

Table of Contents

S.no	Title	Page.no
1	Our problem	1
Update set		
2	Create Local Update set	2
Service Catalog Item		
3	Create Service Catalog Item	4
4	Add variables	6
UI Policy		
5	Create Catalog UI policies	12
UI Action		
6	Create UI action	15
Export Update set		
7	Exporting changes to another instances	17
Login to another Instance		
8	Retrieving the update set	19
Testing		
9	Test Catalog Item	22
10	Conclusion	25

Our problem:

In the current organizational setup, employees frequently require laptops to perform their daily work tasks. However, the existing process for requesting laptops is largely manual, which creates several challenges. Manual handling of requests often leads to unnecessary delays, miscommunication, and inefficiencies in the approval and fulfillment cycle. Employees have not standardized, user-friendly platform to submit their requests, and administrators lack a streamlined mechanism to capture, validate, and process the required information. This not only slows down the delivery of essential equipment but also increases the chances of incomplete or inaccurate data being submitted, which further complicates the request handling process.

To address these challenges, there is a need for a structured and automated Service catalog item dedicated to laptop requests. This catalog item should allow employees to easily raise their requests through a simple, intuitive form. Dynamic form behaviour should be introduced to guide users, ensuring that only relevant fields are displayed based on the employee's input. For example, the form could dynamically adjust to show different options depending on the type of laptop selected or the department the user belongs to. Such functionality would reduce errors, eliminate unnecessary confusion, and improve the overall user experience.

In addition, the catalog item should provide clear instructions at every step, making it straightforward even for employees with minimal technical knowledge. To further improve usability, the form should include a reset option that allows users to quickly clear their inputs and start again, if necessary. This ensures flexibility and reduces the chances of incorrect submissions. On the administrative side, all changes to the form and catalog item must be carefully tracked to maintain proper governance and accountability. Change tracking will also support future audits, version control, and controlled deployments across the organization.

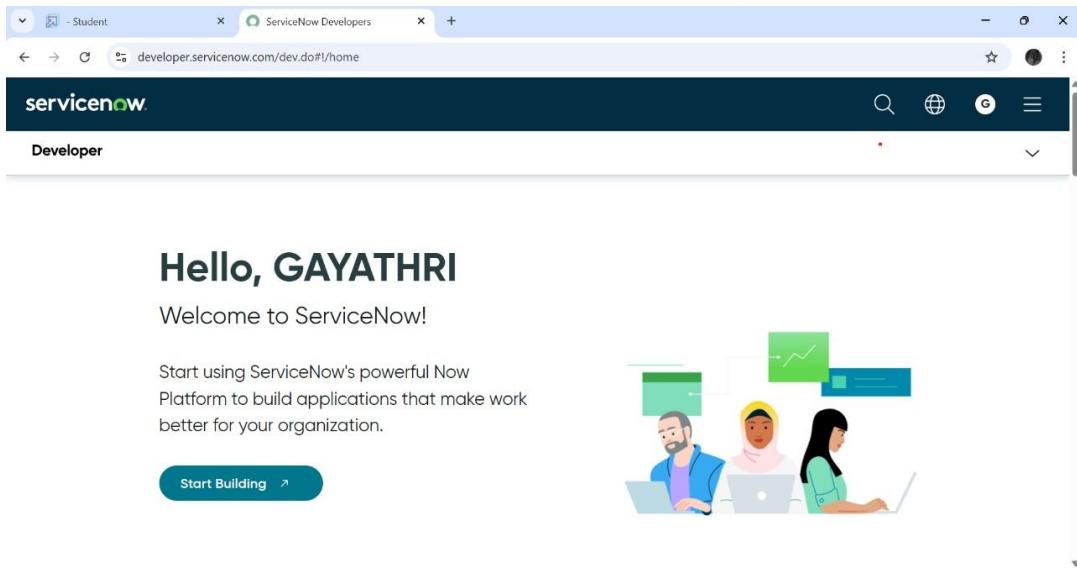
By implementing this Service Catalog item, the organization will not only improve efficiency and accuracy in the laptop request process but also establish a scalable, standardized solution that can be extended to other types of requests in the future. This initiative represents a step toward digital transformation, enabling faster service delivery, better governance, and enhanced employee satisfaction.

Update set

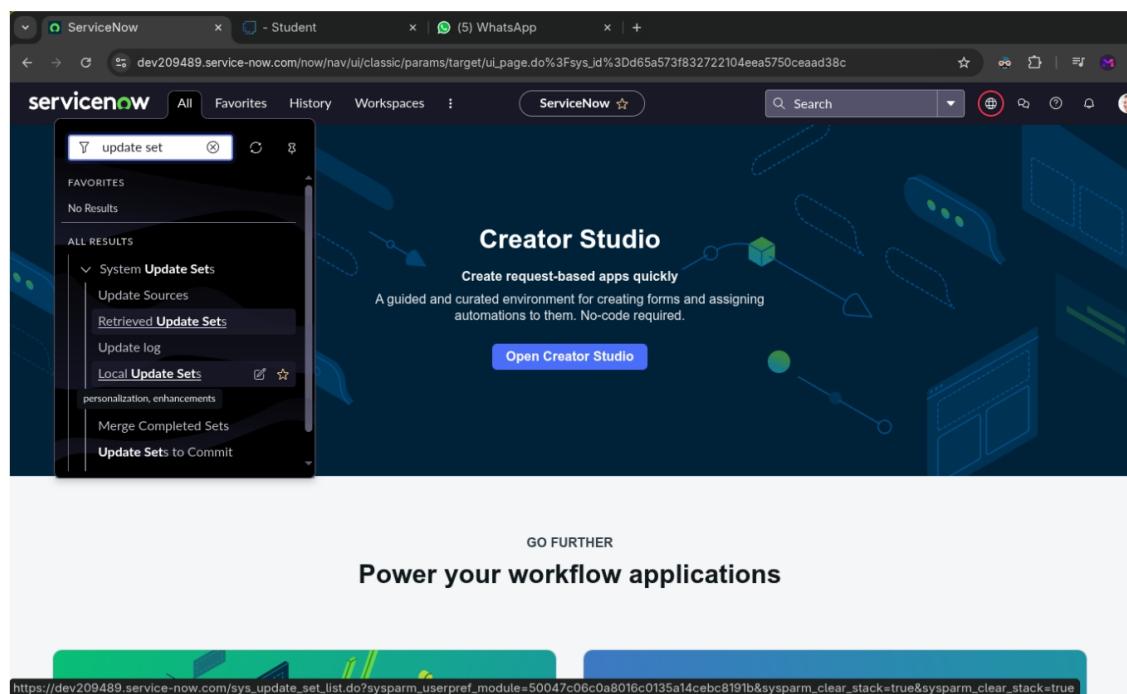
Create Local Update set:

First open “**developer.servicenow.com**” and request an instance

After creation, click “**Start Building**” button and open the instance.



