

# **Laptop Request Catalog Item (ServiceNow)**

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**Team Members: 4**

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## **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 displays the ServiceNow interface for creating a new local update set. The form is titled 'Update Set - Laptop Request'. The left sidebar shows the navigation menu with 'Update Jobs' and 'Update Sets' expanded. The main form fields are as follows:

Field	Value
Name	Laptop Request
State	In progress
Application	Global
Created	2025-09-01 01:57:29
Created by	admin
Release date	
Install date	
Installed from	
Description	

Below the form, there is a section for 'Related Links' with links to 'Merge With Another Update Set' and 'Scan Update Set'. Below that is a table of 'Customer Updates'.

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

**servicenow** All

Update Set - Laptop Request

Update Set: Laptop Request

Name: Laptop Request

State: Complete

Parent:

Release date:

Install date:

Installed from:

Description:

Application: Global

Created: 2025-09-01 01:57:29

Created by: admin

Merged to:

Update

Related Links

[Merge With Another Update Set](#)

[Scan Update Set](#)

Customer Updates (10)

Update Set Logs

Child Update Sets

Update set = Laptop Request

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

**servicenow** All

Catalog Item - Laptop Request

Catalog Item: Laptop Request

Name: Laptop Request

Application: Global

Catalogs: Service Catalog

Category: Hardware

State: --None--

Checked out: --None--

Owner: System Administrator

Active: ☒

Fulfillment automation level: Unspecified

Item Details

Process Engine

Picture

Pricing

Portal Settings

Short description: Use this item to request a new laptop

Description:

servicenow All

maintain

FAVORITES  
No Results

ALL RESULTS

- Service Catalog
- Catalog Definitions
  - Maintain Catalogs**
  - Maintain Categories
  - Maintain Dynamic Categories
  - Maintain Items
  - Maintain Cart Layouts
- Service Catalog Wizards
- Maintain Wizards

Variable - New Record

Application: Global

Type: Single Line Text

Catalog Item: Laptop Request

Order: 100

Save

- Configure
- Export
- Create Favorite
- Copy URL
- Copy sys\_id
- Reload form

Active ☒

Mandatory ☐

Read only ☐

Hidden ☐

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: Laptop Model

\* Name: laptop\_model

Conversational label

Tooltip

Example Text

Submit

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maintain

FAVORITES  
No Results

ALL RESULTS

- Service Catalog
- Catalog Definitions
  - Maintain Catalogs**
  - Maintain Categories
  - Maintain Dynamic Categories
  - Maintain Items
  - Maintain Cart Layouts
- Service Catalog Wizards
- Maintain Wizards

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 Search

Actions on selected rows... New

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

#### 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' configuration page in ServiceNow. The left sidebar contains navigation links for Self-Service, Business Applications, Dashboards, Service Catalog, Employee Center, Knowledge, Visual Task Boards, Incidents, Watched Incidents, My Requests, Requested Items, Watched Requested Items, My Connected Apps, My Profile, My Tagged Documents, My Tags, My Knowledge Articles, Take Survey, My Approvals, My Assessments & Surveys, My Assets Analytics, My Notification Preferences, Access Analyzer, Activity Subscriptions, and App Engine.

The main configuration area includes the following fields and options:

- Name:** Reset form
- Table:** Shopping Cart [sc\_cart]
- Order:** 100
- Action name:** Reset form
- Active:** ☒
- Show insert:** ☒
- Show update:** ☒
- Client:** ☐
- List v2 Compatible:** ☒
- List v3 Compatible:** ☐
- Overrides:**
- Messages:**
- Comments:**
- Hint:**
- OnClick:**
- Condition:**
- Script:**

```

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

```
- Application:** Global
- Form button:** ☐
- Form context menu:** ☐
- Form link:** ☐
- Form style:** -- None --
- List banner button:** ☐
- List bottom button:** ☐
- List context menu:** ☐
- List choice:** ☐
- List link:** ☐
- List style:** -- None --

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."

## 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' configuration page in ServiceNow. The left sidebar contains navigation links for update, update jobs, 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.

