

## Laptop Request Catalog Item

**Team Id: NM2025TMID16286**

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### **Problem Statement:**

Employees often struggle with a slow and inconsistent laptop request process, resulting in frustration, inaccurate submissions, and inefficient approvals. The lack of a streamlined electronic form with guided steps causes confusion and delays, impeding productivity. Introducing a modern Service Catalog item can simplify requests by offering automated data validation, interactive instructions, and robust change tracking to support timely deployment and compliance needs.

### **Objective:**

The objective of a Laptop Request Catalog Item is to provide a streamlined, user-friendly, and automated way for employees to request laptops for work, eliminating manual delays and errors in the current process. By implementing such a catalog item, organizations aim to enhance operational efficiency, ensure accurate data collection, and improve user experience through guided forms and clear instructions.

### **Skills:**

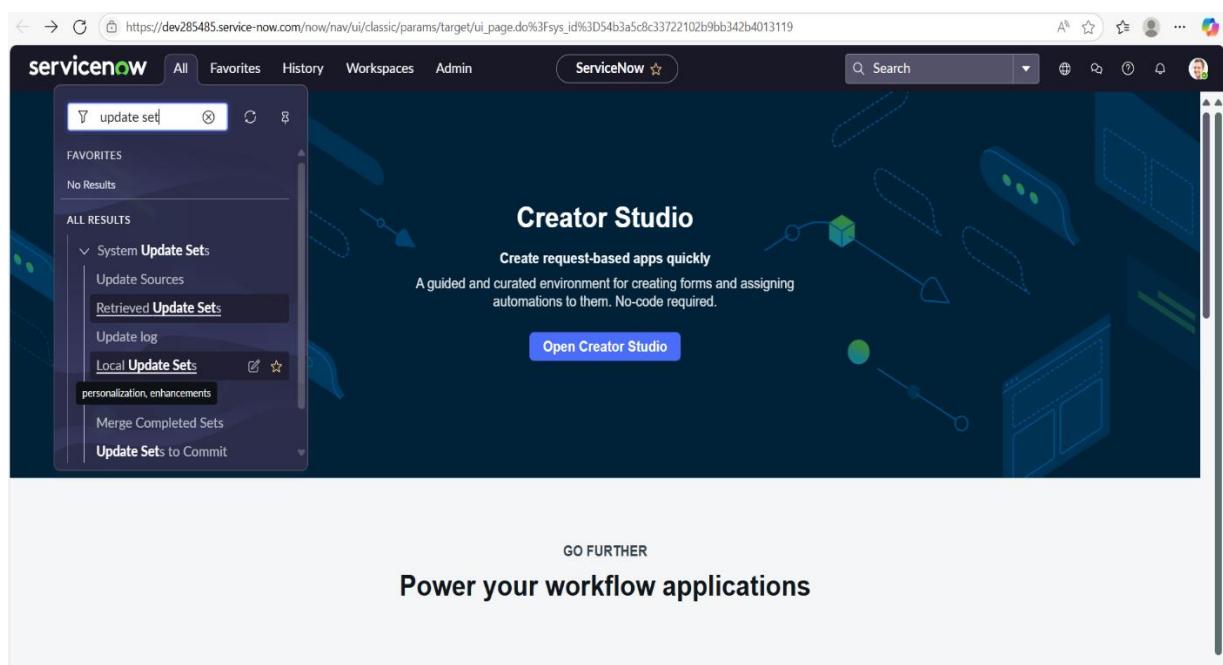
Essential skills for working on a Laptop Request Catalog Item include a mix of technical, process, and communication abilities required to design, build, and manage the catalog efficiently.

## TASK INITIATION

### Milestone 1: Update set

#### Activity 1: Create Local Update set

1. Open service now Developer.
2. And then open instance request.
3. Go to service now to login.
4. In that click on All > search for update set.
5. And then Select local update sets under system update sets



#### Create an update set:

6. Click on New in update sets page
7. Fill the following details to create a update set as: "Laptop Request"
8. Name: Laptop Request
9. State: In Progress
10. Click on submit and make current
11. By clicking on the button it activates the update set as Laptop Request.



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All Favorites History Workspaces Admin

Update Sets

Name Search Actions on selected rows... New

	Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
<input type="checkbox"/>	Default	Security Center	In progress		2025-07-24 03:45:06	system	(empty)	(empty)
<input type="checkbox"/>	Default	Global	In progress		2025-07-24 02:19:36	system	(empty)	(empty)