Click on “All” then search for "**Update Sets**".



Under System Update Sets, select **Local Update Sets**.

The screenshot shows the ServiceNow Update Sets page. At the top, there are tabs for 'All', 'Favorites', 'History', and 'Workspaces'. Below the tabs, there is a search bar and a 'New' button. The main area displays a table with columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. There are three entries in the table:

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Pipeline	In progress		2025-08-31 20:00:03	system	(empty)	(empty)
Default	Security Center	In progress		2025-07-24 03:45:06	system	(empty)	(empty)
Default	Global	In progress		2025-07-24 02:19:36	system	(empty)	(empty)

Below the table, there is a section titled 'Related Links' with a link to 'Merge Update Sets'. At the bottom of the page, there is a navigation bar with icons for back, forward, and search.

After selecting “**Local Update set**” the above page will open.

In that page click “**New**” in top left corner

The screenshot shows the 'Create New Update Set' page. At the top, there are tabs for 'All', 'Favorites', 'History', and 'Admin'. Below the tabs, there is a search bar and a 'Submit and Make Current' button. The main area has a form with fields: Name (Laptop Request), State (In progress), Parent (empty), Release date (empty), and Description (empty). There are also 'Submit' and 'Submit and Make Current' buttons at the bottom left.

Enter the required details and name the update set “**Laptop Request**”.

Click the **Submit** on right corner and then choose **Make Current**.

Service Catalog Item

Create Service Catalog Item:

Click on "All" then search for "**service catalog**".

Under **Catalog Definitions**, select **Maintain Items**.

The screenshot shows the ServiceNow web interface with a dark theme. In the top left, there's a search bar with the placeholder "Search". To its right is a user icon. Below the search bar, the page title is "ServiceNow". On the left, a sidebar menu is open under "My Catalogs", showing options like "My Categories", "My Items", "Maintain Catalogs", "Maintain Categories", "Renderers", "Maintain Dynamic Categories", and "Maintain Items". The "Maintain Items" option is highlighted with a blue background. The main content area features a section titled "Creator Studio" with the sub-section "Create request-based apps quickly". Below this, a call-to-action button says "Open Creator Studio". Further down, a section titled "GO FURTHER" has the heading "Power your workflow applications". At the bottom of the page, there's a URL bar with the address "https://dev209489.service-now.com/sc_cat_item_list.do?sysparm_userpref_module=d420ccf0c611227a006d23ea39bc4207&sysparm_query=type%21%3Dbundle%5Esys_class_name%21...".

If you do the above step, the below window will open.

The screenshot shows a list view of "Catalog Items" in ServiceNow. The table has columns for Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The data includes various items like "3M Privacy Filter - Lenovo X1 Carbon", "3M Privacy Filter - MacBook Pro", "3M Privacy Filter - Macbook Pro Retina", "Access", "Acrobat", "Add network switch to datacenter cabinet", "Add/Remove users from group", "Adobe Acrobat Pro", "Adobe Creative Cloud", "Apple iPad 3", "Apple iPhone 13", and "Apple iPhone 13 pro". At the bottom of the table, there are buttons for "Activate" and "Deactivate". The URL in the address bar is "https://dev209489.service-now.com/nav/uclassic/params/target/sc_cat_item_list.do?sysparm_userpref_module=d420ccf0c611227a006d23ea39bc4207&sysparm_query=type%21%3Dbundle%5Esys_class_name%21...".

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-08-30 20:17:26
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2022-05-20 08:30:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 08:02:10

Click “**New**” in the top right corner of the opened page

If you do that, a new page will open like in the below picture.

In that page do the following steps

The screenshot shows the 'Catalog Item - New Record' page in ServiceNow. The 'Name' field is populated with 'Laptop Request'. The 'Catalog' dropdown is set to 'Service Catalog'. The 'Category' dropdown is set to 'Hardware'. The 'Active' checkbox is checked. The 'Short description' field contains the text 'Use this item to request a new laptop'. The 'Description' rich text area is currently empty. A context menu is open over the main content area, showing options like 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'.

Enter the following details to create a new catalog item:

- **Name:** Laptop Request
- **Catalog:** Service Catalog
- **Category:** Hardware
- **Short Description:** Use this item to request a new laptop

Once all fields are completed, click **Save**.

Add variables:

After saving the catalog item form, scroll down to the **Variables** section in the related list.

That will look like the below picture.

The screenshot shows the ServiceNow interface for a 'Catalog Item - Laptop Request'. At the top, there are tabs for 'All', 'Favorites', 'History', and 'Workspaces'. Below the tabs, there's a search bar and a toolbar with buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. The main area is a large empty rectangular box labeled 'Rectangular Shape'. Below this box, there's a text input field labeled 'Meta' with a placeholder 'Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.' Underneath the input field are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. To the left of these buttons, there's a section titled 'Related Links' with links for 'Item Diagnostic' and 'Run Point Scan'. Below this is a navigation bar with tabs: 'Variables (4)', 'Variable Sets', 'Catalog UI Policies (1)', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', 'Catalog Data Lookup Definitions', and 'Related Articles'. The 'Variables (4)' tab is selected. At the bottom of the page, there are buttons for 'Order' and 'Search', and a link 'Actions on selected rows... New'.

Click “**New**” bottom right corner

After that below page will open.

The screenshot shows the ServiceNow interface for creating a new variable. The title bar says 'Variable - New Record'. The main form has fields for 'Application' (set to 'Global'), 'Type' (set to 'Single Line Text'), 'Catalog Item' (set to 'Laptop Request'), and 'Order'. There are checkboxes for 'Active' (checked), 'Mandatory' (unchecked), 'Read only' (unchecked), and 'Hidden' (unchecked). Below the form is a tab navigation bar with 'Question' selected, followed by 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. A large text input field asks 'Specify the Question that explains the options available to the end user when ordering the item'. Inside this field, there are several input boxes: 'Question' (marked with a red asterisk), 'Name', 'Conversational label', 'Tooltip', and 'Example Text'. At the bottom left is a 'Submit' button.

