

Laptop Request Catalog Item in ServiceNow

Project Final Report

1. Introduction

- **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

- **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

- **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

- **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

- **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

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

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Global	In progress	Search	2025-12-03 17:23:34	system	(empty)	(empty)
Laptop Request Project	Global	Complete	Search	2026-02-09 07:21:14	admin	(empty)	(empty)

Related Links
[Merge Update Sets](#)

2. Create Service Catalog Item

- Go to **Service Catalog > Maintain Items** • Click **New** to create a new Catalog Item
- Fill in:
 - **Name:** Laptop Request Form
 - **Catalog:** Service Catalog
 - **Category:** Hardware or Employee Services
 - Save the item

Catalog Item
Laptop Request

Build and modify items faster with the improved Catalog Builder.

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	Active	<input checked="" type="checkbox"/>
Category	Hardware	Fulfillment automation level	Unspecified
State	-- None --		
Checked out	-- None --		
Owner	System Administrator		

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

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 SAP Fiori interface for creating a new variable named 'laptop_model'. The variable is defined as a 'Single Line Text' type, associated with the catalog item 'Laptop Request', and has an order of 100. It is marked as active. The 'Question' tab is selected, providing a template for user input. The 'Question' field contains 'Specify the Question that explains the options available to the end user when ordering the item'. Below it, there are fields for 'question_text' (Laptop Model), 'name' (laptop_model), 'conversational_label', 'tooltip', and 'example_text'. At the bottom of the screen, there are buttons for 'Copy', 'Update', and 'Delete'.

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

The screenshot shows the 'Catalog Item' screen for a 'Laptop Request'. At the top, there's a navigation bar with links for All, Favorites, History, Workspaces, Admin, and a search bar. Below the header, the title 'Catalog Item Laptop Request' is displayed. A large text area labeled 'Meta' is present, with a note below it: '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, there are buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete. Under 'Related Links', there are links for Item Diagnostic, Show VA render type, Run Point Scan, and [SN Utils] Versions (8). A tab bar at the bottom includes 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, and Related Catalog Items. The main content area shows a table titled 'Assigned Topics' for the 'Catalog item = Laptop Request'. The table has columns for Type, Question, and Order. The data is as follows:

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

4. Create Catalog UI Policies

- Click on all>> search for service catalog
- Select maintain item under catalog definition
- Search for 'laptop request' which is created before
- Select 'laptop request' and scroll down click on "Catalog Ui policies"
- In the catalog ui policies related list tab click on new
- Give short description as: show accessories details
- Set the Catalog Condition in the related list tab 'when to apply'
[field: additional_accessories, operator: is, value: true]
- Click on **save**.(do not click on submit)
- Scroll down and select 'catalog ui action'
- Then click on new button
- Select variable name as: accessories_details Order:100
Mandatory: True
Visible : True
- Click on save and again click save button of the catalog ui policy form

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 X

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

Reverse if false:

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

Related Links

- Run Point Scan
- [SN_Utils] Versions (1)

Catalog UI Policy Actions Order Search

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

The screenshot shows the configuration of a UI Action named 'Reset Form'. The action is set to run on the 'Shopping Cart [sc_cart]' table, order 100, and is named 'Reset Form'. It is active and has several visibility options checked: Show insert, Show update, Client, List v2 Compatible, and List v3 Compatible. The application scope is Global. There are also various form context menu, link, and banner button options available.

6. 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

The screenshot shows the 'Update Set' management page for the 'Laptop Request Project'. The update set is named 'Laptop Request Project', has a state of 'Complete', and was created by 'admin' on 2026-02-09 07:21:14. The 'Description' field is empty. Below the form, there are tabs for 'Customer Updates (10)', 'Update Set Logs', 'Child Update Sets', and 'Install History'. The 'Customer Updates' table lists 10 rows of changes made to various catalog items and UI actions, all with an 'Action' column value of 'INSERT_OR_UPDATE'.

