

LAPTOP REQUEST CATALOG ITEM

Objective :

The primary objective of this project is to automate and streamline the employee laptop request process within ServiceNow. This is achieved by creating a dynamic, user-friendly Service Catalog Item that ensures accurate data collection, provides a guided user experience, and tracks all development changes in a dedicated Update Set for seamless deployment.

Introduction :

This project addresses the inefficiencies inherent in the organization's existing manual process for requesting laptops. That manual system is prone to delays and errors due to a lack of structure. The implemented solution, the Laptop Request Catalog Item, transforms this process into a governed, digital workflow. Key features include the use of variables to capture specific user needs (like laptop model and justification), the implementation of a Catalog UI Policy for conditional visibility of fields, and the creation of a UI Action to enhance user experience on the shopping cart. All work is captured in the Laptop Request Update Set to facilitate system migration and governance.

Implementation Steps :

Step 3.1. Create Local Update Set

1. Navigate to **System Update Sets > Local Update Sets**.
2. Create a new set named **Laptop Request**.
3. Select **Submit and Make Current** to ensure all development work is tracked.

servicenow All Favorites History Workspaces **Update Set - Laptop Request Project** Search

Update Set - Laptop Request Project Update Back Out

* Name: Laptop Request Project Application: Global
 State: In progress Created: 2025-10-27 07:30:06
 Parent: Created by: admin
 Release date: Merged to:
 Install date:
 Installed from:
 Description:

Update Back Out

Related Links
 Export to XML
 Merge With Another Update Set
 Scan Update Set

Customer Updates (11) Update Set Logs Child Update Sets

Created Search Actions on selected rows...

Update set = Laptop Request Project

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-27 07:38:54	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-10-27 07:39:49	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE

Step 3.2. Create Service Catalog Item

- Go to **Service Catalog > Catalog Definitions > Maintain Items**.
- Click **New** and fill in the details:
 - Name** : Laptop Request
 - Catalog** : Service Catalog
 - Category** : Hardware
 - Short Description** : Use this item to request a new laptop
- Click **SAVE**

servicenow All Favorites History Workspaces **Catalog Item - Laptop Rquest** Search

Catalog Item - Laptop Rquest Copy Try It Update Edit in Catalog Builder Delete

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 Rquest Application: Global
 Catalogs: Service Catalog Active: ☒
 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

Description:

B I U ↶ ↷ Verdana 8pt

Step 3.3. Add Form Variables

Add the following four variables in the **Variables** related list of the item:

Variable Name	Type	Order	Purpose
laptop_model	Single line text	100	Capture the desired laptop model.
justification	Multi line text	200	Capture the reason for the request.
additional_accessories	Checkbox	300	Flag if extra accessories are needed.
accessories_details	Multi line text	400	Capture specific details about accessories.

servicenow

AllFavoritesHistoryWorkspaces

Catalog Item - Laptop Rquest

Search

<

≡

Catalog Item

Laptop Rquest

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 Diagnostic](#)

[Run Point Scan](#)

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

⊙

—

Actions on selected rows...

New

Catalog Item = Laptop Rquest

Q

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 3.4. Create Catalog UI Policy (Dynamic Logic)

1. Create a new **Catalog UI Policy** named **show accessories details**.
2. Set the **Condition** to: additional_accessories is true.
3. Create a **Catalog UI Policy Action** for the **accessories_details** variable, setting **Mandatory** and **Visible** to True. This hides the details field unless the user checks the accessories box.

The screenshot displays the ServiceNow interface for configuring a Catalog UI Policy. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main header shows 'Catalog UI Policy - show accessories details' with 'Update' and 'Delete' buttons.

The policy configuration section includes:

- Applies to:** A Catalog Item (dropdown)
- Application:** Global (dropdown)
- * Catalog item:** Laptop Rquest (text input with search icon)
- Active:** ☒
- * Short description:** show accessories details (text input)

The 'When to Apply' tab is selected, showing a list of conditions:

- 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](#)
- 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

The 'Catalog Conditions' section shows a single condition: 'additional_accessories' is 'true'. The 'AND' button is highlighted. The 'OR' button is disabled. The 'Reverse if false' checkbox is checked.

