

# Laptop Request Catalog Item in ServiceNow

## Project Final Report

### 1. Introduction

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- **Project Name :** Laptop Request Catalog Item
- **Team ID :** LTVIP2026TMIDS55278
- **Team Leader :** Guradasu Mahima Raju
- **Team Members :** Kumanduri Anantha Venkata Sri Vyshnavi, Satyam Sriram Charan

### 2. Project Overview

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- **Objective:**  
To simplify and streamline the laptop request process for employees by creating a dynamic ServiceNow catalog item with validation, reset functionality, and audit tracking for governance and deployment.
- **Description:**
  - This project creates a user-friendly catalog item within ServiceNow to enable employees to request laptops. It eliminates manual inefficiencies by introducing form logic, guided inputs, dynamic visibility of fields based on user selections, and form reset capability. All submissions are tracked, and the request lifecycle is automated through workflows and approvals.
- **Key features:**

Feature	Description
Catalog Item Creation	Enables users to raise requests via a clean, guided form.
Dynamic Form Behavior	Fields show/hide based on selected laptop type or department.
Form Validation	Mandatory fields and valid options ensure proper data collection.
Reset Button	Clears all fields instantly for re-entry.
Workflow Automation	Routes requests through approval chains based on roles or departments.

Audit & Tracking	All actions logged for traceability and governance.
Notifications	Sends updates to requestor and approvers.
Role-Based Access	Only authorized users can access or approve requests.

### 3. Project Ideation Phase

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- **Project Title:** Laptop Request Catalog Item in ServiceNow
- **Problem Statement:** Employees require a simplified, quick process to request work laptops. The existing manual method causes delays and lacks dynamic validation. This project addresses the need by automating the request process through a ServiceNow catalog item with enhanced user experience, form logic, and audit control.

### 4. Requirement Analysis Phase

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- **Tables:** Use existing sc\_req\_item table to store request records.
- **Catalog Item:** Create a new Service Catalog item for laptop request.
- **Client Scripts & UI Policies:** Implement logic for dynamic field display.
- **Workflow:** Automate approval and fulfillment stages.
- **Reset Button:** Add catalog client script for resetting fields.
- **Access Control:** Restrict visibility of request forms and tasks based on roles.
- **Tracking:** Enable audit logs and activity tracking.
- **Conclusion:** Ensure the form is user-friendly, functional, and audit-compliant.

### 5. Project Planning Phase

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- **Project Timeline:**
- Ideation
- Requirement Analysis
- Design (Form fields, UI policies, Client Scripts)
- Development (Catalog item, workflows)
- Testing (Impersonation, field behavior)

- **Review & Finalization**
- **Risk Management:**

Risk	Probability	Impact	Mitigation Strategy
Workflow not triggering properly	Medium	High	Test workflows independently in sub-prod
Reset button fails	Low	Medium	Add fallback catalog client script
Field visibility not dynamic	Medium	High	Use combinations of UI Policies and scripts

- **Task Allocation:**

Task	Assigned To	Time Estimate	Tools Required
Catalog Item Design	Developer	1 Day	ServiceNow Studio
Client Script Development	Developer	2 Days	Catalog Client Scripts
Workflow Configuration	Admin	2 Days	Flow Designer
Reset Button Implementation	Developer	1 Day	Catalog UI Script
Testing & Review	QA Analyst	1 Day	User Impersonation

## 6. Project Design Phase

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### 1. Create Catalog Item

- Navigate to **System Update Sets > Local Update Sets**
- Click on **New**, provide a name like Laptop Request Form Update Set
- Save and set it as the current update set
- This will track all changes made during development for easy migration to other instances



### 3. 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

The screenshot shows the 'Add Variable' form in the SAP Fiori interface. The breadcrumb trail is 'Team Project- Laptop Model | Variable | Team Project'. The form is for a variable named 'Laptop Model' with the type 'Single Line Text' and order '100'. The application is set to 'Global'. The 'Active' checkbox is checked. The 'Mandatory' checkbox is unchecked. The 'Read only' checkbox is unchecked. The 'Hidden' checkbox is unchecked. The 'Disable automatic slot fill based on user context' checkbox is unchecked. The 'Question' tab is selected, showing a text area for the question, a text field for the name 'laptop\_model', a text field for the conversational label, a text field for the tooltip, and a text field for the example text. The 'Related Links' section at the bottom shows 'Run Point Scan?' and 'SN Utils Versions (1)'.

