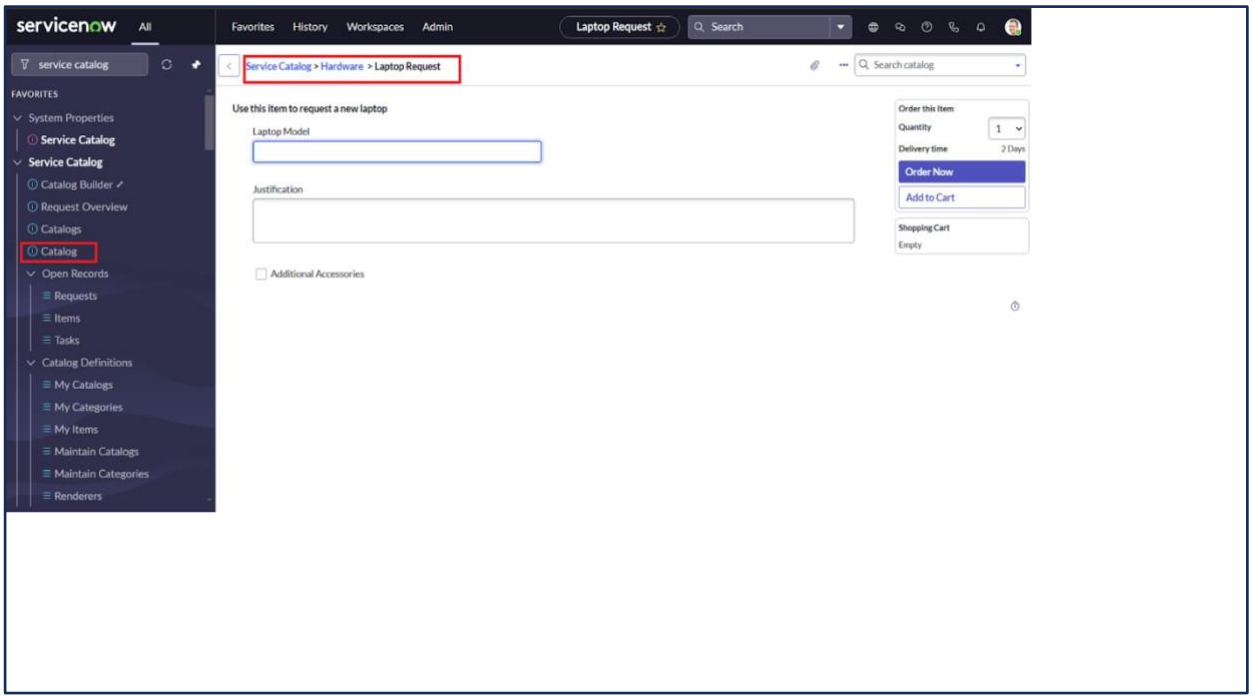


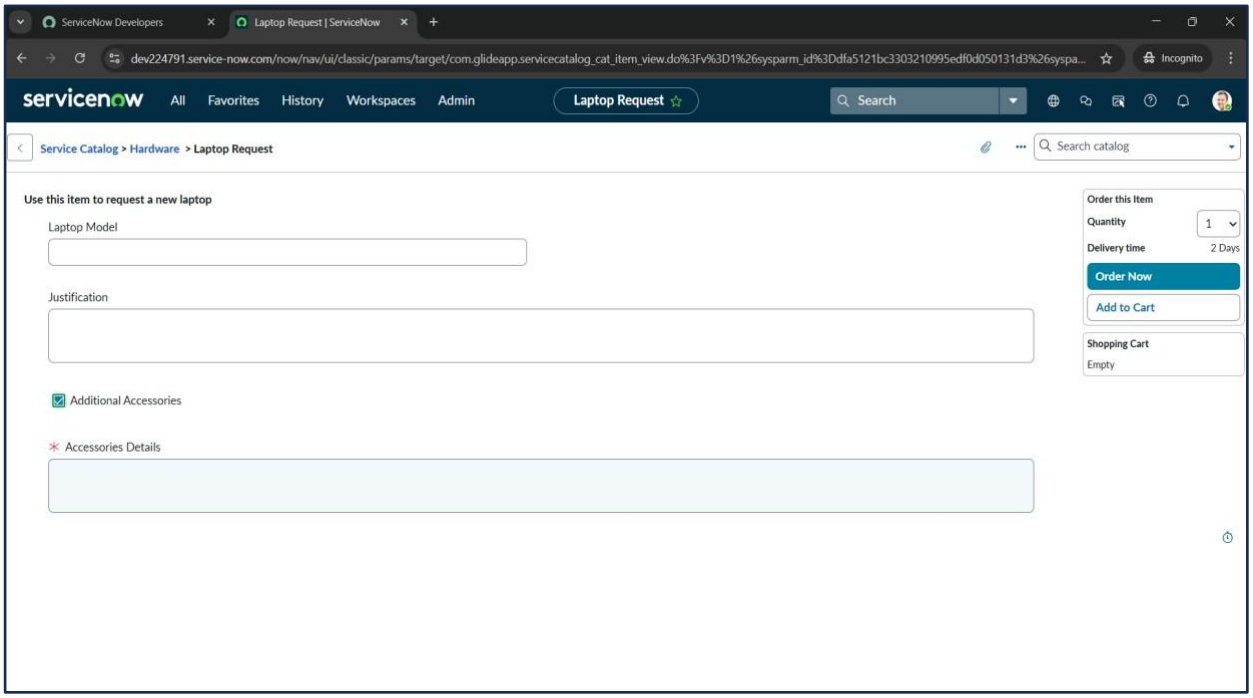



Retrieving the Update Set:



# Test The Catalog Item:



# Project Design Phase

| | |
|---|---|
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## Problem – Solution Fit Template:

The Problem-Solution Fit simply means that you have found a problem with your customer and that the solution you have realized for it actually solves the customer's problem. It helps entrepreneurs, marketers and corporate innovators identify behavioral patterns and recognize what would work and why

## Purpose:

❖ Solve complex problems in a way that fits the state of your customers.

❖ Succeed faster and increase your solution adoption by tapping into existing mediums and channels of behavior.

❖ Sharpen your communication and marketing strategy with the right triggers and messaging.

❖ Increase touch-points with your company by finding the right problem-behavior fit and building trust by solving frequent annoyances, or urgent or costly problems.

❖ Understand the existing situation in order to improve it for your target group.

The project "Laptop Request Catalog Item" addresses a crucial gap in user and data management within systems. We can significantly improve accountability, data integrity, and operational transparency by creating a local update set and necessary variables. This solution akes sure that the employee of the organization is provided with the laptop the need for their work without any kind of problems. With the successful implementation of cross-checks and continuous monitoring in platforms like ServiceNow, this project sets a foundation for building smarter and safer administrative systems in enterprise environments.

# SOLUTION ARCHITECITURE

## Goals of the Architecture:

- **Streamline Laptop Requests**: Provide a user-friendly interface for employees to request laptops with customizable specifications.
- **Ensure Scalability and Reusability**: Design modular components that can be reused for other hardware or software request items.
