

Laptop Request Catalog Item (ServiceNow)

Team Id: NM2025TMID05277

Team Members: 4

Team Leader: Nagalekshmi M U

Team Member 1: Ajisha A

Team Member 2: Saleena S

Team member 3: Sreeja N

Problem Statement:

Objective:

To automate and streamline the laptop request process using ServiceNow, ensuring faster requests, accurate data collection, and improved user experience.

Skills:

- ServiceNow Catalog Item Creation
- UI Policies & UI Actions
- Update Set Management
- Testing & Deployment
- Team Collaboration

TASK INITIATION

Employees in the organization need a quick and efficient way to request laptops for work. The current manual process is prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection.

To solve this, a ServiceNow Catalog Item has been developed that includes:

- Dynamic fields
- Form reset functionality
- Clear instructions for users
- Full change tracking for governance and deployment

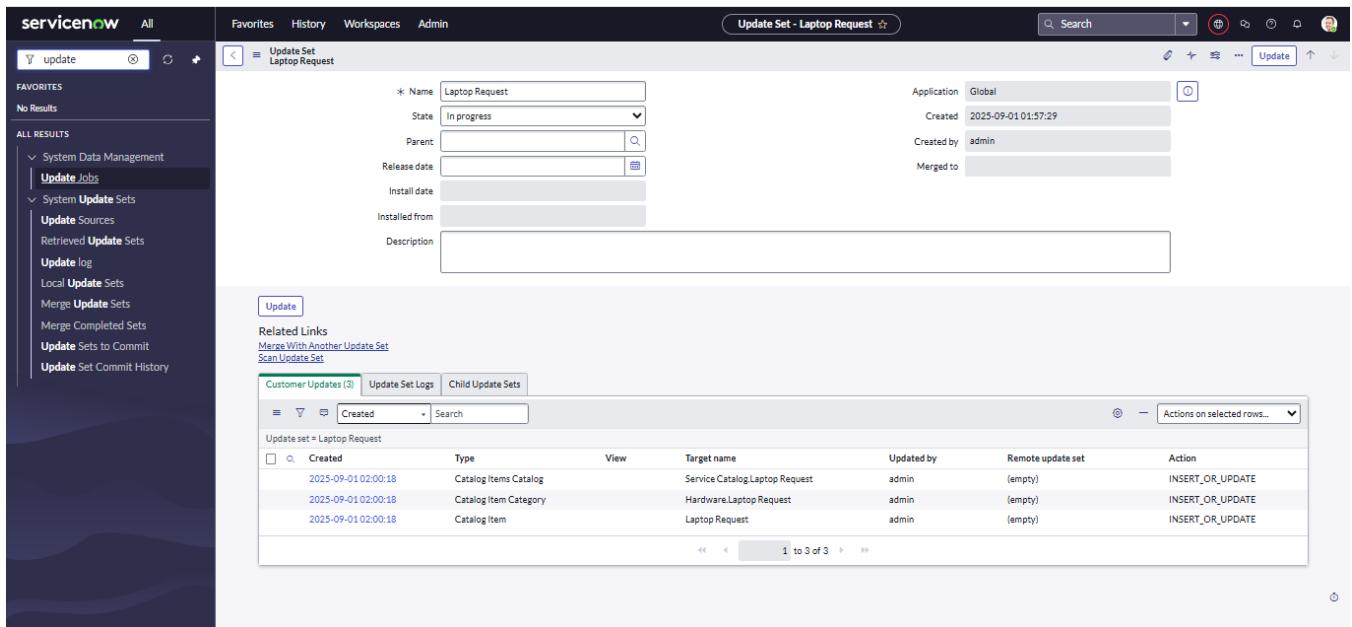
Features

- Service Catalog Item with user-friendly form to request laptops
- Dynamic field behavior using Catalog UI Policies
- Reset form functionality via UI Action
- Exportable update set for migration to other instances
- Tested on a different instance to ensure deployment integrity

Setup Steps

Step 1: Create Local Update Set

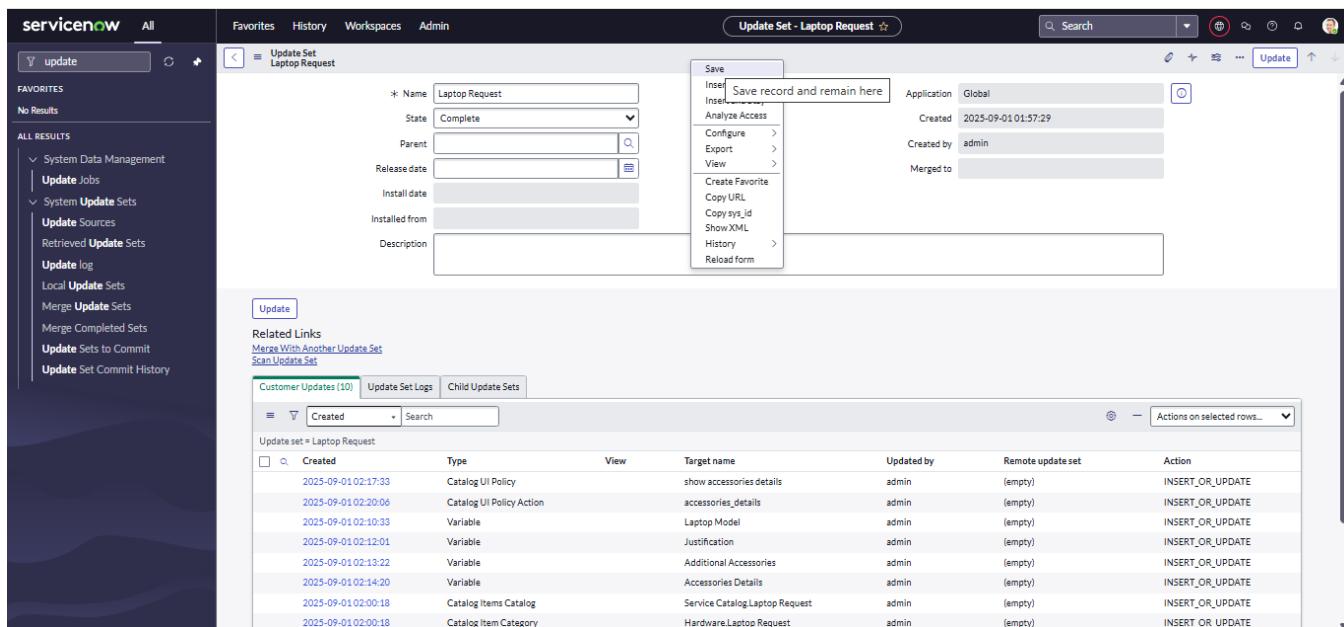
Create a new local update set in ServiceNow to track all your changes.