The main configuration area includes the following fields and options:

- Name:** Laptop Request
- State:** Complete
- Parent:**
- Release date:**
- Install date:**
- Installed from:**
- Description:**
- Application:** Global
- Created:** 2025-09-01 01:57:29
- Created by:** admin
- Merged to:**

Buttons: Update, Back Out

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

Customer Updates (10) | Update Set Logs | Child Update Sets

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

+

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

FavoritesHistoryWorkspacesAdmin

Retrieved Update Sets

Search

Retrieved Update Sets

NameSearch

All > Class = Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
<div><div>No records to display</div></div>								

Related Links

[Import Update Set from XML](#)

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

FavoritesHistoryWorkspacesAdmin

ServiceNow

Search

ImportXML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

XML file

Choose file

sys\_remote\_u...ofeasd322.xml

Step 2: Upload the file

Upload

servicenow

All

update

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

FavoritesHistoryWorkspacesAdmin

Retrieved Update Set - Laptop Request

Search

UpdateDeletePreview Update Set

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.

NameLaptop Request

ApplicationGlobal

Update source

Parent

StateLoaded

Loaded2025-09-01 22:56:15

Description

Application nameGlobal

Committed

Inserted

Deleted

UpdateDeletePreview Update Set

Related Links

Export to XML

Customer Updates (10)Child Update Sets

NameSearch

Actions on selected rows...

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

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

FavoritesHistoryWorkspacesAdmin

Retrieved Update Set - Laptop Request

Search

UpdateDeletePreview Update Set

Update Set Preview

Succeeded 100%

Success! - Succeeded in 2 Seconds

Close

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.

NameLaptop Request

ApplicationGlobal

Update source

Parent

StatePreviewed

Loaded2025-09-01 22:56:15

Description

Application nameGlobal

Collisions0

Total10

UpdateDeletePreview Update Set

Related Links

Export to XML

Customer Updates (10)Child Update Sets

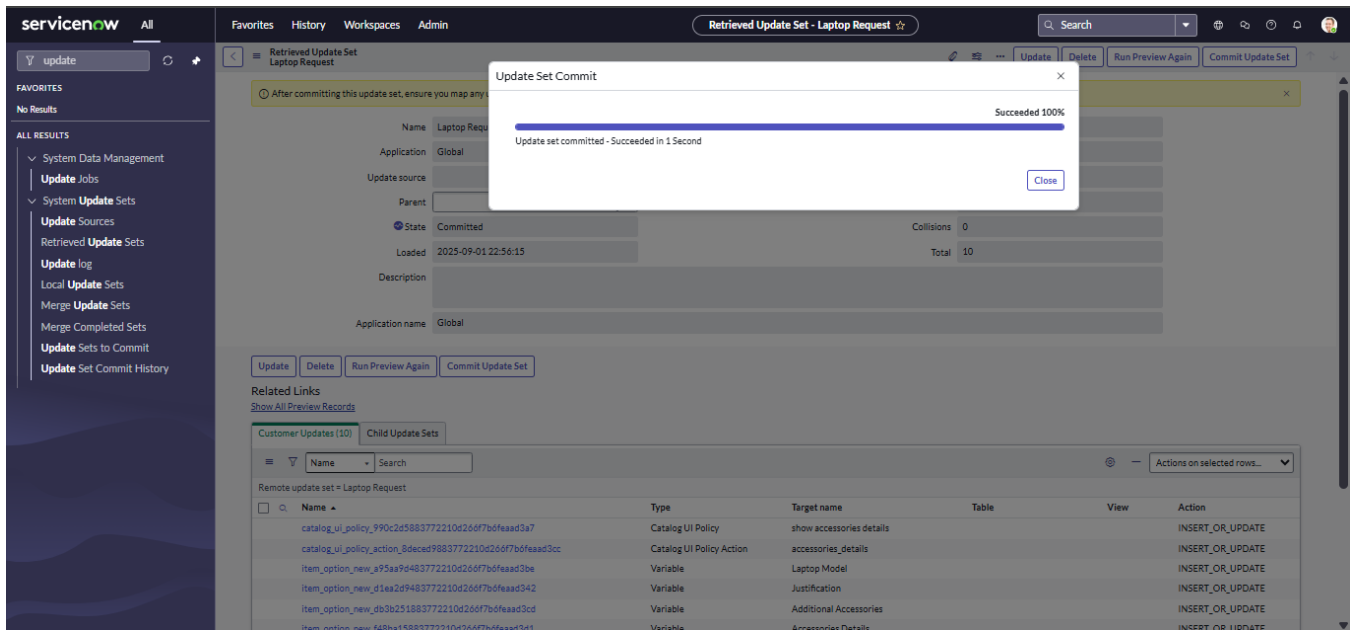
NameSearch

Actions on selected rows...