Created	Type	View	Target name	Updated by	Remote update set	Action
2026-02-09 07:44:00	Catalog UI Policy	show accessories details	admin	(empty)		INSERT_OR_UPDATE
2026-02-09 07:45:56	Catalog UI Policy Action	accessories_details	admin	(empty)		INSERT_OR_UPDATE
2026-02-09 07:36:56	Variable	Accessories Details	admin	(empty)		INSERT_OR_UPDATE
2026-02-09 07:29:42	Variable	Laptop Model	admin	(empty)		INSERT_OR_UPDATE
2026-02-09 07:34:35	Variable	Additional Accessories	admin	(empty)		INSERT_OR_UPDATE
2026-02-09 07:32:25	Variable	Justification	admin	(empty)		INSERT_OR_UPDATE
2026-02-09 07:25:00	Catalog Item	Laptop Request	admin	(empty)		INSERT_OR_UPDATE
2026-02-09 07:25:00	Catalog Items Catalog	Service Catalog Laptop Request	admin	(empty)		INSERT_OR_UPDATE
2026-02-09 07:25:00	Catalog Item Category	Hardware Laptop Request	admin	(empty)		INSERT_OR_UPDATE
2026-02-09 07:53:22	UI Action	Reset Form	admin	(empty)		INSERT_OR_UPDATE

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 shows the ServiceNow web interface with the following details:

- Header:** The top navigation bar includes tabs for Favorites, History, Workspaces, Admin, and the current view, "Retrieved Update Sets".
- Search Bar:** A search bar at the top right contains the placeholder "Name" and a "Search" button.
- Table:** The main content area displays a table titled "Retrieved Update Sets" with one row of data. The columns are: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. The single row shows:

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:** Below the table, there is a link labeled "Import Update Set from XML".
- Left Sidebar:** The sidebar on the left lists various update set-related options under "ALL RESULTS": System Update Sets, Update Sources, Retrieved Update Sets, Update log, Local Update Sets, Merge Update Sets, Merge Completed Sets, Update Sets to Commit, and Update Set Commit History.

7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file No file chosen

Step 2: Upload the file

-
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

Retrieved Update Sets

Name	Laptop Request Project	Committed	2026-02-09 08:19:48
Application	Global	Inserted	10
Update source		Updated	0
Parent		Deleted	0
State	Committed	Collisions	0
Loaded	2026-02-09 08:03:27	Total	10
Description			
Application name	Global		

Related Links

Show Commit Log
Show All Preview Records

Customer Updates (10) **Child Update Sets**

Name	Type	Target name	Table	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

Retrieved Update Set - Laptop Request Project

Name	Type	Target name	Table	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

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 a ServiceNow application window titled 'Laptop Request | ServiceNow'. The left sidebar navigation bar is visible, showing 'service catalog' is selected. The main content area displays a 'Laptop Request' form. The form includes fields for 'Laptop Model' (Asus Vivobook 16), 'Justification' (education), and an 'Accessories Details' field (Mouse). A checkbox labeled 'Additional Accessories' is checked. To the right of the form, there is a 'Shopping Cart' summary table:

Order this item	
Quantity	1
Delivery time	2 Days
Order Now	
Add to Cart	
Shopping Cart	
1 Laptop Request	£1,101...
1 Developer Lapt...	+ £73,4783 Annually
Subtotal	£1,101,4402
Edit Cart	
Proceed to Checkout	
Continue Shopping	

The screenshot shows the ServiceNow Service Catalog Order Status page. The URL in the address bar is [https://dev324774.service-now.com/nav/ui/classic/params/target/com.glideapp.servicecatalog_checkout_view_v2.do%3Fv%3D1%26sysparm_sys_id%3D679d16ca83832108cab9629fead3e1%](https://dev324774.service-now.com/nav/ui/classic/params/target/com.glideapp.servicecatalog_checkout_view_v2.do%3Fv%3D1%26sysparm_sys_id%3D679d16ca83832108cab9629fead3e1%...). The page title is "Order Status: REQ0010005". The main content area displays a success message: "Thank you, your request has been submitted". It shows the following details:

- Order Placed: 2026-02-15 04:46:00
- Request Number: [REQ0010005](#)
- Estimated Delivery Date of Complete Order: 2026-02-17

A table lists the request details:

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

Buttons at the bottom include "Back to Catalog", "Continue Shopping", and "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.