In that form enter these details:

- **Question:** Laptop Model
- **Type:** Single Line Text
- **Name:** laptop_model
- **Order:** 100

The screenshot shows the 'Variable - New Record' page in ServiceNow. The 'Catalog Item' field is set to 'Laptop Request'. The 'Order' field is set to '100'. The 'Question' tab is selected, displaying fields for Question ('Laptop Model'), Name ('laptop_model'), and Order ('100'). Other tabs include Annotation, Type Specifications, Default Value, Auto-populate, Permission, and Availability. A 'Submit' button is at the bottom.

Click **Submit** to save the variable.

The screenshot shows the 'Catalog Item - Laptop Request' page. Under the 'Variables' tab, there is one entry: 'laptop_model' (Type: Single Line Text, Question: Laptop Model, Order: 100). Other tabs include Variable Sets, Catalog UI Policies, Catalog Client Scripts, Available For, Not Available For, Categories, Catalogs, Catalog Data Lookup Definitions, and Related Articles. Buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete are visible.

Click again “New” and add these 2nd details:

- **Question: Justification**
- **Type: Multi Line Text**
- **Name: justification**
- **Order: 200**

The screenshot shows the 'Variable - New Record' page in ServiceNow. The 'Type' is set to 'Multi Line Text'. The 'Catalog item' is 'Laptop Request'. The 'Order' is 200. The 'Name' field contains 'justification'. The 'Question' field contains 'Justification'. The 'Submit' button is visible at the bottom.

Click **Submit** to save the variable.

The screenshot shows the 'Catalog Item - Laptop Request' page. Under the 'Variables' tab, there is one entry: 'justification' (Type: Multi Line Text, Question: Justification, Order: 200). Other tabs include 'Variable Sets', 'Catalog UI Policies', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', 'Catalog Data Lookup Definitions', and 'Related Articles'.

Click again “New” and add these 3rd details:

- **Question: Additional Accessories**
- **Type: Checkbox**
- **Name: additional_accessories**
- **Order: 300**

The screenshot shows the 'Variable - New Record' page in ServiceNow. The 'Type' is set to 'CheckBox'. The 'Catalog Item' is 'Laptop Request'. The 'Order' is 300. The 'Question' field contains 'Additional Accessories'. The 'Name' field contains 'additional_accessories'. The 'Submit' button is visible at the bottom.

Click **Submit** to save the variable.

The screenshot shows the 'Catalog Item - Laptop Request' page. Under the 'Variables' tab, there are three entries: 'Single Line Text' (Laptop Model, Order 100), 'Multi Line Text' (Justification, Order 200), and 'CheckBox' (Additional Accessories, Order 300). The 'Edit in Catalog Builder' button is visible at the top right of the variables section.

Click again “New” and add these 4th details:

- **Question: Accessories Details**
- **Type: Multi Line Text**
- **Name: accessories_details**
- **Order: 400**

The screenshot shows the 'Variable - New Record' screen in ServiceNow. The 'Name' field is set to 'accessories_details'. The 'Type' is 'Multi Line Text'. The 'Catalog Item' is 'Laptop Request'. The 'Order' is 400. The 'Question' field contains 'Accessories Details'. The 'Submit' button is visible at the bottom.

Click **Submit** to save the variable.

The screenshot shows the 'Catalog Item - Laptop Request' screen. Under the 'Variables' tab, there is a table listing variables. One of the rows is 'accessories_details' with a value of 'Accessories Details' and an order of 400. Other variables listed include 'Laptop Model', 'Justification', 'Additional Accessories', and 'Single Line Text'.

After adding all of these, make sure to save the form.

To view demo of this, click “**Try It**” of the top right corner.

The screenshot shows the 'Catalog Item - Laptop Request' configuration page in ServiceNow. At the top, there are tabs for 'Catalog Item' and 'Laptop Request'. Below the tabs, there is a note: 'Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.' followed by two bullet points: 'Enter a Name and Short description to display for the item.' and 'Enter a Price, approvals, variables, and other information as needed.' The main configuration area includes fields for Name (Laptop Request), Application (Global), Active (checked), Catalogs (Service Catalog), Category (Hardware), State (None), Checked out (None), Owner (System Administrator), Fulfillment automation level (Unspecified), and a rich text editor for Short description ('Use this item to request a new laptop'). There are also tabs for Item Details, Process Engine, Picture, Pricing, and Portal Settings.

The demo will look, like this

The screenshot shows the 'Service Catalog > Hardware > Laptop Request' request page. At the top, there is a note: 'Use this item to request a new laptop'. Below it, there are fields for 'Laptop Model' (empty) and 'Justification' (empty). A checkbox for 'Additional Accessories' is present but unchecked. On the right side, there is a sidebar titled 'Order this item' with 'Quantity' set to 1 and 'Delivery time' set to 2 Days, along with a large blue 'Order Now' button. Below the sidebar is a 'Shopping Cart' section showing 'Empty'. The bottom of the page has a footer with a small circular icon.

UI Policy

Create Catalog UI policies:

Navigate to **All → search for Service Catalog**.

Under **Catalog Definitions**, select **Maintain Items**.

Search for the previously created item “**Laptop Request**”.

Open the item, then scroll down to the **Catalog UI Policies** related list.

Click **New** to create a new UI policy.

Enter the following details:

- **Short Description:** Show Accessories Details
- **Catalog Condition (When to Apply):**
 - **Field:** additional_accessories
 - **Operator:** is
 - **Value:** true

The screenshot shows the 'Catalog UI Policy - New Record' page in ServiceNow. The 'Applies to' field is set to 'A Catalog Item' and the 'Catalog item' is 'Laptop Request'. The 'Short description' is 'show accessories details'. In the 'When to Apply' section, there is a note about conditions: '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'. Below this, there is a 'Catalog Conditions' section with a dropdown for 'additional_accessories' set to 'Is true'. There are checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). A note says 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form'. Other notes include 'On load' (checked) and 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false'.

Click **Save** (do not click **Submit**).

Scroll down and open the **Catalog UI Policy Actions** related list.

Click **New** to create a new action.

The screenshot shows the 'Catalog UI Policy - show accessories details' page in ServiceNow. At the top, there are tabs for 'Catalog Conditions' (selected), 'Add Filter Condition', and 'Add "OR" Clause'. Below this are dropdowns for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). There are also checkboxes for 'On load' and 'Reverse if false'. At the bottom left are 'Update' and 'Delete' buttons. On the right, there is a 'Related Links' section with a 'Catalog UI Policy Actions' link. A sub-table titled 'Catalog UI Policy Actions' shows one record: Name: accessories_details, Read only: true, Mandatory: true, Visible: true, Order: 100. A note says 'No records to display'.