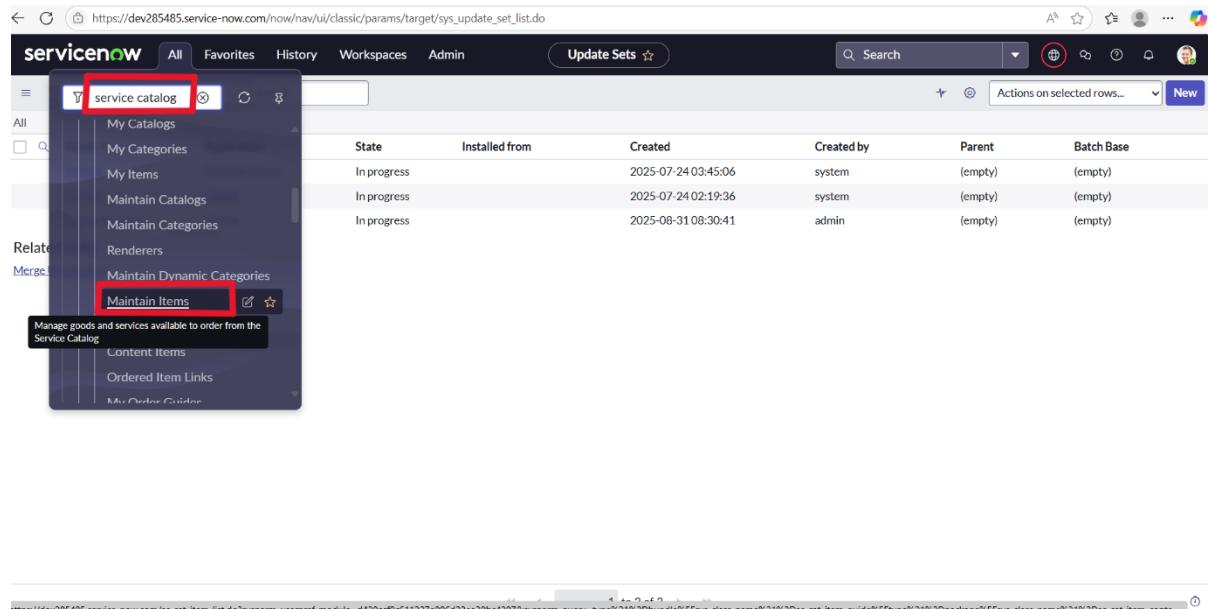
Related Links

Merge Update Sets

## Milestone 2: Service Catalog Item

### Activity 1: Create Service Catalog Item

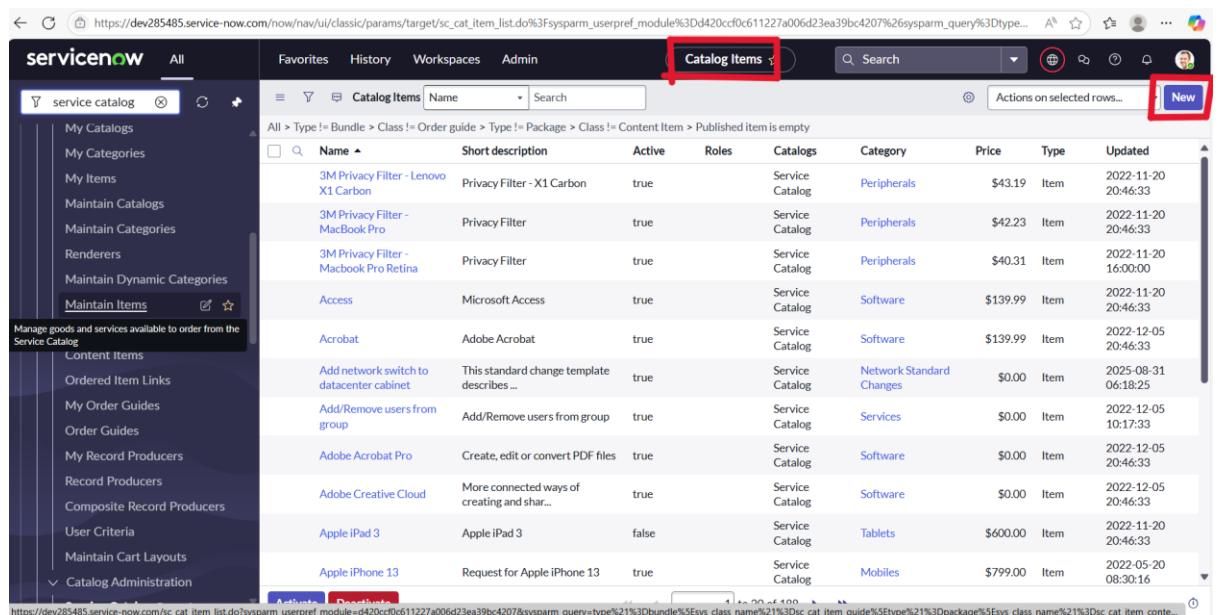
1. Open service now.
2. In that click on All > search for service catalog
3. Select maintain items under catalog definitions



The screenshot shows the ServiceNow web interface. At the top, there's a navigation bar with links for 'Favorites', 'History', 'Workspaces', and 'Admin'. To the right of the navigation bar is a search bar containing the URL 'https://dev285485.service-now.com/nav/ui/classic/params/target/sys\_update\_set\_list.do'. Below the search bar is a table with columns: 'State', 'Installed from', 'Created', 'Created by', 'Parent', and 'Batch Base'. There are three rows in the table, all in 'In progress' state. On the left side, there's a sidebar with a search bar for 'service catalog'. Underneath it, a dropdown menu is open, showing options like 'My Catalogs', 'My Categories', 'My Items', etc., with 'Maintain Items' highlighted by a red box. A tooltip for 'Maintain Items' says 'Manage goods and services available to order from the Service Catalog'. At the bottom of the sidebar, there are links for 'Content Items' and 'Ordered Item Links'.

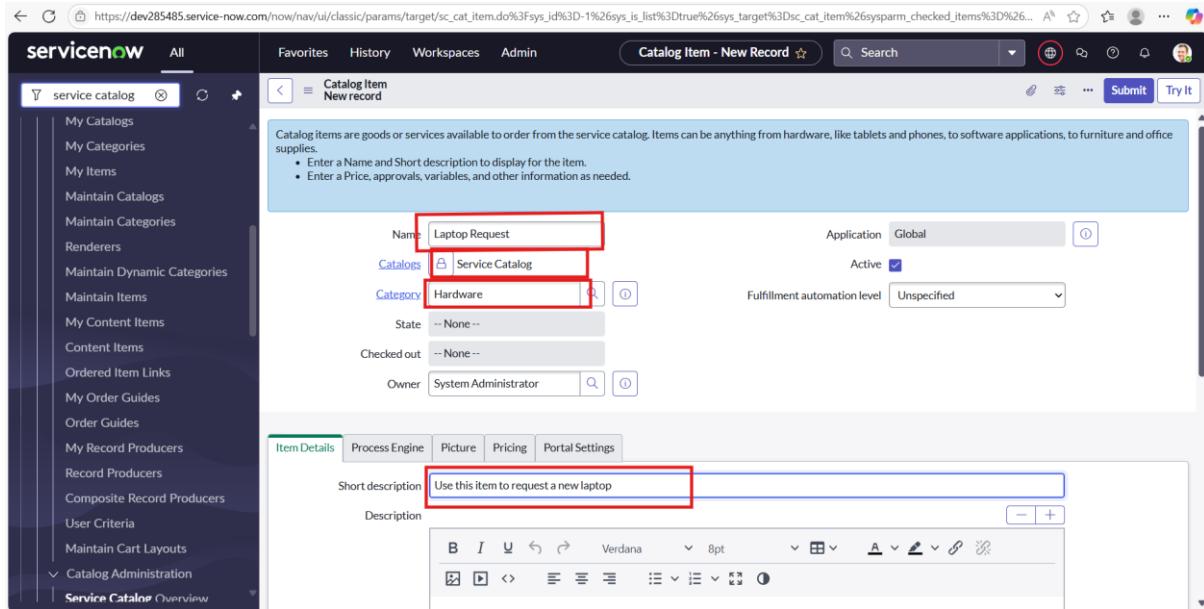
### Create a new catalog item:

4. Click on New.
5. Fill the following details to create a new catalog item

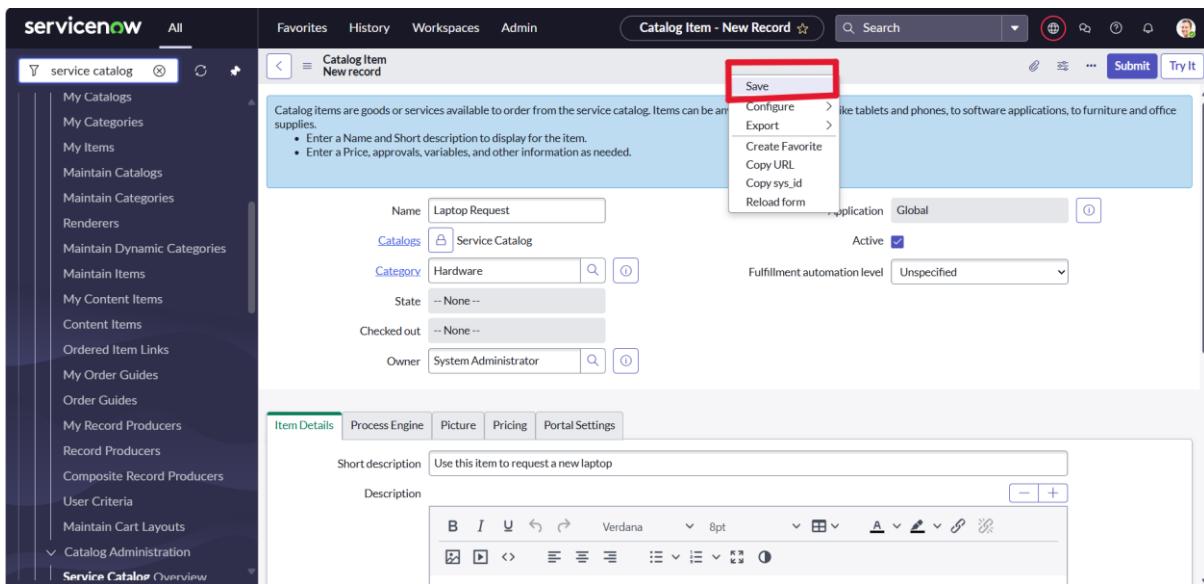


The screenshot shows the 'Catalog Items' list page in ServiceNow. At the top, there's a navigation bar with links for 'Favorites', 'History', 'Workspaces', and 'Admin'. To the right of the navigation bar is a search bar containing the URL 'https://dev285485.service-now.com/nav/ui/classic/params/target/sc\_cat\_item\_list.do?sysparm\_userpref\_module=d3d420ccf0c611227a006d23ea39bc4207&sysparm\_query=type%21%3Dbundle%5Esys\_class\_name%21%3Dsc\_cat\_item\_guide%5Type%21%3Dpackage%5Esys\_class\_name%21%3Dsc\_cat\_item\_content...'. Below the search bar is a table with columns: 'Name', 'Short description', 'Active', 'Roles', 'Catalogs', 'Category', 'Price', 'Type', and 'Updated'. There are several rows in the table, each representing a catalog item with details like name, price, category, and update date. On the left side, there's a sidebar with a search bar for 'service catalog'. Underneath it, a dropdown menu is open, showing options like 'My Catalogs', 'My Categories', 'My Items', etc., with 'Maintain Items' highlighted by a red box. A tooltip for 'Maintain Items' says 'Manage goods and services available to order from the Service Catalog'. At the bottom of the sidebar, there are links for 'Content Items' and 'Ordered Item Links'.

6. Name: Laptop Request
7. Catalog: service Catalog
8. Category: Hardware
9. Short Description: Use this item to request a new laptop



This screenshot shows the 'Catalog Item - New Record' screen in ServiceNow. The left sidebar has 'service catalog' selected. The main form is titled 'Catalog Item - New Record'. The 'Name' field contains 'Laptop Request'. The 'Catalogs' dropdown is set to 'Service Catalog'. The 'Category' field is set to 'Hardware'. The 'Short description' field contains 'Use this item to request a new laptop'. The 'Description' rich text area is visible below it.

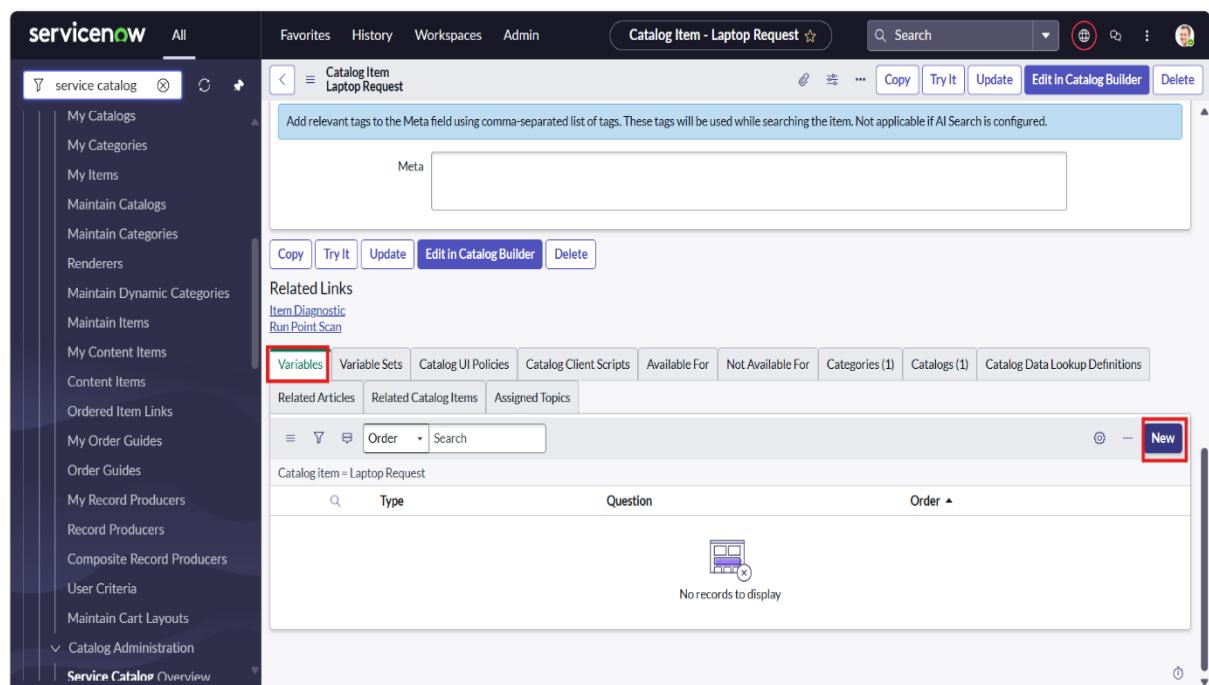


This screenshot shows the same 'Catalog Item - New Record' screen as above, but with a context menu open over the top right area. The 'Save' option in the menu is highlighted with a red box. Other options in the menu include Configure, Export, Create Favorite, Copy URL, Copy sys\_id, and Reload form.

10. And then press right click in upper space to save
11. Click on 'SAVE'

## Activity 2: Add variables

1. After saving the catalog item form scroll down
2. And click on variable (under related links)
3. Click on new



The screenshot shows the ServiceNow interface for managing catalog items. The left sidebar is titled 'service catalog' and lists various catalog-related options. The main content area is titled 'Catalog Item - Laptop Request'. At the top right, there are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Below these are tabs for 'Meta' and 'Related Links' (with 'Item Diagnostic' and 'Run Point Scan' options). A prominent red box highlights the 'Variables' tab, which is currently selected. Under the 'Variables' tab, there are sub-tabs for 'Variable Sets', 'Catalog UI Policies', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', and 'Catalog Data Lookup Definitions'. Below these tabs is a search bar with 'Order' and 'Search' buttons. A large red box also highlights the 'New' button at the bottom right of the variable list area. The list itself is currently empty, displaying 'No records to display'.

