

Laptop Request Catalog Item

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Problem Statement

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

Objectives

- 1.Streamline Laptop Requests:** Provide a single, user-friendly interface for employees to request laptops.
- 2.Improve Accuracy:** Use dynamic form fields to reduce errors and ensure all required information is captured.
- 3.Enhance User Experience:** Add form reset and helpful instructions to make the process intuitive.
- 4.Ensure Governance:** Track all requests and changes to maintain compliance with internal policies.
- 5.Enable Faster Fulfillment:** Automate workflows to reduce manual intervention and speed up laptop delivery.

Skills

- 1. ServiceNow Development: Knowledge of creating catalog items, workflows, and forms.**
- 2. IT Service Management: Understanding of IT service request processes.**
- 3. Technical Configuration: Ability to configure and customize ServiceNow platforms.**

Activity1

Create Local Update set

- 1.** Open service now.
- 2.** Click on All >> search for update sets
- 3.** Select local update sets under system update sets
- 4.** Click on new
- 5.** Fill the following details to create a update set as: “Laptop Request”
- 6.** Click on submit and make current
- 7.** By clicking on the button it activates the update set .

dev204314.service-now.com/now/nav/ui/classic/params/target/sys_update_set_list.do%3Fsysparm_userpref_module%3D50047c06c0a8016c0135...

servicenow All Favorites History Admin Update Sets ☆ Search

Update Set New record

Submit Submit and Make Current

* Name New Update Set Application Global

State In progress

Parent

Release date

Description

Submit Submit and Make Current

Type here to search

dev204314.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fsys_id%3D3103154183b72210c399c7c6feaad367%26syspa...

servicenow All Favorites History Update Set - Laptop Request ☆ Search

Update Set Laptop Request

Update

* Name Laptop Request Application Global

State Complete

Parent

Release date

Install date

Installed from

Description

Created 2025-09-03 08:26:18

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

Type here to search

Activity2

Create Service Catalog Item

1. Open service now.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions
4. Click on New.

The screenshot shows the ServiceNow web interface. The browser tabs include 'Student', 'whatsapp web - Foxload', '(1) WhatsApp', 'ServiceNow Developers', and 'Catalog Items | ServiceNow'. The address bar shows a URL from dev204314.service-now.com. The ServiceNow header has 'All', 'Favorites', 'History', 'Admin', and a 'Catalog Items' button. A search bar is present. A dropdown menu is open over the 'Catalog Items' button, showing options: 'service catalog', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items' (highlighted), 'My Content Items', 'Content Items', 'Ordered Item Links', and 'My Order Guides'. Below the menu, a table of catalog items is visible. The table has columns: Name, Description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The items listed include 'X1 Carbon', 'Adobe Acrobat', 'Add network switch to datacenter cabinet', 'Add/Remove users from group', and 'Adobe Acrobat Pro'.

Name	Description	Active	Roles	Catalogs	Category	Price	Type	Updated
X1 Carbon		true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
		true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
		true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
		true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
		true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-09-03 06:19:28
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33

dev204314.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsc_cat_it...

servicenow All Favorites History Catalog Item - New Record Search

Catalog Item New record Submit Try It

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

Catalogs: Service Catalog Active: ☒

Category: Hardware Fulfillment automation level: Unspecified

State: -- None --

Checked out: -- None --

Owner: System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Add variables

Step1:

- After saving the catalog item form scroll down and click on variable(related list)
- Click on new and enter the details as below

1. Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

- Click on submit
- Again click on new and add Remaining variables in the above process

2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

4. Variable 4: Accessories Details

Type: Multi line text

Name:accessories_details

Order:400

Step2:

- After adding above variable which are added to newly created catalog item
- Then save the catalog item form

dev204314.service-now.com/now/nav/ui/classic/params/target/item_option_new.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_is_related_list...