The screenshot shows the ServiceNow interface with the following details:

- Search Bar:** Shows "update" in the search input.
- Navigation Bar:** Includes "Favorites", "History", "Workspaces", and "Admin".
- Current View:** "Update Set - Laptop Request" (highlighted in blue).
- Form Fields:**
 - Name: Laptop Request
 - State: In progress
 - Parent: (empty)
 - Release date: (empty)
 - Install date: (empty)
 - Installed from: (empty)
 - Description: (empty)
- Action Buttons:** "Update" button.
- Related Links:** "Merge With Another Update Set", "Scan Update Set".
- Customer Updates:** A grid showing the following data:

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
- Bottom Navigation:** "Actions on selected rows..." dropdown.

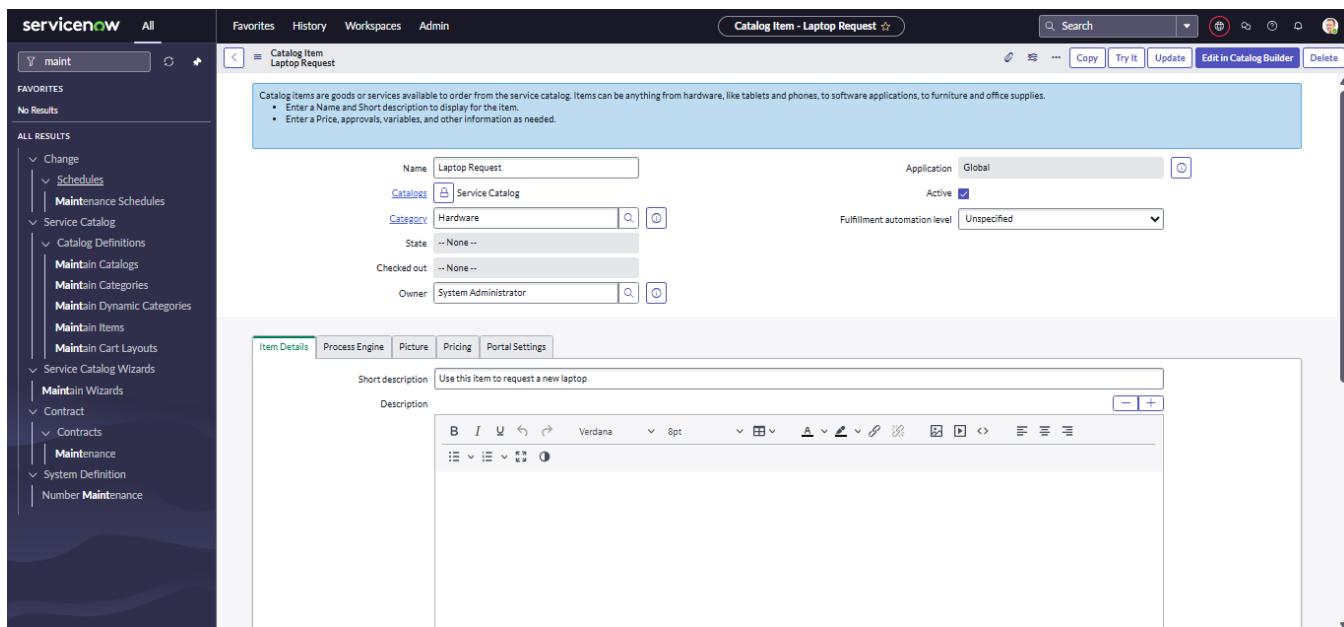


The screenshot shows the ServiceNow interface for managing update sets. The main panel displays the 'Update Set - Laptop Request' record with fields like Name (Laptop Request), State (Complete), Parent, Release date, Install date, Installed from, and Description. A context menu is open over the record, showing options like Save, Insert, Analyze Access, Configure, Export, View, Create Favorite, Copy URL, Copy sys_id, Show XML, History, and Reload form. The application is Global, created by admin on 2025-09-01 at 15:29. Below the record, a table lists 'Customer Updates (10)' with columns for Created, Type, View, Target name, Updated by, Remote update set, and Action. The table shows various entries related to the update set, such as Catalog UI Policy, Catalog Policy Action, Variables, and Catalog Items.

