

## **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

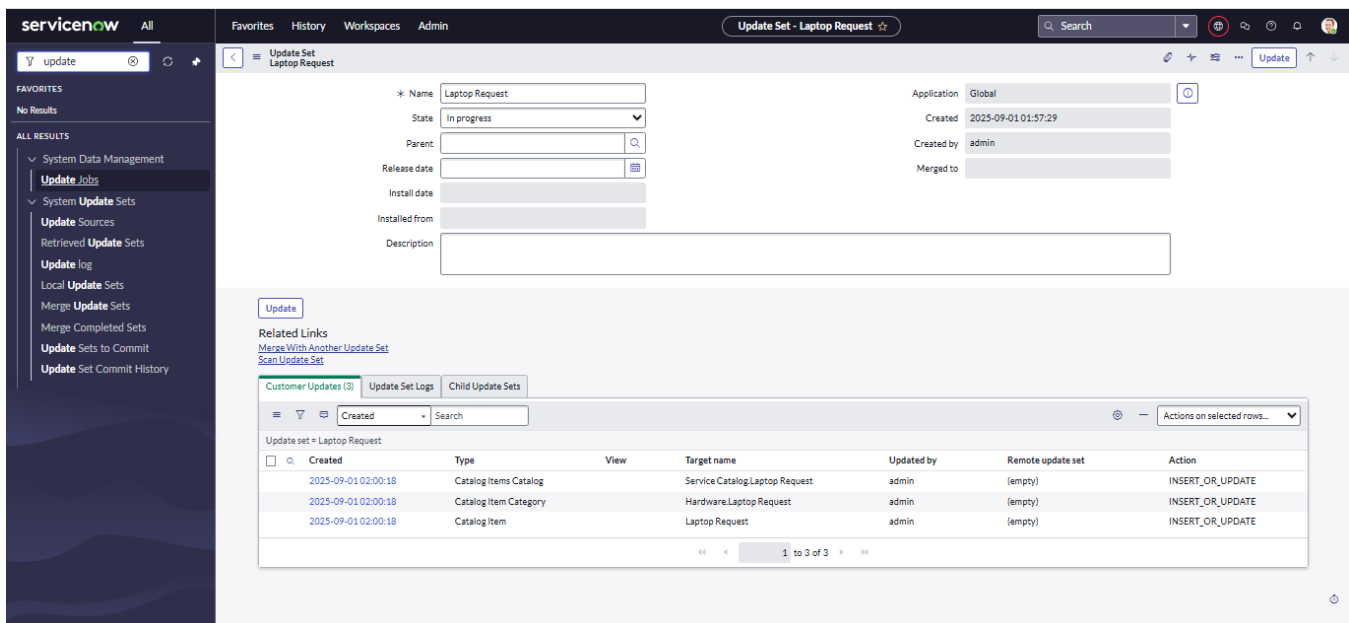
## Features

- ☐ 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

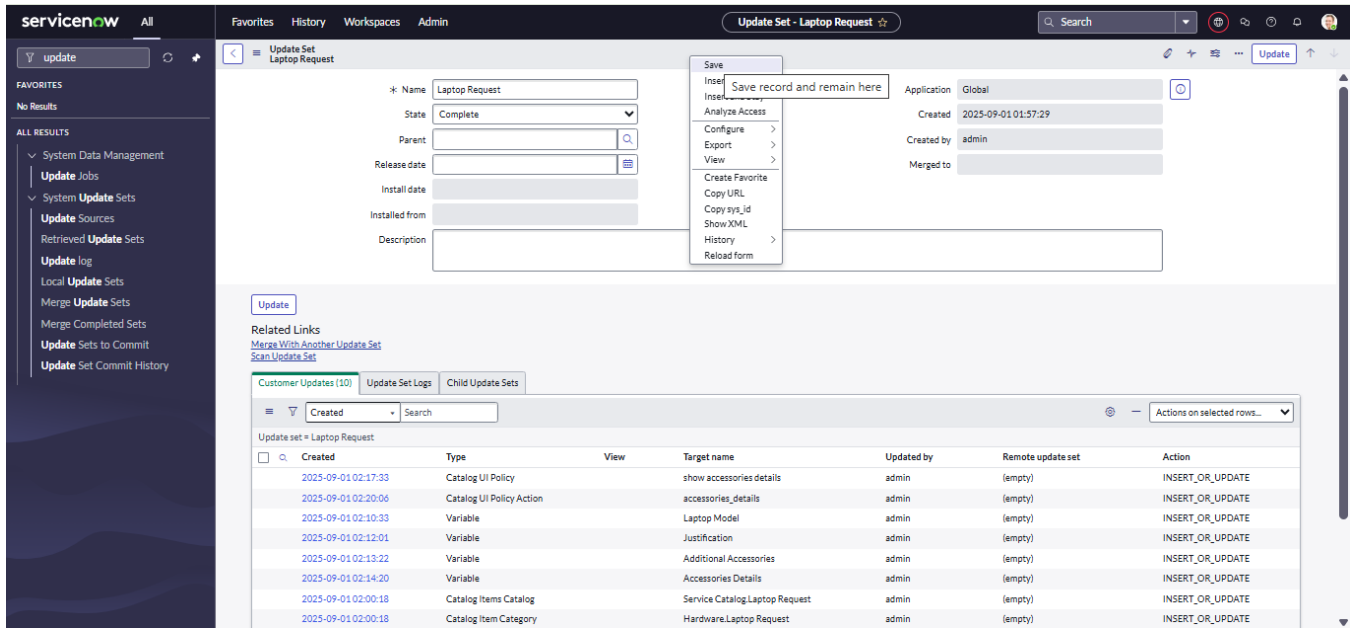
## Setup Steps

### Step 1: Create Local Update Set

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



| 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 |



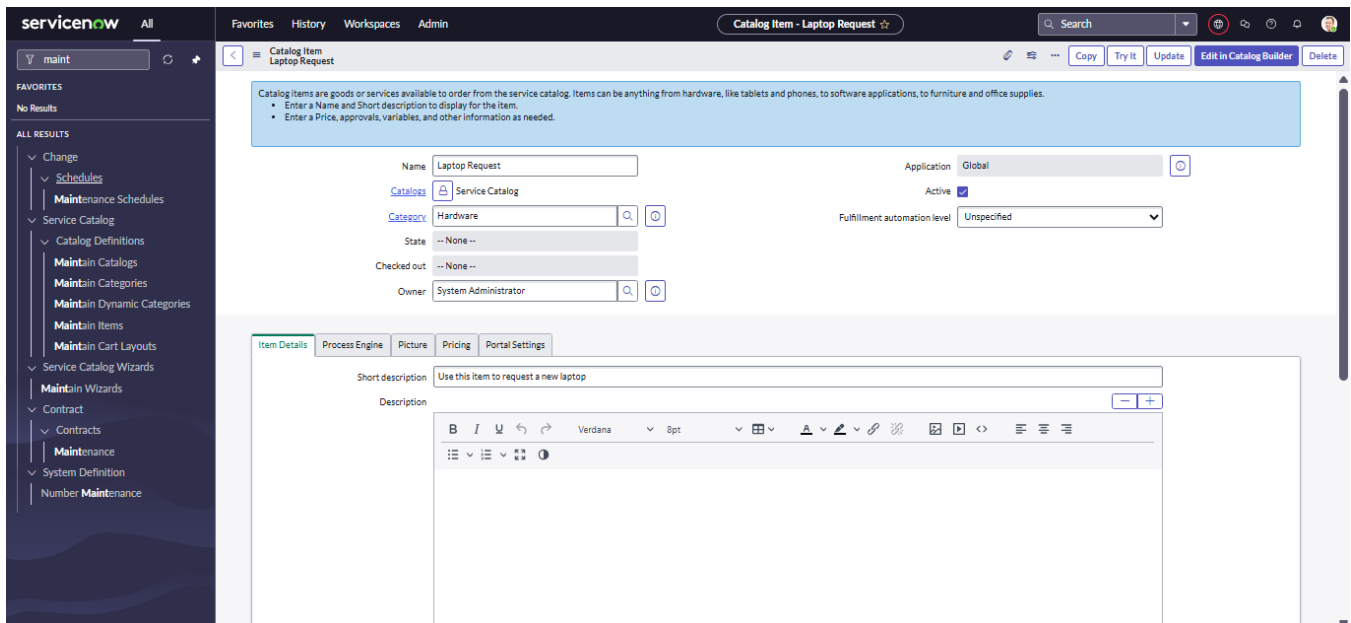
The screenshot shows the ServiceNow 'Update Set - Laptop Request' form. The left sidebar contains navigation links for 'update' and 'ALL RESULTS'. The main form area includes fields for Name (Laptop Request), State (Complete), Parent, Release date, Install date, Installed from, and Description. A context menu is open over the form, showing options like 'Save', 'Insert', 'Analyze Access', 'Configure', 'Export', 'View', 'Create Favorite', 'Copy URL', 'Copy sys\_id', 'Show XML', 'History', and 'Reload form'. The right sidebar shows metadata: Application (Global), Created (2025-09-01 01:57:29), Created by (admin), and Merged to. Below the form, there are 'Related Links' and a table of 'Customer Updates (10)'.

| 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



The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form. The left sidebar contains navigation links for 'maint' and 'ALL RESULTS'. The main form area includes fields for Name (Laptop Request), Application (Global), Catalogs (Service Catalog), Category (Hardware), State (None), Checked out (None), and Owner (System Administrator). The right sidebar shows 'Active' (checked) and 'Fulfillment automation level' (Unspecified). Below the form, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' and a 'Description' field with a rich text editor.