### Create a first variable:

4. Enter the details as below:
  - Variable 1: Laptop Model
  - Type: Single line text
  - Name: laptop\_model
  - Order:100
5. Click on submit
6. Again, click on new
7. At last, in variable column it added like single line text
8. And add Remaining variables in the above process

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Favorites History Workspaces Admin Variable - New Record Search

Variable New record

Application: Global Type: Single Line Text Catalog item: Laptop Request Order:

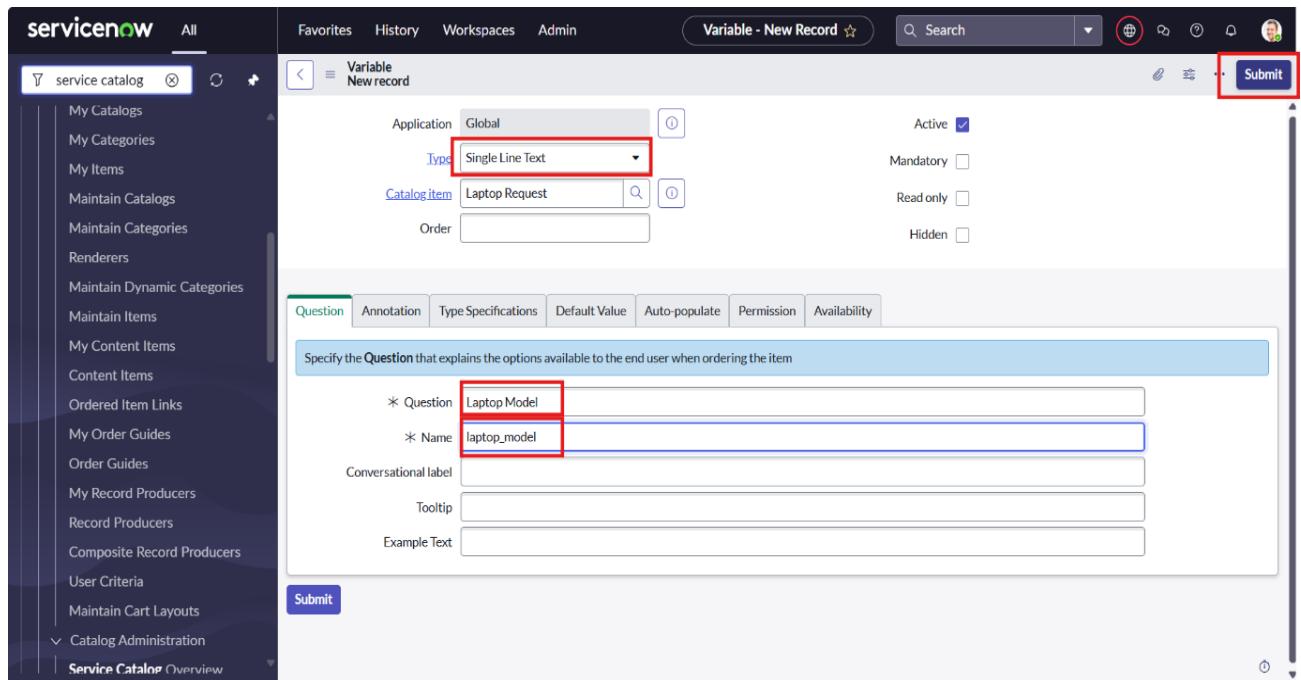
Active:  Mandatory:  Read only:  Hidden:

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

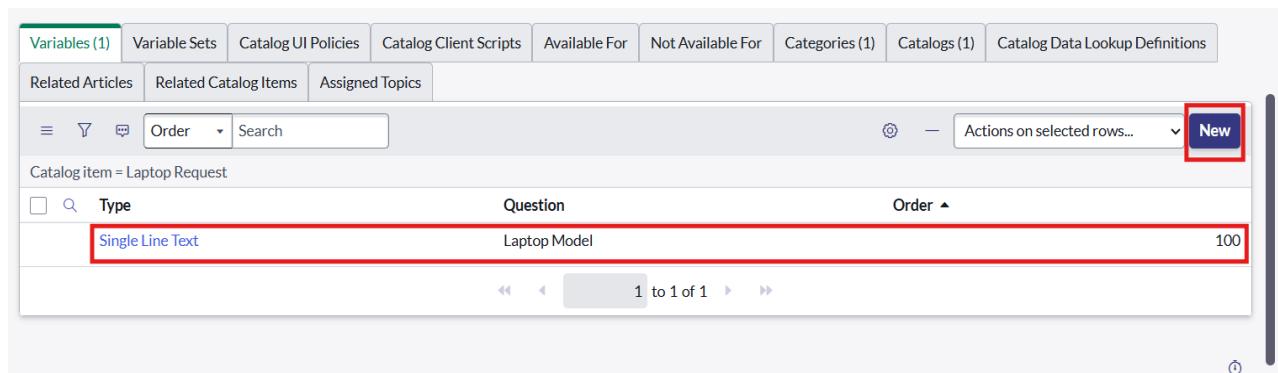
Specify the Question that explains the options available to the end user when ordering the item

\* Question: Laptop Model \* Name: laptop\_model Conversational label: Tooltip: Example Text:

Submit



Variables (1) Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions								
Related Articles Related Catalog Items Assigned Topics			Actions on selected rows... New					
Catalog item = Laptop Request								
Type	Single Line Text	Question	Laptop Model	Order ▲	100			
						1 to 1 of 1		



## Create as second variable:

- 9.
- Variable 2: Justification
  - Type: Multi line text
  - Name: justification
  - Order:200

10. Click on submit

servicenow All Favorites History Workspaces Admin Variable - New Record  

Variable New record

Application	Global	Active <input checked="" type="checkbox"/>
Type	Multi Line Text	Mandatory <input type="checkbox"/>
Catalog item	Laptop Request	Read only <input type="checkbox"/>
Order	200	Hidden <input type="checkbox"/>

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

\* Question Justification

\* Name justification

Conversational label

Tooltip

Example Text

**Submit**

Variables (2) Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items

Assigned Topics

Order Search Actions on selected rows... **New**

Catalog item = Laptop Request

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200

1 to 2 of 2

## Create as third variable:

11.