- **Enable Efficient Workflow Integration**: Seamlessly connect the catalog item with approval workflows and fulfillment processes.
- **Support Instance Migration**: Facilitate easy export/import of configurations across ServiceNow instances using update sets.
- **Maintain Governance and Visibility**: Ensure traceability of changes and compliance with IT asset management policies.

## Key Architectural Elements

## Development Phases

### Phase 1: Planning & Requirements

- Identify user roles and request scenarios.
- Define laptop specifications and approval logic.
- Determine target instances for deployment.

### Phase 2: Configuration & Development

- Create a local update set to capture changes.
- Build the catalog item and configure variables.
- Implement UI policies and UI actions.
- Link to workflows if needed.

**Phase 3: Testing & Validation**

- Submit test requests with various input combinations.
- Validate UI behavior and workflow triggers.
- Ensure data integrity and performance.

**Phase 4: Migration & Deployment**

- Mark update set as complete and export as XML.
- Import and commit update set in target instance.
- Perform post-deployment testing.

**Phase 5: Maintenance & Optimization**

- Monitor usage and feedback.
- Refine UI policies or variables as needed.
- Extend architecture for other hardware/software items.

## Solution Architecture Definition

The architecture is built around a modular and scalable ServiceNow configuration that encapsulates all elements of the laptop request process within a single catalog item. It leverages ServiceNow's native capabilities—such as catalog variables, UI policies, and UI actions—to create a dynamic and intuitive user experience. All changes are tracked using a dedicated update set to support version control and migration across environments. The architecture supports integration with workflows for approvals and fulfillment, and is governed by role-based access controls to ensure security. This design ensures maintainability, extensibility, and alignment with IT service management best practices.