servicenow All Favorites History Variable - New Record Search

Variable New record Submit

Application Global Active ☒

Type Single Line Text Mandatory ☐

Catalog Item Laptop Request Read only ☐

Order 100 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

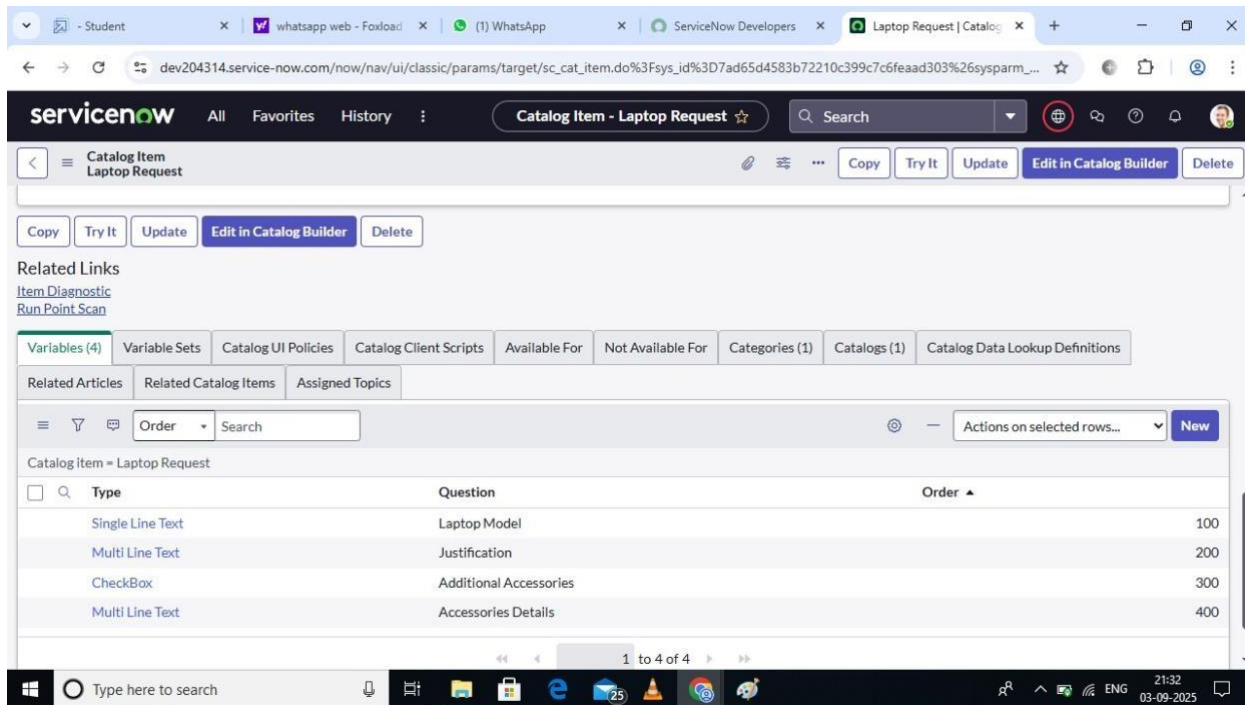
* Name laptop_model

Conversational label

Tooltip

Example Text

Type here to search 25 ENG 21:20 03-09-2025



Activity3

Create Catalog Ui policies

1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for 'laptop request' which is created before
4. Select 'laptop request' and scroll down click on "Catalog Ui policies"
5. In the catalog ui policies related list tab click on new
6. Give short description as: show accessories details
7. Set the Catalog Condition in the related list tab 'when to apply'
[field: additional_ accessories, operator: is, value: true]
8. Click on **save**.(do not click on submit)
9. Scroll down and select 'catalog ui action'
10. Then click on new button
11. Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

