# Laptop Request Catalog Item (ServiceNow)

## Team Id: LTVIP2026TMIDS24880

## Team Members: 4

### Team Leader: Golla Naga Pavan

**Team Member 1: Chintalapudi Vaishnavi**

**Team Member 2: Devarajugattu Naga**

**Karthik**

**Team member 3: CH. Devika**

**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

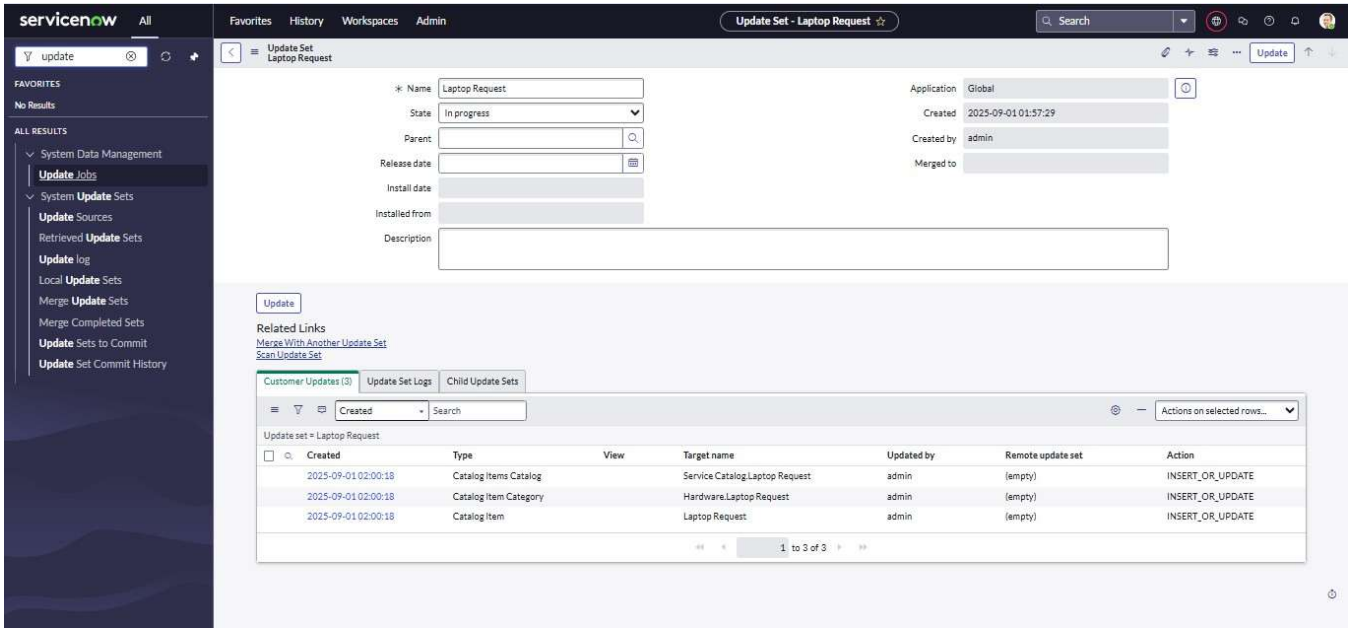
Employees in the organization need a quick and efficient way to request laptops for work. The current manual process
is prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection.

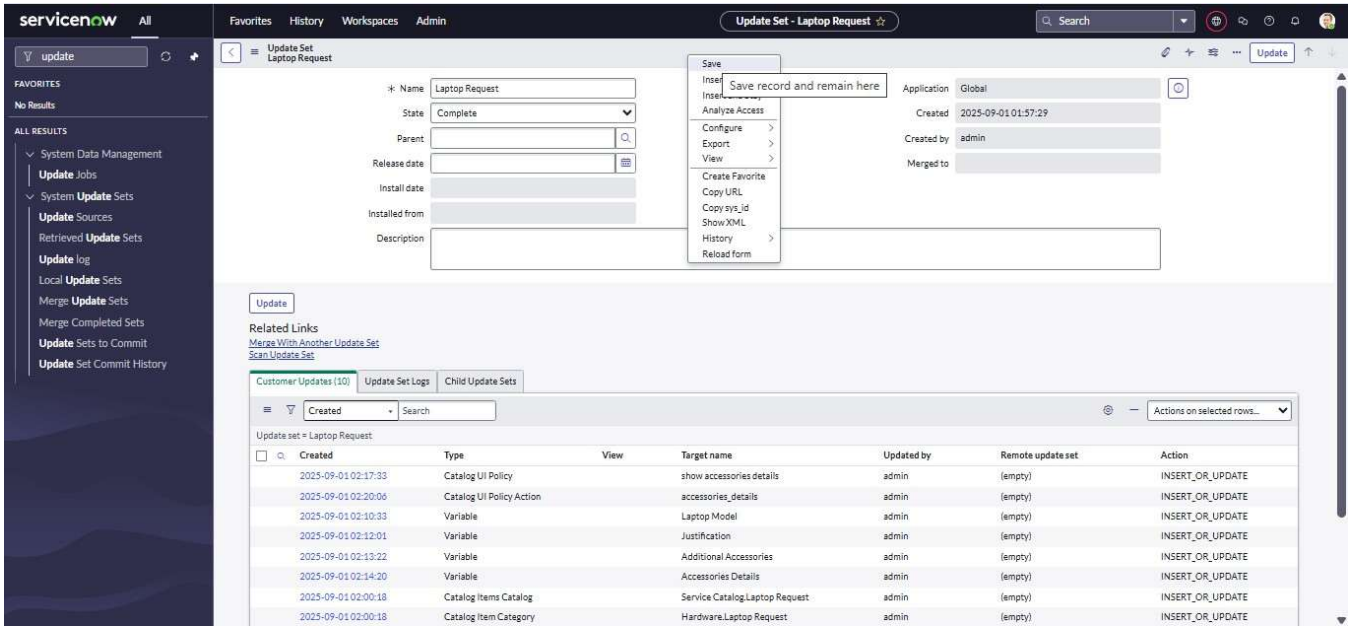
To solve this, a ServiceNow Catalog Item has been developed that includes:
- Dynamic fields
- Form reset functionality
- Clear instructions for users
- Full change tracking for governance and deployment

