

Laptop Request Catalog Item (ServiceNow)

Team Id: LTVIP2026TMIDS24880

Team Members: 4

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Karthik

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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

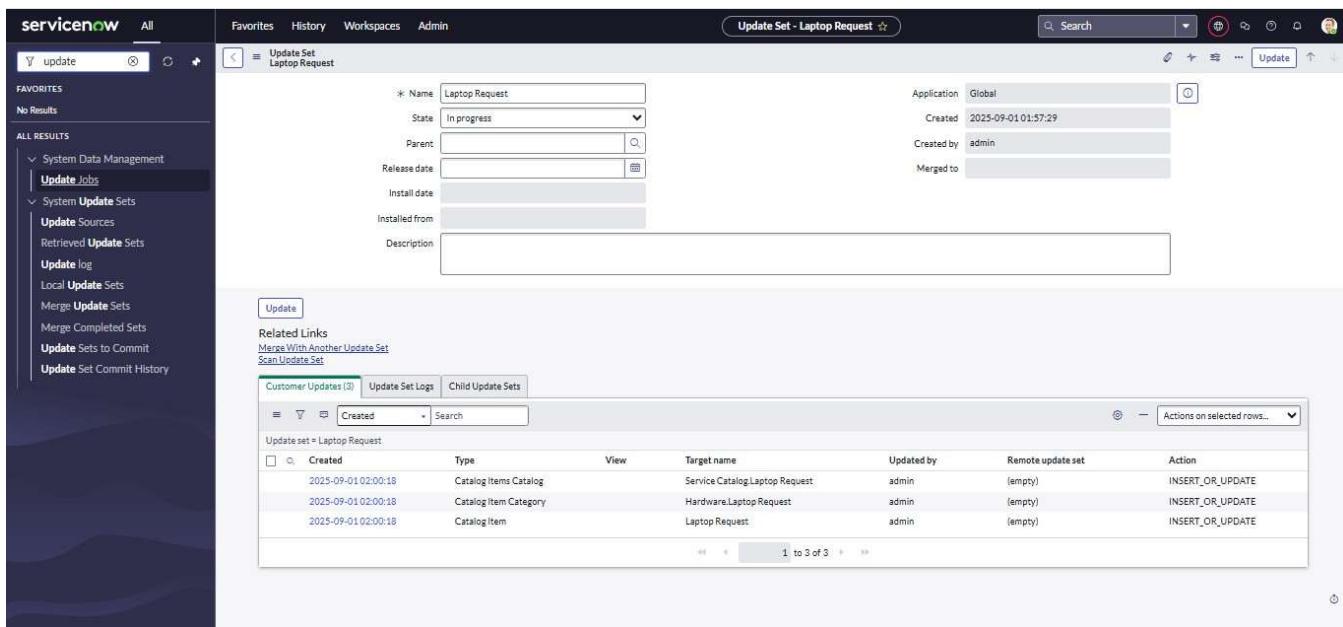
Features

- 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

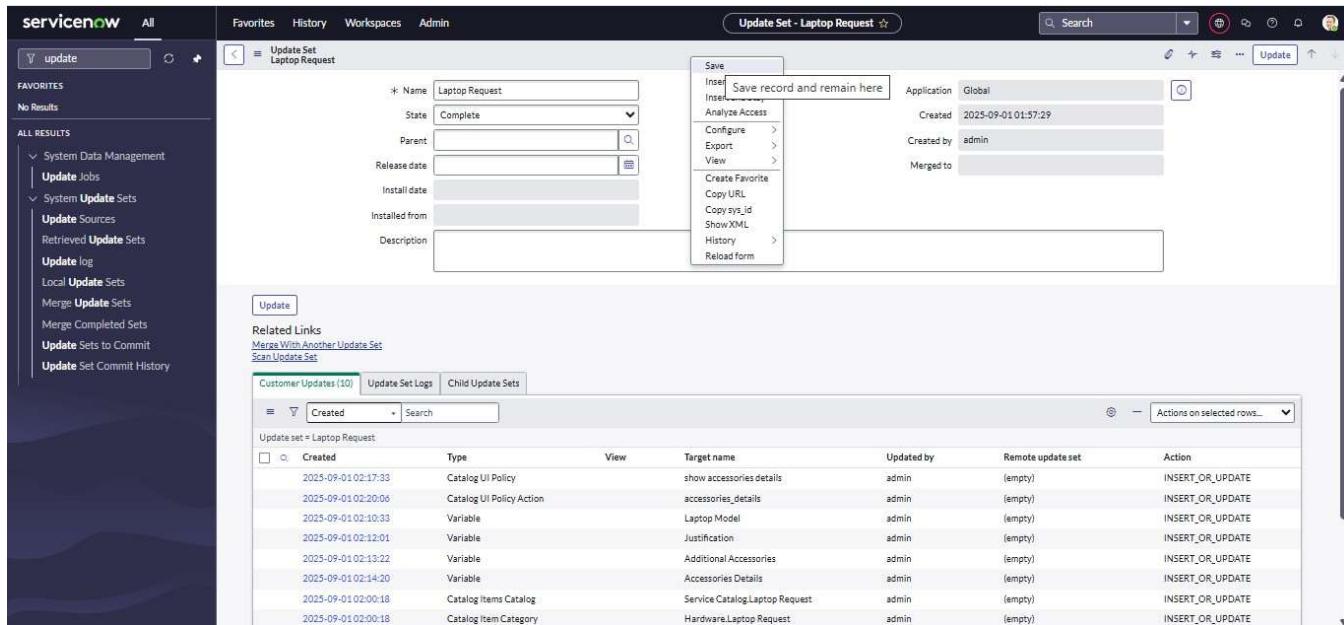
Setup Steps

Step 1: Create Local Update Set

Create a new local update set in ServiceNow to track all your changes.



Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-01 02:00:18	Catalog Items Catalog	Service Catalog Laptop Request	(empty)	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Item Category	Hardware Laptop Request	(empty)	admin	(empty)	INSERT_OR_UPDATE
2025-09-01 02:00:18	Catalog Item	Laptop Request	(empty)	admin	(empty)	INSERT_OR_UPDATE



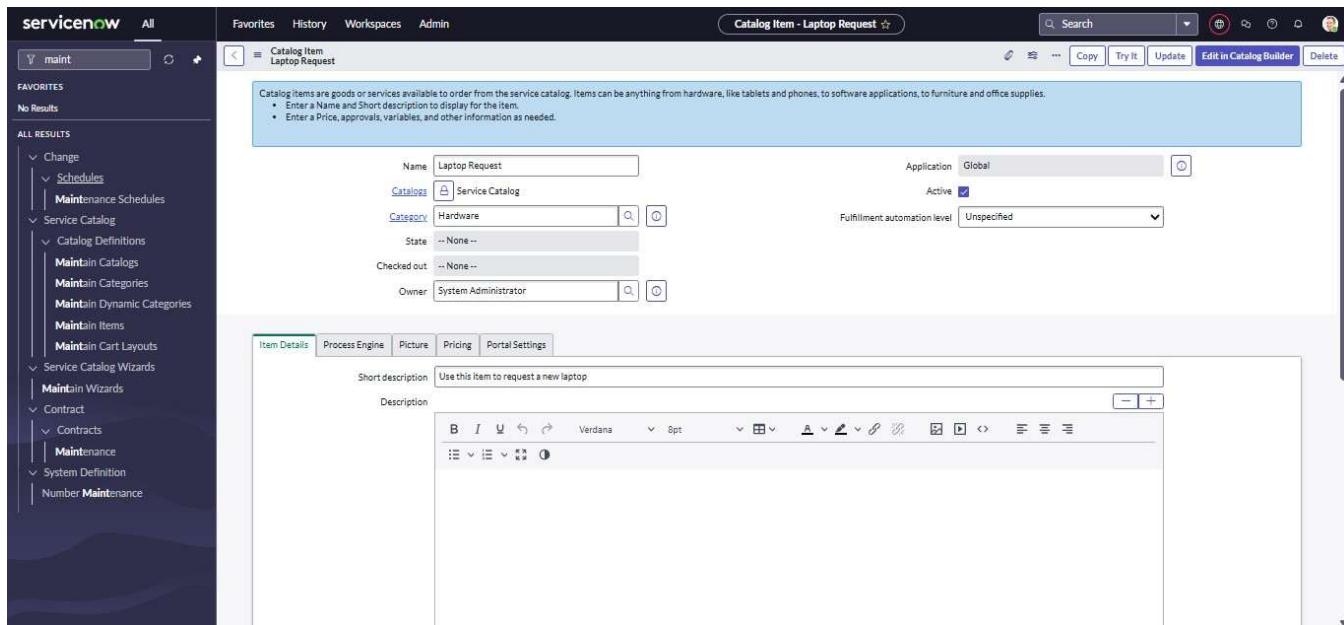
The screenshot shows the ServiceNow interface for managing update sets. A specific update set named 'Laptop Request' is selected. The 'Save' context menu is open, providing various actions such as saving, analyzing access, and configuring. Below the menu, a table displays a list of update set logs, each with a timestamp, type, target name, updated by, remote update set, and action taken.

