**Creating Update Sets in ServiceNow**

1. **Access Update Sets**:
   * Navigate to **System Update Sets** > **Local Update Sets**.
2. **Create a New Update Set**:
   * Click **New**.
   * Provide a name for the update set (e.g., "Callback Scheduling Feature").
   * Save the record. This set will now capture configuration changes.
3. **Make Changes**:
   * Perform the required configuration or development changes (e.g., modifying forms, creating scripts, or adding new records).
   * Ensure changes are captured in the active update set.
4. **Verify Changes in the Update Set**:
   * Navigate to the update set record.
   * Open the **Updates** related list to see all captured changes.
   * Confirm that all intended changes are listed.
5. **Test Changes in a Non-Production Instance**:
   * Export and import the update set into a test environment.
   * Verify the functionality before deploying to production.
6. **Mark Update Set Complete**:
   * Once all changes are finalized, update the status of the update set to **Complete**.
7. **Migrate the Update Set**:
   * Use **System Update Sets** > **Retrieved Update Sets** to import the update set into another instance (e.g., test or production).
   * Review the imported update set for completeness.
   * Commit the update set to apply changes.