### 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.

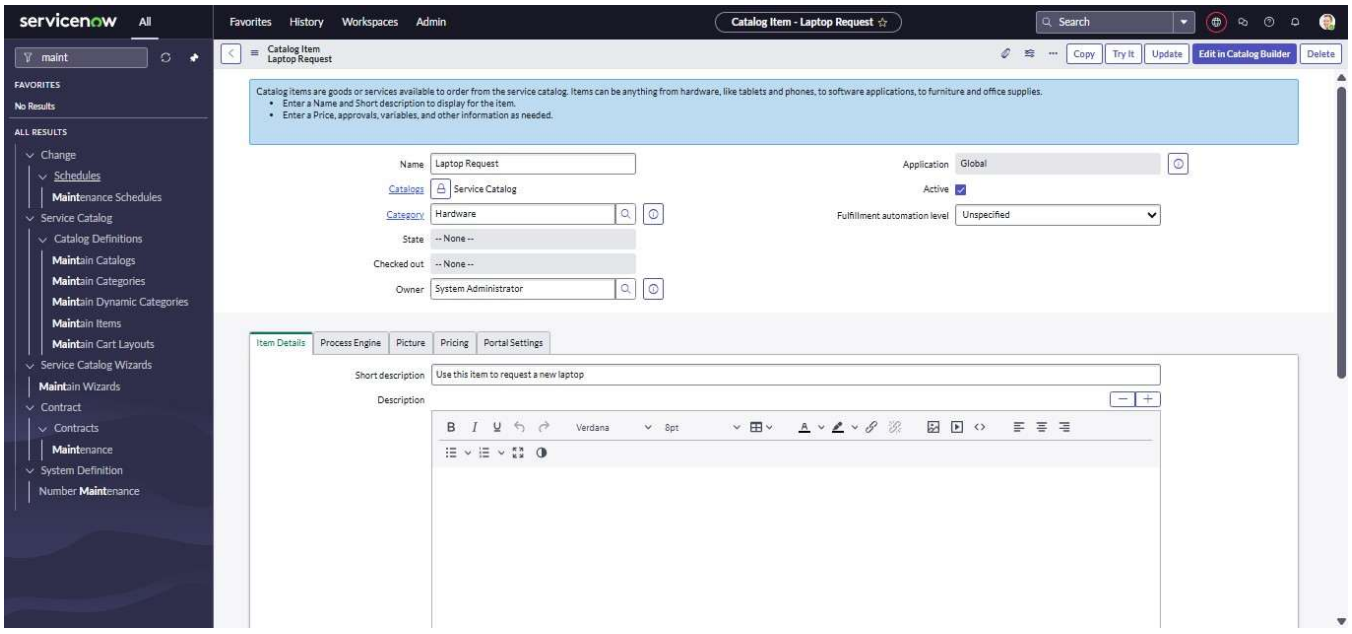


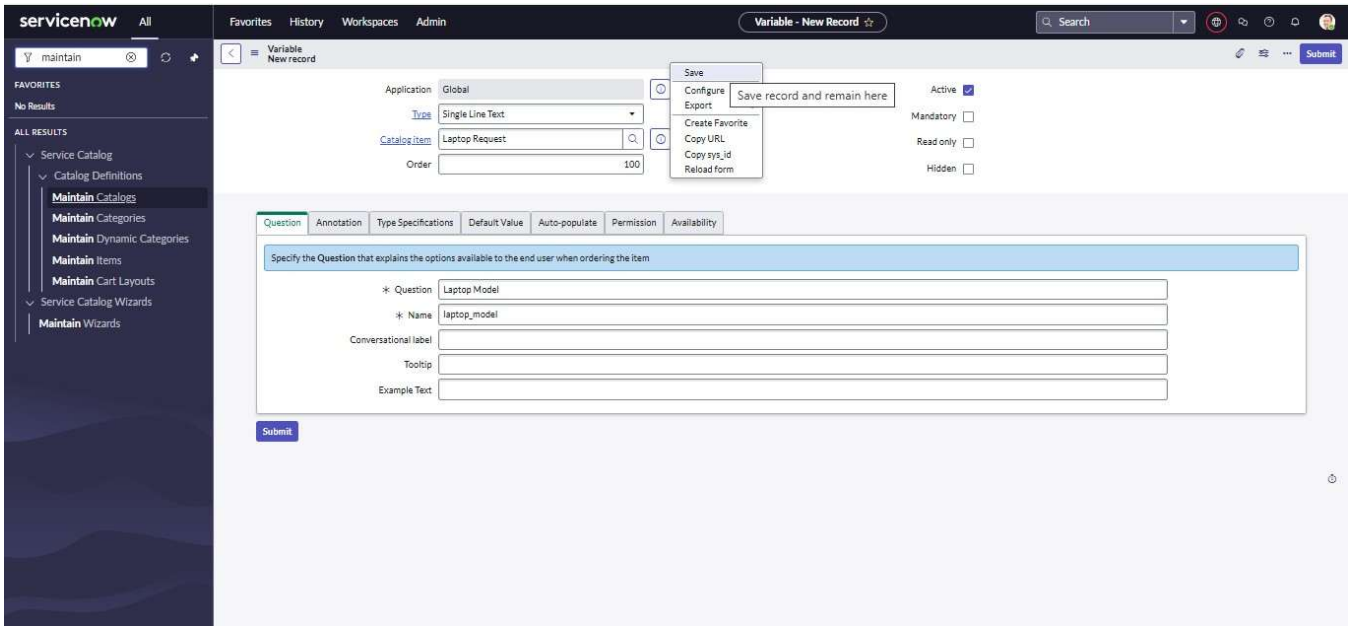


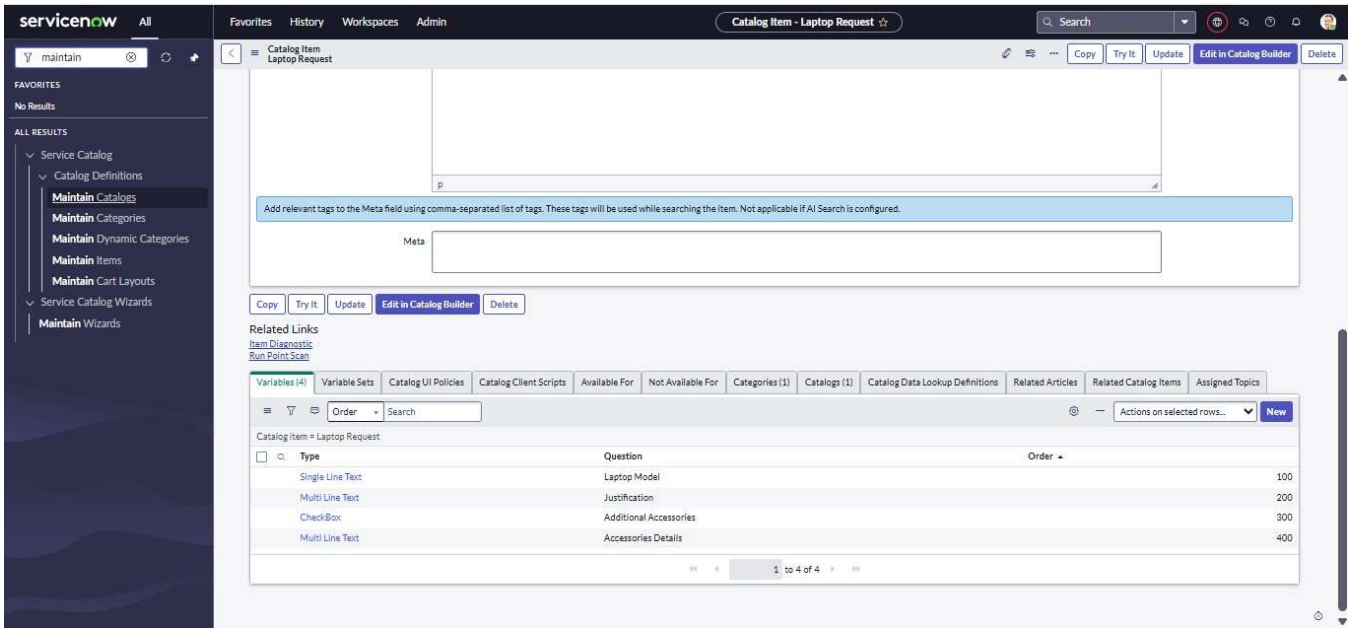

## Step 2: Create Service Catalog Item

Create a catalog item named Laptop Request and add required variables such as:

- Laptop Model
- Justification
- Additional Accessories
- Accessories Details



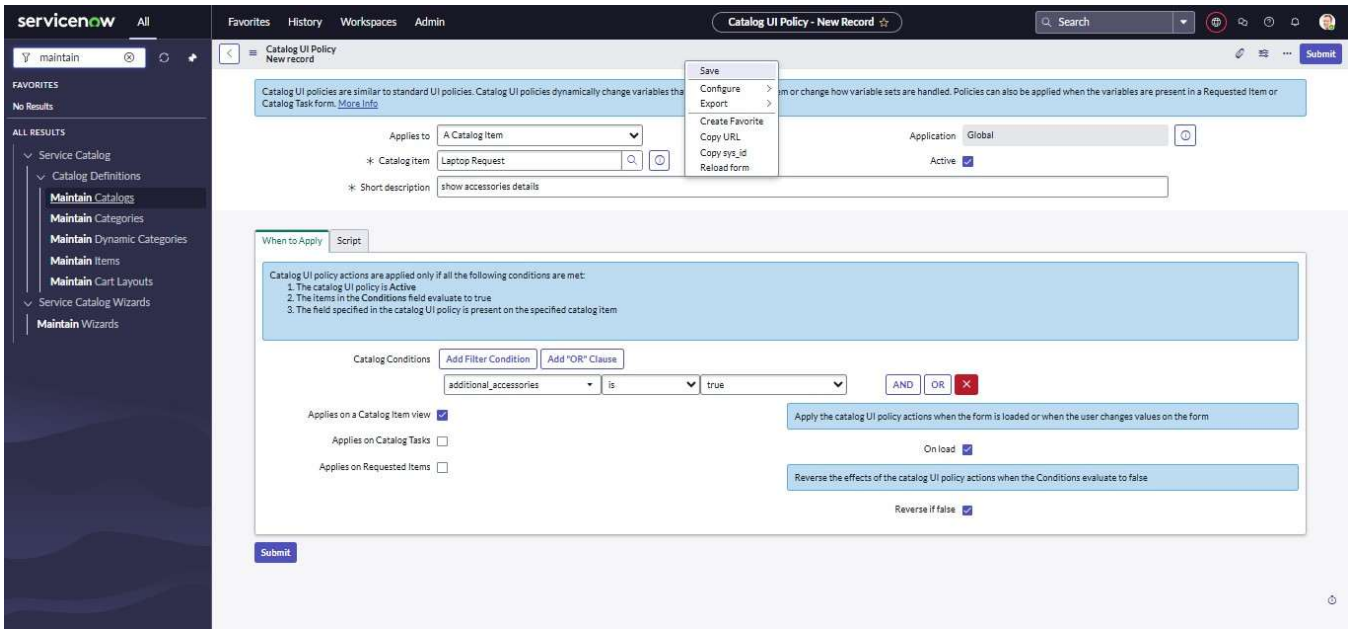


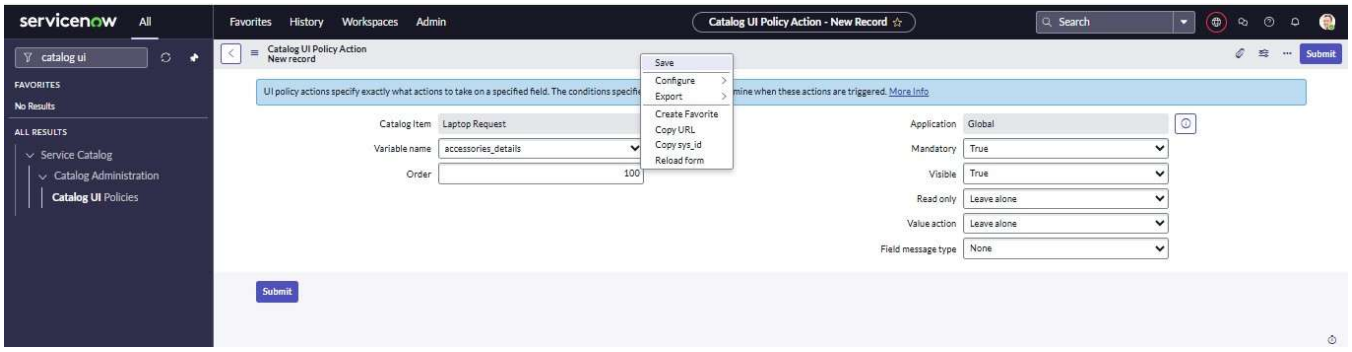




**Step 3: Add Catalog UI Policies**

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