Created	Type	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

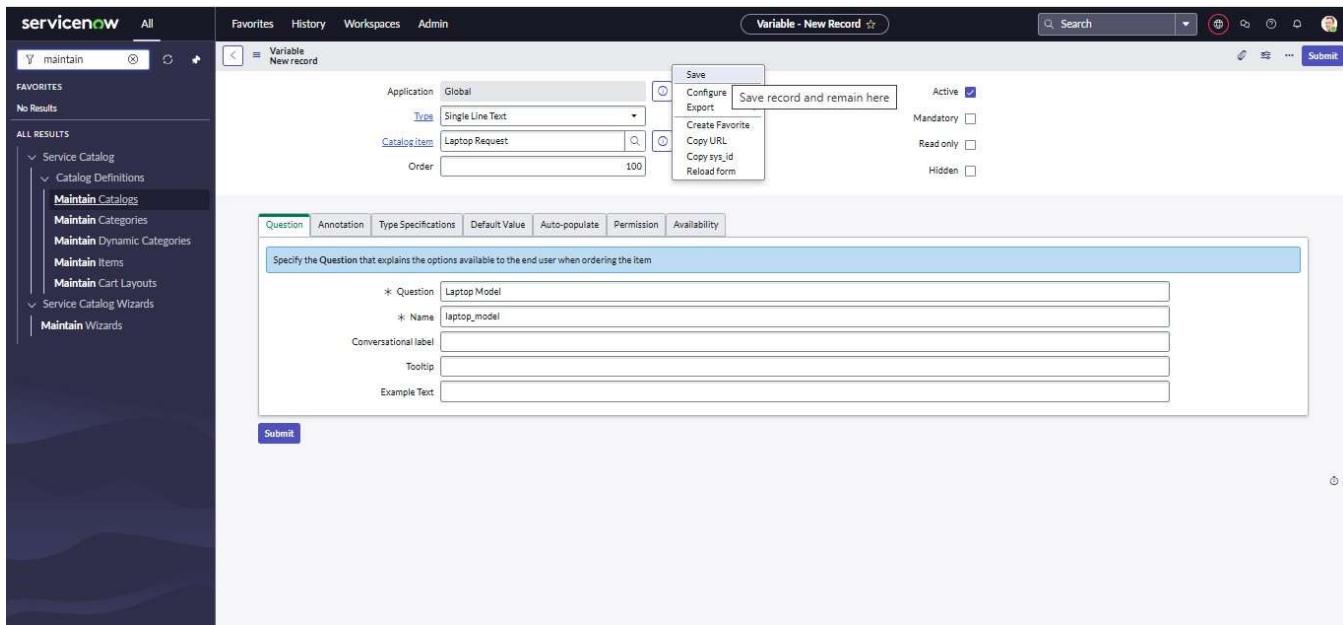
Step 2: Create Service Catalog Item

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

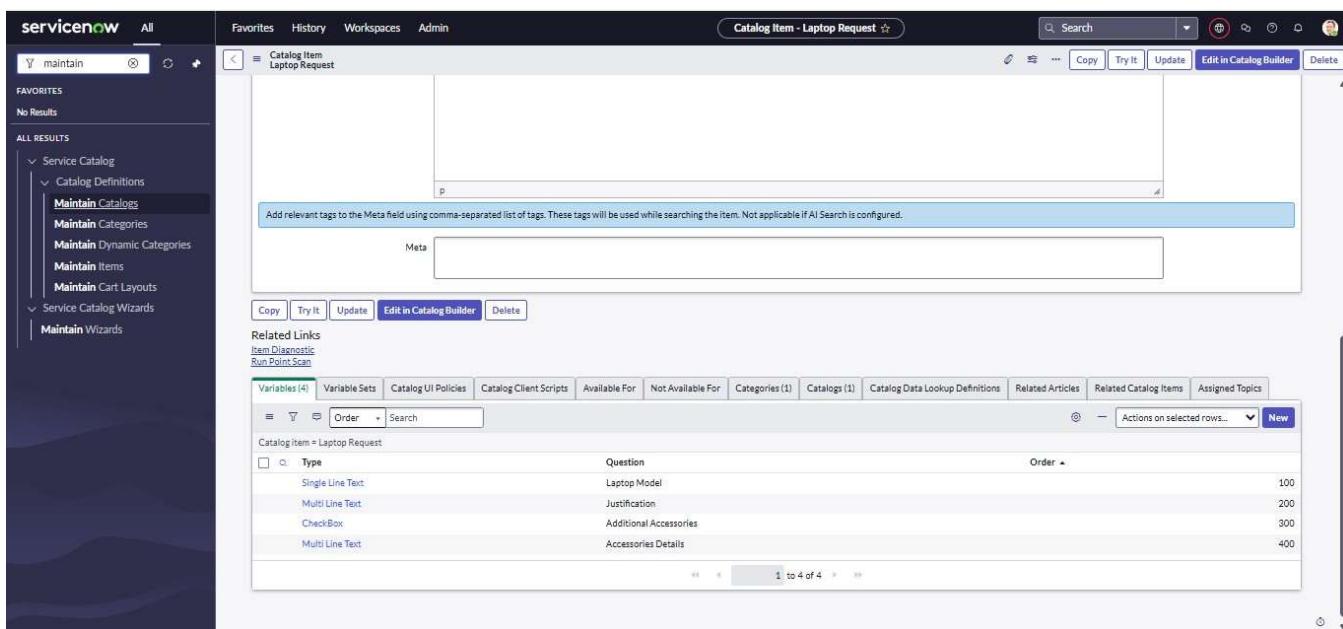
- Laptop Model
- Justification
- Additional Accessories
- Accessories Details



The screenshot shows the ServiceNow interface for creating a catalog item. The 'Catalog Item - Laptop Request' screen is displayed. The 'Item Details' tab is selected, containing fields for Name (Laptop Request), Catalog (Service Catalog), Category (Hardware), and other metadata like Active status and Fulfillment automation level. Below the tabs, there are sections for Short description and Description, which includes a rich text editor.



The screenshot shows the ServiceNow interface for creating a new record. The title bar says "Variable - New Record". The main form has fields for Application (Global), Type (Single Line Text), Catalog Item (Laptop Request), and Order (100). A context menu is open over the Catalog Item field, showing options like Save, Configure, Export, Create Favorite, Copy URL, Copy sys_id, Reload form, Active (checked), Mandatory (unchecked), Read only (unchecked), and Hidden (unchecked). Below the main form is a tabbed panel with "Question" selected, containing fields for Question (Laptop Model), Name (laptop_model), Conversational label, Tooltip, and Example Text. A "Submit" button is at the bottom.



