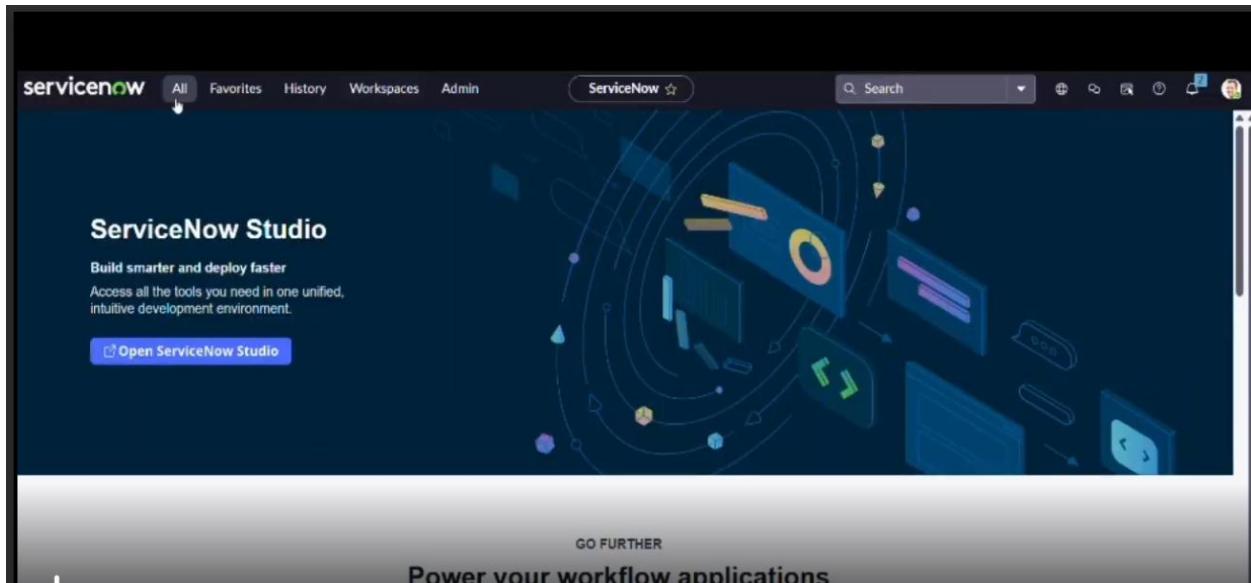


Laptop Request Catalog Item

Create Local Update set

Open service now.



All >>local update sets under system update sets

create a update set as: “Laptop Request”

The image shows the 'Update Set - Create New Update Set' form. At the top, it says 'Update Set New record'. The form has several input fields: 'Name' (set to 'Laptop Request'), 'State' (set to 'In progress'), 'Parent' (empty), 'Release date' (empty), and 'Description' (empty). To the right of the 'Name' field is an 'Application' dropdown set to 'Global'. At the bottom of the form are two buttons: 'Submit' and 'Submit and Make Current'. There are also small icons for search and refresh.

Service Catalog Item

Click on All >> service catalog>>maintain items under catalog definitions

State	Installed from	Created	Created by	Parent	Batch Base
In progress		2025-06-26 00:11:31	admin	{empty}	{empty}
In progress		2025-06-25 22:14:10	system	{empty}	{empty}
In progress		2025-06-26 00:10:48	system	{empty}	{empty}
In progress		2025-10-28 07:23:43	system	{empty}	{empty}
In progress		2025-10-29 23:16:05	admin	{empty}	{empty}

create a new catalog item

Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

Click on 'SAVE'

The screenshot shows the 'Catalog Item - New Record' screen. The 'Name' field is populated with 'Laptop Request'. The 'Catalog' dropdown is set to 'Service Catalog'. The 'Category' dropdown is set to 'Hardware'. The 'Description' field contains the text 'Use this item to request a new laptop'. The 'Submit' button is located at the top right of the form.

