

Laptop Request Catalog Item (ServiceNow)

Team Id: LTVIP2026TMIDS24880

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

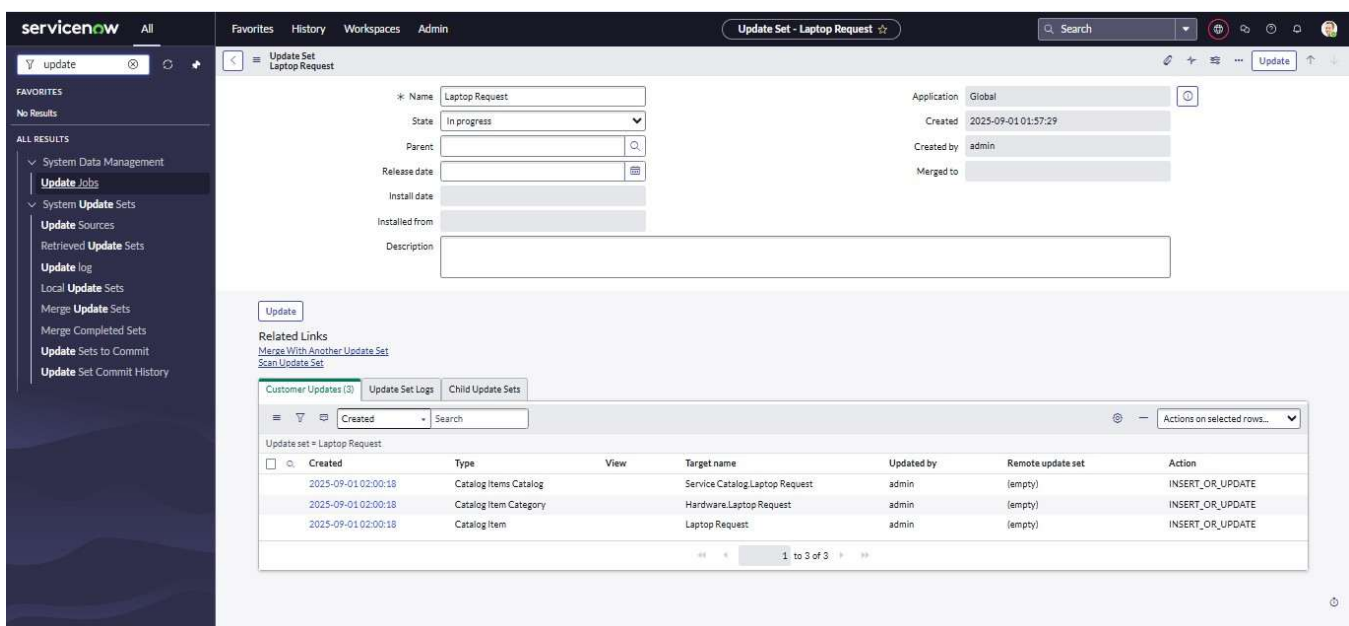
Features

- ☐ 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.



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

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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

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Catalog Item - Laptop Request

Catalog Item: Laptop Request

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

Catalog: 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:

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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

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 ☐

Save record and remain here

Submit

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 Diagnostic 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