Application | sys\_scope | Global | ⓘ

Type | type | Single Line Text | ▼

Catalog item | cat\_item | Laptop Request | 🔍 ⓘ

Order | order | 100

Active | active | ☒

Mandatory | mandatory | ☐

Read only | read\_only | ☐

Hidden | hidden | ☐

Disable automatic slot fill based on user context | disable\_initial\_slot\_fill | ☐

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 | question\_text | Laptop Model

\* Name | name | laptop\_model

Conversational label | conversational\_label |

Tooltip | tooltip |

Example Text | example\_text |

Copy ? Update ? Delete ?

Related Links

[Run Point Scan?](#)

[SN Utils Versions \(1\)](#)

#### 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

Team Project- Laptop Request | Catalog Item | Team P... Search

Catalog Item  
Laptop Request

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 Diagnostic](#)  
[Show VA render type](#)  
[Run Point Scan](#)  
[\[SN Utils\] Versions \(8\)](#)

Variables (4) Variable Sets Catalog UI Policies (1) 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

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

## 4. 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

Team Project- show accessories details | Catalog UI Policy | Team Project

Catalog UI Policy: show accessories details

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

\* Catalog Item: Laptop Request

\* Short description: show accessories details

Application: Global

Active: ☒

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: ☒

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: ☒

[Update](#) [Delete](#)

Related Links

[Run Point Scan](#)

[SVN Units](#) [Versions \(1\)](#)