- Variable 3: Additional Accessories
- Type: Checkbox
- Name: additional\_accessories
- Order:300

12. Click on submit.

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Variable New record

Application	Global	Active <input checked="" type="checkbox"/>
Type	CheckBox	Selection Required <input type="checkbox"/>
Catalog item	Laptop Request	Read only <input type="checkbox"/>
Order	300	Hidden <input type="checkbox"/>

Specify the Question that explains the options available to the end user when ordering the item

* Question	Additional Accessories
* Name	additional_accessories
Conversational label	
Tooltip	

**Submit**

Variables (3) Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items

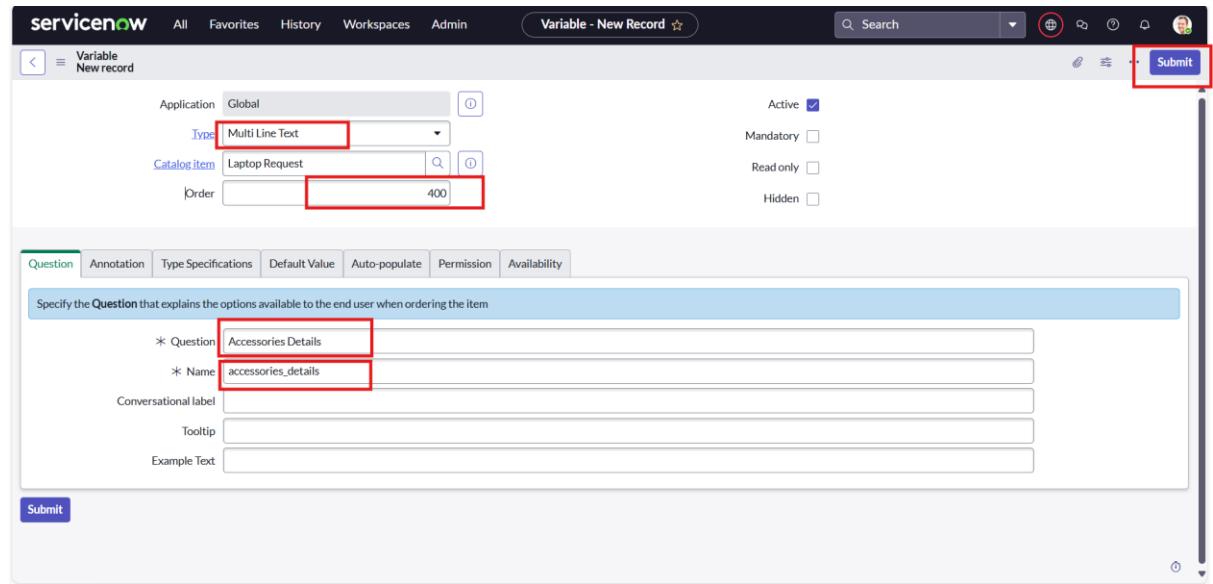
Assigned Topics

Order	Search	Actions on selected rows...	New
100	Single Line Text	Laptop Model	
200	Multi Line Text	Justification	
300	CheckBox	Additional Accessories	

## Create as fourth variable:

- 13.
- Variable 4: Accessories Details
  - Type: Multi line text
  - Name: accessories\_details
  - Order: 400

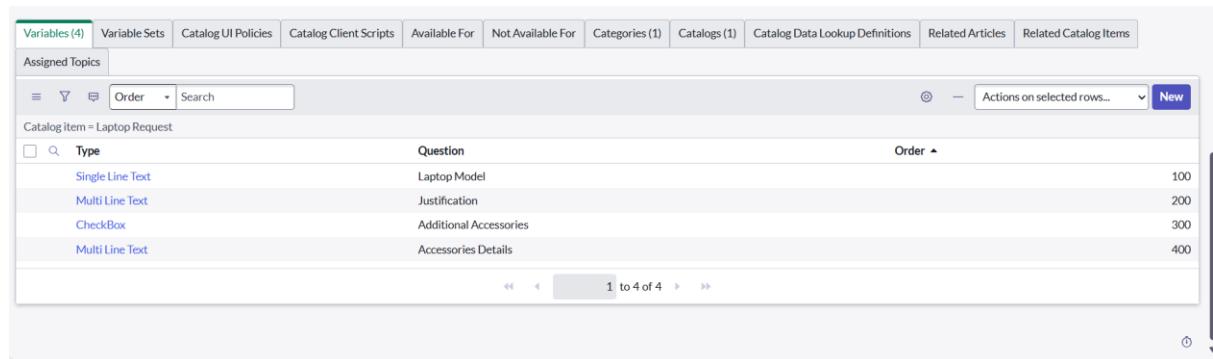
14. Click on submit.



The screenshot shows the 'Variable - New Record' form in ServiceNow. The 'Type' field is set to 'Multi Line Text'. The 'Catalog item' field is set to 'Laptop Request'. The 'Order' field is set to '400'. The 'Submit' button at the top right is highlighted with a red box.

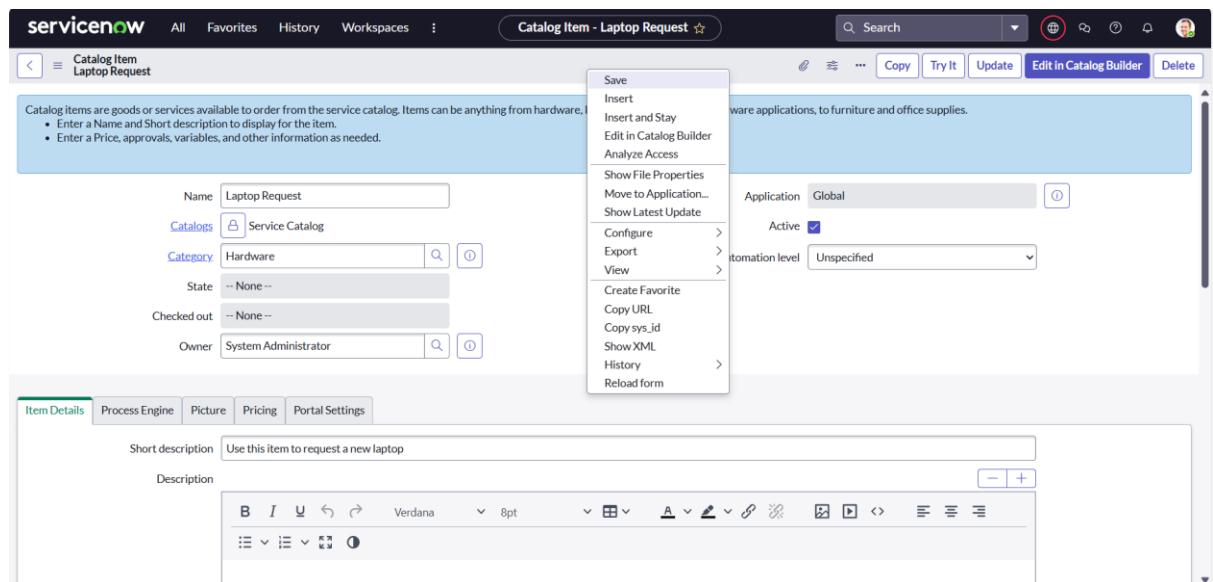
15. After adding above variable which are added to newly created catalog item

16. Then save the catalog item form



The screenshot shows the 'Catalog Item' list in ServiceNow. It lists four variables for the 'Laptop Request' catalog item:

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

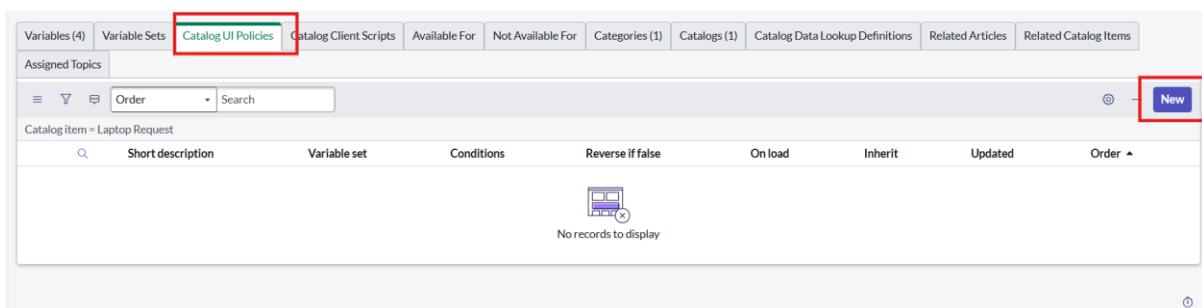


The screenshot shows the 'Catalog Item - Laptop Request' form in ServiceNow. The 'Name' field is set to 'Laptop Request'. The 'Category' field is set to 'Hardware'. The 'Description' field contains the text: 'Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, software applications, to furniture and office supplies.' A context menu is open over the form, showing options like 'Save', 'Insert', 'Edit in Catalog Builder', etc.