The 'Applies on a Catalog Item view' checkbox is checked. The 'Applies on Catalog Tasks' and 'Applies on Requested Items' checkboxes are unchecked.

The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' checkbox is checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is checked.

The 'Catalog UI Policy Action - accessories_details' section shows the following configuration:

- Catalog Item:** Laptop Rquest
- Variable name:** accessories_details (dropdown)
- Order:** 100
- Application:** Global (dropdown)
- Mandatory:** True (dropdown)
- Visible:** True (dropdown)
- Read only:** Leave alone (dropdown)
- Value action:** Leave alone (dropdown)
- Field message type:** None (dropdown)

The 'Update' and 'Delete' buttons are visible at the bottom left. The 'Related Links' section shows 'Run Point Scan'.

Step 3.5. Create UI Action (Reset Form)

1. Navigate to **System Definition > UI Actions**.

2. Create a new action with the following:

- **Table** : Shopping Cart [sc_cart]
- **Action name** : Reset form
- **Client** : Check the box.
- **Script**:

```
function resetForm() {  
    // Clears all form fields  
    g_form.clearForm();  
    // Notifies the user  
    alert('The form has been reset.');
```

3. Click **Save**.

The screenshot shows the ServiceNow UI Action configuration page for 'Reset form'. The page is titled 'UI Action - Reset form' and includes a search bar and navigation links. The configuration is divided into two main sections: 'General' and 'Form'. In the 'General' section, the 'Name' is 'Reset form', the 'Table' is 'Shopping Cart [sc_cart]', and the 'Order' is '100'. The 'Action name' is 'Reset form'. The 'Active' checkbox is checked, and the 'Client' checkbox is also checked. In the 'Form' section, the 'Form button' checkbox is checked, and the 'Form style' is set to '-- None --'. The 'Form context menu' checkbox is checked, and the 'Form link' checkbox is checked. The 'Form style' dropdown is set to '-- None --'. The 'List banner button' checkbox is checked, and the 'List bottom button' checkbox is checked. The 'List context menu' checkbox is checked, and the 'List choice' checkbox is checked. The 'List link' checkbox is checked, and the 'List style' dropdown is set to '-- None --'. The 'List v2 Compatible' checkbox is checked, and the 'List v3 Compatible' checkbox is checked. The 'Overrides' field is empty.

Step 3.6. Export Update Set

1. Navigate to **System Update Sets > Local Update Sets**.

2. Open **Laptop Request** and set the state to **Complete**.

3. Download the file by clicking on **Export to XML**.

Step 3.8. Testing

1. Navigate to **Service Catalog > Catalog** in the target instance.
2. Open **Hardware**
3. As per our scenario, when we click on **Additional Accessories** checkbox then **Accessories Details** field will be visible and that should be mandatory.

The screenshot shows the ServiceNow interface for a 'Laptop Request' form. The breadcrumb trail is 'Service Catalog > Hardware > Laptop Request'. The form title is 'Use this item to request a new laptop'. There are three main input fields: 'Laptop Model' (containing 'HP'), 'Justification' (empty), and 'Additional Accessories' (unchecked checkbox). On the right side, there is a summary box showing 'Order this Item' with 'Quantity' set to 1 and 'Delivery time' of 2 Days. Below this are buttons for 'Order Now' and 'Add to Cart'. At the bottom right, a 'Shopping Cart' section shows it is 'Empty'. A small help icon is visible at the bottom right of the form area.

This screenshot shows the same 'Laptop Request' form, but with the 'Additional Accessories' checkbox checked. This action has triggered the appearance of a new mandatory field, indicated by a red asterisk (*), labeled 'Accessories Details'. This field is currently empty. The rest of the form, including the 'Laptop Model' field with 'HP', the 'Justification' field, and the right-hand summary and cart sections, remains unchanged from the previous screenshot.

Conclusion :

The Laptop Request Catalog Item project successfully delivered a complete, governed, and user-friendly solution for managing employee laptop requests. By capturing all changes in the designated Update Set, the project ensures adherence to deployment best practices. The dynamic logic provided by the UI Policy streamlines the form experience, and the added Reset form UI Action enhances overall user satisfaction. The solution is now ready for formal testing and subsequent migration to higher environments.