Short description: Use this item to request a new laptop

Description: [Rich text editor area]

**servicenow** All

Variable - New Record

Application: Global

Type: Single Line Text

Catalog Item: Laptop Request

Order: 100

Save record and remain here

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Question: 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

Catalog Item - Laptop Request

Copy Try It Update Edit in Catalog Builder Delete

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.

Meta:

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostics 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         |                     |                        |               |                   |                |              |                                 |                  |                       |                 |

Catalog Item = Laptop Request

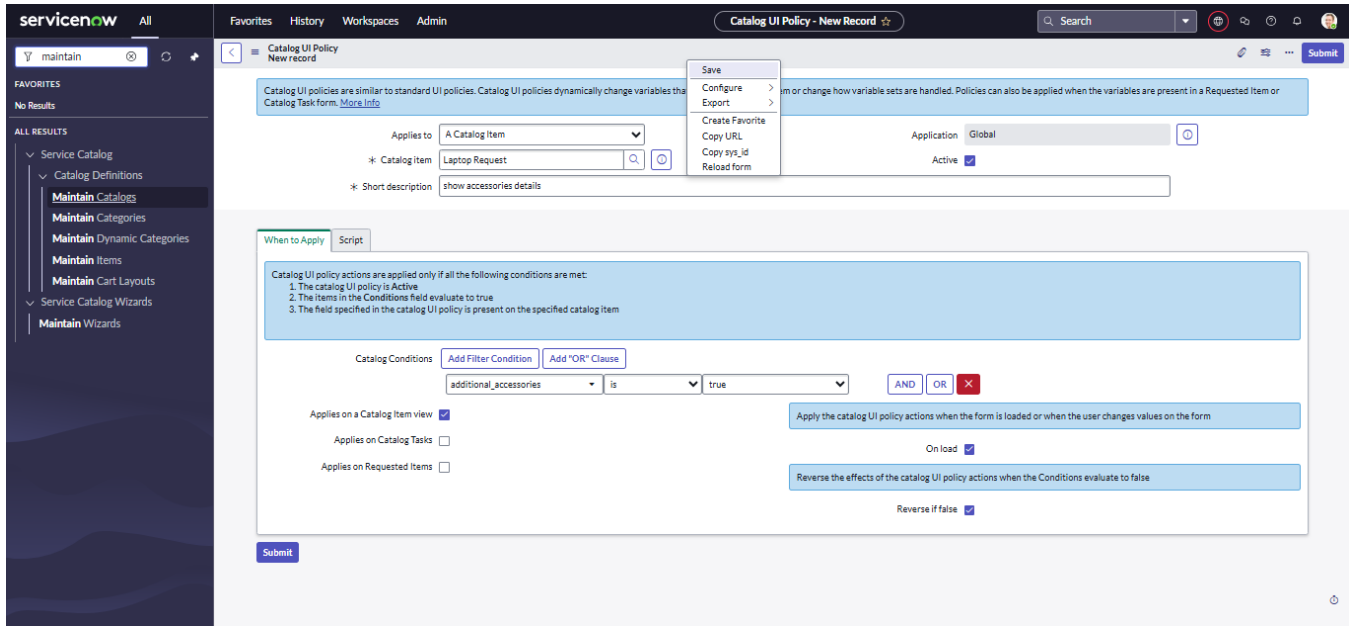
| Type             | Question               | Order |
|------------------|------------------------|-------|
| Single Line Text | Laptop Model           | 100   |
| Multi Line Text  | Justification          | 200   |
| CheckBox         | Additional Accessories | 300   |
| Multi Line Text  | Accessories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