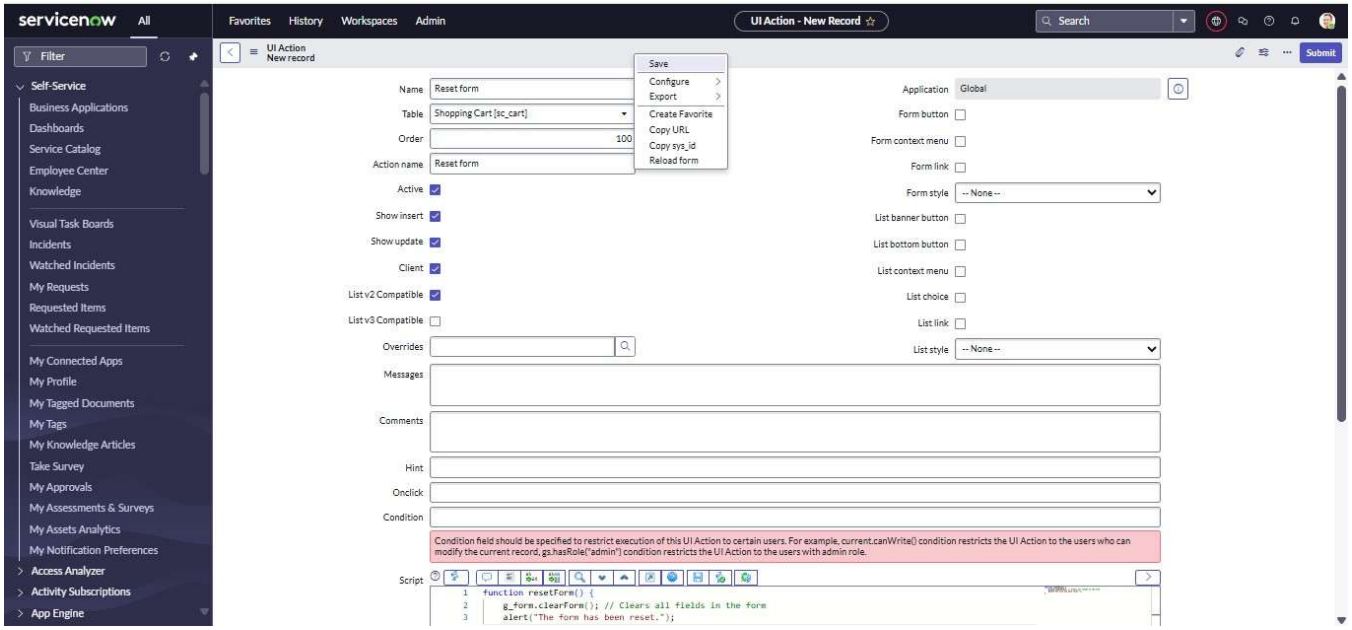
Action name: Reset form

Client : checked

Script:

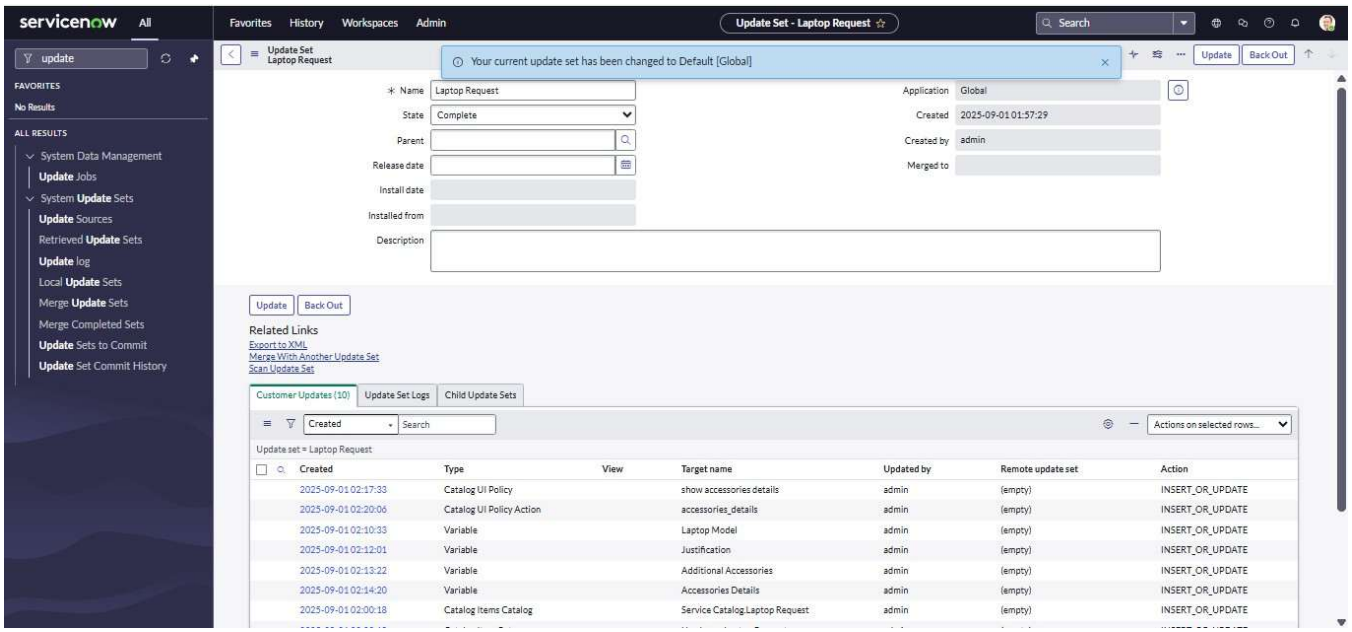
```
function resetForm() {
g_form.clearForm(); // Clears all fields in the form
alert("The form has been reset.");
}
```

