

# Update Set Creation

## Overview:

In this phase, an **Update Set** is created in ServiceNow to capture and track all configuration changes made during the development of the *Laptop Request Catalog Item*. Update Sets in ServiceNow are essential for maintaining version control and ensuring that any modifications can be moved from one instance to another (e.g., from development to testing or production environments).

## Objective:

- To create and activate an Update Set for the *Laptop Request Catalog Item* project.
- To ensure all configuration changes, scripts, and catalog items are properly tracked and stored.
- To establish a structured environment for development and deployment.

## Key Steps:

### 1. Open ServiceNow Instance

Launch the ServiceNow platform using the assigned development instance.

### 2. Navigate to Update Sets

Click on All → Search for “Update Sets” in the navigation filter.

### 3. Select Local Update Sets

Under the **System Update Sets** module, select **Local Update Sets** to view the existing update sets in the instance.

#### 4. Create a New Update Set

- Click on the **New** button to create a fresh update set.
- Enter the following details:
  - **Name:** *Laptop Request*
  - **Description:** Update set for Laptop Request Catalog Item configuration and related scripts.

#### 5. Submit and Make Current

After filling in the details, click on **Submit** and then **Make Current**.

This step activates the update set, allowing ServiceNow to record all changes under this specific set.

#### Purpose of the Update Set:

- To **track all configuration and customization** activities performed during the project.
- To **simplify deployment** by enabling export and import of configurations between instances.
- To **ensure consistency** and rollback capability in case of configuration errors.

#### Expected Outcome:

By the end of this phase, a new and active **Update Set named “Laptop Request”** is successfully created. All future configurations, catalog items, client scripts, and workflows related to the project will be captured in this update set, ensuring smooth development and controlled deployment.

# Output image:

The screenshot shows the ServiceNow Update Set - Laptop Request page. The top navigation bar includes links for Student, ServiceNow Developers, and a search bar. The main content area displays the 'Update Set - Laptop Request' details. The 'Update Set' section contains fields for Name (Laptop Request), State (Complete), Parent (empty), Release date (empty), Install date (2025-11-01 22:07:33), Installed from (empty), and Description (empty). To the right, application details are shown: Application (Global), Created (2025-11-01 22:07:32), Created by (admin), and Merged to (empty). Below the update set details is a 'Related Links' section with links to Export to XML, Merge With Another Update Set, Scan Update Set, and Show Update's History. At the bottom, there are tabs for Customer Updates (10), Update Set Logs (13), and Child Update Sets. A table lists customer updates, with the first row showing a weather icon (34°C, Sunny), the user (Created), the type (View), the target name (empty), the updated by (empty), the remote update set (empty), and the action (empty). The status bar at the bottom shows the date (02-11-2025) and time (15:24).