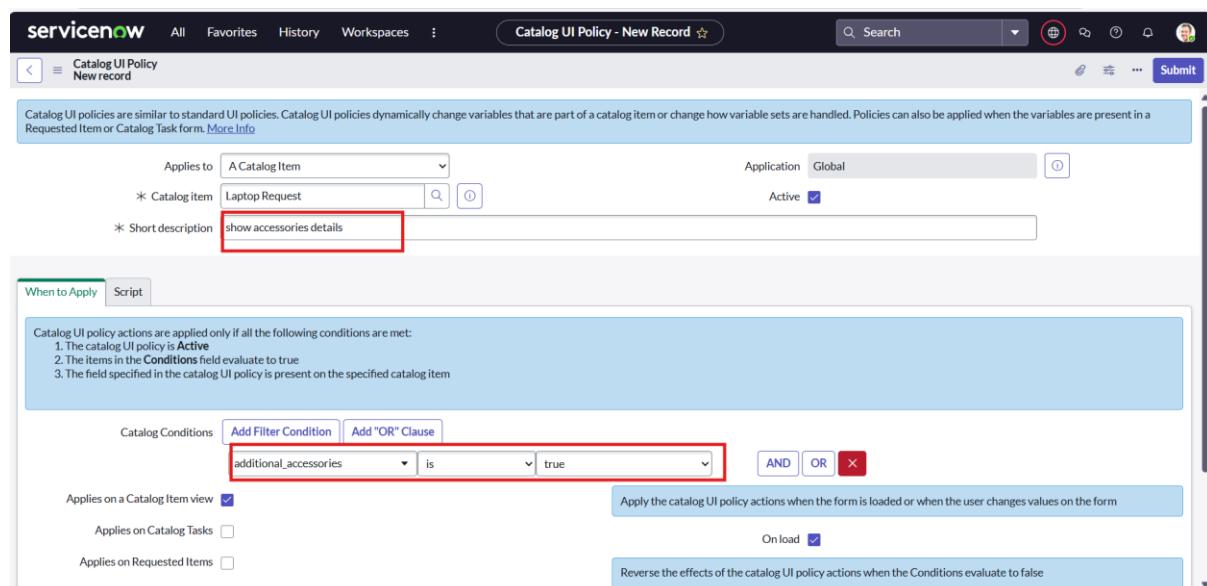
## Milestone 3: UI Policy

### Activity 1: Create Catalog Ui policies

1. Click on All > search for service catalog
2. Select maintain item under catalog definition
3. Search for ‘laptop request’ which is created before
4. Select ‘laptop request’
5. And scroll down click on “Catalog Ui policies”
6. In the catalog Ui policies related list tab
7. Click on new
8. Give short description as: show accessories details
9. Set the Catalog Condition in the related list tab ‘when to apply’ [field: additional\_accessories, operator: is, value: true]
10. Then save the catalog Ui policies form



The screenshot shows the 'Catalog UI Policies' list view. The top navigation bar includes tabs for Variables (4), Variable Sets, Catalog UI Policies (highlighted with a green box), Catalog Client Scripts, Available For, Not Available For, Categories (1), Catalogs (1), Catalog Data Lookup Definitions, Related Articles, and Related Catalog Items. Below the tabs is a search bar and a 'New' button highlighted with a red box. The main area displays a table with columns: Short description, Variable set, Conditions, Reverse if false, On load, Inherit, Updated, and Order. A message 'No records to display' is shown at the bottom.



The screenshot shows the 'Catalog UI Policy - New Record' form. At the top, it says '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.' Below this, the 'Applies to' dropdown is set to 'A Catalog Item' and the 'Catalog item' field is set to 'Laptop Request'. The 'Short description' field contains 'show accessories details' (highlighted with a red box). The 'When to Apply' section is expanded, showing a table with columns: Catalog Conditions, Add Filter Condition, and Add "OR" Clause. A condition row is highlighted with a red box, showing 'additional\_accessories is true'. Other options include 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), 'Applies on Requested Items' (unchecked), 'On load' (checked), and 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false'.

Servicenow All Favorites History Workspaces Catalog UI Policy - New Record

Catalog UI Policy New record

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or catalog task form. [More Info](#)

Applies to: A Catalog Item Catalog item: Laptop Request

Save: Configure > Export > Create Favorite Copy URL Copy sys\_id Reload form Application: Global 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

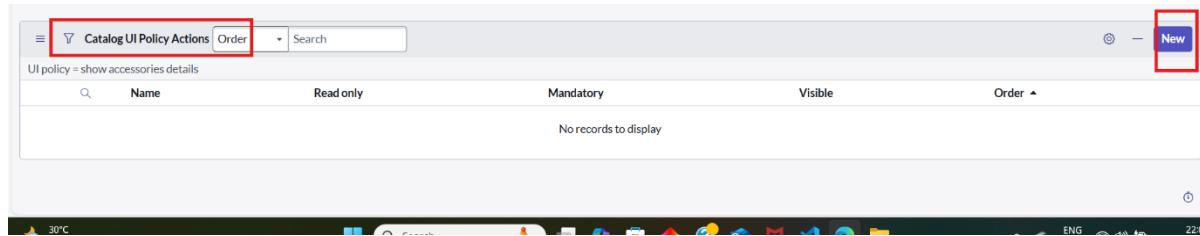
Applies on a Catalog Item view:  Applies on Catalog Tasks:  Applies on Requested Items:

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:

## Create Catalog Ui action:

11. Scroll down and select ‘catalog Ui action’
12. Then click on new button
13. Select variable name as: accessories\_details
  - Order:100
  - Mandatory: True
  - Visible: True
14. Click on save
15. And again, click save button of the catalog Ui policy form



Catalog UI Policy Actions

Name	Read only	Mandatory	Visible	Order
No records to display				

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Catalog UI Policy Action  
New record

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

Catalog Item	Laptop Request	Application	Global
Variable name	accessories_details	Mandatory	True
Order	100	Visible	True
		Read only	Leave alone
		Value action	Leave alone
		Field message type	None