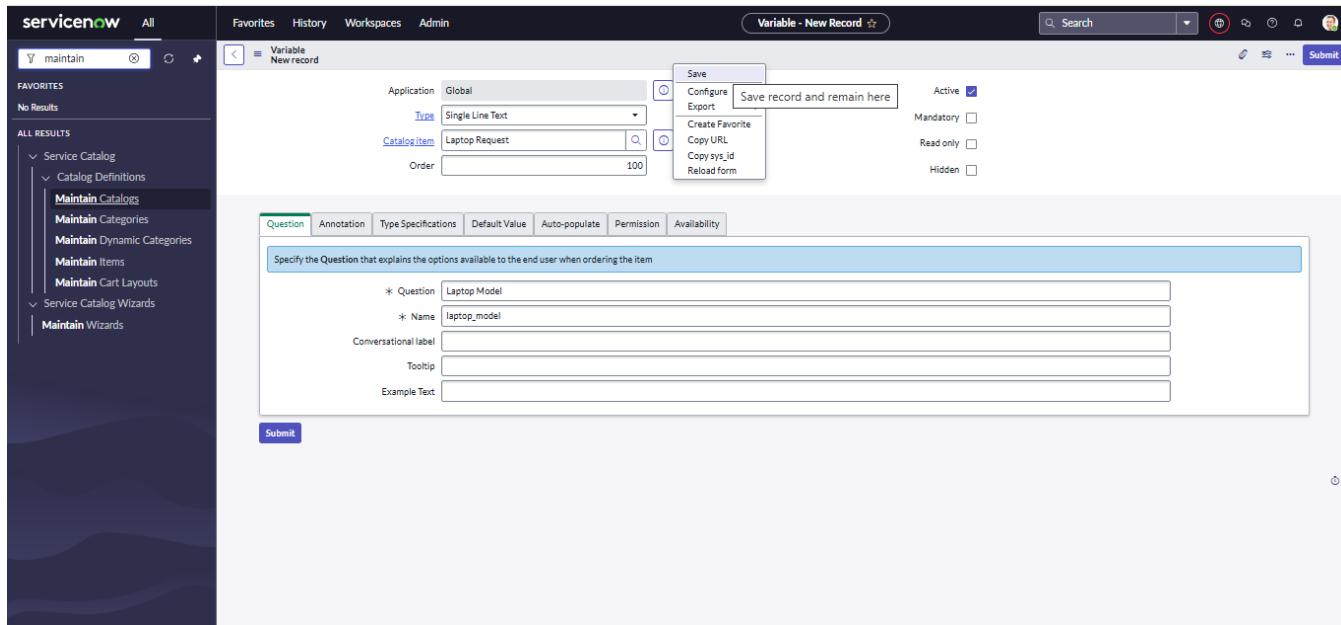
Step 2: Create Service Catalog Item

Create a catalog item named Laptop Request and add required variables such as:

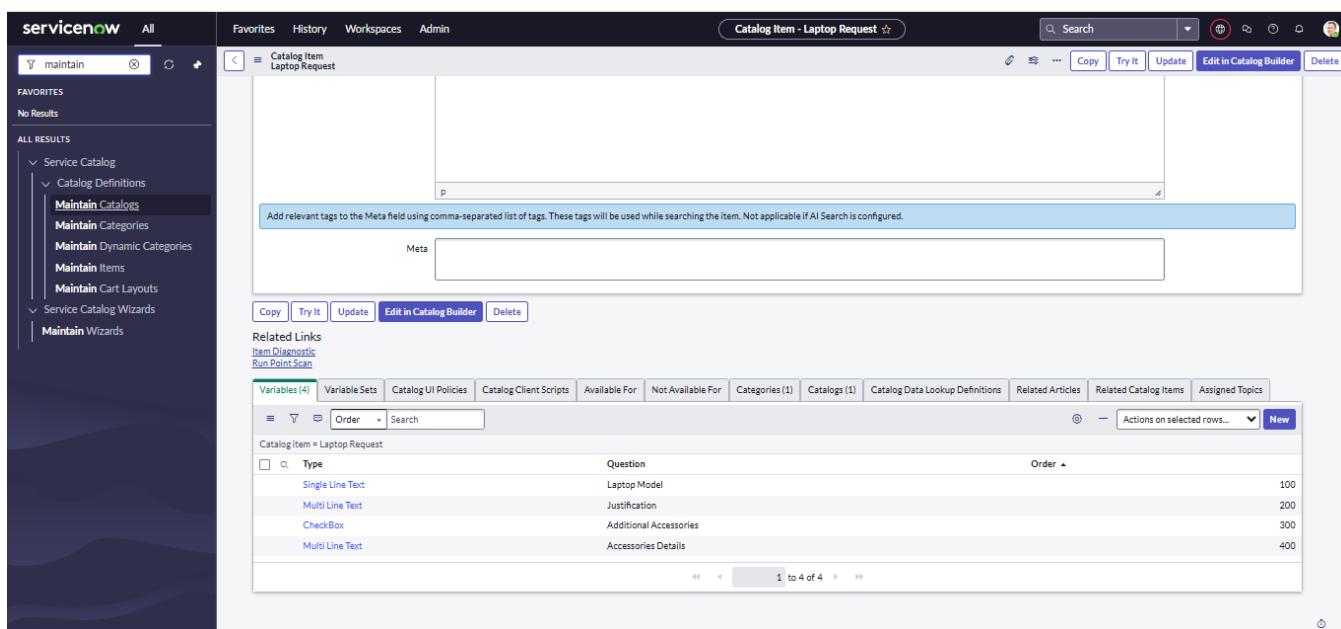
- Laptop Model
- Justification
- Additional Accessories
- Accessories Details



The screenshot shows the ServiceNow interface for creating a catalog item. The main panel displays the 'Catalog Item - Laptop Request' record with fields like Name (Laptop Request), Application (Global), Catalog (Service Catalog), Category (Hardware), Active (checked), and Fulfillment automation level (Unspecified). The catalog item is described as a hardware item for ordering. Below the record, an 'Item Details' tab is active, showing a short description ('Use this item to request a new laptop') and a rich text editor for the description. The left sidebar shows the navigation tree under 'Service Catalog'.



