

## OUTPUTS:

### 1. Creation of local update set

The screenshot shows the 'Update Set - Laptop Request Project' form in ServiceNow. The form includes fields for Name, State, Parent, Release date, Install date, and Installed from. The 'Name' field is set to 'Laptop Request Project'. The 'State' is 'In progress'. The 'Parent' field is empty. The 'Release date' is '2025-09-10 03:17:03'. The 'Install date' is '2025-09-10 03:17:03'. The 'Installed from' field is empty. The 'Application' is 'Global'. The 'Created' date is '2025-09-10 03:17:03'. The 'Created by' is 'admin'. The 'Merged to' field is empty. The 'Description' field is empty. There are 'Update' and 'Back Out' buttons at the bottom left. Below the form, there are 'Related Links' including 'Export to XML', 'Merge With Another Update Set', 'Scan Update Set', 'Show Update's History', and 'SN Utils | Versions (0)'.

### 2. Creating catalog item

The screenshot shows the 'Catalog Item - Laptop Request' form in ServiceNow. The form includes fields for Name, Application, Active, Fulfillment automation level, State, Checked out, and Owner. The 'Name' field is set to 'Laptop Request'. The 'Application' is 'Global'. The 'Active' checkbox is checked. The 'Fulfillment automation level' is 'Unspecified'. The 'State' is 'None'. The 'Checked out' is 'None'. The 'Owner' is 'System Administrator'. Below the form, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is selected, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a rich text editor. The 'Description' field contains the text 'Use this item to request a new laptop'.

### 3. Adding Variables

The screenshot shows the 'Catalog Item - Laptop Request' form in ServiceNow, specifically the 'Variables' tab. The 'Variables' tab is selected, showing a list of variables. The list has columns for 'Type', 'Question', and 'Order'. The variables are:

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

At the bottom of the list, there is a pagination bar showing '1 to 4 of 4'.

## 4. Configuring Catalog UI policy

Catalog UI Policy - show accessories details

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested item or Catalog Task form. [More Info](#)

Applies to: A Catalog Item

Application: Global

\* Catalog item: Laptop Request

Active: ☒

\* Short description: show accessories details

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

additional\_accessories is true

AND OR

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: ☒

Update

Delete

Related Links

Run Point Scan

SN Uptis Versions (1)

Catalog UI Policy Actions

Order

Search

Actions on selected rows...

New

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

1 to 1 of 1

## 5. Configuring UI Actions

Favorites History Workspaces Admin

UI Action - Reset Form

Application scope: Global

Update set: Default (Global)

Name: Reset Form

Table: Shopping Cart [sc\_cart]

Order: 100

Action name: Reset Form

Active: ☒

Show insert: ☒

Show update: ☒

Client: ☒

List v2 Compatible: ☒

List v3 Compatible: ☐

Overrides:

Messages:

Comments:

Hint:

OnClick:

Condition:

Script: 

```
1 function resetForm() {  
2   g_form.clearForm(); // Clears all fields in the form  
3   alert("The form has been reset.");  
4 }
```

Application: Global

Form button: ☐

Form context menu: ☐

Form link: ☐

Form style: -- None --

List banner button: ☐

List bottom button: ☐

List context menu: ☐

List choice: ☐

List link: ☐

List style: -- None --

6. Exporting UPDATE SETS

servicenow

All Favorites History Workspaces Admin

Update Set - Laptop Request Project

Application scope: Global  
Update set: Catalog Explorer

Update Set  
Laptop Request Project

NameLaptop Request Project

StateComplete

Parent

Release date

Install date2025-09-10 03:17:03

Installed from

Description

ApplicationGlobal

Created2025-09-10 03:17:03

Created byadmin

Merged to

UpdateBack Out

Related Links

[Export to XML](#)  
[Merge With Another Update Set](#)  
[Scan Update Set](#)  
[Show Update's History](#)  
[\[SN Utils\] Versions \(0\)](#)

Customer Updates (10)Update Set Logs (12)Child Update SetsInstall History

CreatedSearch

Update set = Laptop Request Project

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-10 03:17:03	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE

7. Retrieving Update sets from another instance

ServiceNow Developers

Laptop Request Project | Retrieved Update Set

dev182851.servicenow.com/now/nav/ui/classic/params/target/sys\_remote\_update\_set.do%3Fsys\_id%3D430cc413c33726505a4b3132b4013169%26sysparm\_record\_target%3Dsys\_remo...

servicenow

All Favorites History Workspaces Admin

Retrieved Update Set - Laptop Request Project

Search

Retrieved Update Set  
Laptop Request Project

NameLaptop Request Project

ApplicationGlobal

Update source

Parent

StateCommitted

Loaded2025-09-10 02:58:20

Description

Application nameGlobal

Committed2025-09-10 03:17:03

Inserted0

Updated10

Deleted0

Collisions0

Total10

UpdateDelete

Related Links

[Show Commit Log](#)  
[Show All Preview Records](#)