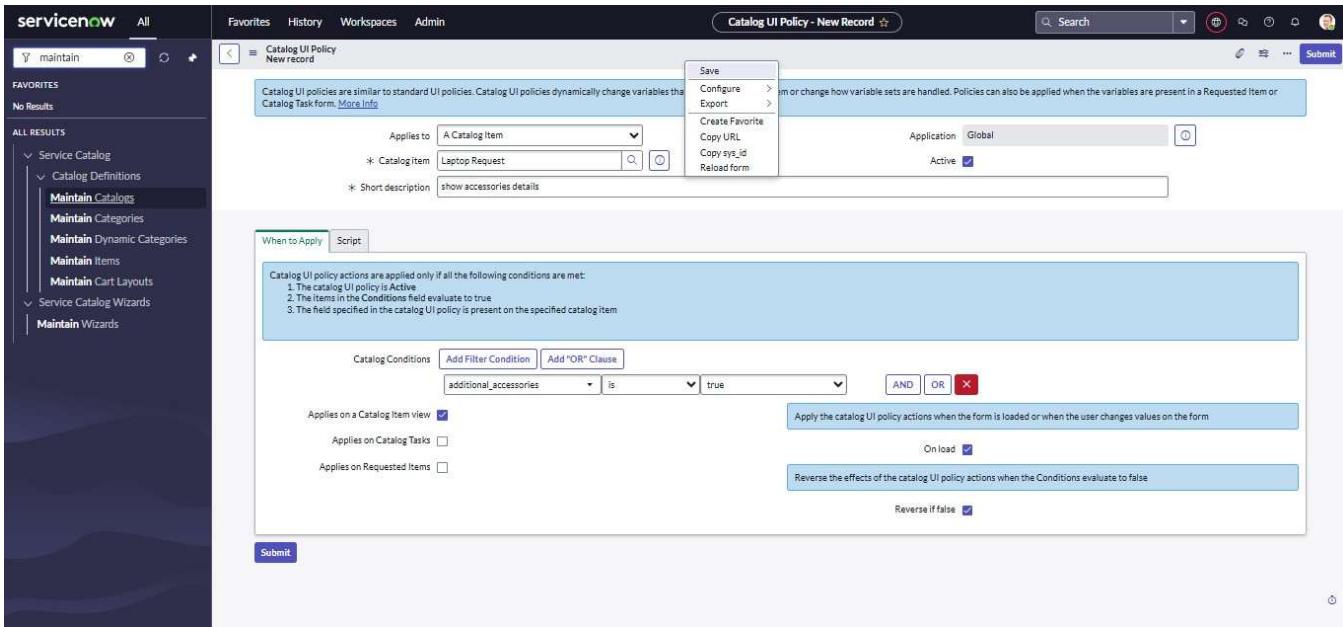
The screenshot shows the ServiceNow interface for managing a catalog item. The title bar says "Catalog Item - Laptop Request". The main area has a large text input for "Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured." Below it is a "Meta" input field. At the top right are buttons for Copy, Try It, Update, Edit in Catalog Builder (highlighted in blue), and Delete. Under "Related Links" are Item Diagnostic and Run Point Scan. At the bottom is a table titled "Catalog item = Laptop Request" with columns for Type, Question, and Order. The table contains four rows:

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

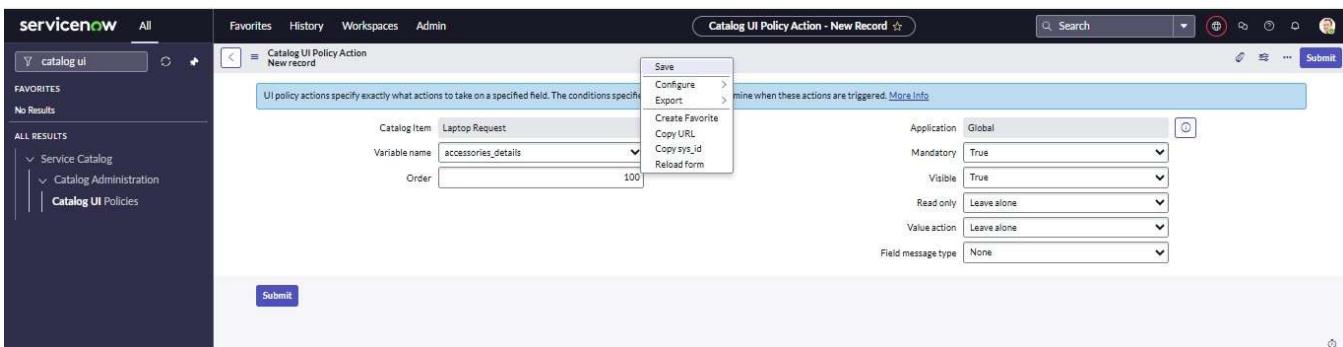
Step 3: Add Catalog UI Policies

Create UI policies to:

- Show/hide fields based on selections
- Make fields mandatory dynamically



The screenshot shows the 'Catalog UI Policy - New Record' page in ServiceNow. The policy is named 'Catalog UI Policy'. It applies to 'A Catalog Item' (selected) and 'Catalog/Item' (set to 'Laptop Request'). The 'Short description' is 'show accessories details'. The 'When to Apply' tab is selected. The conditions for applying the policy are set to 'catalog UI policy is Active' AND 'The items in the Conditions field evaluate to true' AND 'The field specified in the catalog UI policy is present on the specified catalog item'. The 'Applies on a Catalog Item view' checkbox is checked. The 'On load' checkbox is checked. The 'Reverse if false' checkbox is checked. The 'Save' button is visible at the top right.



The screenshot shows the 'Catalog UI Policy Action - New Record' page in ServiceNow. The action is named 'Catalog UI Policy Action'. It applies to 'Catalog Item' (selected) and 'Variable name' (set to 'accessories_details'). The 'Order' is 100. The 'Save' button is visible at the top right. The right side of the screen displays configuration options for the action, including 'Application' (Global), 'Mandatory' (True), 'Visible' (True), 'Read only' (Leave alone), 'Value action' (Leave alone), and 'Field message type' (None).