12. Click on save and again click save button of the catalog ui policy form

The screenshot shows the ServiceNow 'Catalog UI Policy - New Record' form. The browser tabs include 'Student', 'whatsapp web - Foxload', '(1) WhatsApp', 'ServiceNow Developers', and 'New Record | Catalog UI'. The URL is 'dev204314.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsysparm_tiny%3DU4IVMtKht71Ne3AbTAKjXFLaR8Qkrm...'. The form header shows 'Catalog UI Policy - New Record' with a search bar and a 'Submit' button. The main form fields include: 'Applies to' (A Catalog Item), 'Application' (Global), 'Catalog item' (Laptop Request), 'Active' (checked), and 'Short description'. Below these is a 'When to Apply' tab with a 'Script' sub-tab. A blue box contains the following text: 'Catalog UI policy actions are applied only if all the following conditions are met: 1. The catalog UI policy is Active 2. The items in the Conditions field evaluate to true 3. The field specified in the catalog UI policy is present on the specified catalog item'. Below this, there are buttons for 'Add Filter Condition' and 'Add "OR" Clause', followed by a dropdown menu for 'Catalog Conditions' with the text '-- choose field --', and two more dropdowns for '-- oper --' and '-- value --'. At the bottom, there are checkboxes for 'Applies on a Catalog Item view' (checked) and 'Applies on Catalog Tasks' (unchecked). A blue box at the bottom right contains the text: 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form'. The Windows taskbar at the bottom shows the search bar, task view, and various application icons, with the system clock displaying '22:43 03-09-2025'.

ServiceNow Catalog UI Policy - New Record

Applies to: A Catalog Item

Application: Global

* Catalog item: Laptop Request

Active: ☒

* Short description:

When to Apply: Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is **Active**
2. The items in the **Conditions** field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: Add Filter Condition Add "OR" Clause

-- choose field -- -- oper -- -- value --

Applies on a Catalog Item view: ☒

Applies on Catalog Tasks: ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

dev204314.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy.do%3Fsysparm_tiny%3DU4iVMtKht71Ne3AbTAgXFLaR8Qkrm...

servicenow All Favorites History Catalog UI Policy - New Record Search

Catalog UI Policy New record Submit

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is **Active**
2. The items in the **Conditions** field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions Add Filter Condition Add "OR" Clause

additional_accessories is true AND OR X

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false ☒

Submit

Type here to search 22:46 03-09-2025

dev204314.service-now.com/now/nav/ui/classic/params/target/catalog_ui_policy_action.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_is_rela...