A new page will open and, in that page, do the following

Configure the action with the following details:

- **Variable Name:** accessories_details
- **Order:** 100
- **Mandatory:** True
- **Visible:** True

The screenshot shows the 'Catalog UI Policy Action - New Record' page in ServiceNow. It has two main sections. The left section contains fields: Catalog Item (Laptop Request), Variable name (accessories_details), and Order (100). The right section contains application settings: Global (selected), Mandatory (True), Visible (True), Read only (Leave alone), Value action (Leave alone), and Field message type (None). A 'Submit' button is at the bottom.

You can see the demo of it

This screenshot shows the 'Laptop Request' form in the ServiceNow interface. The top navigation bar includes tabs for 'Laptop Request', 'ServiceNow Developers', and 'WhatsApp'. The main content area has a heading 'Use this item to request a new laptop'. It contains fields for 'Laptop Model' (a text input field) and 'Justification' (a text input field). To the right, there is a sidebar with an 'Order this Item' section containing 'Quantity' (set to 1), 'Delivery time' (set to 2 Days), and buttons for 'Order Now' and 'Add to Cart'. Below this is a 'Shopping Cart' section indicating it is 'Empty'. A small checkbox labeled 'Additional Accessories' is located at the bottom left of the main form area.

After clicking “**Additional Accessories**” it will look like below image:

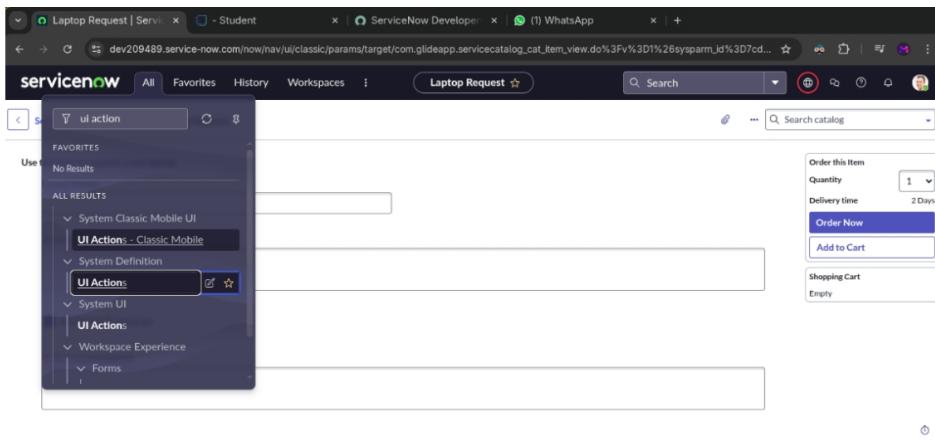
This screenshot shows the same 'Laptop Request' form after the 'Additional Accessories' checkbox has been selected. The checkbox is now checked, and a red asterisk (*) appears next to the label 'Accessories Details' in the form. The rest of the interface remains the same, including the sidebar with ordering options and the empty shopping cart.

UI Action

Create UI action:

Go to All → search for “UI Actions”.

Under System Definition, select UI Actions.



https://dev209489.service-now.com/sys_ui_action_list.do?sysparm_userpref_module=4f400ef90a0a0b2d00a70e18983ffd83&sysparm_clear_stack=true

After navigating to that page, it will look like the below image.

Name	Table	Comments	Form action	List action	Active	Order ▲	Condition	Updated
View in Workspace	Project Definition Version [promin_model_def_version]		true	false	true		current.getValue('state') === 'AVAILABLE'	2022-02-13 21:34:26
Save	Template [sys_template]	Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	!current.isNewRecord() && current.canWri...	2025-07-24 02:50:12
Save	Template [sys_template]	Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.canCreate() && current.isNewReco...	2025-07-24 02:50:15
Delete	Article Template [kb_article_template]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-07-24 02:50:10
Delete	Global [global]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() && current.canDe...	2025-07-24 02:50:10
New	Record Transformer Rule [sys_record_transformer_rule]	Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer.	false	true	true	-1,000	current.canCreate() && !RPgetListContro...	2025-07-24 02:50:11
Clear	Template [sys_template]	Clears the template applied field values	true	false	true	-1,000	current.canWrite()	2025-07-24 02:50:11

Click **New** to create a new UI Action.

Enter the following details:

- **Table:** Shopping Cart (sc_cart)
- **Order:** 100
- **Action Name:** Reset form
- **Client:** Checked

The screenshot shows the 'UI Action - New Record' page in the ServiceNow interface. The 'Name' field is set to 'Reset form'. The 'Table' dropdown is set to 'Shopping Cart [sc_cart]'. The 'Order' field is set to '100'. The 'Action name' field also contains 'Reset form'. Under the 'Client' section, the 'Checked' checkbox is selected. The 'Script' section is empty at this point.

Add the following script and click “Save”:

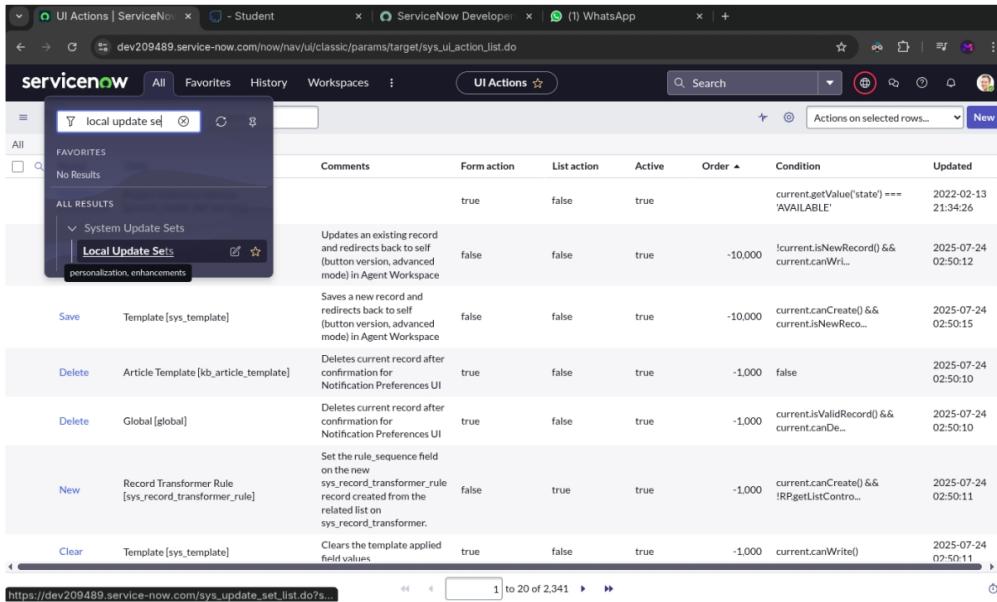
```
function resetForm() {  
    g_form.clearForm(); // Clears all fields in the form  
    alert("The form has been reset.");  
}
```

The screenshot shows the same 'UI Action - New Record' page after adding the script. The 'Script' field now contains the provided code. A red warning message is displayed above the script area: 'Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record, gs.hasRole("admin") condition restricts the UI Action to the users with admin role.' The 'Protection policy' dropdown is set to 'None'.