**Submit**

Catalog UI Policy Actions Order Search

UI policy = show accessories details

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

1 to 1 of 1

## Output:

- At last, the result of catalog Ui Policies
- Click on try it in top right corner
- Result will be shown.

servicenow All Favorites History Workspaces : Catalog Item - Laptop Request ⭐

Catalog Item  
LaptopRequest

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.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

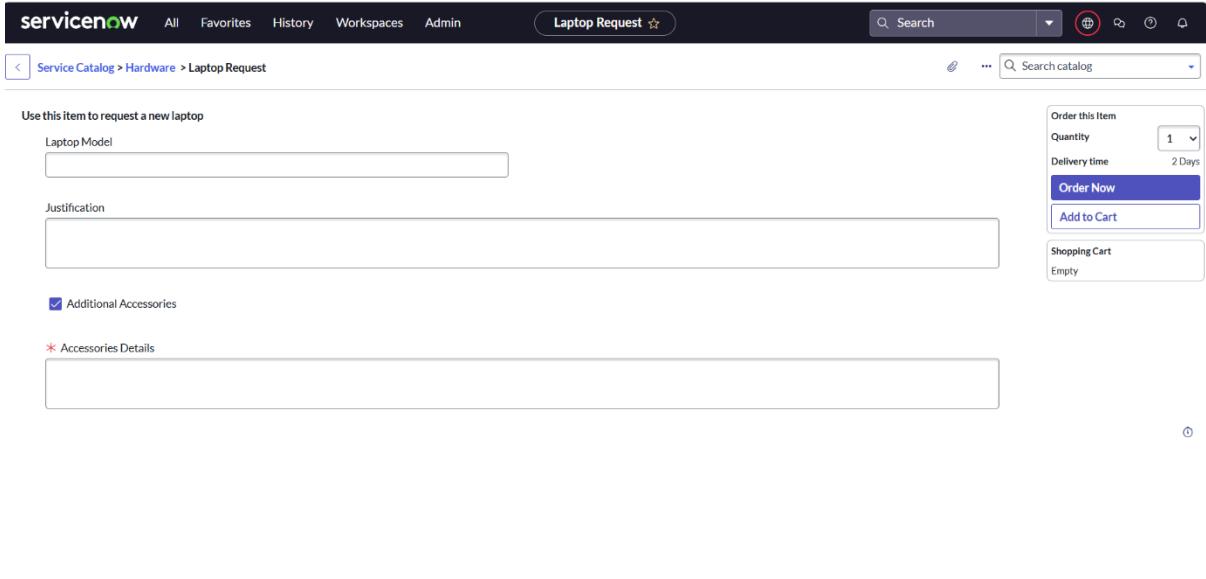
Name	Laptop Request	Application	Global
Catalogs	Service Catalog	Active	<input checked="" type="checkbox"/>
Category	Hardware	Fulfillment automation level	Unspecified
State	-- None --		
Checked out	-- None --		
Owner	System Administrator		

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Description:

B I U ← → Verdana 8pt



Laptop Request

Use this item to request a new laptop

Laptop Model:

Justification:

Additional Accessories

\* Accessories Details:

Order this Item

Quantity: 1

Delivery time: 2 Days

**Order Now**

**Add to Cart**

Shopping Cart  
Empty

## Milestone 4: UI Action

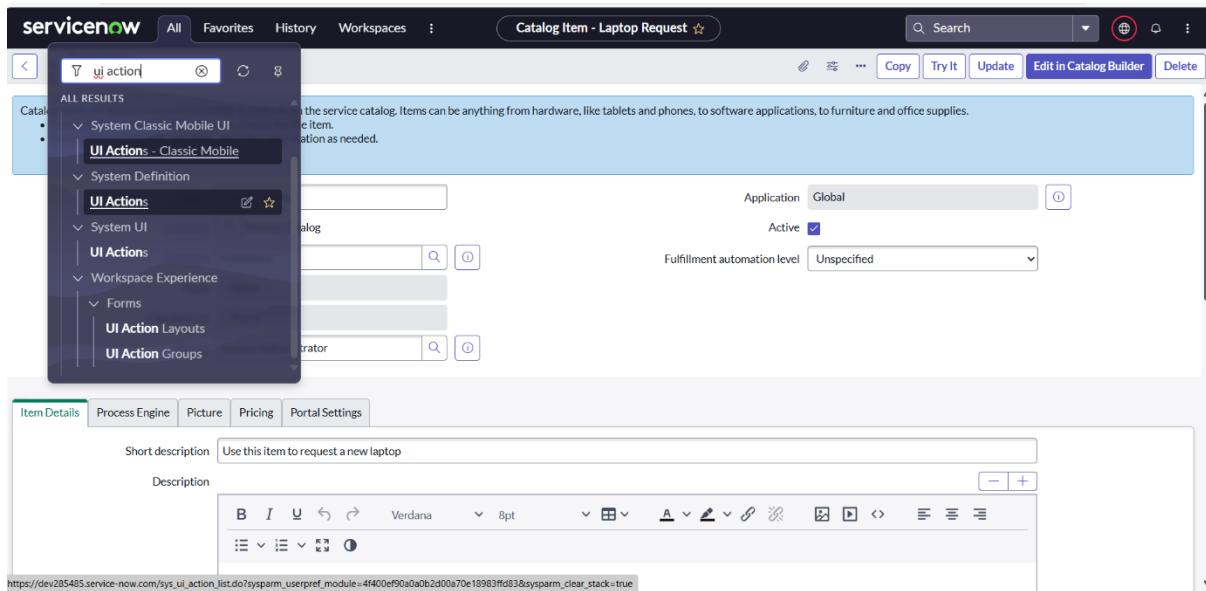
### Activity 1: Create UI Action

1. Open service now.
2. Click on All > search for UI action
3. Select UI actions under system definition
4. Click on new
5. Fill the following details to create UI action

