

Retrieving the Update Set and Exporting Changes to Another Instance

Phase Overview:

After completing all the configuration work in the *development instance*, the next step is to transfer those changes to another ServiceNow instance (such as *testing or production*). This is achieved using Update Sets, which contain all the modifications (catalog items, scripts, UI actions, and policies) made during the project. In this phase, we retrieve, export, and import the *Laptop Request Update Set*.

Objectives:

- To retrieve the completed *Laptop Request* update set from the development instance.
 - To export the update set as an XML file.
 - To import the update set into another instance (e.g., testing or production).
 - To verify successful migration of all project components.
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Steps to Retrieve and Export the Update Set:

1. Open ServiceNow
Log in to the development instance of ServiceNow.
2. Navigate to Update Sets
 - Click on All → Search for “Update Sets.”
 - Under System Update Sets, select Local Update Sets.
3. Select the Laptop Request Update Set
 - Locate the update set named “Laptop Request” that was created in *Phase 2*.
 - Open it to review all captured changes (catalog item, variables, UI policy, and UI action).
4. Mark the Update Set as Complete
 - Once all configurations are finished and verified, set the State of the update set to Complete.
 - This indicates the update set is finalized and ready for export.
5. Export the Update Set

- After marking it as complete, click on the “Export to XML” option in the related links section.
- ServiceNow will download the update set as an .xml file to your local system.

Steps to Import and Retrieve Update Set in Another Instance:

1. Open Target Instance
 - Log in to the target instance (such as testing or production).
2. Navigate to Retrieved Update Sets
 - Click on All → Search for “Retrieved Update Sets.”
 - Under System Update Sets, select Retrieved Update Sets.
3. Import the XML File
 - In the related link options, click Import Update Set from XML.
 - Browse and select the downloaded XML file (*Laptop Request.xml*) from your system.
 - Click Upload.
4. Preview and Commit the Update Set
 - Once imported, click on the Preview Update Set button to check for any errors or conflicts.
 - After successful validation, click Commit Update Set to apply the changes to the target instance.

Purpose:

This phase ensures that all configurations related to the *Laptop Request Catalog Item* are successfully transferred across ServiceNow instances without manual rework. It provides version control, consistency, and reusability of project configurations.

Expected Outcome:

By the end of this phase:

- The Laptop Request Update Set is exported as an XML file from the development instance.
- The same update set is imported, previewed, and committed into another instance (e.g., test or production).
- All project configurations — catalog item, variables, UI policy, and UI action — are successfully migrated and functional in the new environment.

Outcome image:

← ↻ 🔍 https://dev297258.servicenow.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fsys_id%3D40c5845c83017210cf245130ceaad32d%26sysparm_record_target%3Dsys_update_... 🌐 ⚙️ ⭐️ ...

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All Favorites History Workspaces ⋮

Update Set - Laptop Request ☆

🔍 Search ▼

⏪ ≡ Update Set Laptop Request

🔗 ⚙️ ⚙️ ⋮ Update Back Out ↑ ↓

* Name Laptop Request

State Complete ▼

Parent 🔍

Release date 📅

Install date 2025-11-01 22:07:33

Installed from

Description

Application Global ⓘ

Created 2025-11-01 22:07:32

Created by admin

Merged to

Update Back Out

Related Links

[Export to XML](#)
[Merge With Another Update Set](#)
[Scan Update Set](#)
[Show Update's History](#)

Customer Updates (10) Update Set Logs (13) Child Update Sets

≡ ▼ Created 🔍

⚙️ — Actions on selected rows... ▼

Update set = Laptop Request

Created	Type	View	Target name	Updated by	Remote update set	Action
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AllFavoritesHistoryWorkspaces

Retrieved Update Set - Laptop Request

Search

<≡Retrieved Update SetLaptop Request

UpdateDelete

NameLaptop Request

ApplicationGlobal

Update source

Parent

StateCommitted

Loaded2025-11-01 21:41:51

Description

Application nameGlobal

Committed2025-11-01 22:07:32

Inserted0

Updated10

Deleted0

Collisions0

Total10

UpdateDelete

Related Links

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

Customer Updates (10)Child Update Sets

≡▼NameSearch

Actions on selected rows...

Remote update set = Laptop Request

	Name	Type	Target name	Table	View	Action
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