servicenow All Favorites History Catalog UI Policy Action - New Reco... Search

Catalog UI Policy Action New record Submit

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

Catalog Item Laptop Request

Variable name accessories_details

Order 100

Application Global ⓘ

Mandatory True

Visible True

Read only Leave alone

Value action Leave alone

Field message type None

Submit

Type here to search 22:50 03-09-2025

Activity4

Create ui action

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

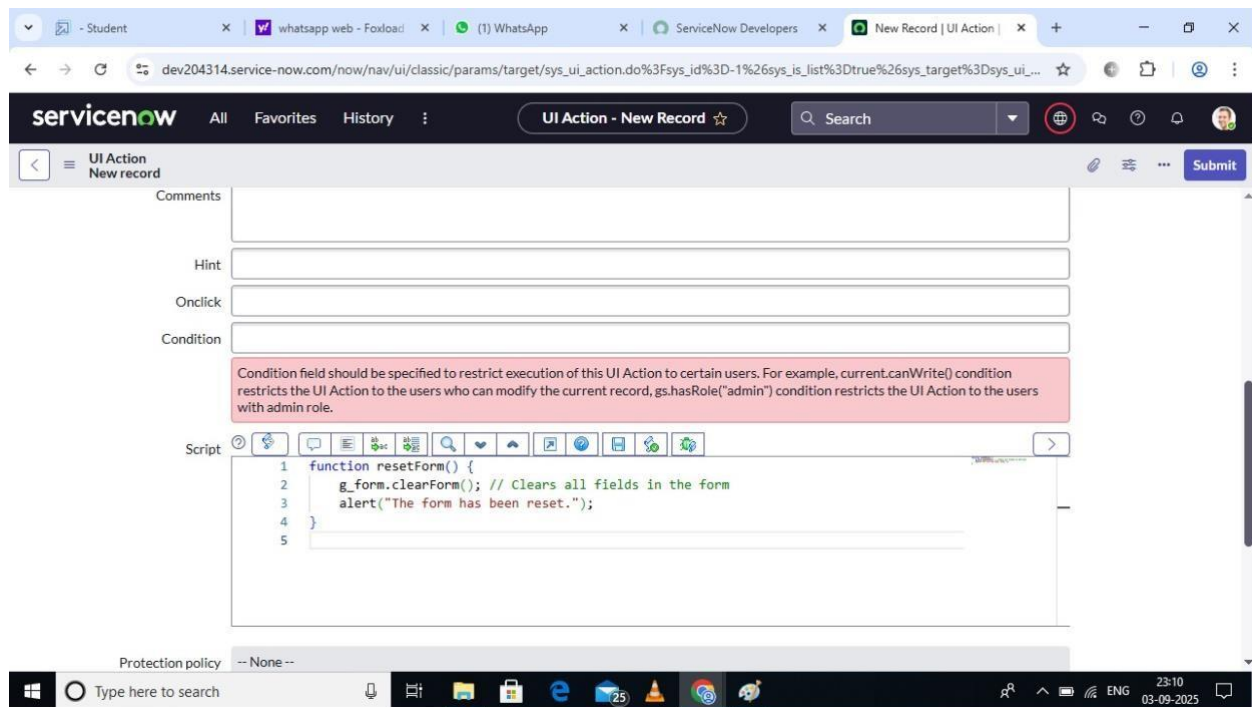
Client : checked

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 ServiceNow 'UI Action - New Record' form. The form is titled 'UI Action - New Record' and contains various fields for configuration. The 'Name' field is 'Reset form', 'Table' is 'Shopping Cart [sc_cart]', 'Order' is '100', and 'Action name' is 'Reset form'. The 'Application' is set to 'Global'. There are several checkboxes for 'Form button', 'Form context menu', 'Form link', 'List banner button', 'List bottom button', 'List context menu', 'List choice', and 'List link', all of which are currently unchecked. The 'Form style' and 'List style' are both set to '-- None --'. The 'Active' checkbox is checked. The 'Show insert', 'Show update', 'Client', 'List v2 Compatible', and 'List v3 Compatible' checkboxes are also checked. The 'Overrides' field is empty. The 'Messages' field is empty. The 'Submit' button is in the top right corner.



Exporting changes to another instances

1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file

The screenshot shows the ServiceNow interface for updating a 'Laptop Request' update set. The form is titled 'Update Set - Laptop Request' and includes a search bar. The main form area contains several input fields: 'Name' (Laptop Request), 'State' (Complete), 'Parent' (with a search icon), 'Release date' (with a calendar icon), 'Install date', 'Installed from', and 'Description'. To the right of these fields, there are read-only fields for 'Application' (Global), 'Created' (2025-09-03 08:26:18), 'Created by' (admin), and 'Merged to'. Below the form, there is an 'Update' button and a 'Related Links' section with links for 'Merge With Another Update Set' and 'Scan Update Set'. At the bottom, there is a navigation bar with tabs for 'Customer Updates (10)', 'Update Set Logs', and 'Child Update Sets'.