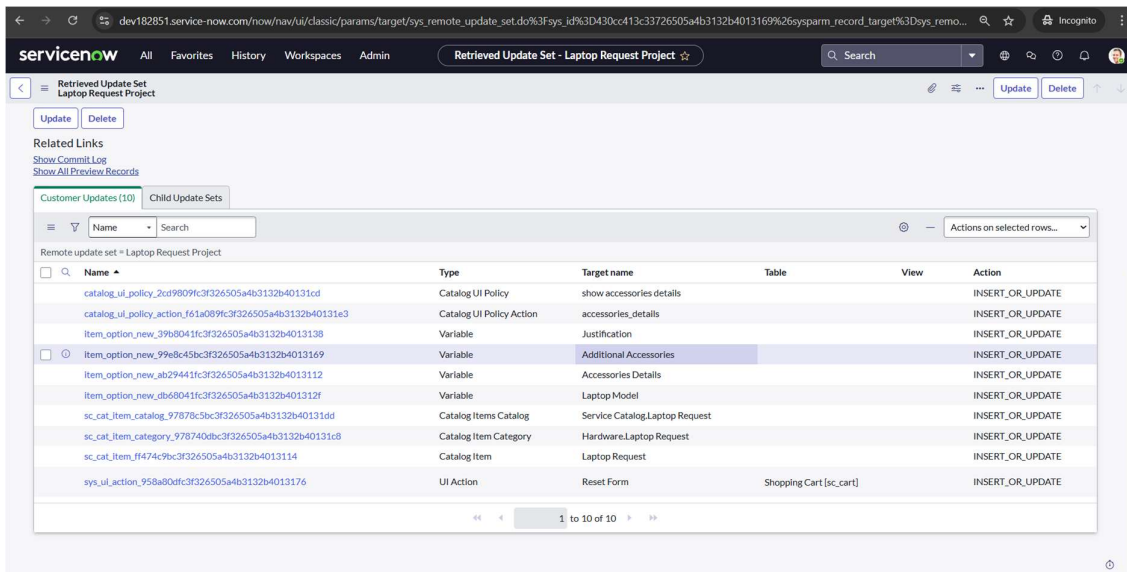
Customer Updates (10)Child Update Sets

NameSearch

Remote update set = Laptop Request Project

Name	Type	Target name	Table	View	Action
catalog_ui_policy_2cd9809fc3f326505a4b3132b40131cd	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_661a089fc3f326505a4b3132b40131e3	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE

## 8. Retrieved Data from update set by committing



Retrieved Update Set - Laptop Request Project

Update Delete

Related Links

Show Commit Log

Show All Preview Records

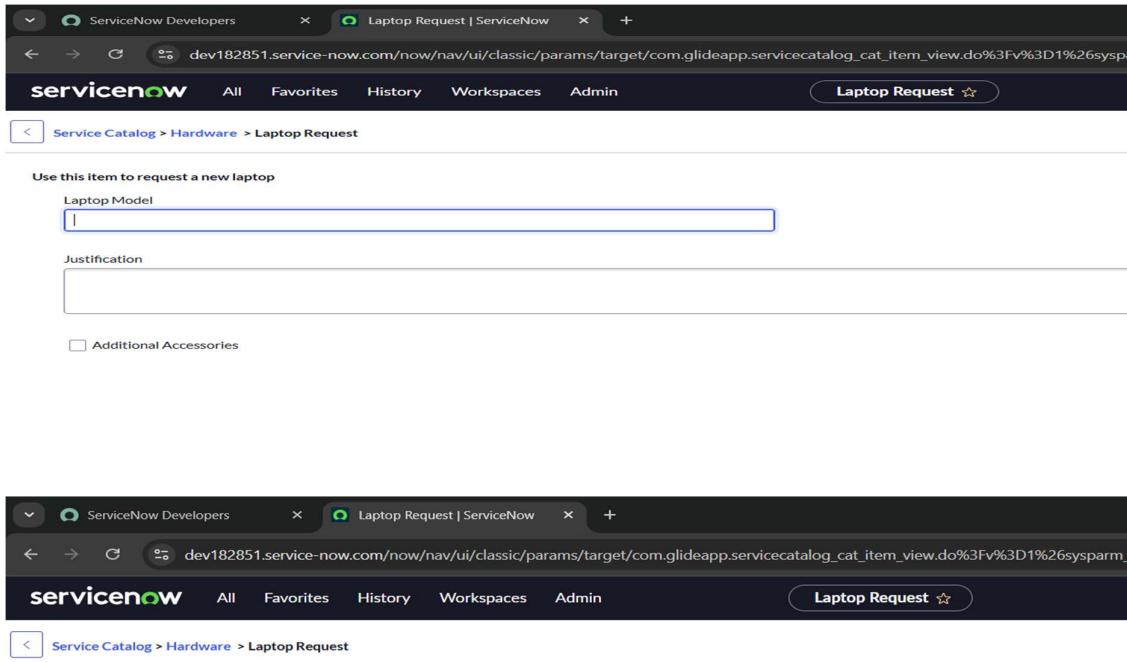
Customer Updates (10) Child Update Sets

Remote update set = Laptop Request Project

Name	Type	Target name	Table	View	Action
catalog_ui_policy_2cd9809fc3f326505a4b3132b40131cd	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_f61a089fc3f326505a4b3132b40131e3	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_3fb8041fc3f326505a4b3132b4013138	Variable	Justification			INSERT_OR_UPDATE
item_option_new_99e8c45bc3f326505a4b3132b4013169	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_ab29441fc3f326505a4b3132b4013112	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_db68041fc3f326505a4b3132b401312f	Variable	Laptop Model			INSERT_OR_UPDATE
sc_cat_item_catalog_97878c5bc3f326505a4b3132b40131dd	Catalog Items Catalog	Service Catalog Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_978740dbc3f326505a4b3132b40131cd	Catalog Item Category	Hardware Laptop Request			INSERT_OR_UPDATE
sc_cat_item_f1474c9bc3f326505a4b3132b4013114	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sys_ui_action_95ba80dfc3f326505a4b3132b4013176	UI Action	Reset Form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

1 to 10 of 10

## 9. Testing



ServiceNow Developers Laptop Request | ServiceNow

dev182851.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog\_cat\_item\_view.do%3Fv%3D1%26sysparm...

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model

Justification

☒ Additional Accessories

\* Accessories Details