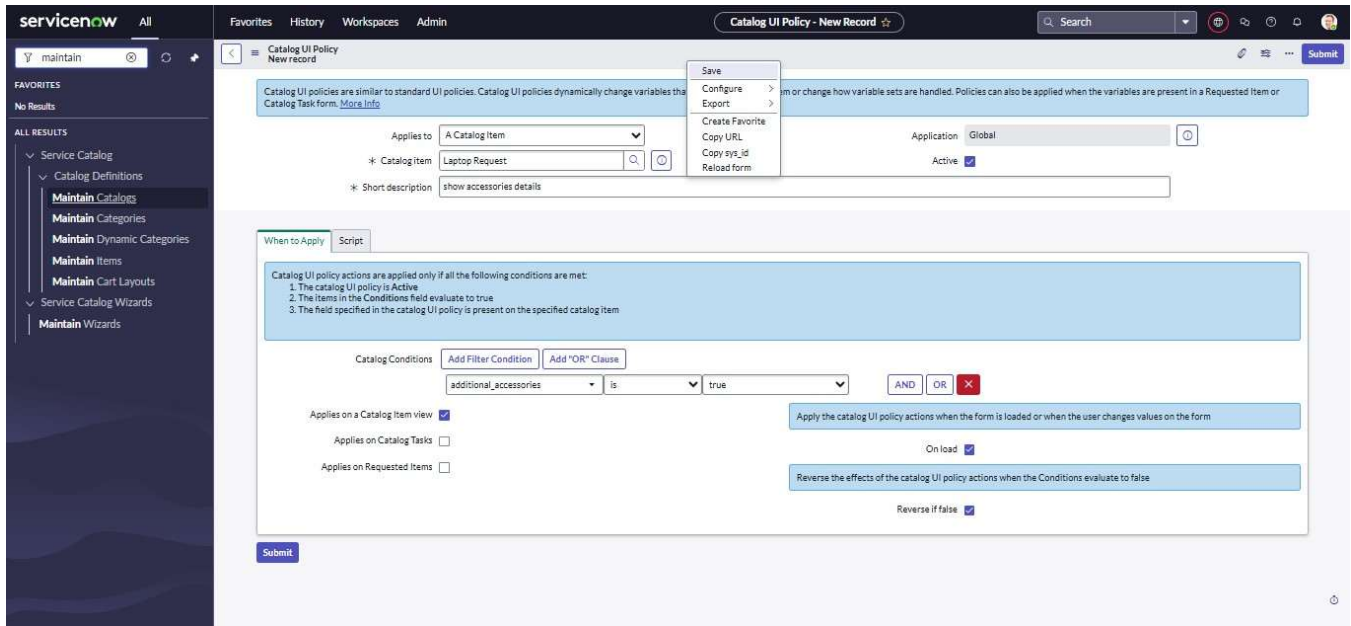
Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

1 to 4 of 4

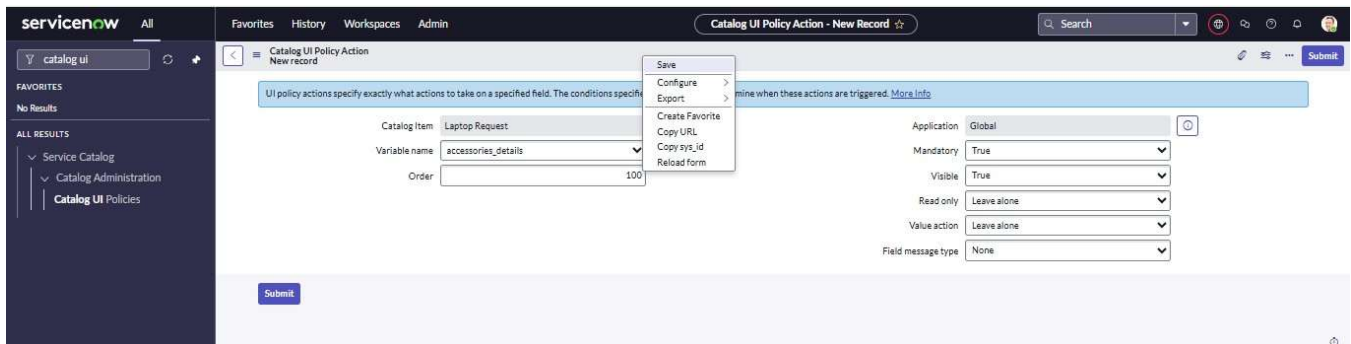
Step 3: Add Catalog UI Policies

Create UI policies to:

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



The screenshot shows the 'Catalog UI Policy - New Record' form in ServiceNow. The left sidebar contains navigation links for 'maintain', 'Service Catalog', 'Catalog Definitions', 'Maintain Catalogs', 'Maintain Categories', 'Maintain Dynamic Categories', 'Maintain Items', 'Maintain Cart Layouts', 'Service Catalog Wizards', and 'Maintain Wizards'. The main form area includes a 'Catalog Item' dropdown set to 'Laptop Request', a 'Short description' field with the value 'show accessories details', and a 'When to Apply' section with a 'Script' tab. The 'Script' tab contains a list of conditions: '1. The catalog UI policy is Active', '2. The items in the Conditions field evaluate to true', and '3. The field specified in the catalog UI policy is present on the specified catalog item'. Below the conditions, there are checkboxes for 'Applies on a Catalog item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). A 'Submit' button is at the bottom left.