1 to 4 of 4

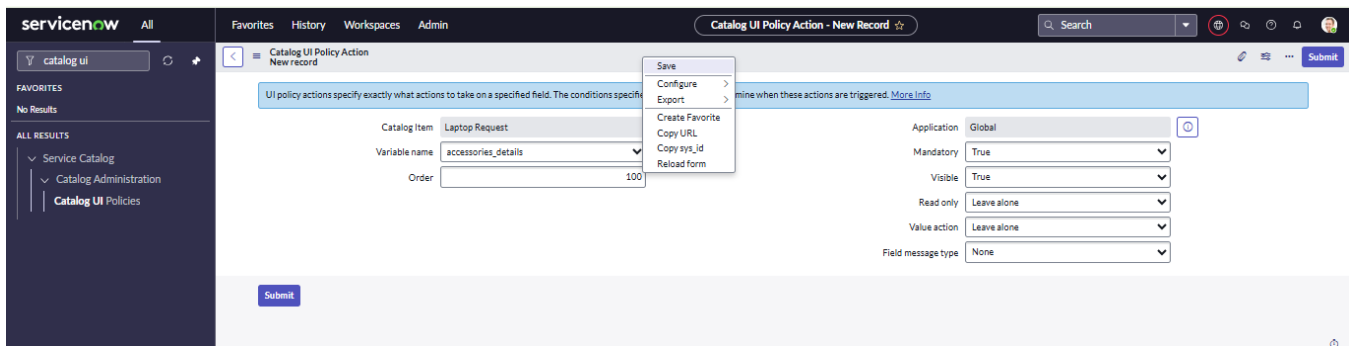
## Step 3: Add Catalog UI Policies

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 search bar with 'maintain' and a list of 'ALL RESULTS' including 'Service Catalog', 'Catalog Definitions', 'Maintain Catalogs', 'Maintain Categories', 'Maintain Dynamic Categories', 'Maintain Items', 'Maintain Cart Layouts', 'Service Catalog Wizards', and 'Maintain Wizards'. The main form area has a title bar with 'Catalog UI Policy - New Record' and a search bar. Below the title bar, there's a description: 'Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are displayed on a form 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](#)'. The form is divided into two tabs: 'When to Apply' and 'Script'. The 'When to Apply' tab is active, showing a 'Catalog Conditions' section with a dropdown menu for 'A Catalog Item', a search bar for 'Laptop Request', and a 'Short description' field with 'show accessories details'. Below this, there's a 'Catalog Conditions' section with a dropdown menu for 'additional\_accessories', a 'is' operator, and a 'true' value. There are also checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). At the bottom, there are checkboxes for 'On load' (checked) and 'Reverse if false' (checked). A 'Submit' button is at the bottom left.



The screenshot shows the 'Catalog UI Policy Action - New Record' form in ServiceNow. The left sidebar contains a search bar with 'catalog ui' and a list of 'ALL RESULTS' including 'Service Catalog', 'Catalog Administration', and 'Catalog UI Policies'. The main form area has a title bar with 'Catalog UI Policy Action - New Record' and a search bar. Below the title bar, there's 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 is divided into two tabs: 'When to Apply' and 'Script'. The 'When to Apply' tab is active, showing a 'Catalog Item' dropdown menu with 'Laptop Request', a 'Variable name' dropdown menu with 'accessories\_details', and an 'Order' field with '100'. Below this, there's a 'Field message type' dropdown menu with 'None'. At the bottom, there's a 'Submit' button.