The screenshot shows the ServiceNow interface for creating a new catalog item. The left sidebar shows the navigation path: Favorites > Service Catalog > Catalog Definitions > Maintain Catalogs. The main area is titled "Variable - New Record". The "Catalog Item" field is set to "Laptop Request". The "Type" field is set to "Single Line Text". The "Question" field contains "Laptop Model". The "Name" field contains "laptop_model". The "Meta" field contains "p". The "Order" field is set to 100. The "Save" button is highlighted, and a tooltip says "Save record and remain here". Other options like "Configure Export", "Create Favorite", "Copy URL", "Copy sys_id", and "Reload form" are also visible.



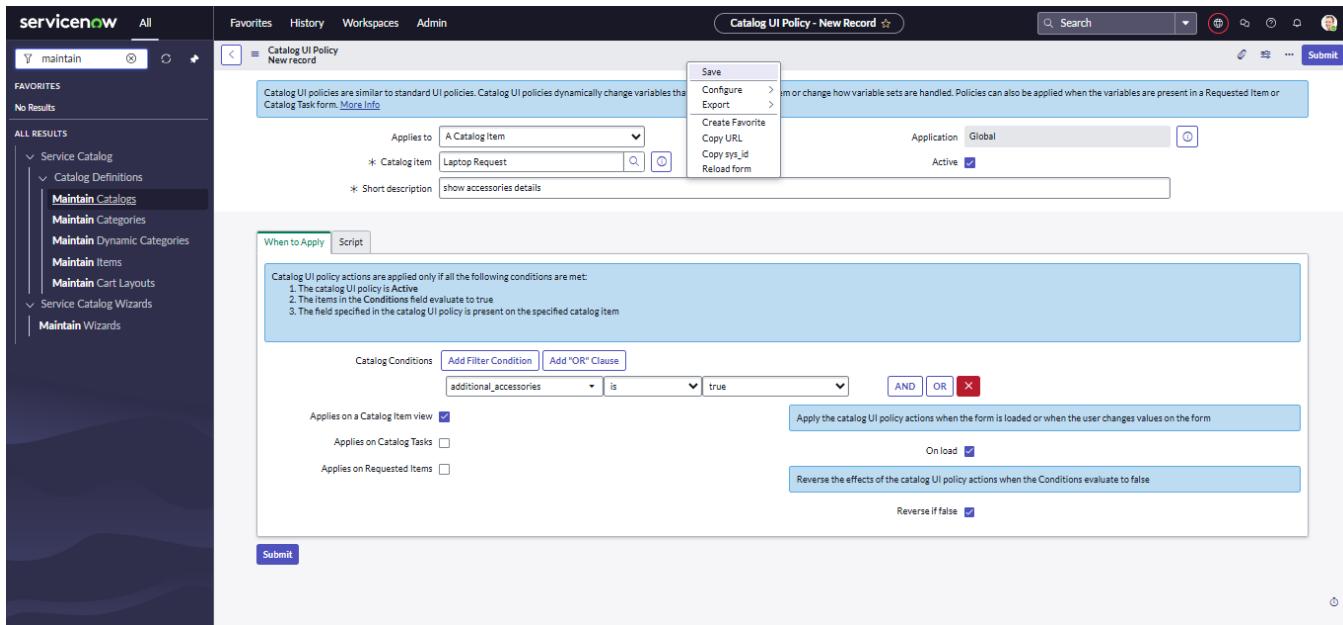
The screenshot shows the "Catalog Item - Laptop Request" details screen. The left sidebar is identical to the previous screenshot. The main area shows the catalog item details. The "Meta" field contains "p". A note says "Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured." Below this is a "Related Links" section with "Item Diagnostic" and "Run Point Scan". At the bottom, there is a table titled "Variables [4]" with columns for Type, Question, and Order. The variables listed are:

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

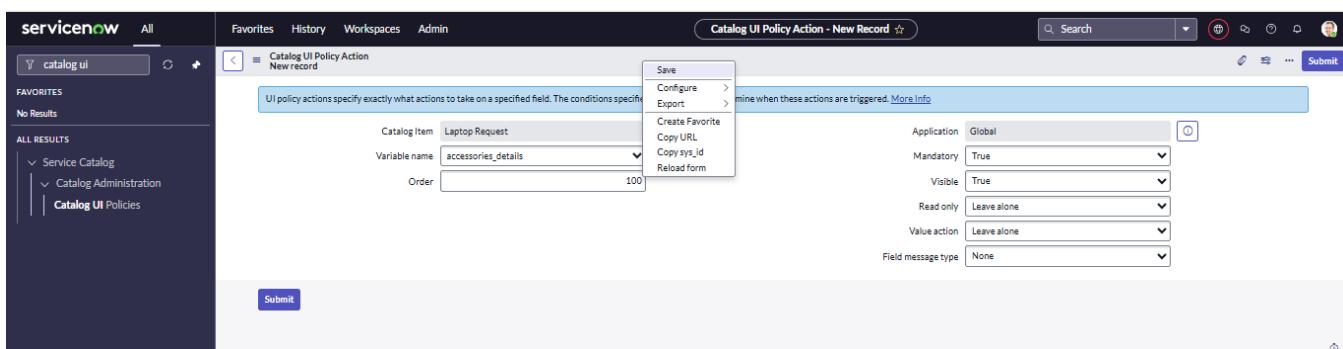
Step 3: Add Catalog UI Policies

Create UI policies to:

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



The screenshot shows the 'Catalog UI Policy - New Record' page in ServiceNow. The policy is named 'Catalog UI Policy' and is applied to 'A Catalog Item'. The catalog item selected is 'Laptop Request'. The 'Short description' is 'show accessories details'. The 'When to Apply' section includes conditions for catalog item status and specific field values. The 'Script' section contains logic to apply actions when the form is loaded or changed, and to reverse them if false. Buttons for Save, Configure, Export, and other actions are visible.



The screenshot shows the 'Catalog UI Policy Action - New Record' page. A UI action is being created for the 'accessories_details' variable on the 'Laptop Request' catalog item. The action is triggered on load. Configuration options include 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.

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

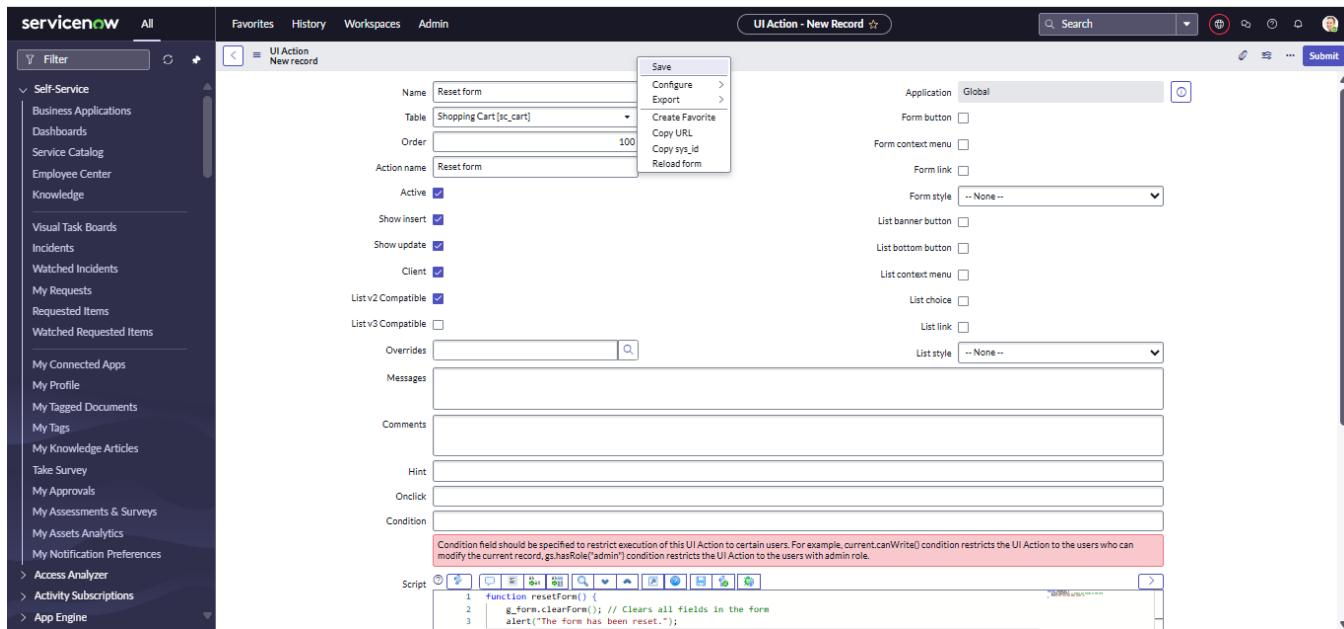
Action name: Reset form

Client : checked

Script:

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

Click on save



The screenshot shows the 'UI Action - New Record' page in ServiceNow. The 'Name' field is set to 'Reset form', 'Table' is 'Shopping Cart [sc_cart]', and 'Order' is 100. The 'Action name' is also 'Reset form'. Under 'Overrides', there is a note: '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.' The 'Script' section contains the following code:

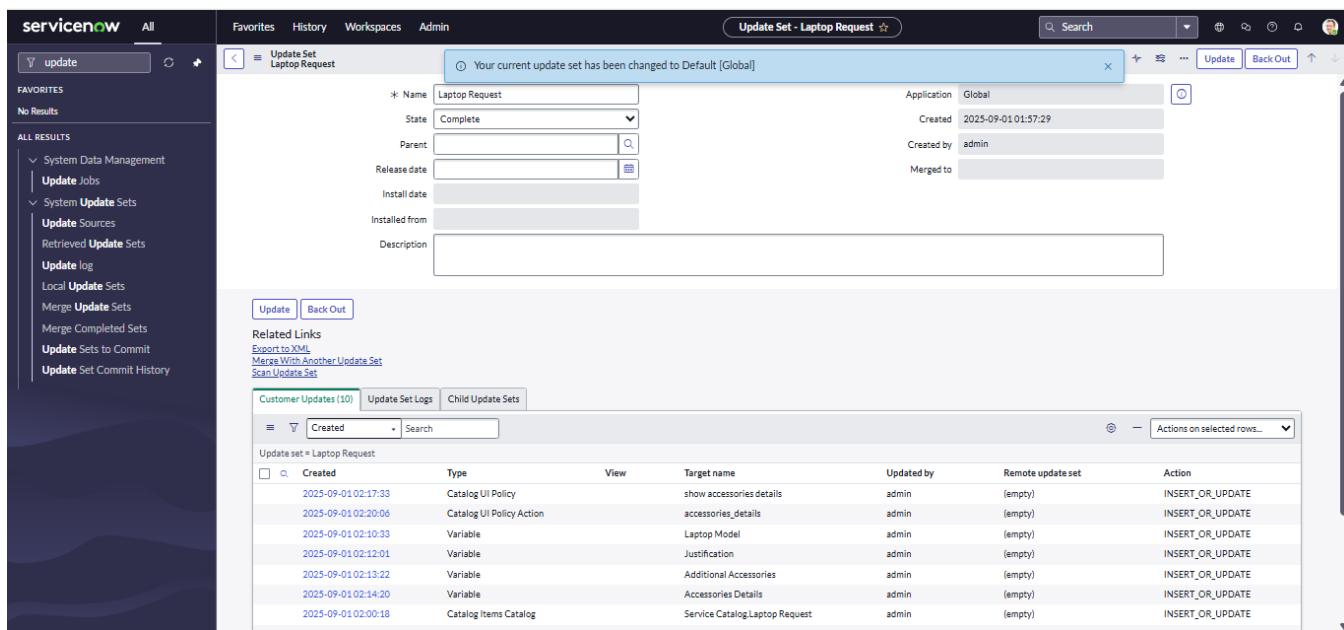
```

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

```

Step 5: Export Changes

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



The screenshot shows the 'Update Set - Laptop Request' page. The update set is named 'Laptop Request', has a state of 'Complete', and was created by 'admin' on '2025-09-01 01:57:29'. The 'Description' field is empty. Below the main form, there are tabs for 'Customer Updates (10)', 'Update Set Logs', and 'Child Update Sets'. The 'Customer Updates' table lists 10 entries:

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.

servicenow All

Favorites History Workspaces Admin

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

Import:XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file

Step 2: Upload the file

servicenow All

Favorites History Workspaces Admin

Retrieved Update Set - Laptop Request

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	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d266f7b0fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8decad9883772210d266f7b0fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b0fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b0fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b2d51883772210d266f7b0fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ha15883772210d266f7b0fead3e1	Variable	Accessories Details			INSERT_OR_UPDATE

servicenow All

Favorites History Workspaces Admin

Retrieved Update Set - Laptop Request

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	Previewed	Collisions
Loaded	2025-09-01 22:56:15	Total
Description		
Application name	Global	

Update Delete Preview Update Set

Related Links

Export to XML

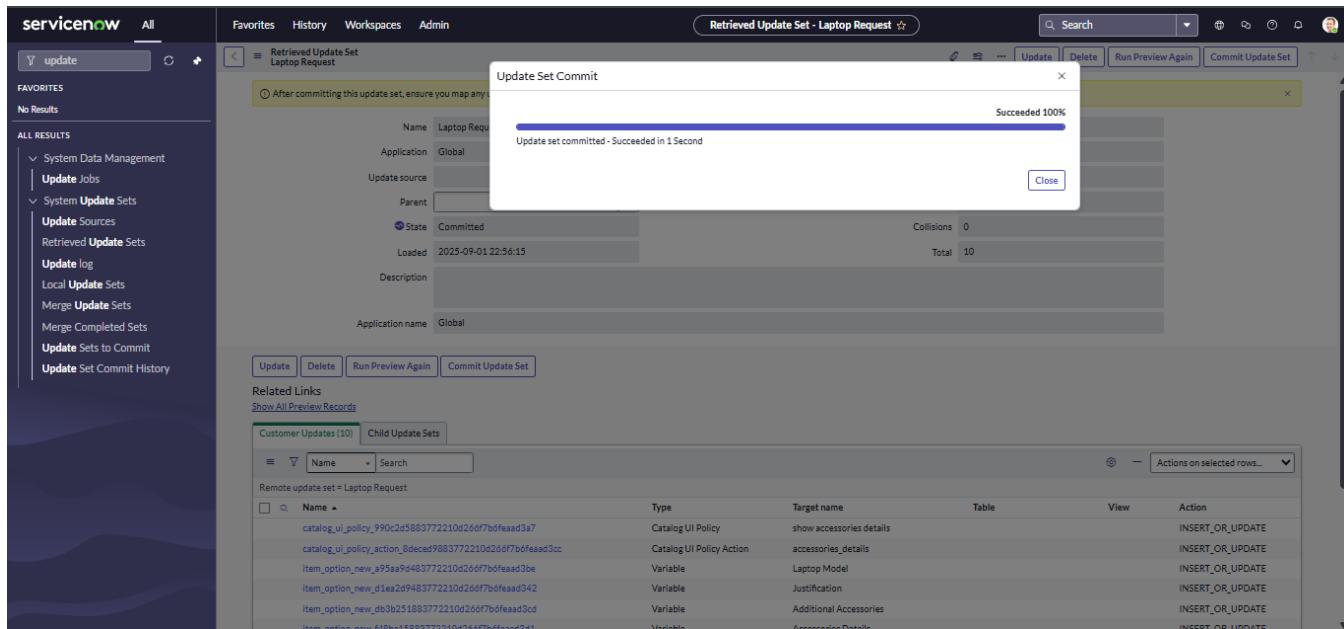
Customer Updates (10) Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d266f7b0fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8decad9883772210d266f7b0fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b0fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b0fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b2d51883772210d266f7b0fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ha15883772210d266f7b0fead3e1	Variable	Accessories Details			INSERT_OR_UPDATE