The screenshot shows the 'Catalog UI Policy Action - New Record' form in ServiceNow. The left sidebar contains navigation links for 'catalog ui', 'Service Catalog', 'Catalog Administration', and 'Catalog UI Policies'. The main form area includes a 'Catalog Item' dropdown set to 'Laptop Request', a 'Variable name' dropdown set to 'accessories_details', and an 'Order' field with the value '100'. A 'Submit' button is at the bottom left. The right side of the form contains a 'When to Apply' section with a 'Script' tab, which is currently empty. Below the script tab, there are checkboxes for 'Applies on a Catalog item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). A 'Submit' button is at the bottom right.

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

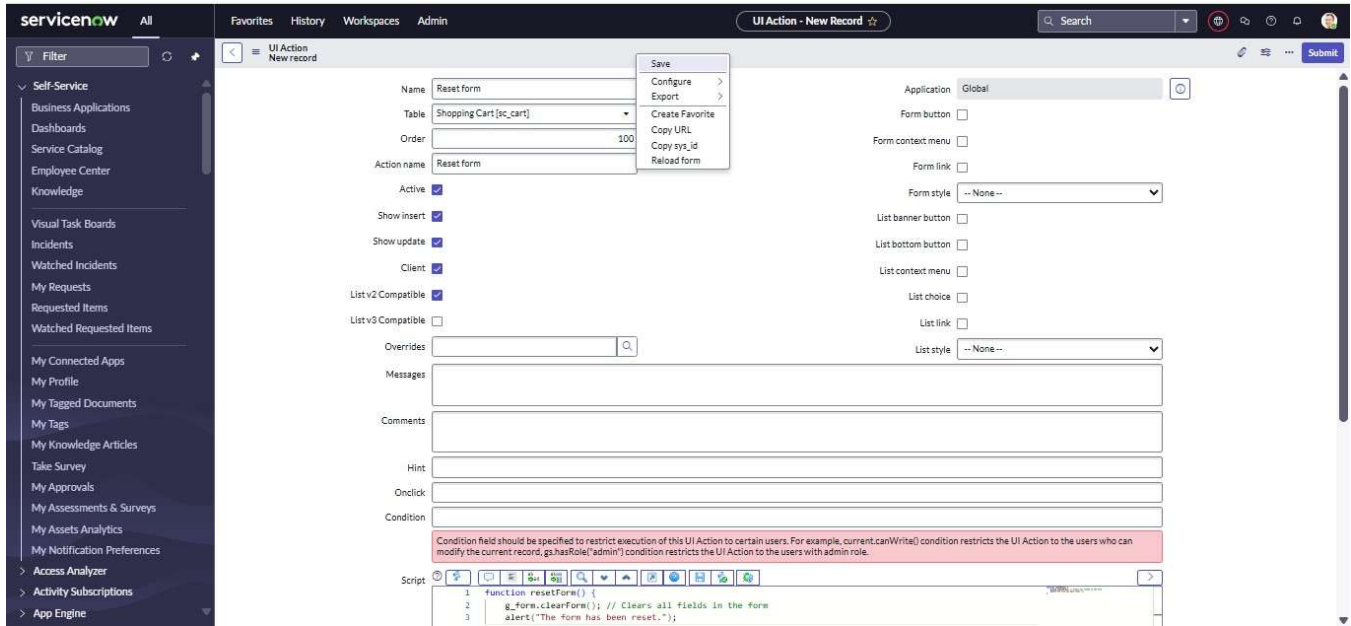
Action name: Reset form

Client : checked

Script:

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

Click on save

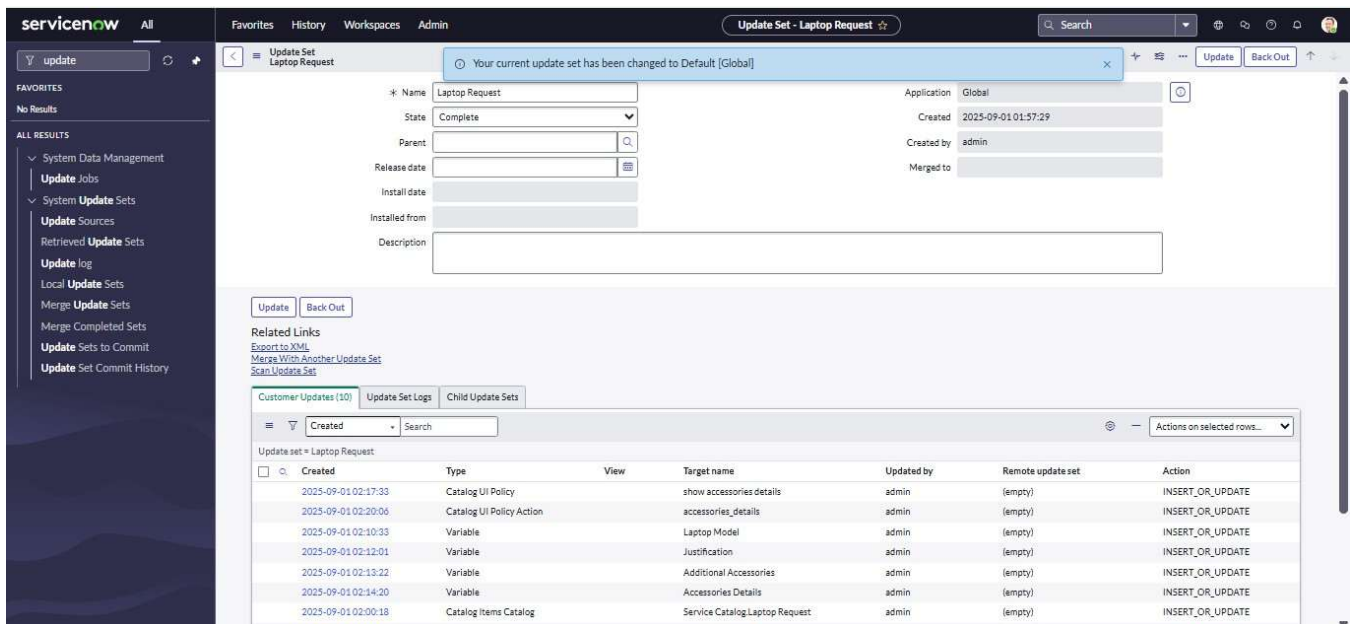


The screenshot shows the 'UI Action - New Record' form in ServiceNow. The form includes fields for Name, Table, Order, Action name, Active, Show insert, Show update, Client, List v2 Compatible, List v3 Compatible, Overrides, Messages, Comments, Hint, Onclick, Condition, and Script. A dropdown menu is open for the 'Table' field, showing options like 'Shopping Cart [sc_cart]', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'. The 'Script' field contains a JavaScript function:

```
function resetForm() {
  g_form.clearForm(); // Clears all fields in the form
  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' form in ServiceNow. The form includes fields for Name, State, Parent, Release date, Install date, Installed from, and Description. A notification banner at the top states: 'Your current update set has been changed to Default [Global]'. Below the form, there are 'Update' and 'Back Out' buttons. The 'Related Links' section includes 