## 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

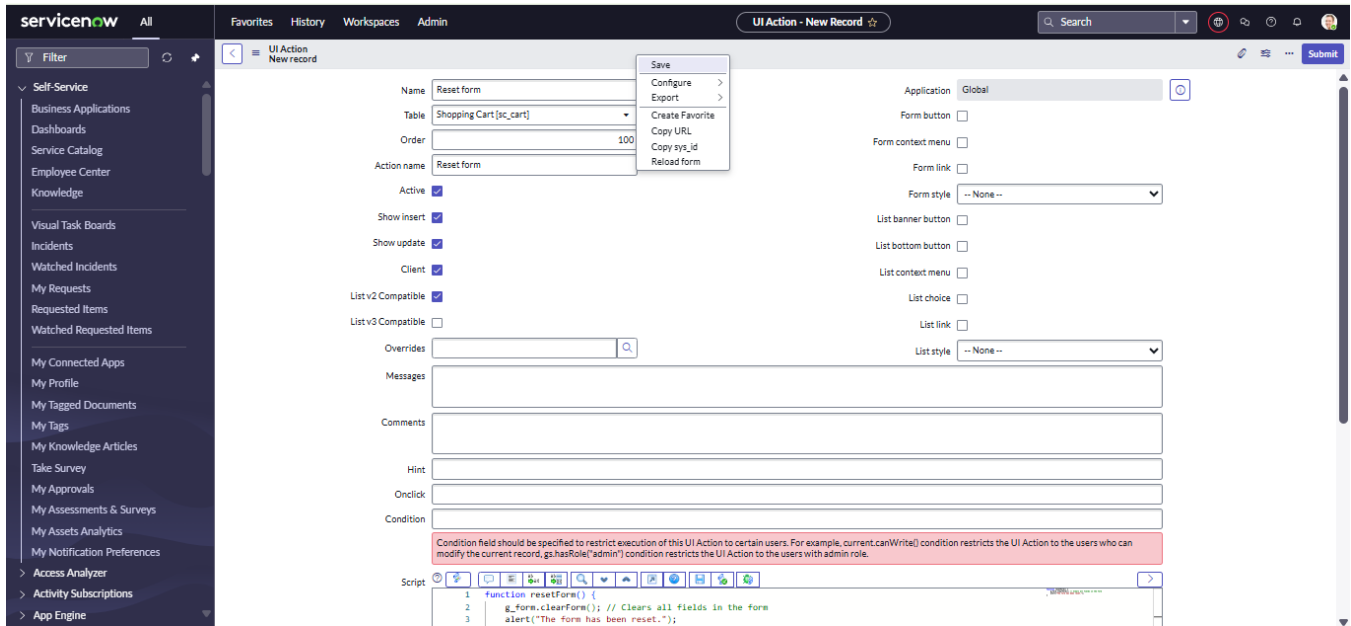
Action name: Reset form

Client : checked

Script:

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

Click on save

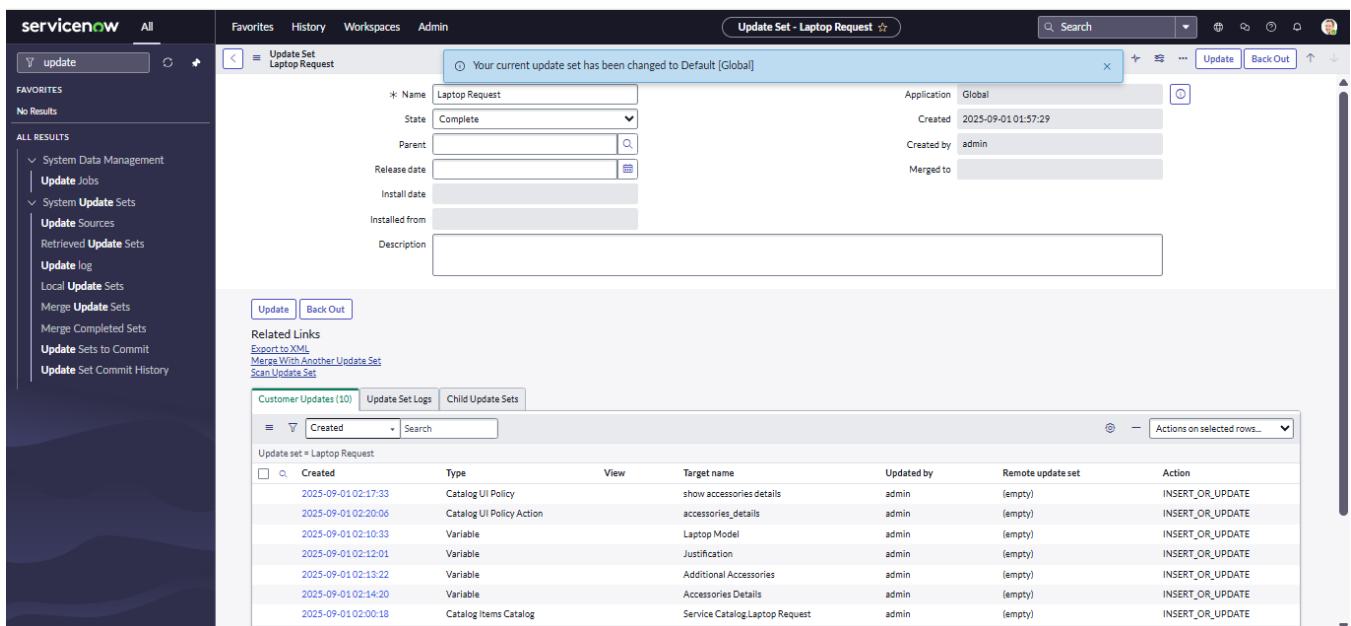


The screenshot shows the 'UI Action - New Record' form in ServiceNow. The form is titled 'UI Action - New Record' and has a search bar. The left sidebar shows the 'Self-Service' menu. The main form area contains fields for 'Name' (Reset form), 'Table' (Shopping Cart [sc\_cart]), 'Order' (100), and 'Action name' (Reset form). There are checkboxes for 'Active', 'Show insert', 'Show update', 'Client', 'List v2 Compatible', and 'List v3 Compatible'. A dropdown menu is open for 'Name', showing options like 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys\_id', and 'Reload form'. The 'Application' is set to 'Global'. There are sections for 'Messages', 'Comments', 'Hint', 'OnClick', and 'Condition'. A red warning message states: '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' form in ServiceNow. The form is titled 'Update Set - Laptop Request' and has a search bar. The left sidebar shows the 'update' menu. The main form area contains fields for 'Name' (Laptop Request), 'State' (Complete), 'Parent', 'Release date', 'Install date', and 'Description'. There are buttons for 'Update' and 'Back Out'. A blue notification message states: 'Your current update set has been changed to Default [Global]'. Below the form, there are 'Related Links' and a table of 'Customer Updates (10)'.