Export Update set

Exporting changes to another instances:

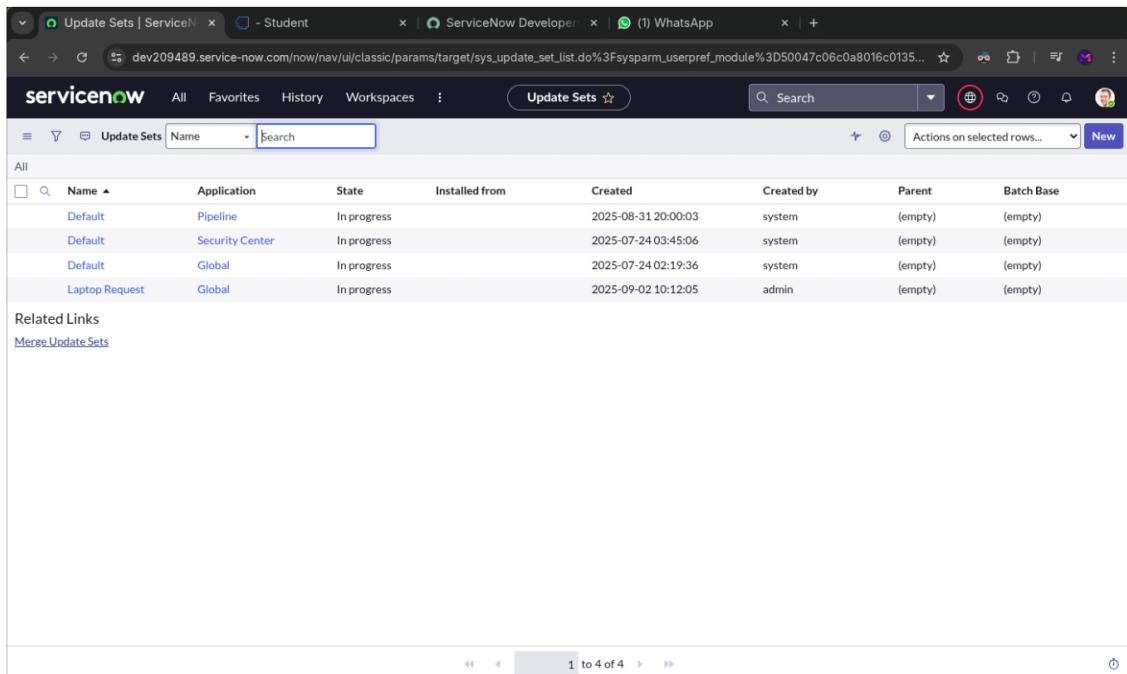
Navigate to All → search for Update Sets and select Local Update Sets.



The screenshot shows a list of Local Update Sets in the ServiceNow UI. The table has columns: Comments, Form action, List action, Active, Order, Condition, and Updated. There are 2,341 items listed, with page 1 of 2,341 shown. The first few rows are:

Comments	Form action	List action	Active	Order	Condition	Updated
Updates an existing record and redirects back to self (button version advanced mode) in Agent Workspace	true	false	true	-1,000	current.getValue('state') === 'AVAILABLE'	2022-02-13 21:34:26
Saves a new record and redirects back to self (button version advanced mode) in Agent Workspace	false	false	true	-1,000	!current.isNewRecord() && current.canWrite()	2025-07-24 02:50:12
Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.canCreate() && current.isNewRecord()	2025-07-24 02:50:15
Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() && current.canDelete()	2025-07-24 02:50:10
Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer.	false	true	true	-1,000	current.canCreate() && !RPgetListControl()	2025-07-24 02:50:11
Clears the template applied field values	true	false	true	-1,000	current.canWrite()	2025-07-24 02:50:11

Open the previously created update set “**Laptop Request Project**”.



The screenshot shows a list of Update Sets in the ServiceNow UI. The table has columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. There are 4 items listed, with page 1 of 4 shown. The 'Laptop Request' project is selected.

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Pipeline	In progress		2025-08-31 20:00:03	system	(empty)	(empty)
Default	Security Center	In progress		2025-07-24 03:45:06	system	(empty)	(empty)
Default	Global	In progress		2025-07-24 02:19:36	system	(empty)	(empty)
Laptop Request	Global	In progress		2025-09-02 10:12:05	admin	(empty)	(empty)

Change the State to Complete.

In the **Updates** related list, you can view all the changes captured under this update set.

The screenshot shows the 'Update Set - Laptop Request' page in ServiceNow. At the top, there's a navigation bar with tabs like 'All', 'Favorites', 'History', 'Admin', and 'Update Set - Laptop Request'. Below the navigation is a search bar and a toolbar with various icons. The main area has a title 'Related Links' with options like 'Merge With Another Update Set' and 'Scan Update Set'. Below this is a table titled 'Customer Updates (12)'. The table has columns: 'Created', 'Type', 'View', 'Target name', 'Updated by', 'Remote update set', and 'Action'. The data in the table includes entries for Catalog UI Policy, Catalog UI Policy Action, Variables, Catalog Item, Catalog Items Catalog, Catalog Item Category, CMDB Workspace Multisource Class Metadata, and UI Action. All actions listed are 'INSERT_OR_UPDATE'.

Click **Export to XML** to download the update set as a file.

The screenshot shows the 'Update Set - Laptop Request' page again. A modal window titled 'Recent download history' is open, displaying a single entry: 'sys_remote_update_set_d94b8d49837322104eea5750ceaad39a.xml' created 56.7 KB 1 minute ago. Below the modal, the main page shows the update set details: Name (Laptop Request), State (Complete), Parent, Release date, Install date, Installed from, and Description. At the bottom, there are buttons for 'Update' and 'Back Out', and a link 'Create a Retrieved Update Set for exporting'. The 'Customer Updates' list is also visible at the bottom of the page.