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. The 'Customer Updates (10)' table is visible, showing a list of updates with columns for Created, Type, View, Target name, Updated by, Remote update set, and Action.

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

Retrieved Update Sets

Name

Search

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

ServiceNow

ImportXML

Search

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

XML file

Choose file

sys_remote_u...fhead322.xml

Step 2: Upload the file

Upload

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

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
Application: Global
Update source: [Search]
Parent: [Search]
State: Loaded
Loaded: 2025-09-01 22:56:15
Description: [Text Area]
Application name: Global

Update Delete Preview Update Set

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_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_895a9483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3e251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba15883772210d266f7b6fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE

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

Retrieved Update Set - Laptop Request

Update Set Preview

Succeeded 100%

Success! - Succeeded in 2 Seconds

Close

Name: Laptop Request
Application: Global
Update source: [Search]
Parent: [Search]
State: Previewed
Loaded: 2025-09-01 22:56:15
Description: [Text Area]
Application name: Global

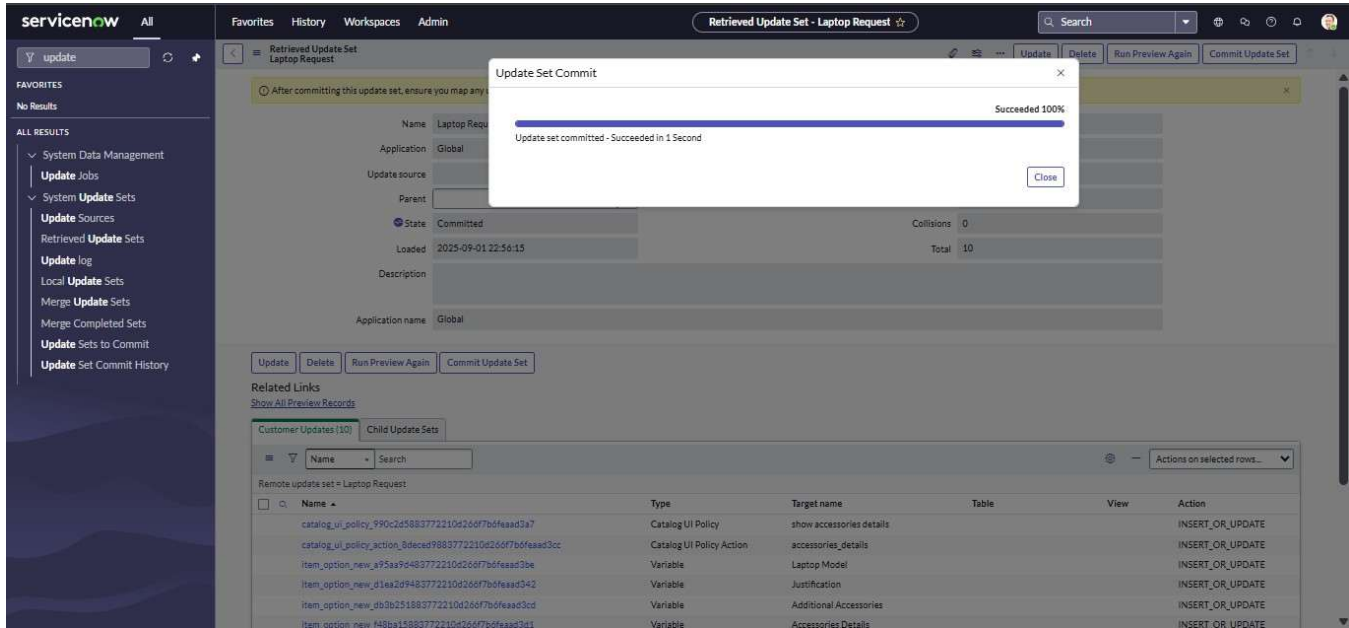
Update Delete Preview Update Set

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_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_895a9483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3e251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba15883772210d266f7b6fead3d1	Variable	Accessories Details			INSERT_OR_UPDATE



Update Set Commit

Update set committed - Succeeded in 1 Second

Succeeded 100%

Close

Retrieved Update Set - Laptop Request

Name	Application	Update source	Parent	State	Collisions	Loaded	Total	Description	Application name
Laptop Reu	Global			Committed	0	2025-09-01 22:56:15	10		Global

Update Delete Run Preview Again Commit Update Set