Add variables

scroll down and click on variable(related List)

Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

Click on submit , click on new and add Remaining variables

The screenshot shows the ServiceNow interface for creating a new variable. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Variable - New Record', 'Search', and various system icons. The main form has the following fields:

- Application:** Global
- Type:** Single Line Text
- Catalog Item:** Laptop Request
- Order:** 100
- Active:**
- Mandatory:**
- Read only:**
- Hidden:**
- Disable automatic slot fill based on user context:**

Below the form, there are tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab is active, containing the following input fields:

- * Question: Laptop Model
- * Name: laptop_model
- Conversational label: (empty)

Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

Variable 3:Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

Variable 4: Accessories Details

Type: Multi line text

Name:accessories_details -> Order:400 -> save the catalog item form

The screenshot shows the ServiceNow interface for a Catalog Item named 'Laptop Request'. In the top navigation bar, there are links for All, Favorites, History, Workspaces, and Catalog Item - Laptop Request. Below the title, there are buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete. A search bar is present. The main content area shows a table titled 'Assigned Topics' with columns for Type, Question, and Order. The table contains four rows:

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

UI Policy

Search for 'laptop request' which is created before

In the catalog ui policies related list tab click on new

short description as: show accessories details

field: additional_accessories, operator: is, value: true -> save

The screenshot shows the 'Catalog UI Policy - New Record' page. On the left, there is a context menu with options like Save, Configure, Export, Create Favorite, Copy URL, Copy sys_id, and Reload form. The main form has fields for 'applies to' (set to 'A Catalog Item'), 'Catalog Item' (set to 'Laptop Request'), 'Application' (set to 'Global'), and 'Active' (checkbox checked). Below the form, there is a note about conditions for applying the policy. At the bottom, there is a 'Catalog Conditions' section with a table for defining conditions. One condition is defined: 'additional_accessories' is true.

select 'catalog ui action'

variable name as: accessories_details

Order:100 -> Mandatory: True -> Visible : True -> save

UI Action

ui actions under system definition -> new

Table:shoppingcart(sc_cart)

Order:100

Actionname: Resetform

Client : checked

The screenshot shows the 'UI Action - New Record' page in ServiceNow. The 'Name' field is empty. The 'Table' dropdown is set to 'Shopping Cart [sc_cart]'. The 'Order' field contains '100'. The 'Action name' field contains 'Reset form'. The 'Active' checkbox is checked. Under 'Client' compatibility, all three checkboxes ('Show insert', 'Show update', and 'Client') are checked. The 'List v2 Compatible' checkbox is checked. The 'Overrides' and 'Messages' fields are empty. On the right side, there are several checkboxes for different UI contexts: 'Application' (set to 'Global'), 'Form button', 'Form context menu', 'Form link', 'Form style' (set to 'None'), 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (set to 'None'). At the top right of the page, there is a 'Submit' button.

Script:

```
function resetForm() {  
    g_form.clearForm(); // Clears all fields in the form  
    alert("The form has been reset.");  
}  
Click on save
```

UI Action

UI Action - New Record

Save Configure Export Create Favorite Copy URL Copy sys_id Reload form

Condition

Script

```

1 function resetForm() {
2     g_form.clearForm(); // clears all fields in the form
3     alert("The form has been reset.");
4 }
5

```

Protection policy: None

Export Update set

Select created update set i.e. 'Laptop Request Project'

Set the state to 'Complete' -> update it

Update Set - Laptop Request

Name: Laptop Request Project

State: Complete

Parent:

Release date:

Install date:

Installed from:

Description:

Application: Global

Created: 2025-10-29 23:16:05

Created by: admin

Merged to:

Actions: Update

Related Links: Merge With Another Update Set, Can Update Set

Customer Updates (10) Update Set Logs Child Update Sets Install History

export to XML ,it download one file

Description:

Update Back Out

Related Links: Export to XML, Merge With Another Update Set, Can Update Set

Customer Updates (10) Update Set Logs Child Update Sets Install History

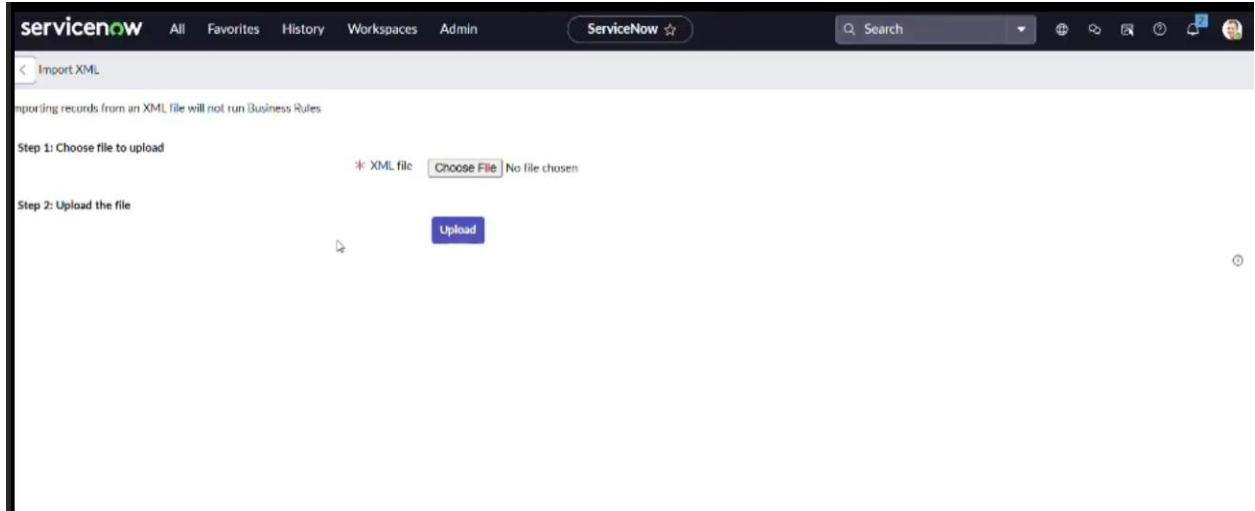
Created Search Actions on selected rows...