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

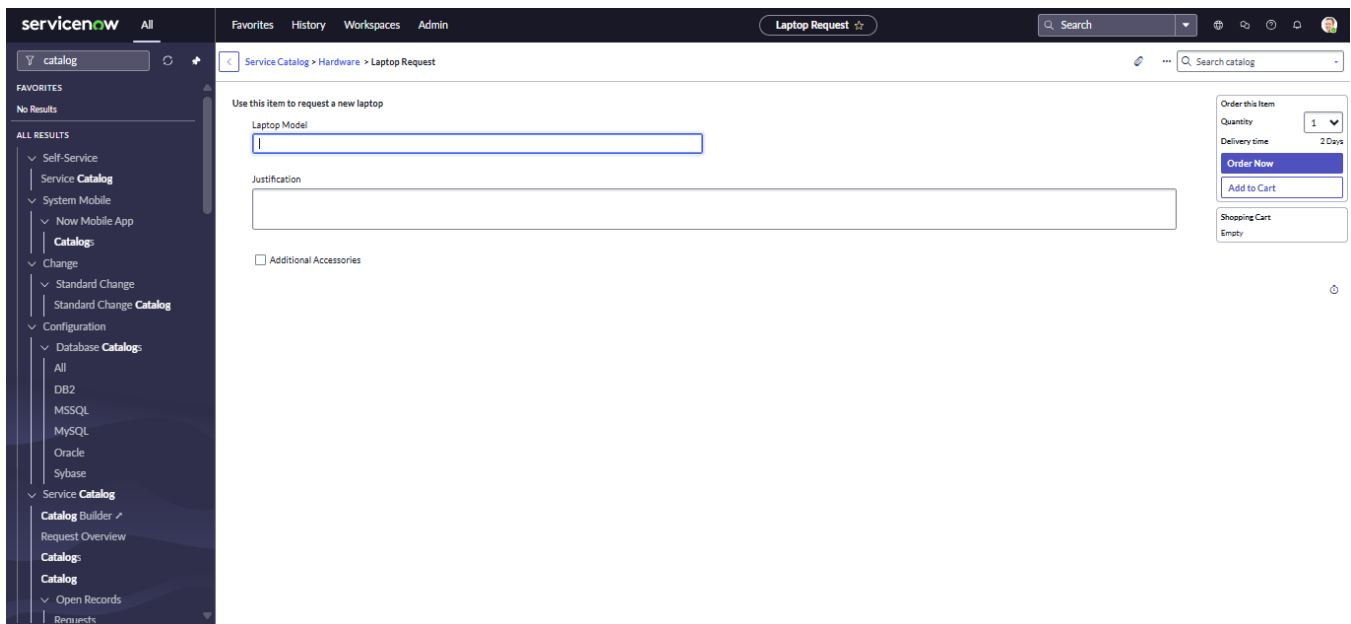




## Step 7: Test the Catalog Item

Submit a test request and verify:

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



ServiceNow interface showing the 'Laptop Request' catalog item form. The left sidebar contains the navigation menu. The main form area includes fields for 'Laptop Model', 'Justification', and 'Additional Accessories'. A right-hand panel displays 'Order this Item' with a quantity of 1 and a delivery time of 2 days, along with 'Order Now' and 'Add to Cart' buttons.

ServiceNow interface showing the 'Order Status' page for request REQ0010001. The page displays a confirmation message: "Thank you, your request has been submitted". Below this, the order details are shown, including the order placed date (2025-09-01 23:04:40), request number (REQ0010001), and estimated delivery date (2025-09-03). A table lists the ordered items.

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