| 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

update

Import XML

Favorites

History

Workspaces

Admin

ServiceNow

Search

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

XML file

Choose file

sys\_remote\_u...dfead322.xml

Step 2: Upload the file

Upload

**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

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: 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

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_8deced9883772210d266f7b6fead3cc | 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_f48ba15883772210d266f7b6fead3d1          | 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

Succeeded 100%

Success! - Succeeded in 2 Seconds

Close

Name: Laptop Request  
Application: Global  
Update source:   
Parent:   
State: Previewed  
Loaded: 2025-09-01 22:56:15  
Description:   
Application name: Global

Update Delete Preview Update Set

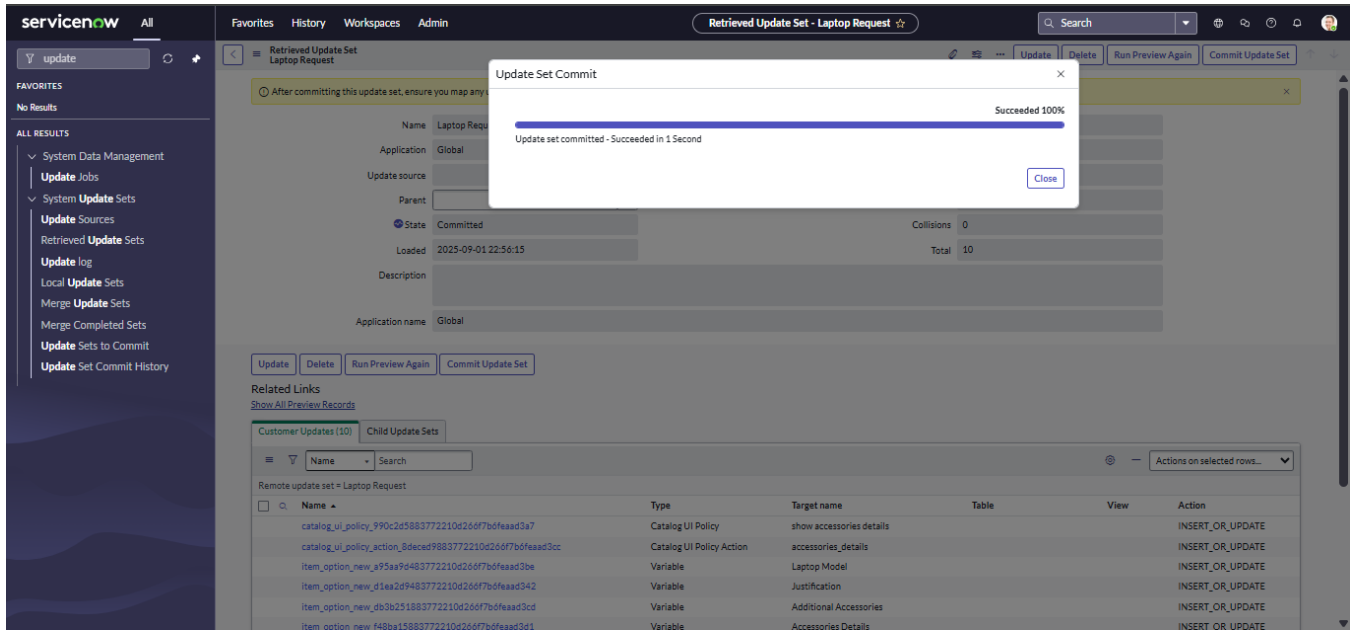
Related Links  
[Export to XML](#)

Customer Updates (10) Child Update Sets

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_8deced9883772210d266f7b6fead3cc | 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_f48ba15883772210d266f7b6fead3d1          | Variable                 | Accessories Details      |       |      | INSERT_OR_UPDATE |