Update set = Laptop Request Project

Retrieving the update set

Open another instance in incognito window -> update sets -> Retrieved update set

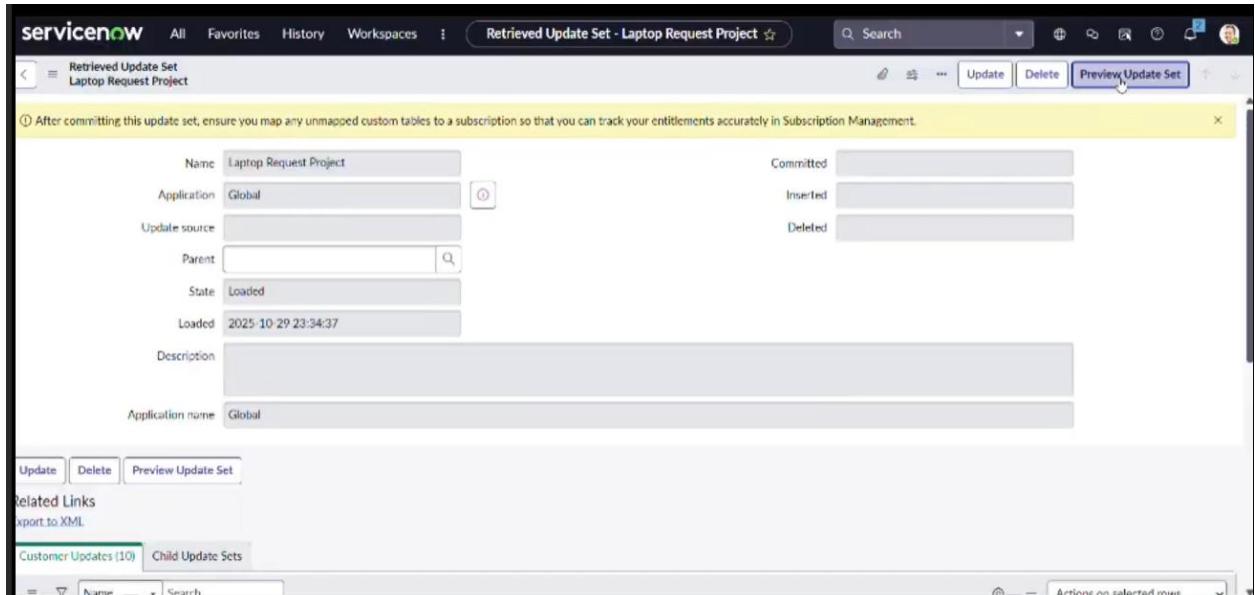
Import update set from XML



Upload the downloaded file

Open retrieved update set 'laptop request project'

Click on preview update set



click on commit update set

The screenshot shows the ServiceNow interface with the title 'Retrieved Update Set - Laptop Request Project'. At the top right, there is a 'Commit Update Set' button. A yellow banner at the top of the page contains the text: 'After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.' Below the banner, there are two columns of information: 'Name' (Laptop Request Project), 'Committed' (0), 'Application' (Global), 'Inserted' (0), 'Update source' (Parent), 'Updated' (10), 'State' (Previewed), 'Deleted' (0), 'Description' (empty), 'Collisions' (0), 'Loaded' (2025-10-29 23:34:37), 'Total' (10), and 'Application name' (Global). At the bottom of the screen, there are buttons for 'Update', 'Delete', 'Run Preview Again', and 'Commit Update Set'.

instance we get all updates

The screenshot shows the ServiceNow interface with the title 'Retrieved Update Set - Laptop Request Project'. The 'Customer Updates (10)' tab is selected. Under the 'Child Update Sets' tab, there is a table with columns: Name, Type, Target name, Table, View, and Action. The table lists various update items with their corresponding details. For example, 'catalog_ui_policy_1b4b709793b472109b3c718efaba1026' is a Catalog UI Policy type update. The 'Action' column for most entries shows 'INSERT_OR_UPDATE'.

Testing

The screenshot shows the ServiceNow interface with the title 'Catalog'. The 'Hardware' catalog page is displayed, showing a list of items. The first item is 'Laptop Request', which is described as 'Use this Item to request a new laptop'. The second item is 'Developer Laptop (Mac)', specifically 'Macbook Pro', with a price of '\$1,499.00 +\$100.00 Annually'. The third item is 'Macbook Pro', described as 'The Apple Macbook Pro is laptop that is second to none. It provides a Retina display that reflects light and weighs approximately five pounds. High-powered enough to complete computing tasks.' It has a price of '\$1,499.00 +\$100.00 Annually'. The fourth item is 'iPad mini', with a price of '\$499.00'. There are also links for 'Preview' and 'Technical Specs' for each item.

servicenow All Favorites History Workspaces Admin Laptop Request

Service Catalog > Hardware > Laptop Request

Search catalog

Use this item to request a new laptop

Laptop Model: HP

Justification:

Additional Accessories

* Accessories Details: I

Order this Item
Quantity: 1
Delivery time: 2 Days
Order Now
Add to Cart
Shopping Cart
Empty

servicenow All Favorites History Workspaces Order Status: REQ0010001

Search

Back to Catalog Continue Shopping Home

Order Status

Thank you, your request has been submitted.

Order Placed: 2025-10-29 23:39:50
Request Number: REQ0010001
Estimated Delivery Date: 2025-10-31
of Complete Order:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-10-31	Pre-Order	\$1000.00	1	\$1000.00

Back to Catalog Continue Shopping Home

SUBMITTED BY TEAM

Team ID : NM2025TMID03385

Team Size : 3

Team Leader : Jebastin Samuel S

Team member : Kiruthik Aswanth L

Team member : Madesh