Catalog UI Policy Actions

UI policy = show accessories details

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

1 to 1 of 1

## 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.");
}
```

6. Click on save





## 7. 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

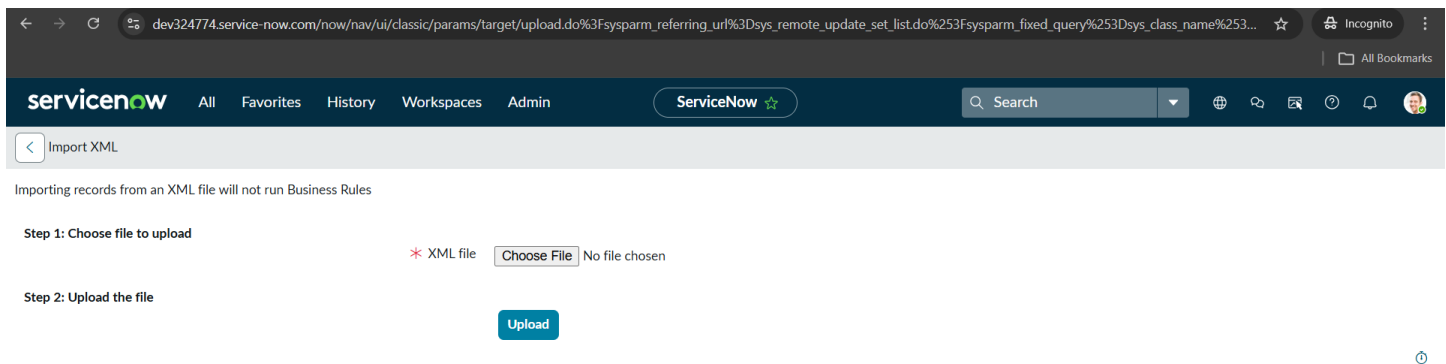
The screenshot displays the ServiceNow interface for 'Retrieved Update Sets'. The left sidebar shows the navigation menu with 'System Update Sets' expanded, and 'Retrieved Update Sets' selected. The main content area shows a table with one entry: 'Laptop Request Project' under the 'Global' application, with a state of 'Committed'. The table includes columns for Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. Below the table, there are 'Related Links' including 'Import Update Set from XML'. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request Project	Global	Committed	(empty)		2026-02-09 08:03:27	2026-02-09 08:19:48	(empty)	(empty)

Related Links

- [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

dev324774.service-now.com/now/nav/ui/classic/params/target/sys\_remote\_update\_set\_list.do%3Fsysparm\_userpref\_module%3Dbf1184a10a0a0b5000d8f781992a9b5e%26sysparm\_fixed\_que...

Incognito

All Bookmarks

servicenowAllFavoritesHistoryWorkspacesAdminRetrieved Update Sets

Search

Retrieved Update SetLaptop Request Project

UpdateDelete

NameLaptop Request Project

ApplicationGlobal

Update source

Parent

StateCommitted

Loaded2026-02-09 08:03:27

Description

Application nameGlobal

Committed2026-02-09 08:19:48

Inserted10

Updated0

Deleted0

Collisions0

Total10

UpdateDelete

Related Links

Show Commit Log

Show All Preview Records

Customer Updates (10)

Child Update Sets

Remote update set = Laptop Request Project

Name	Type	Target name	Table	View	Action
catalog_ui_policy_2b3c4890834332107109f796feaad307	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_f81d8014834332107109f796feaad38d	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_72fa0010834332107109f796feaad362	Variable	Accessories Details			INSERT_OR_UPDATE

dev324774.service-now.com/now/nav/ui/classic/params/target/sys\_remote\_update\_set.do%3Fsys\_id%3D1141d41c834332107109f796feaad37c%26sysparm\_record\_target%3Dsys\_remote\_up...

Incognito

All Bookmarks

servicenowAllFavoritesHistoryWorkspacesRetrieved Update Set - Laptop Request Project

Search

Retrieved Update SetLaptop Request Project

UpdateDelete

UpdateDelete

Related Links

Show Commit Log

Show All Preview Records

Customer Updates (10)

Child Update Sets

Remote update set = Laptop Request Project

Name	Type	Target name	Table	View	Action
catalog_ui_policy_2b3c4890834332107109f796feaad307	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_f81d8014834332107109f796feaad38d	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_72fa0010834332107109f796feaad362	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_8fc888d8830332107109f796feaad384	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_996a4c9c830332107109f796feaad37c	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_e7d94858830332107109f796feaad3b1	Variable	Justification			INSERT_OR_UPDATE
sc_cat_item_ba080c58830332107109f796feaad365	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_16788898830332107109f796feaad366	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_52788898830332107109f796feaad389	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
sys_ui_action_0a2e4494834332107109f796feaad3c9	UI Action	Reset Form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

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## 7. 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.

The screenshot shows the ServiceNow interface for a 'Laptop Request' catalog item. The left sidebar contains the 'Service Catalog' menu. The main content area displays the form for requesting a new laptop. The form includes the following fields and sections:

- Laptop Model:** A text field containing 'Asus Vivobook 16'.
- Justification:** A text field containing 'education'.
- Additional Accessories:** A checkbox that is checked.
- \* Accessories Details:** A section containing a text field with 'Mouse'.

On the right side, there is a sidebar with the following information:

- Order this Item:** A section with a 'Quantity' dropdown set to '1' and a 'Delivery time' of '2 Days'. It includes 'Order Now' and 'Add to Cart' buttons.
- Shopping Cart:** A section showing a list of items in the cart, including 'Laptop Request' and 'Developer Lapt...'. It displays a 'Subtotal' of '£1,101.4402' and includes 'Edit Cart', 'Proceed to Checkout', and 'Continue Shopping' buttons.

ServiceNow Developers x Order Status: REQ0010005 | Ser x +

dev324774.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog\_checkout\_view\_v2.do%3Fv%3D1%26sysparm\_sys\_id%3D679d16ca838332108cab9629fead3e1%... ☆ Incognito All Bookmarks

servicenow All

service catalog

FAVORITES

No Results

ALL RESULTS

- Self-Service
  - Service Catalog
  - Service Catalog
    - Catalog Builder
    - Request Overview
    - Catalogs
    - Catalog
  - Open Records
    - Requests
    - Items
    - Tasks
  - Catalog Definitions
    - My Catalogs
    - My Categories
    - My Items
    - Maintain Catalogs
    - Maintain Categories
    - Renderers
    - Maintain Dynamic Categories

Order Status

Thank you, your request has been submitted

Order Placed: 2026-02-15 04:46:00

Request Number: [REQ0010005](#) ☆

Estimated Delivery Date of Complete Order: 2026-02-17

Back to Catalog Continue Shopping Home

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
<a href="#">Use this item to request a new laptop</a>	2026-02-17	<div>Waiting for Approval (In progress)</div> <div><input type="radio"/> Assess or Scope Task (Pending - has not started)</div> <div><input type="radio"/> Provide Service (Pending - has not started)</div> <div><input type="radio"/> Completed (Pending - has not started)</div>		1	
				Total	-

Back to Catalog Continue Shopping Home

## 8. Conclusion

- The *Laptop Request Catalog Item* was successfully developed and tested using best practices. It features dynamic input handling, reset functionality, and secure deployment using update sets. This ensures fast, error-free laptop requests with complete visibility and audit tracking, improving both user experience and IT governance.