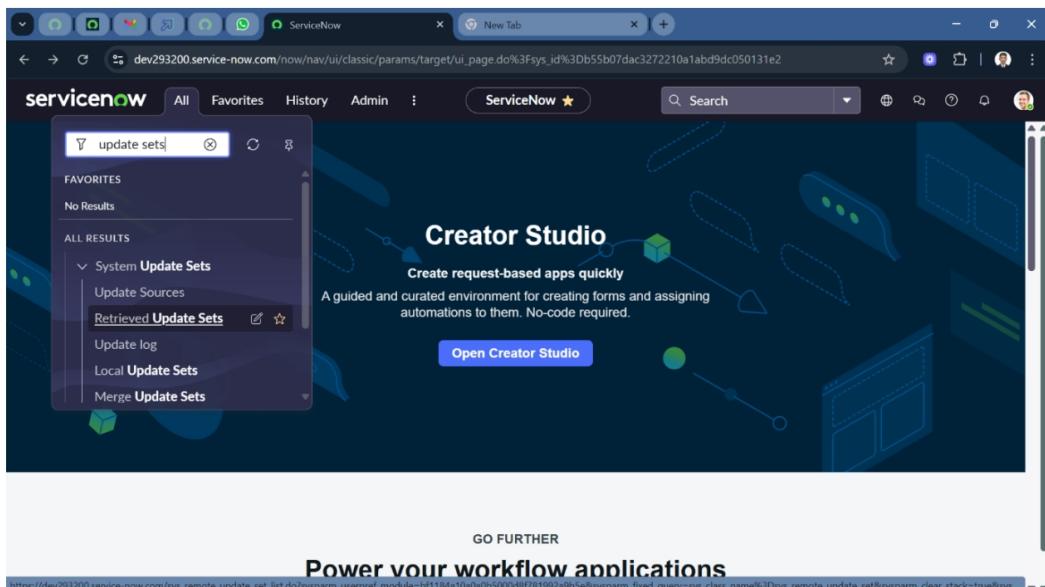
Login to another Instance

Retrieving the update set:

Open another ServiceNow instance with friend's login

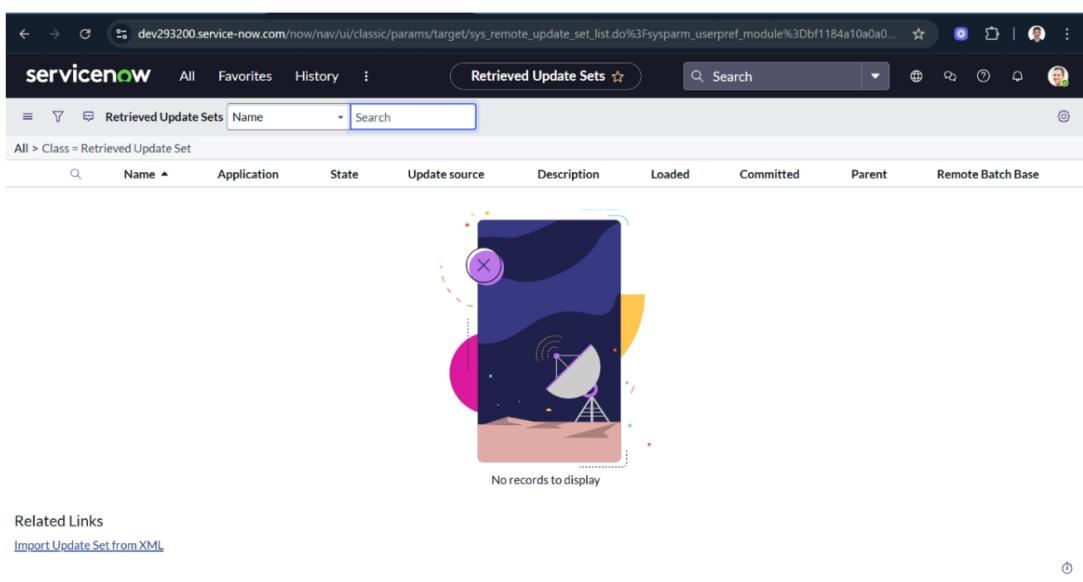
Navigate to **All** → **search for Update Sets.**

Under **System Update Sets**, select **Retrieved Update Sets.**



The screenshot shows a ServiceNow browser window with the URL https://dev293200.service-now.com/nav/ui/classic/params/target/ui_page.do%3Fsys_id=3Db55b07dac3272210a1abd9dc050131e2. The search bar at the top contains 'update sets'. The left sidebar has a 'FAVORITES' section with 'No Results'. Under 'ALL RESULTS', there is a tree view with 'System Update Sets' expanded, showing 'Retrieved Update Sets' as the selected item, followed by 'Update Sources', 'Update log', 'Local Update Sets', and 'Merge Update Sets'. To the right of the sidebar, a large blue banner for 'Creator Studio' is displayed with the text 'Create request-based apps quickly' and a 'Open Creator Studio' button. Below the banner, a 'GO FURTHER' section titled 'Power your workflow applications' is shown with a link to https://dev293200.service-now.com/sys_remote_update_set_list.do?sysparm_userpref_module=3Dbf1184a10a0a0....

In this page, click “**Import Update Set from XML**” in the bottom left corner.



The screenshot shows a ServiceNow browser window with the URL https://dev293200.service-now.com/nav/ui/classic/params/target/sys_remote_update_set_list.do%3Fsysparm_userpref_module%3Dbf1184a10a0a0.... The title bar says 'Retrieved Update Sets'. The search bar at the top contains 'Retrieved Update Sets Name'. Below the search bar, a message 'All > Class = Retrieved Update Set' is displayed. A table header with columns 'Name', 'Application', 'State', 'Update source', 'Description', 'Loaded', 'Committed', 'Parent', and 'Remote Batch Base' is shown. The table body is empty and displays the message 'No records to display'. At the bottom of the page, there is a 'Related Links' section with a single item: 'Import Update Set from XML'.

Upload the previously downloaded XML file in this page and click “**Upload**” button

The screenshot shows the ServiceNow Import XML interface. It consists of two main sections: Step 1: Choose file to upload and Step 2: Upload the file.

Step 1: Choose file to upload
A file input field labeled "Choose File" contains the message "No file chosen".

Step 2: Upload the file
A blue "Upload" button is present.