Click on save



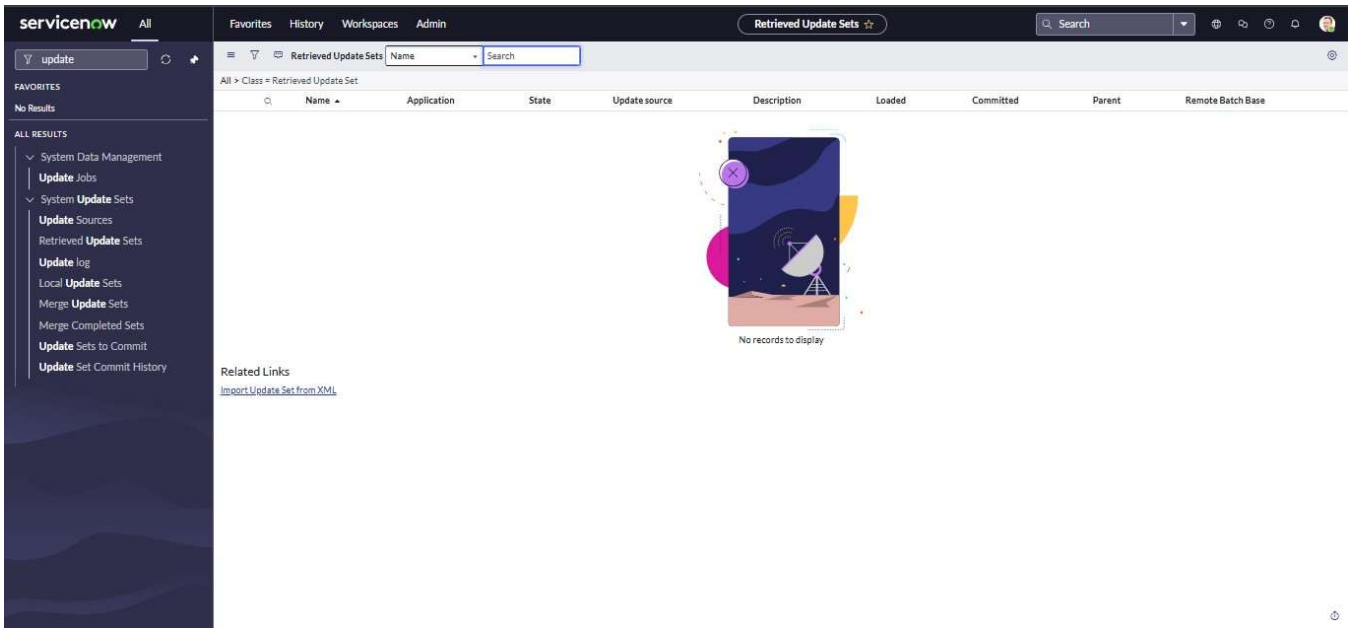

## Step 5: Export Changes

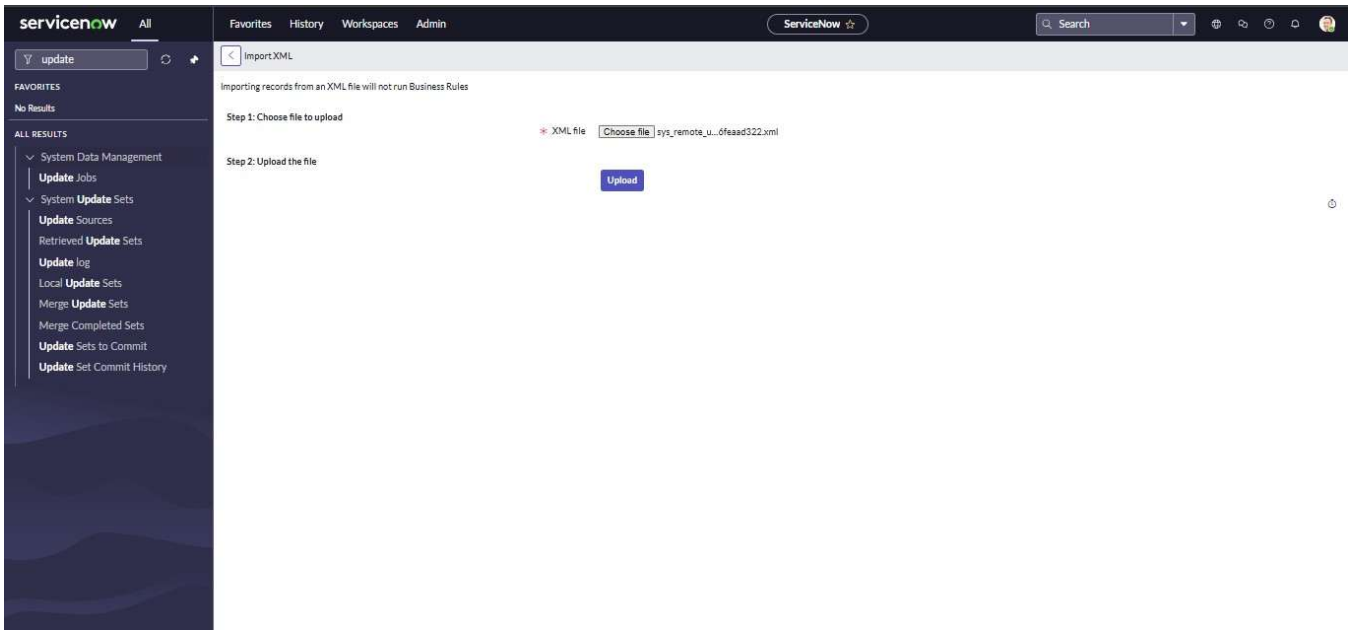
Export the update set to an XML file for reuse in other ServiceNow instances.