Update Set Preview

Succeeded! - Succeeded in 2 Seconds

Close



The screenshot shows the ServiceNow interface for managing update sets. A modal dialog titled "Update Set Commit" is open, displaying the message "Update set committed - Succeeded in 1 Second". The main pane shows a summary of the commit operation:

- Name: Laptop Request
- Application: Global
- Update source: [empty]
- Parent: [empty]
- State: Committed
- Loaded: 2025-09-01 22:56:15
- Description: [empty]
- Collisions: 0
- Total: 10

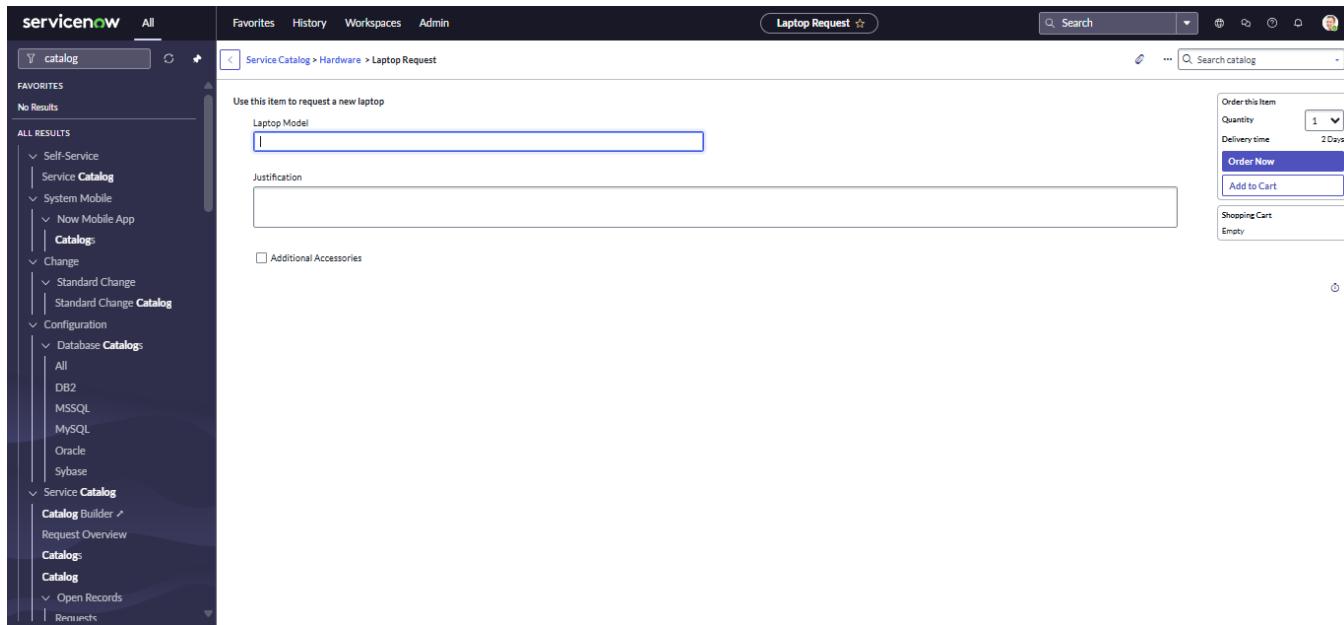
Below the summary, there is a table titled "Customer Updates (10)" showing the details of the committed updates. The table has columns: Name, Type, Target name, Table, View, and Action. The data is as follows:

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d26df7bfeead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8dece9883772210d26df7bfeead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d26df7bfeead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d26df7bfeead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b251883772210d26df7bfeead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba15983772210d26df7bfeead5d1	Variable	Accessories Details			INSERT_OR_UPDATE