**Update Set Commit**

Update set committed - Succeeded in 1 Second

Close

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

Application name: Global

Buttons: Update, Delete, Run Preview Again, Commit Update Set

Related Links: Show All Preview Records

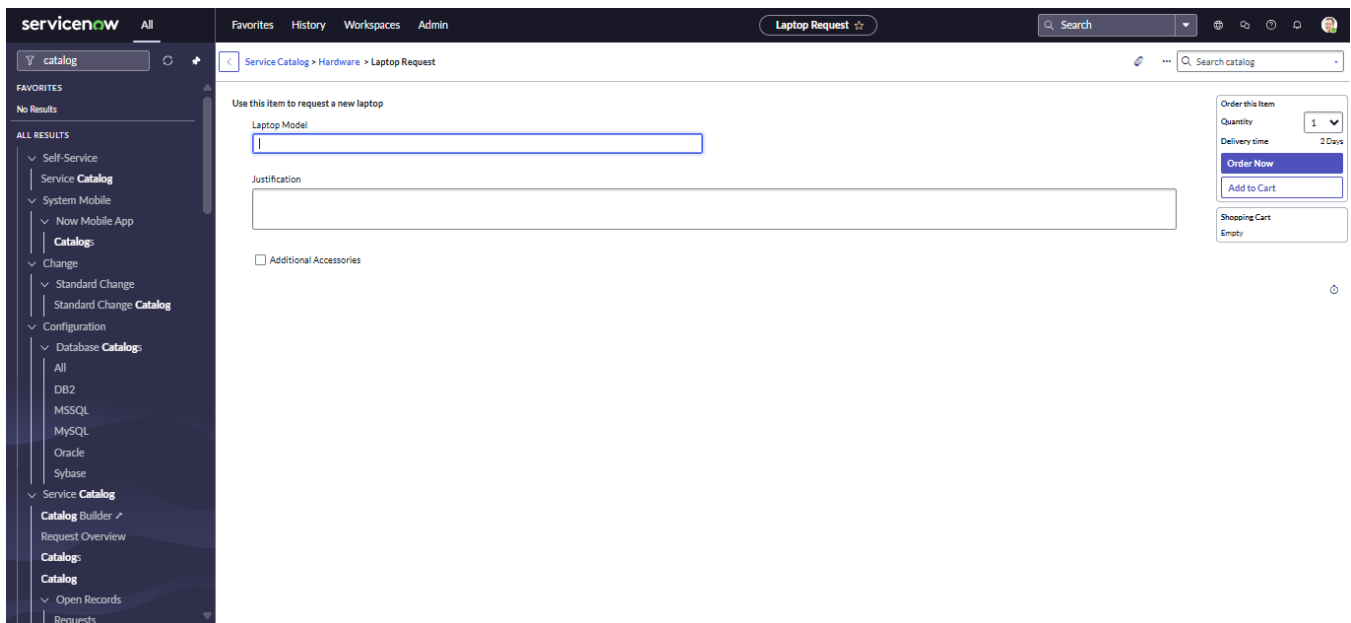
Customer Updates (10) | Child Update Sets

| Name   | Type                     | Target name              | Table | View | Action           |
|--|--------------------------|--------------------------|-------|------|------------------|
| catalog_ui_policy_990c2d5883772210d266f7b6fead3a7        | Catalog UI Policy        | show accessories details |       |      | INSERT_OR_UPDATE |
| catalog_ui_policy_action_8deced9883772210d266f7b6fead3cc | Catalog UI Policy Action | accessories_details      |       |      | INSERT_OR_UPDATE |
| item_option_new_x95aa9d483772210d266f7b6fead3be          | 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_f48ea15883772210d266f7b6fead3d1          | 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



**Service Catalog > Hardware > Laptop Request**

Use this item to request a new laptop

Laptop Model:

Justification:

☐ Additional Accessories

Order this Item

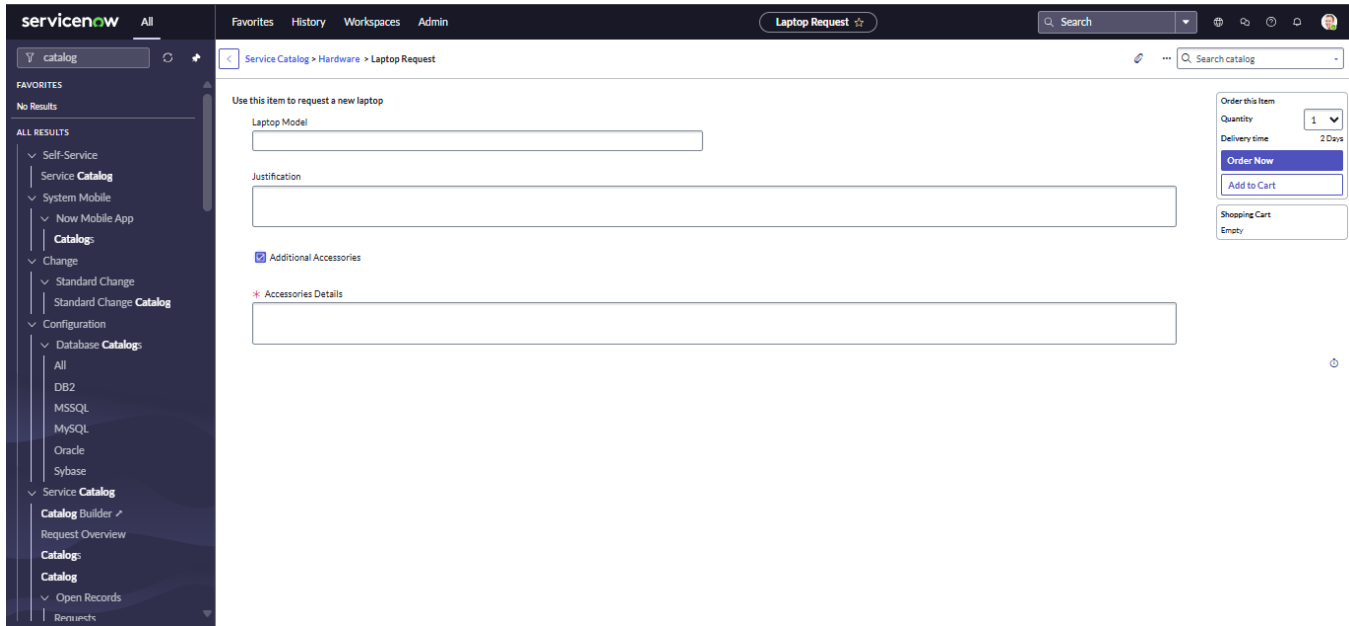
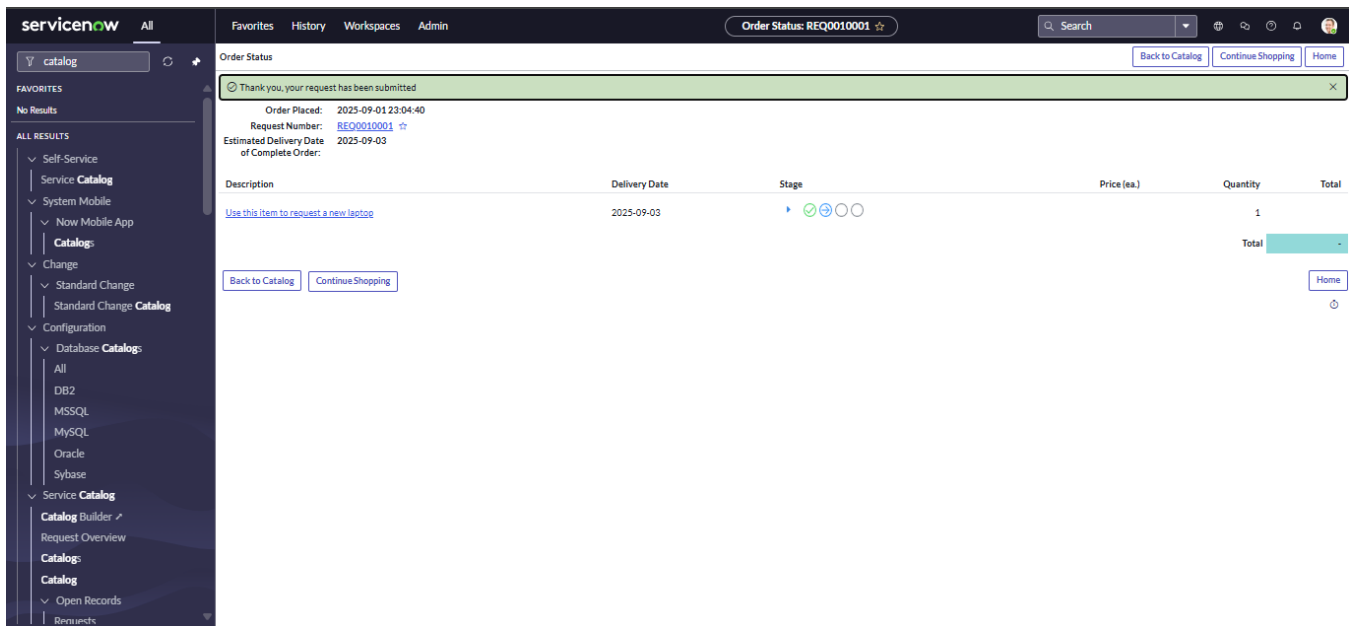
Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart: Empty

| 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> |       |

## 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