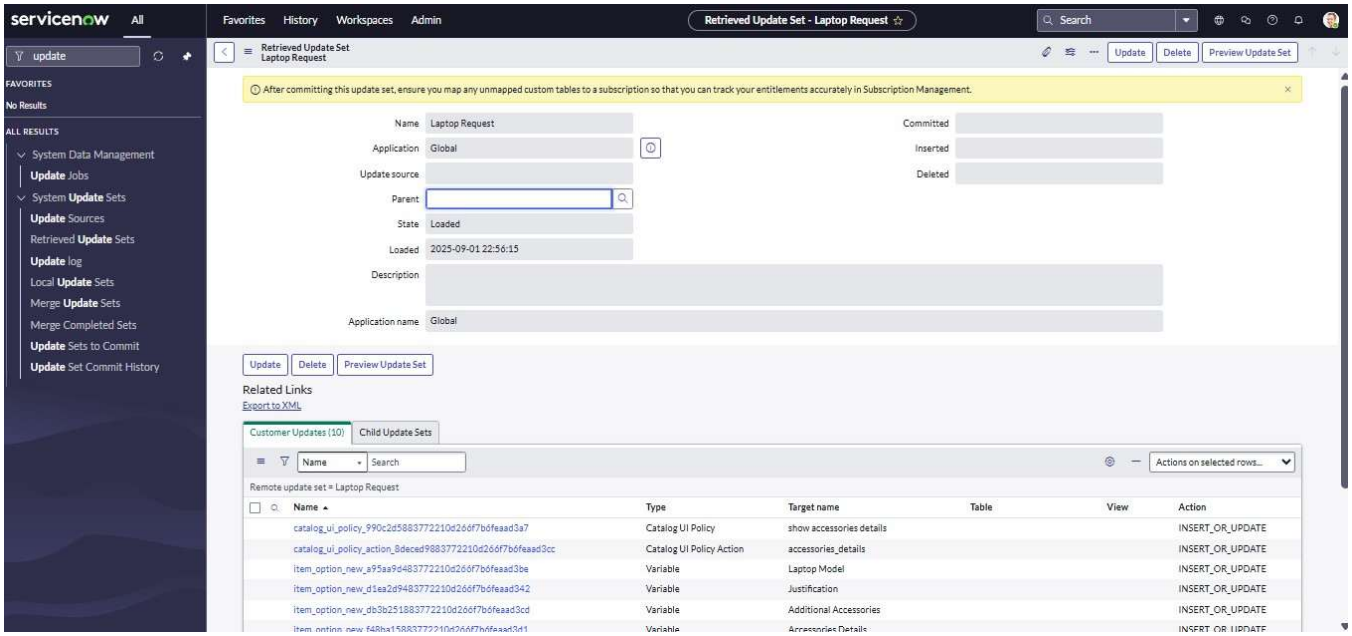


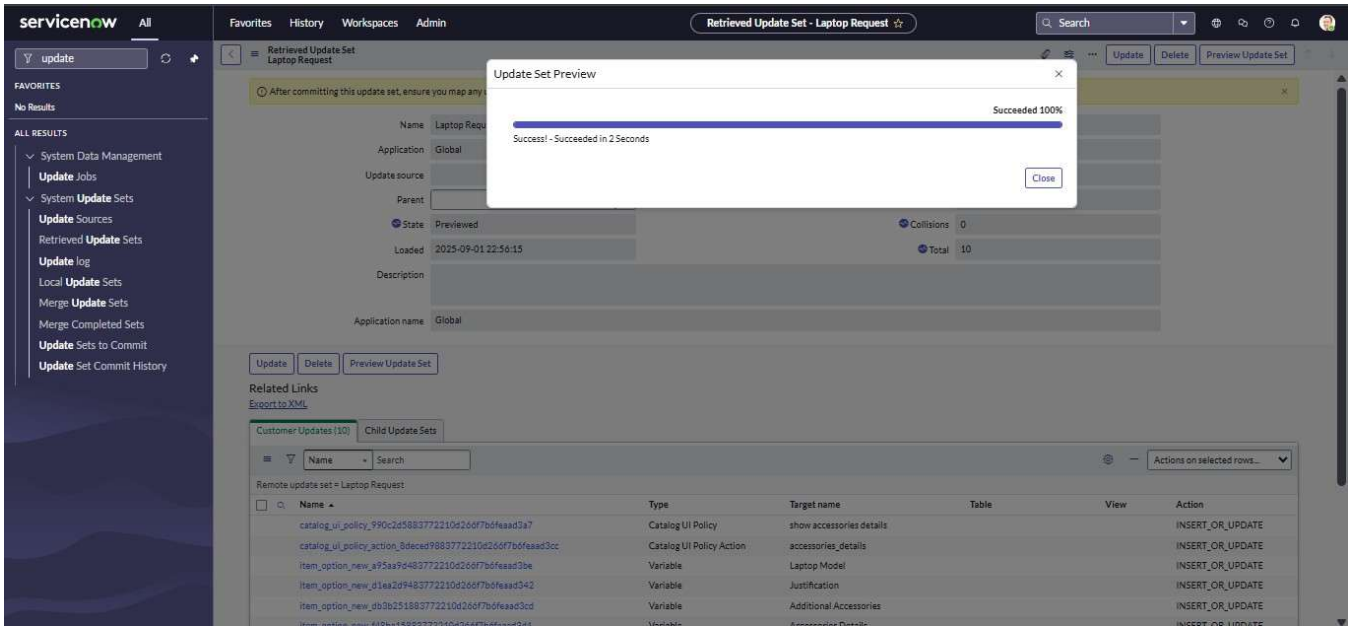

## Step 6: Import to Another Instance

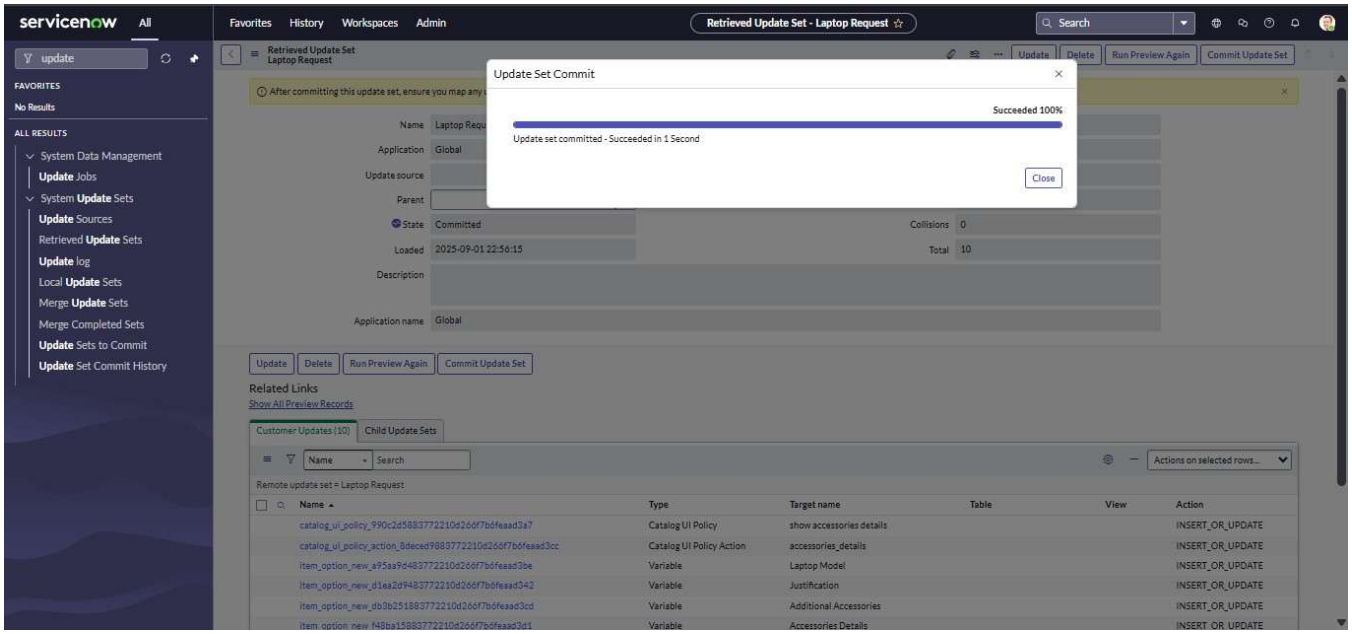
Log in to a different ServiceNow instance and retrieve the update set.


servicenow
All
Favorites
History
Workspaces
Admin
Retrieved Update Sets
Search
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 Sets
Name
Search
All > Class = Retrieved Update Set
Name
Application
State
Update source
Description
Loaded
Committed
Parent
Remote Batch Base
No records to display
Related Links
Import Update Set from XML


servicenow
All
Favorites
History
Workspaces
Admin
ServiceNow
Search
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
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...6feaad322.xml
Step 2: Upload the file
Upload


servicenow
All
Favorites
History
Workspaces
Admin
Retrieved Update Set - Laptop Request
Search
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
Delete
Preview 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.
Name Laptop Request
Application Global
Update source
Parent
State Loaded
Loaded 2025-09-01 22:56:15
Description
Application name Global
Committed
Inserted
Deleted
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_990c2d5883772210d266f7b6feaad3a7 Catalog UI Policy show accessories details INSERT_OR_UPDATE
