# ServiceNow — Laptop Request Catalog Item (Demo)

This document shows a working demo description, sample variables, client script, UI policy, and a simple Flow/Workflow outline you can adapt in ServiceNow.

## 1) Purpose

Create a catalog item that allows employees to request a laptop with options (model, RAM, storage, accessories), justification, and manager approval. On submission the request creates a requested item (sc\_req\_item) and triggers provisioning tasks.

## 2) Variables (sample)

{  
 "variables": [  
 {"name":"employee\_name","type":"string","question":"Employee name","mandatory":true},  
 {"name":"employee\_email","type":"email","question":"Employee email","mandatory":true},  
 {"name":"laptop\_model","type":"select","question":"Laptop model","choices":["Dell XPS 13","Lenovo ThinkPad T14","MacBook Pro 13"]},  
 {"name":"ram","type":"select","question":"RAM","choices":["8 GB","16 GB","32 GB"],"default":"16 GB"},  
 {"name":"storage","type":"select","question":"Storage","choices":["256 GB SSD","512 GB SSD","1 TB SSD"]},  
 {"name":"accessories","type":"checkbox","question":"Accessories","choices":["Docking Station","External Monitor","Mouse","Keyboard"]},  
 {"name":"justification","type":"textarea","question":"Business justification","mandatory":true}  
 ]  
}

## 3) Example Client Script (Catalog Client Script)

Run onLoad to set defaults or onChange to dynamically show/hide fields.

// Catalog client script (onLoad)  
function onLoad() {  
 // set default RAM if empty  
 if (g\_form.getValue('ram') == '') {  
 g\_form.setValue('ram', '16 GB');  
 }  
}  
  
// Catalog client script (onChange for laptop\_model)  
function onChange(control, oldValue, newValue, isLoading) {  
 if (isLoading) return;  
 // Example: if MacBook selected, hide Windows-specific accessories  
 if (newValue == 'MacBook Pro 13') {  
 g\_form.setDisplay('accessories', true);  
 } else {  
 g\_form.setDisplay('accessories', true);  
 }  
}

## 4) Sample UI Policy

// UI Policy condition: laptop\_model == 'MacBook Pro 13'  
// Actions:  
// - Set 'justification' mandatory = true  
// - Show message to user: "MacBook Pro requests require manager approval."

## 5) Flow Designer (high-level)

1. Trigger: Catalog item requested (sc\_req\_item created)  
2. Action: Create approval request (manager approval, via 'Requested Item' approvals)  
3. Action: On approval - Create provisioning task(s) (e.g., create task for Hardware Fulfillment)  
4. Action: Notify requester and manager of state changes  
5. Action: On completion - mark sc\_req\_item as fulfilled

## 6) Sample Business Rule (after insert)

// Business Rule (after insert on sc\_req\_item)  
(function executeRule(current, previous /\*null when async\*/) {  
 // Example: tag high-cost models for review  
 if (current.variables.laptop\_model == 'MacBook Pro 13') {  
 current.u\_high\_cost = true;  
 current.update();  
 }  
})(current, previous);

## 7) Sample XML export

Included as sample\_catalog\_item.xml (separately in the demo package). Use this as a starting point to import or adapt in your instance (update sys\_id etc.).

## 8) Tips for import into ServiceNow

- Use the Service Catalog > Catalog Definitions > Maintain Items UI and import XML via "Load Update Set" or create manually.  
- Test flow and approvals in a sub-production instance first.  
- Use scoped application records if you want version control.

Generated demo - adapt IDs and scripts for your ServiceNow instance.