Open the **Retrieved Update Set** named “**Laptop Request Project**”

The screenshot shows the ServiceNow Retrieved Update Sets page. A single entry is listed:

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request Project	Global	Loaded	(empty)		2025-08-29 00:48:01	(empty)	(empty)	(empty)

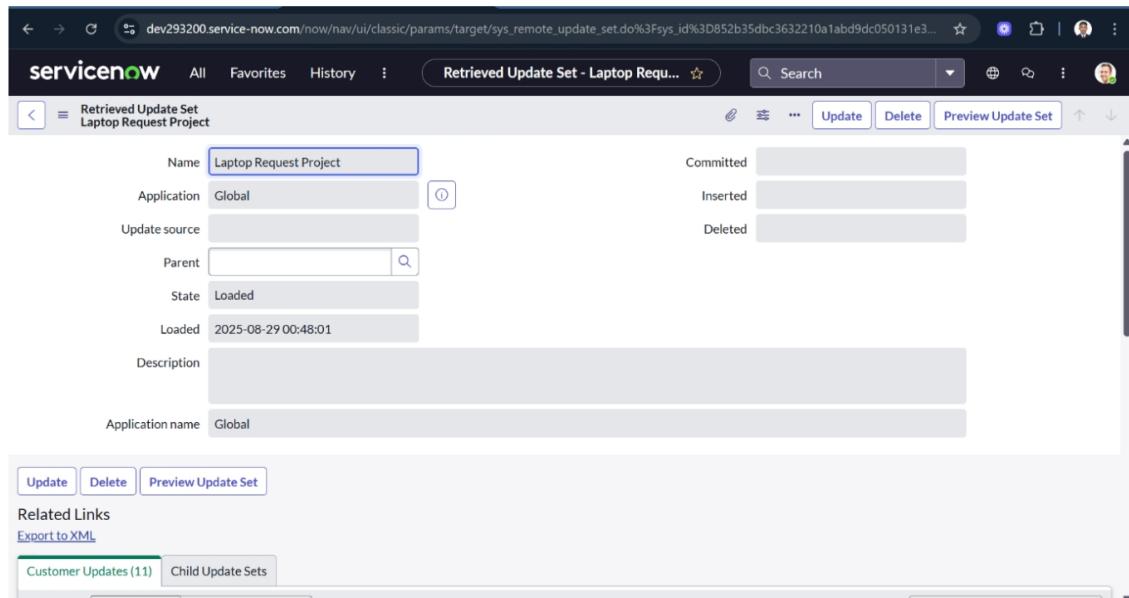
Related Links
[Import Update Set from XML](#)

Click **Preview Update Set** to review the changes.

After verifying, click **Commit Update Set** to apply the updates.

You can also review all captured changes in the **Updates** related tab.

Once the update set is committed, all changes from the previous instance will be applied to the current instance.

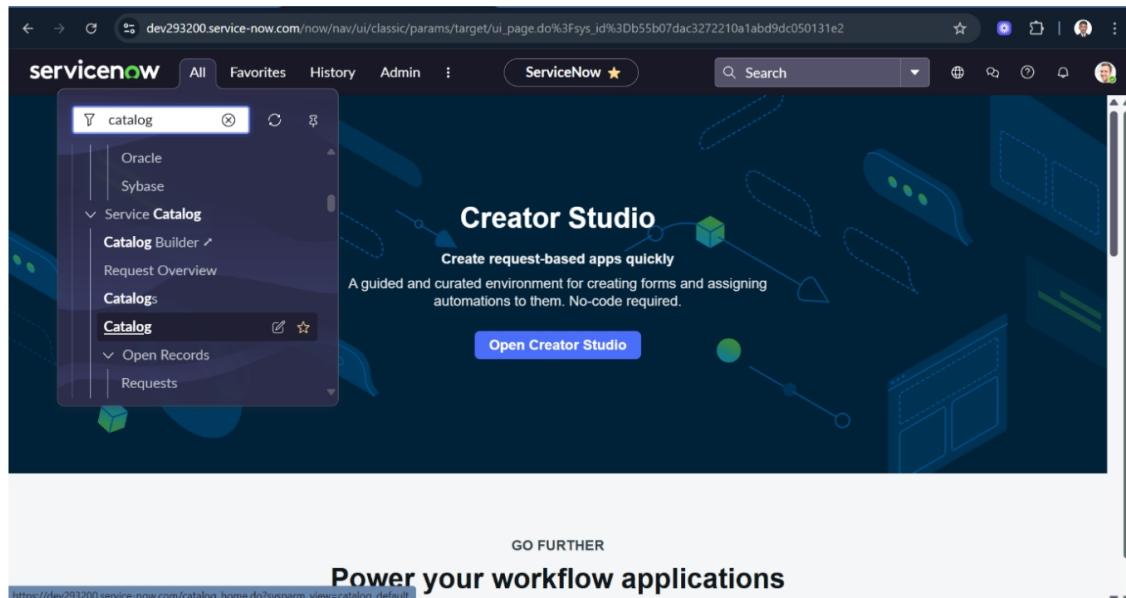


Testing

Test Catalog Item:

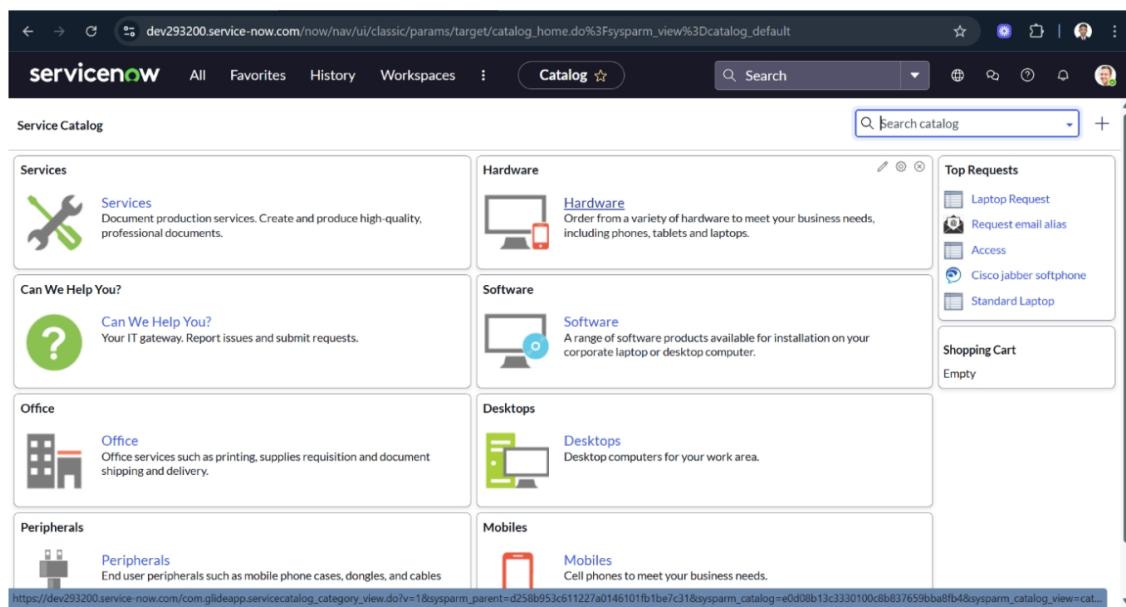
In the target instance, search for **Service Catalog** in the application navigator.