catalog_ui_policy_action_8deced9883772210d266f7b6feaad3cc Catalog UI Policy Action accessories_details INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b6feaad3be Variable Laptop Model INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6feaad342 Variable Justification INSERT_OR_UPDATE
item_option_new_db3b251883772210d266f7b6feaad3cd Variable Additional Accessories INSERT_OR_UPDATE

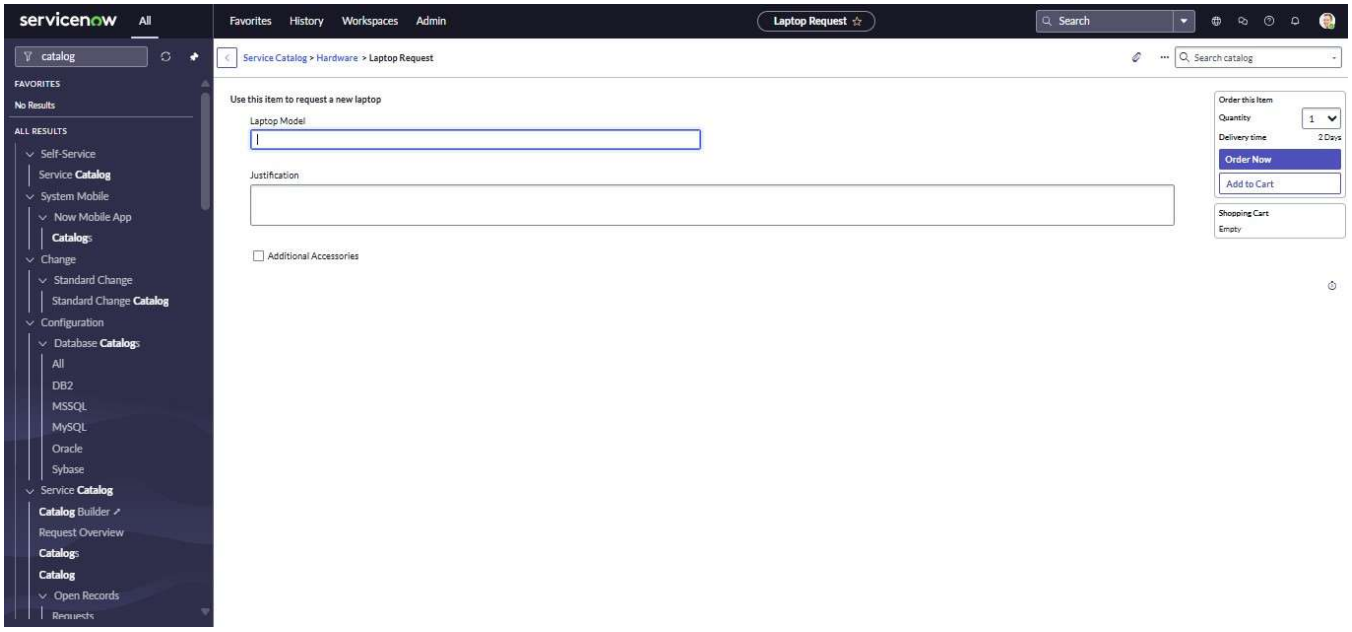

servicenow
All
Favorites
History
Workspaces
Admin
Retrieved Update Set - Laptop Request
Search
update
Update Set Preview
Succeeded 100%
Success! - Succeeded in 2 Seconds
Close
Retrieved Update Set
Laptop Request
Update
Delete
Preview Update Set
State Previewed
Loaded 2025-09-01 22:56:15
Description
Application name Global
Collisions 0
Total 10
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_990c2d5883772210d266f7b6feaad3a7 Catalog UI Policy show accessories details INSERT_OR_UPDATE
catalog_ui_policy_action_8deced9883772210d266f7b6feaad3cc Catalog UI Policy Action accessories_details INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b6feaad3be Variable Laptop Model INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6feaad342 Variable Justification INSERT_OR_UPDATE
item_option_new_db3b251883772210d266f7b6feaad3cd Variable Additional Accessories INSERT_OR_UPDATE