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

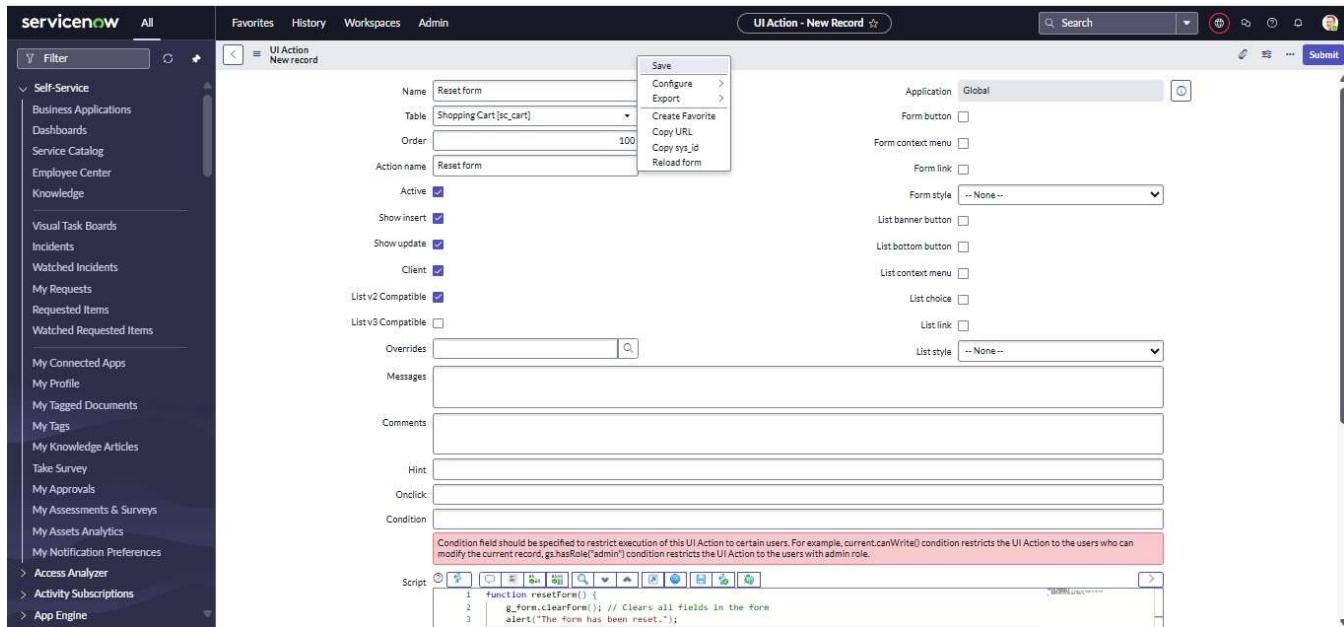
Action name: Reset form

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. The 'Name' field is set to 'Resetform', 'Table' to 'Shopping Cart [sc_cart]', and 'Order' to 100. The 'Action name' is 'Reset form'. Under 'Script', the following code is present:

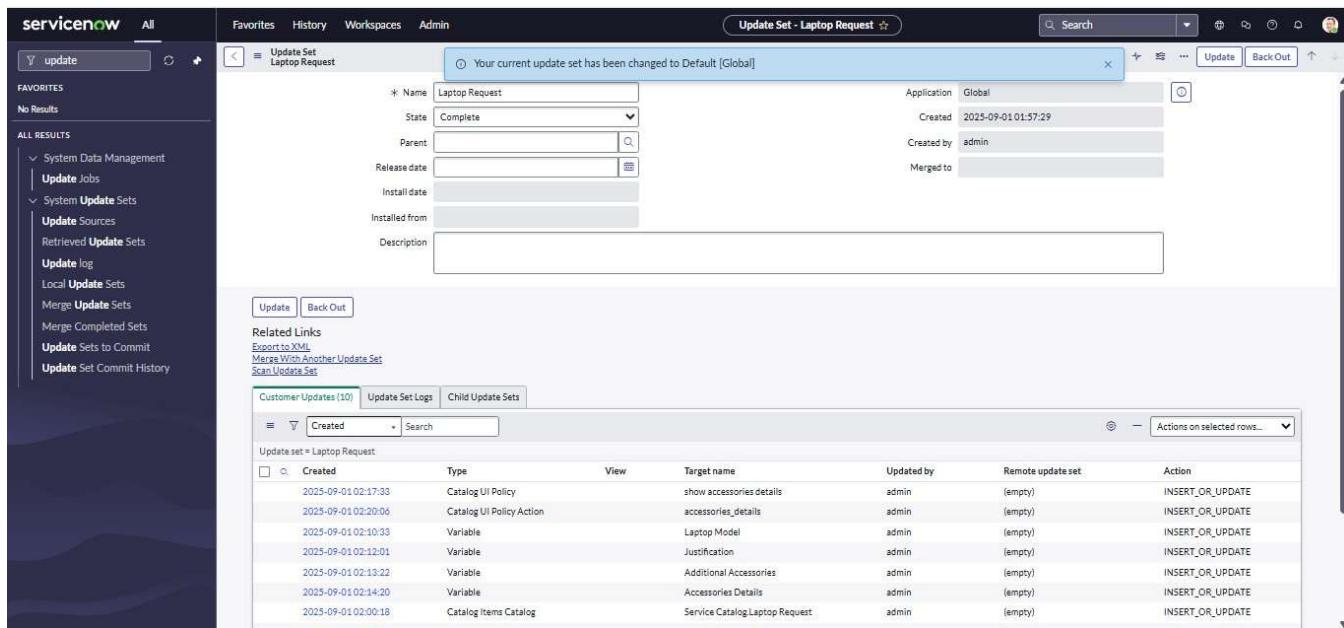
```

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