Step 7: Test the Catalog Item

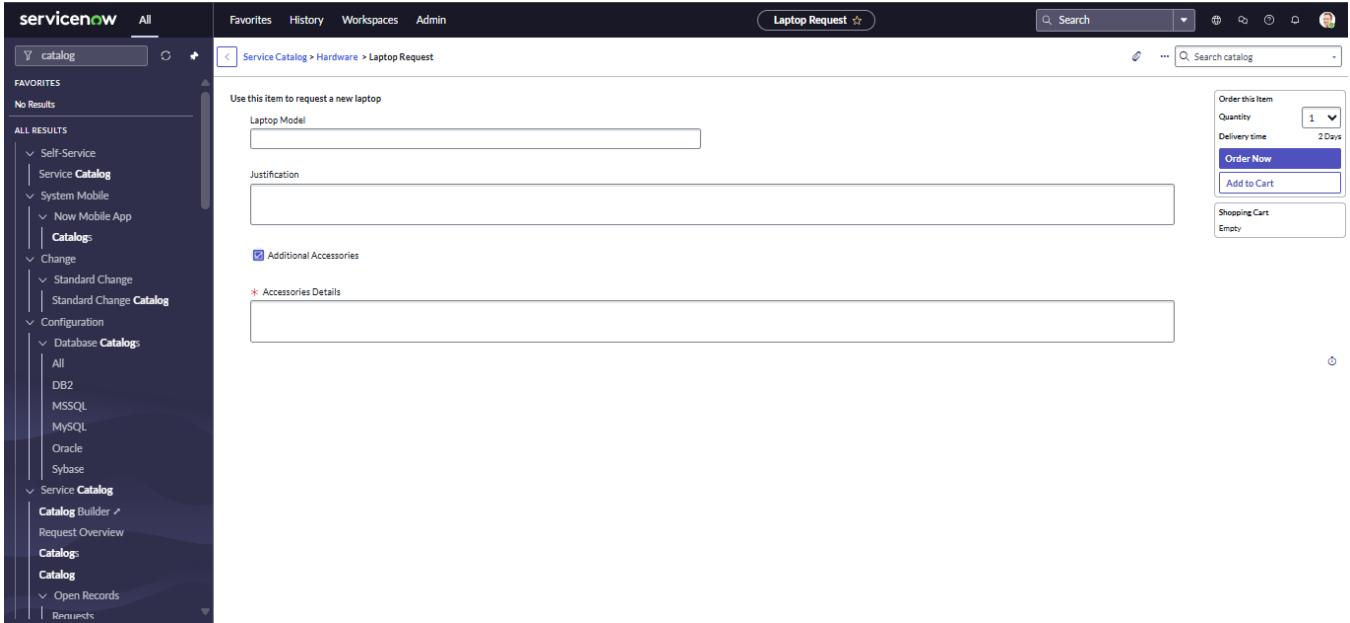
Submit a test request and verify:

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



The screenshot shows the ServiceNow catalog item request form for a "Laptop Request". The form fields include:

- Laptop Model: A text input field containing the value "I".
- Justification: A large text area for entering justification.
- Additional Accessories: A checkbox labeled "Additional Accessories" which is unchecked.
- Ordering Options: On the right side, there is a sidebar with options to "Order Now" or "Add to Cart". It also shows a quantity of 1 and a delivery time of 2 Days.
- Shopping Cart: A link indicating the cart is empty.



Laptop Request

Use this item to request a new laptop

Laptop Model:

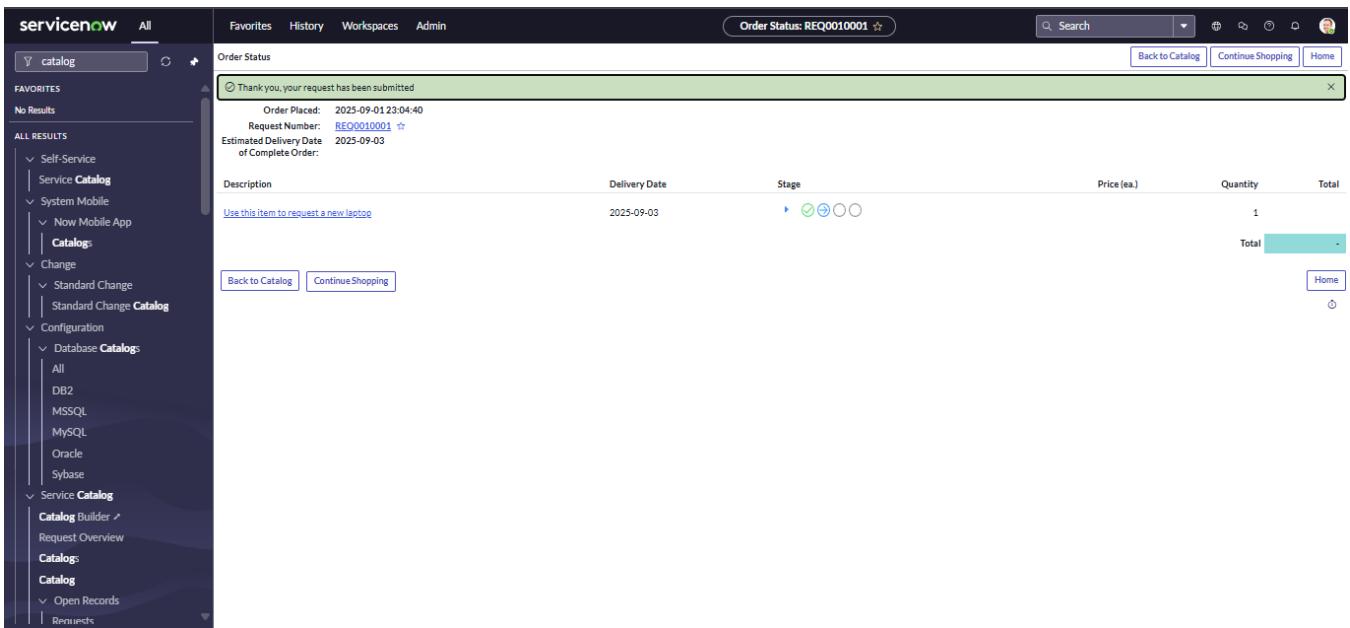
Justification:

Additional Accessories

* Accessories Details:

Order this Item
Quantity: 1
Delivery time: 2 Days
Order Now
Add to Cart

Shopping Cart
Empty



Order Status

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
Use this item to request a new laptop	2025-09-03	▶		1	Total

Back to Catalog **Continue Shopping** **Home**

Conclusion

The Laptop Request Catalog Item project streamlines the laptop request process in the organization. By

leveraging ServiceNow's powerful Service Catalog capabilities, this solution:

- Enhances efficiency and reduces errors
- Replaces outdated manual processes
- Improves employee satisfaction with a modern interface