Under **Service Catalog**, select **Catalog**.



The screenshot shows the ServiceNow application navigator. In the left sidebar, under the 'Service Catalog' category, the 'Catalog' item is selected. The main content area features a banner for 'Creator Studio' with the text 'Create request-based apps quickly' and a 'Open Creator Studio' button. Below the banner, there is a section titled 'GO FURTHER Power your workflow applications' with a link to 'https://dev293200.service-now.com/catalog_home.do?sysparm_view=catalog_default'. The URL in the address bar is also visible.

Choose the **Hardware** category.



The screenshot shows the Service Catalog page. On the left, there are several categories: Services, Can We Help You?, Office, Peripherals, Hardware, Software, Desktops, and Mobiles. The 'Hardware' category is selected, indicated by a blue border around its icon and text. The main content area displays the 'Hardware' category details. A search bar at the top right says 'Search catalog'. To the right, there is a sidebar with 'Top Requests' (Laptop Request, Request email alias, Access, Cisco jabber softphone, Standard Laptop) and an empty 'Shopping Cart'.

Search for the “**Laptop Request**” item in the **Hardware** category.

The screenshot shows a ServiceNow browser interface. The address bar indicates the URL is dev293200.service-now.com. The top navigation bar includes links for All, Favorites, History, Admin, and a ServiceNow star icon. A search bar with the placeholder "Search" is present. Below the search bar, a sub-navigation bar shows "Catalog Search Results: Service Catalog > Hardware > 'Laptop Request'". On the right side of this bar are dropdown menus for "20 per page" and a search input field containing "Laptop Request". A "Found In" panel on the right lists "Service Catalog" under "Hardware (1)". The main content area displays a single result titled "Laptop Request" with the sub-instruction "Use this item to request a new laptop". Below this is a breadcrumb trail "Service Catalog > Hardware". At the bottom of the page, there is a URL bar showing the full path: /dev293200.service-now.com/com.glideapp.servicecatalog_cat_item_view.do?v...

Open the **Laptop Request** catalog item.

The screenshot shows the "Laptop Request" catalog item page. The top navigation bar and search bar are identical to the previous screenshot. The main content area has a heading "Use this item to request a new laptop". It contains two input fields: "Laptop Model" and "Justification", both currently empty. To the right of these fields is a sidebar with "Order this Item" options: "Quantity" set to 1, "Delivery time" set to 2 Days, and a prominent blue "Order Now" button. Below this are "Add to Cart" and "Shopping Cart" buttons, with the shopping cart currently being empty. At the bottom left, there is a checkbox for "Additional Accessories".

In our scenario, when the **Additional Accessories** checkbox is selected, the **Accessories Details** field becomes visible and is set as mandatory. Upon testing, the functionality works as expected and meets all the specified requirements.

The screenshot shows a ServiceNow interface for a 'Laptop Request'. At the top, there's a navigation bar with links for 'All', 'Favorites', 'History', and 'Admin'. The main title is 'Laptop Request'. Below the title, the page path is 'Service Catalog > Hardware > Laptop Request'. A search bar is present with the placeholder 'Search catalog'. On the left, there's a section titled 'Use this item to request a new laptop' containing fields for 'Laptop Model' (a dropdown menu) and 'Justification' (a text area). On the right, there's a sidebar titled 'Order this Item' with options for 'Quantity' (set to 1), 'Delivery time' (set to 2 Days), and buttons for 'Order Now' and 'Add to Cart'. Below the sidebar is a 'Shopping Cart' section indicating it's empty. At the bottom left of the main form area, there's a checkbox labeled 'Additional Accessories' which is checked. To its right, there's a mandatory field labeled 'Accessories Details' with a red asterisk (*) next to it, and a corresponding text area below it.

Conclusion:

The **Laptop Request Catalog Item** project has been successfully implemented to streamline and automate the process of requesting laptops within the organization. Previously, employees relied on a largely manual system, which was prone to delays, errors, and inconsistencies. Requests were often incomplete or submitted incorrectly, leading to inefficiencies and frustration for both employees and administrators. By leveraging **ServiceNow's Service Catalog capabilities**, this project introduces a structured, automated solution that addresses all these challenges.

The solution provides a dynamic catalog item that is intuitive and user-friendly. Users are guided through the request process with clearly defined fields and instructions, ensuring accurate and complete information is submitted every time. Conditional behaviours, such as making the **Accessories Details** field visible and mandatory only when the **Additional Accessories** checkbox is selected, help reduce confusion and prevent errors. These dynamic features improve usability, making it easier for employees to complete their requests correctly on the first attempt.

From an administrative perspective, the catalog item simplifies the management of laptop requests. All changes and updates are tracked within ServiceNow, providing governance, accountability, and the ability to audit processes if necessary. The use of update sets allows seamless deployment across instances, ensuring consistency and efficiency in implementing changes. Additionally, the reset functionality for the form ensures that users can quickly clear and start over if needed, further enhancing the overall user experience.

By replacing the previous manual workflow with an automated, structured approach, the project has significantly improved service delivery. The new system reduces the time required to process requests, minimizes errors, and ensures that employees receive the equipment they need without unnecessary delays. Moreover, it enhances employee satisfaction by offering a modern, professional, and straightforward request experience that aligns with organizational standards.

Overall, this project demonstrates the power and flexibility of **ServiceNow** in transforming traditional, error-prone processes into efficient, automated, and user-centric workflows. The **Laptop Request Catalog Item** not only meets the organization's current needs but also provides a scalable solution that can be adapted for other service requests in the future. By combining automation, usability, and governance, the project serves as a strong example of how technology can improve operational efficiency and employee satisfaction simultaneously.