```

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' page. The update set is named 'Laptop Request', has a state of 'Complete', and was created by 'admin' on 2025-09-01 at 15:57:29. The 'Customer Updates' section lists 10 entries:

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

Favorites History Workspaces Admin

Retrieved Update Sets

All > Class = Retrieved Update Set

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

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

FAVORITES

No Results

Related Links

[Import Update Set from XML](#)

servicenow All

Favorites History Workspaces Admin

ServiceNow

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file

Step 2: Upload the file

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

FAVORITES

No Results

Retrieved Update Set - Laptop Request

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	Committed
Application	Global	Inserted
Update source		Deleted
Parent		
State	Loaded	
Loaded	2025-09-01 22:56:15	
Description		
Application name	Global	

Customer Updates (10) Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d260f7b0fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8decad9883772210d260f7b0fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d260f7b0fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d260f7b0fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b2d9483772210d260f7b0fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba158a3772210d260f7b0fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE

Customer Updates (10) Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d260f7b0fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8decad9883772210d260f7b0fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d260f7b0fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d260f7b0fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b2d9483772210d260f7b0fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba158a3772210d260f7b0fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE

Retrieved Update Set - Laptop Request

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	Committed
Application	Global	Inserted
Update source		Deleted
Parent		
State	Previewed	
Loaded	2025-09-01 22:56:15	
Description		
Application name	Global	

Update Set Preview

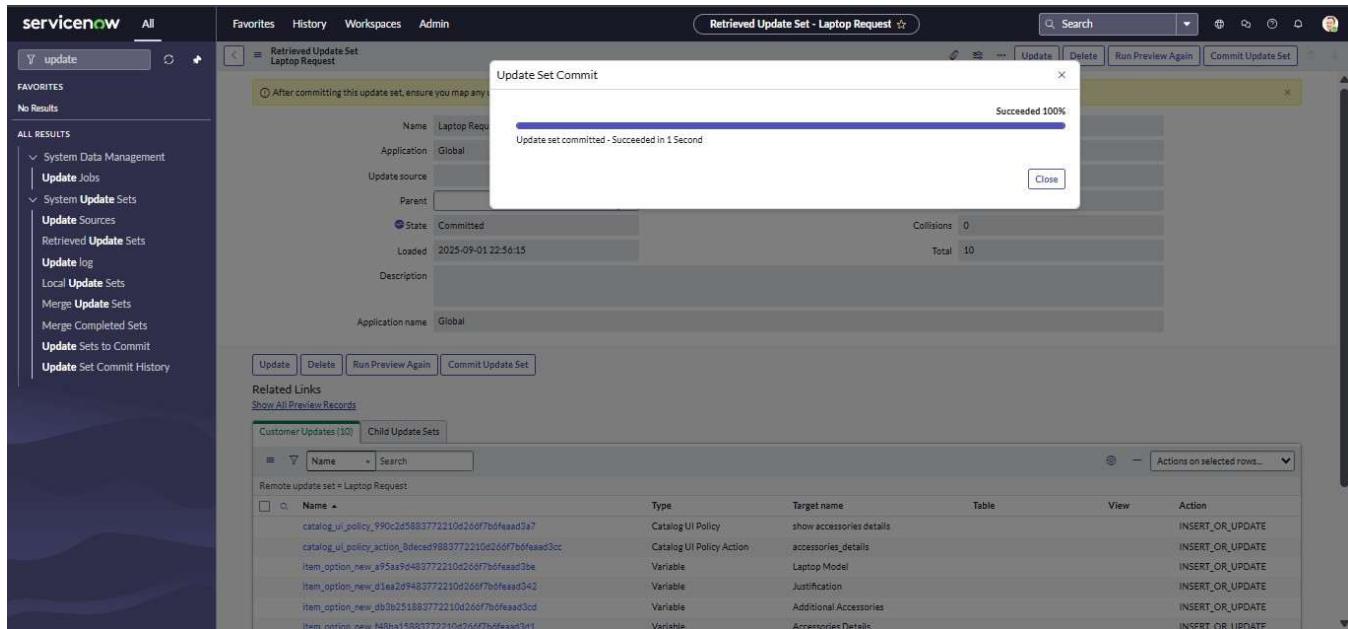
Succeeded! - Succeeded in 2 Seconds

Customer Updates (10) Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d260f7b0fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8decad9883772210d260f7b0fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d260f7b0fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d260f7b0fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b2d9483772210d260f7b0fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba158a3772210d260f7b0fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE

Customer Updates (10) Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d260f7b0fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8decad9883772210d260f7b0fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d260f7b0fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d260f7b0fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b2d9483772210d260f7b0fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba158a3772210d260f7b0fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE



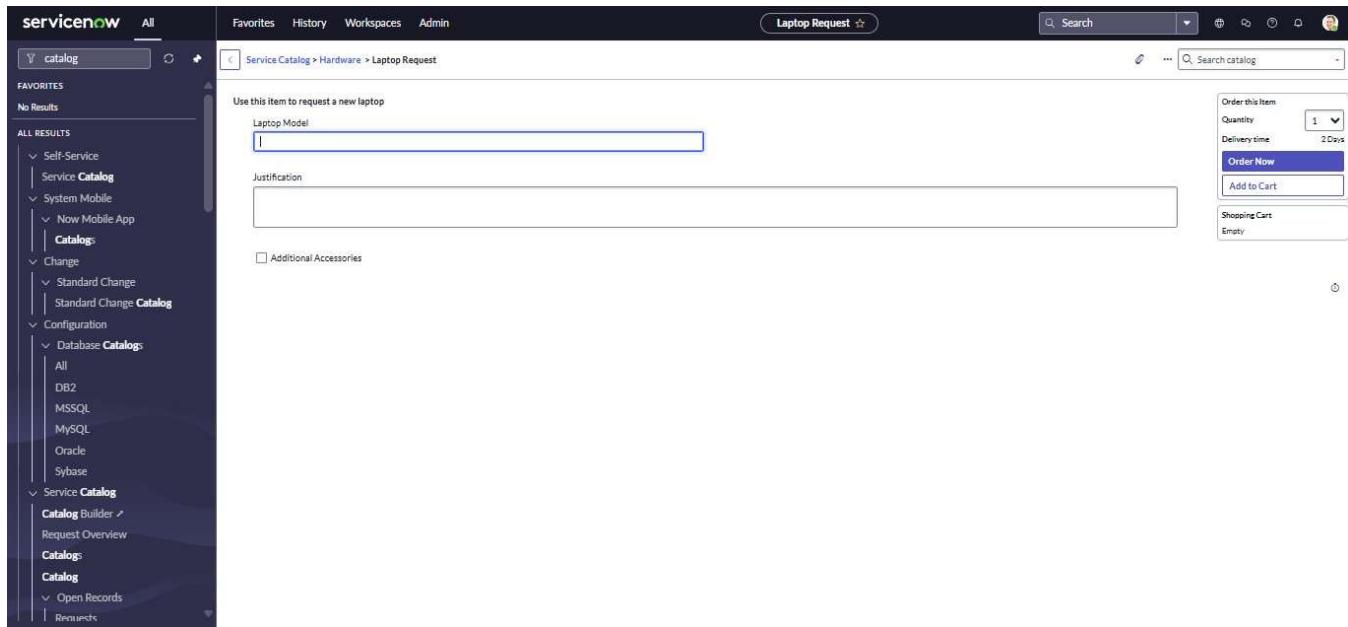
The screenshot shows the ServiceNow interface after committing an update set. A modal dialog titled "Update Set Commit" displays the message "Succeeded 100%". Below it, the "Retrieved Update Set - Laptop Request" details are shown, including the name, application (Global), state (Committed), and loaded date (2025-09-01 22:50:15). The "Customer Updates (10)" table lists various catalog items and their corresponding actions.

Name	Type	Target name	Table	Action
catalog_ui_policy_990c1d5883772210d26df7b0feead3a7	Catalog UI Policy	show accessories details		INSERT_OR_UPDATE
catalog_ui_policy_action_8dece9883772210d26df7b0feead3cc	Catalog UI Policy Action	accessories_details		INSERT_OR_UPDATE
item_option_new_a95aa96483772210d26df7b0feead3be	Variable	Laptop Model		INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d26df7b0feead342	Variable	Justification		INSERT_OR_UPDATE
item_option_new_db3b159883772210d26df7b0feead3cd	Variable	Additional Accessories		INSERT_OR_UPDATE
item_option_new_f49ba159883772210d26df7b0feead3d1	Variable	Accessories Details		INSERT_OR_UPDATE

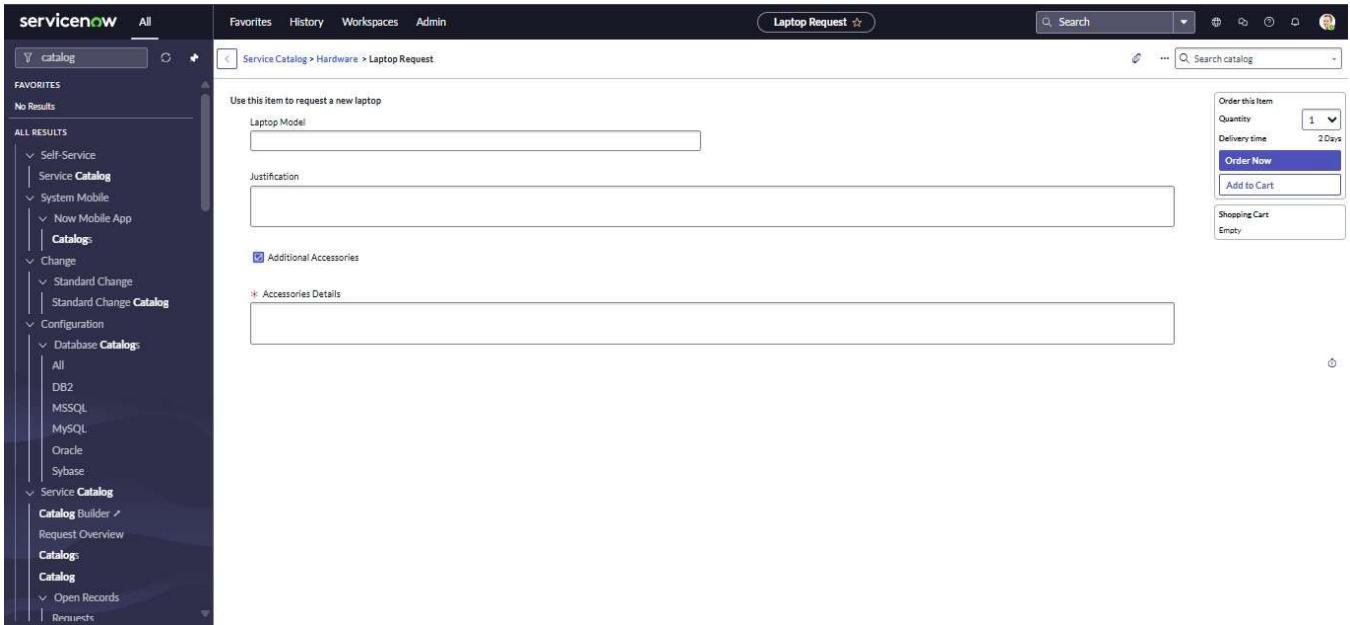
Step 7: Test the Catalog Item

Submit a test request and verify:

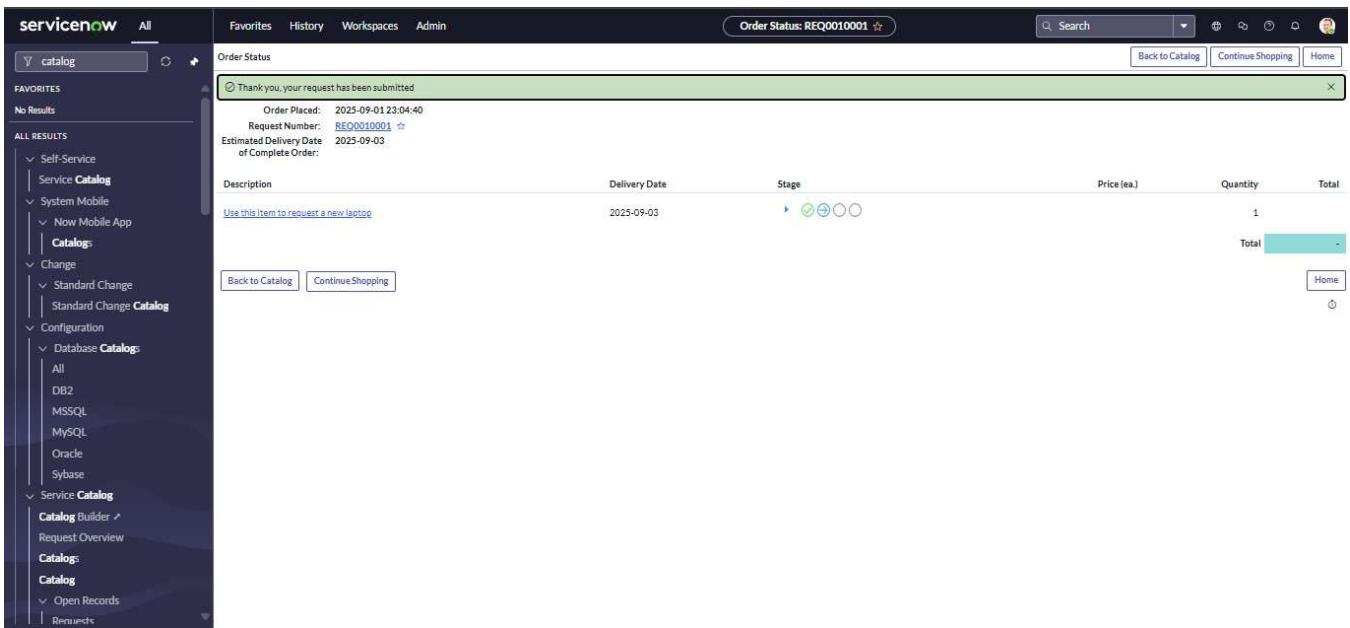
- Workflow triggers**
- Form behavior**
- Request visibility in ServiceNow portal**



The screenshot shows the ServiceNow Catalog item request form for a "Laptop Request". The left sidebar navigation includes "Catalog" under "Self-Service" and "Now Mobile App". The main form fields include "Laptop Model" (input field), "Justification" (text area), and "Additional Accessories" (checkbox). To the right, there are "Order this Item" buttons for "Quantity" (1) and "Delivery time" (2 Days), and a "Shopping Cart" section indicating it is empty.



The screenshot shows the ServiceNow Service Catalog interface for a 'Laptop Request'. The left sidebar navigation includes 'catalog' under 'Favorites', 'History', 'Workspaces', and 'Admin'. The main content area displays a form titled 'Use this item to request a new laptop'. It contains fields for 'Laptop Model' (with placeholder 'Laptop Model'), 'Justification' (with placeholder 'Justification'), and 'Additional Accessories' (with a checked checkbox). A section for 'Accessories Details' is present with a placeholder 'Accessories Details'. On the right side, there is a summary box for 'Order this Item' with 'Quantity' set to 1 and 'Delivery time' set to 2 Days, along with 'Order Now' and 'Add to Cart' buttons. A 'Shopping Cart' section indicates it is 'Empty'.



The screenshot shows the ServiceNow Service Catalog interface with the 'Order Status' page. The top bar shows 'Order Status: REQ0010001'. The main content area displays a success message: 'Thank you, your request has been submitted'. Below this, it shows 'Order Placed: 2025-09-01 23:04:40', 'Request Number: REQ0010001', and 'Estimated Delivery Date of Complete Order: 2025-09-03'. A table lists the request details: Description 'Use this item to request a new laptop', Delivery Date '2025-09-03', Stage (with four green circles), Price (ea.) '1', and Total '1'. Navigation buttons 'Back to Catalog', 'Continue Shopping', and 'Home' are at the bottom.

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