Activity6

Retrieving the update set

1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select "Retrieved update set" under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML
7. Upload the downloaded file in XML file 8. Click on Upload and it gets uploaded.
9. Open retrieved update set 'laptop request project'
10. Click on preview update set
11. And click on commit update set
12. And also see the related tab updates
13. After committing update set in this instance we get all updates which are done in the previous instance

The screenshot shows the ServiceNow interface for a 'Retrieved Update Set - Laptop Request'. The page displays a table with the following data:

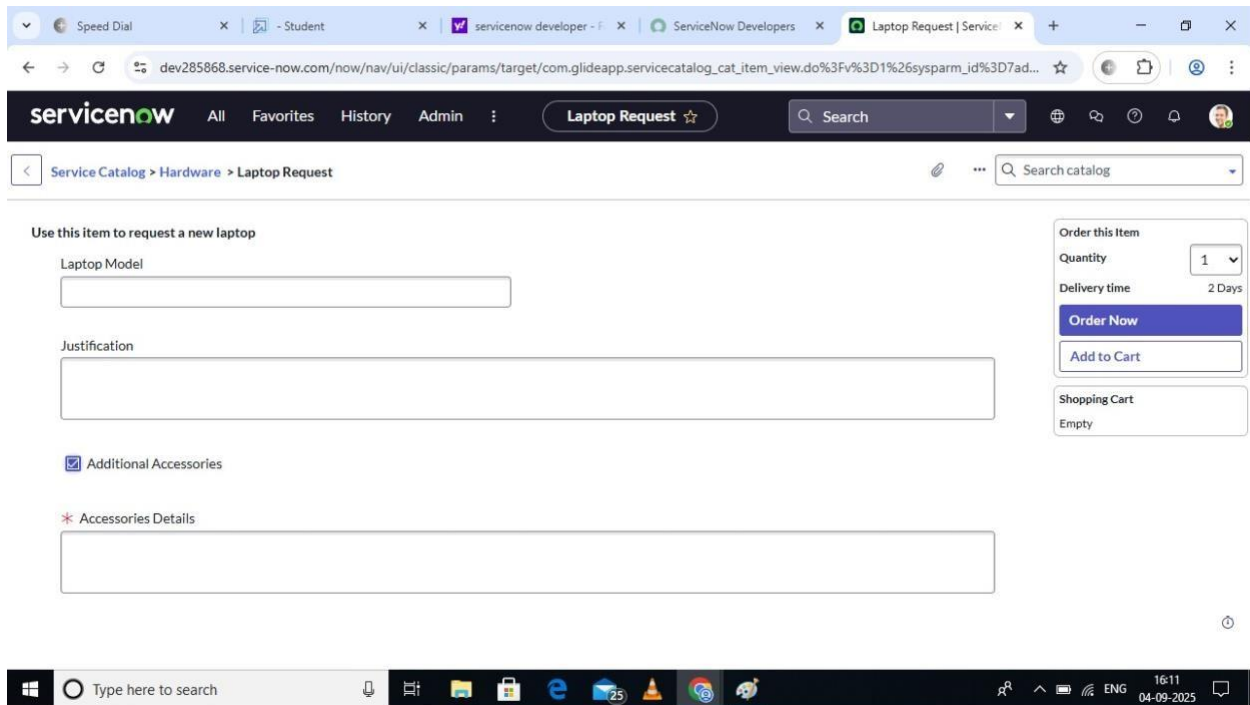
Field	Value
Name	Laptop Request
Application	Global
Update source	
Parent	
State	Committed
Loaded	2025-09-03 10:57:45
Description	
Application name	Global
Committed	2025-09-04 03:23:59
Inserted	10
Updated	0
Deleted	0
Collisions	0
Total	10

Below the table, there are 'Update' and 'Delete' buttons. Under 'Related Links', there are links for 'Show Commit Log' and 'Show All Preview Records'. The bottom of the screen shows the Windows taskbar with the date '04-09-2025' and time '15:49'.

Activity7

Test Catalog Item

1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it
5. It shows three variables only



Conclusion

The Laptop Request Catalog Item has been successfully created, enabling employees to easily request laptops through a streamlined and automated process. This solution improves efficiency, reduces manual effort, and enhances the overall employee experience.