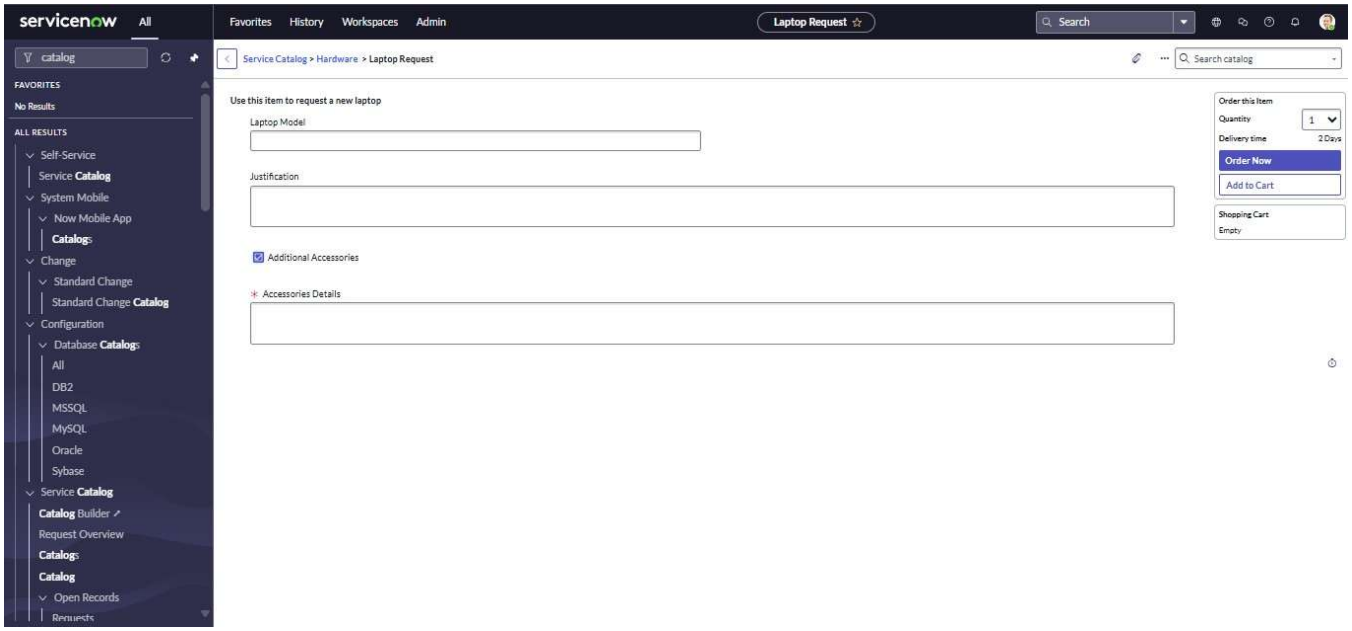


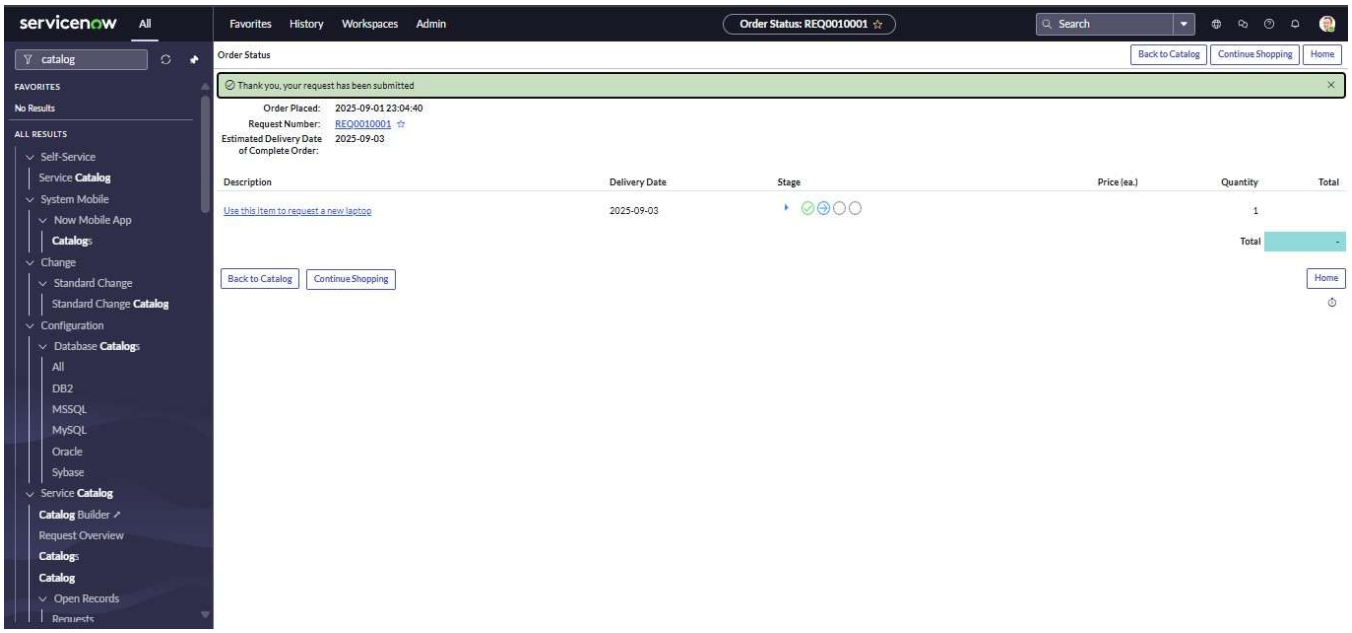

## Step 7: Test the Catalog Item

**Submit a test request and verify:**

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






## 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