Related Links

Show All Preview Records

Customer Updates (10) Child Update Sets

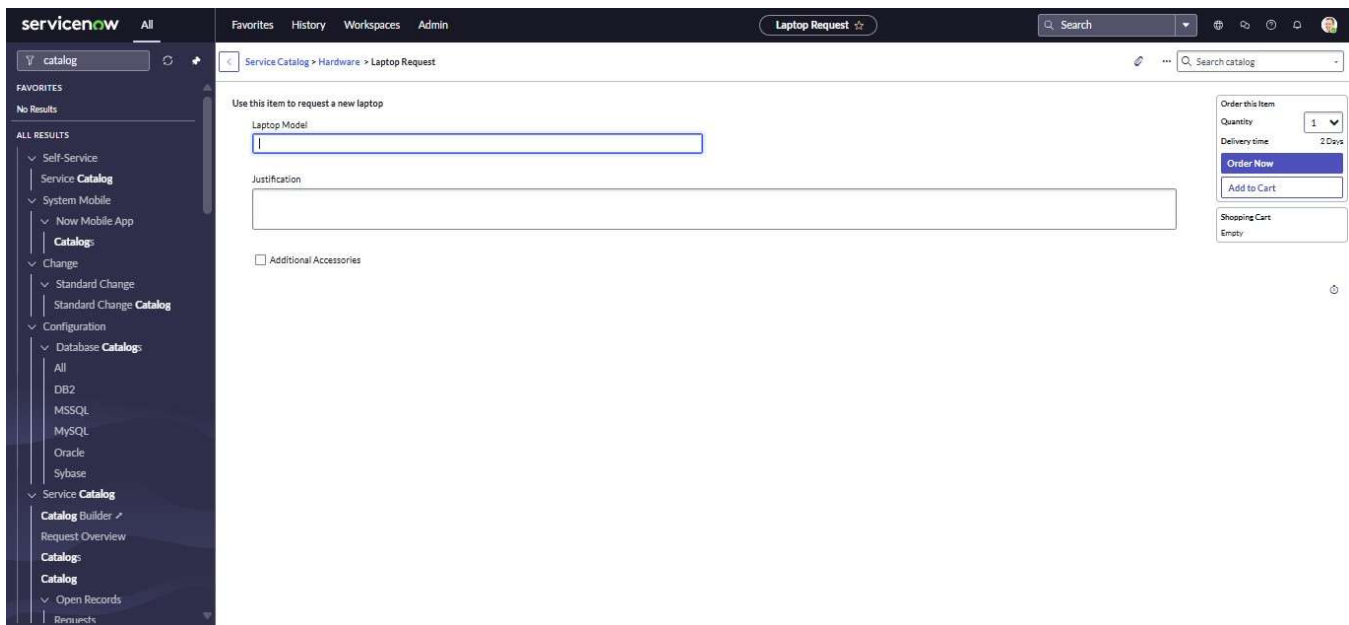
Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d588377210d266f7b6feaa3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8deca988377210d266f7b6feaa3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95a9648377210d266f7b6feaa3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d948377210d266f7b6feaa3d42	Variable	Justification			INSERT_OR_UPDATE
item_option_new_d83e25188377210d266f7b6feaa3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba1588377210d266f7b6feaa3c1	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



Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model

Justification

☐ Additional Accessories

Order this Item

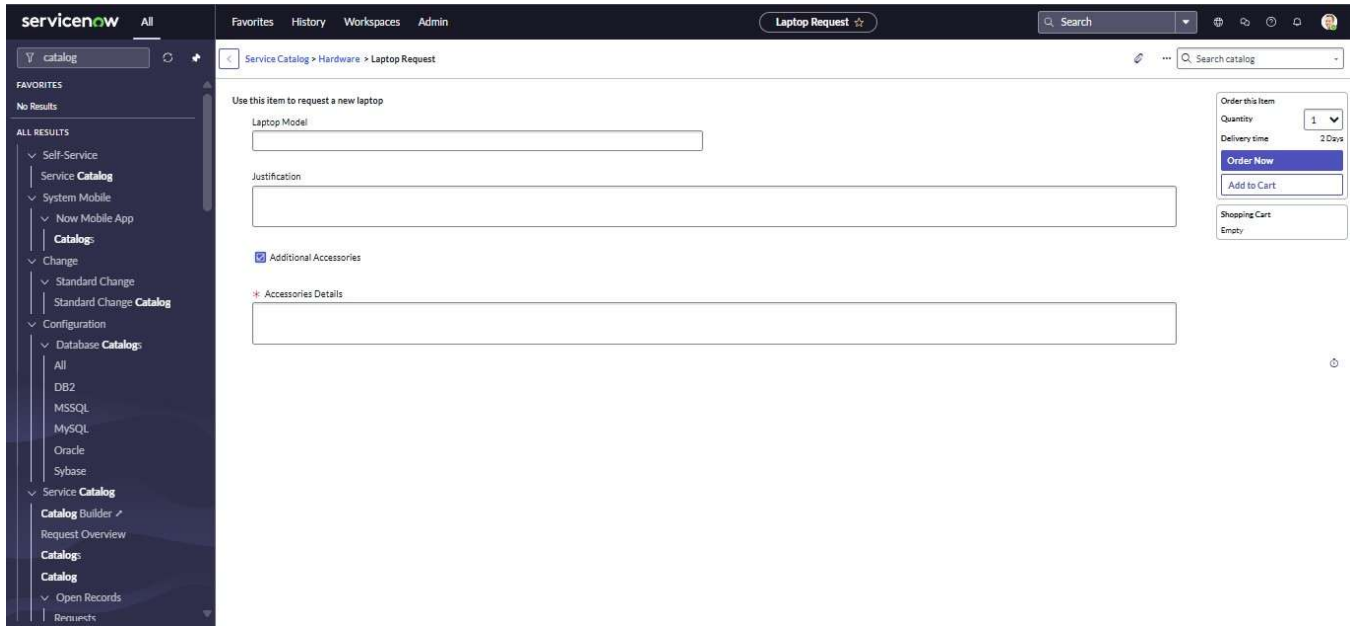
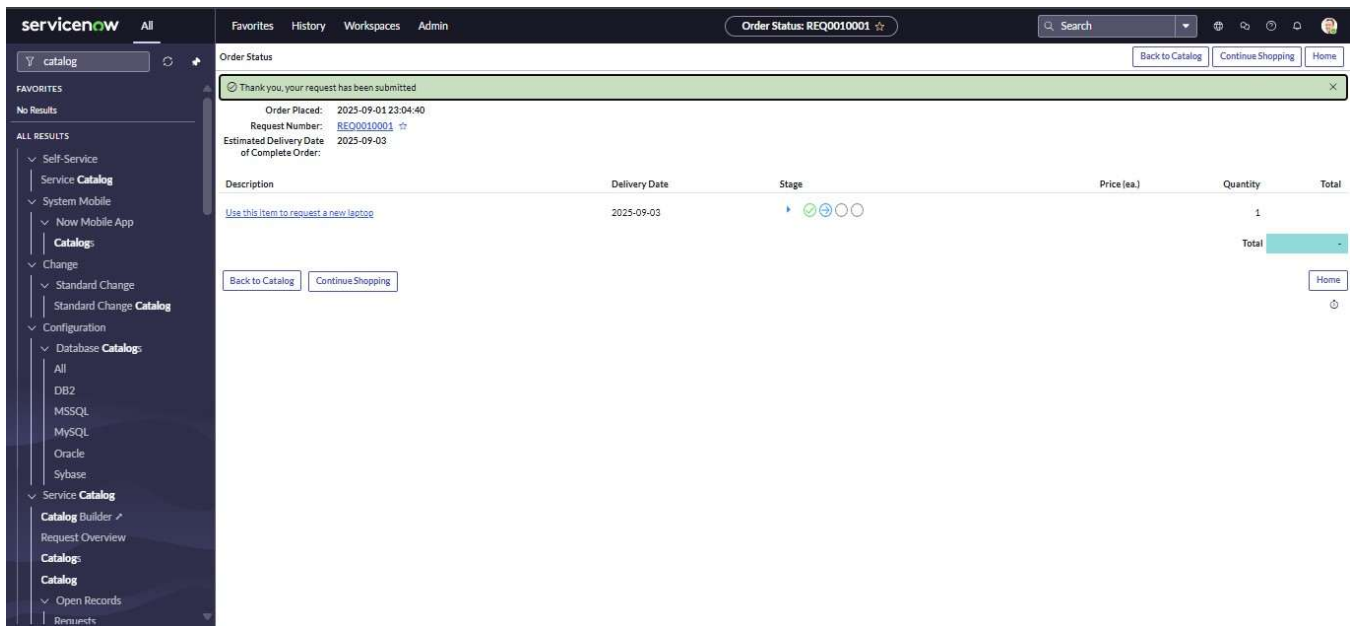
Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart: Empty

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-09-03	▶ 🟢 🟡 🔴 ⚪		1	
				Total	

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