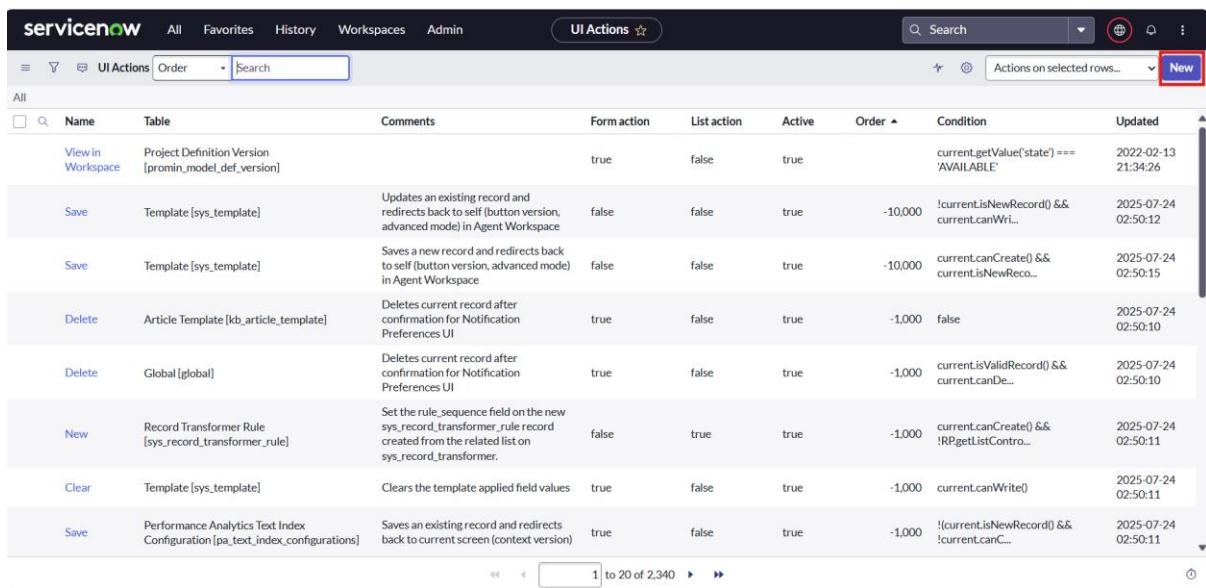
- Table: shopping cart (sc\_cart)  
Order:100  
Action name: Reset form  
Client: checked
- Script:
 

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

## 6. Click on save



The screenshot shows the ServiceNow Catalog Item - Laptop Request page. A search bar at the top contains the query "ui action". Below the search bar, there is a "Catalog Item" section with a "Search" button and other navigation buttons like "Copy", "Try It", "Update", "Edit in Catalog Builder", and "Delete". The main content area displays search results for "UI Actions". The results include "System Classic Mobile UI", "System Definition", and "System UI". Under "System UI", there are three entries: "UI Actions", "UI Action Layouts", and "UI Action Groups". The "UI Actions" entry is selected and highlighted with a blue border. The "UI Actions" card shows details such as "Application: Global", "Active: checked", and "Fulfillment automation level: Unspecified". Below the search results, there are tabs for "Item Details", "Process Engine", "Picture", "Pricing", and "Portal Settings". The "Item Details" tab is active. The "Short description" field contains the text "Use this item to request a new laptop". The "Description" field is a rich text editor.



The screenshot shows the ServiceNow UI Actions list page. The URL in the address bar is "https://dev285485.service-now.com/sys\_ui\_action\_list.do?sysparm\_userpref\_module=4f400ef90a0a0b2d00a70e18983ffd93&sysparm\_clear\_stack=true". The page title is "UI Actions". The table has columns: Name, Table, Comments, Form action, List action, Active, Order, Condition, and Updated. There are 2,340 rows in total. The "New" button in the top right corner is highlighted with a red box.

Name	Table	Comments	Form action	List action	Active	Order	Condition	Updated
View in Workspace	Project Definition Version [promin_model_def_version]		true	false	true	-1.000	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.isNewRec...	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
Save	Performance Analytics Text Index Configuration [pa_text_index_configurations]	Saves an existing record and redirects back to current screen (context version)	true	false	true	-1.000	!(current.isNewRecord() && !current.canC...	2025-07-24 02:50:11

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UI Action  
New record

Name	Reset form	Application	Global
Table	Shopping Cart [sc_cart]	Form button	<input type="checkbox"/>
Order	100	Form context menu	<input type="checkbox"/>
Action name	Reset form	Form link	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>	Form style	— None —
Show insert	<input checked="" type="checkbox"/>	List banner button	<input type="checkbox"/>
Show update	<input checked="" type="checkbox"/>	List bottom button	<input type="checkbox"/>
Client	<input checked="" type="checkbox"/>	List context menu	<input type="checkbox"/>
List v2 Compatible	<input checked="" type="checkbox"/>	List choice	<input type="checkbox"/>
List v3 Compatible	<input type="checkbox"/>	List link	<input type="checkbox"/>
Overrides	<input type="text"/>	List style	— None —
Messages	<input type="text"/>		
Comments	<input type="text"/>		
Hint	<input type="text"/>		

Servicenow All Favorites History Workspaces Admin UI Action - New Record ⚡

UI Action  
New record

Condition

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.

Script

```

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

```

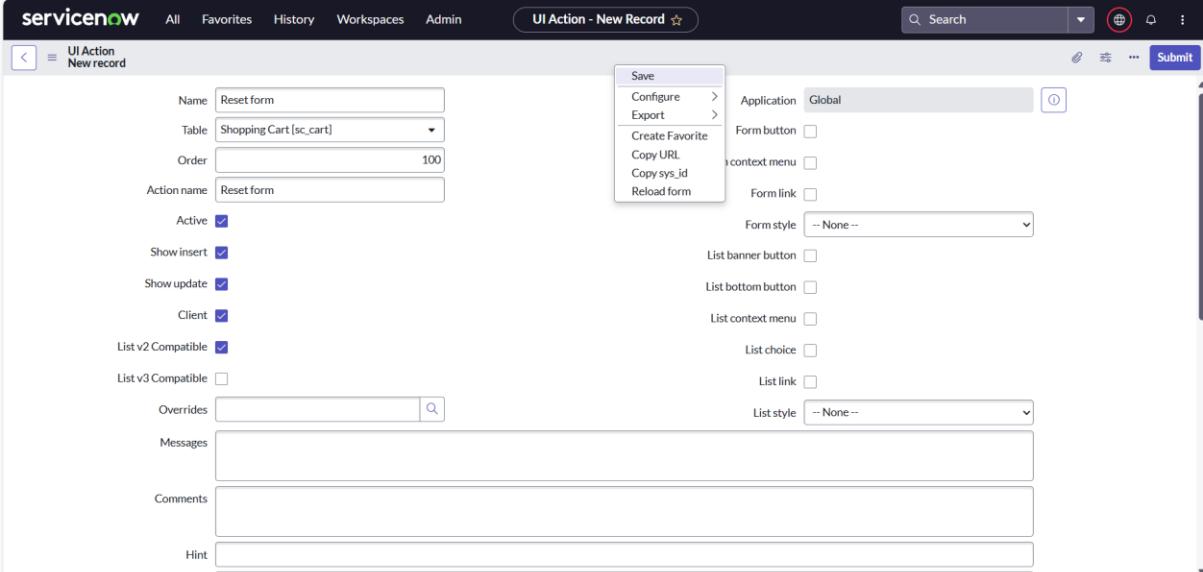
Protection policy

Workspace Requires role

Workspace Form Button  Format for Configurable Workspace

Workspace Form Menu

Submit



The screenshot shows the 'UI Action - New Record' page in ServiceNow. The UI Action is named 'Reset form' and is associated with the 'Shopping Cart [sc\_cart]' table. The 'Order' field is set to 100. The 'Action name' field also contains 'Reset form'. The 'Save' context menu is open, showing options like 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys\_id', and 'Reload form'. The 'Application' dropdown is set to 'Global'. Other settings include 'Form button' (unchecked), 'Form link' (unchecked), 'Form style' (set to '-- None --'), 'List banner button' (unchecked), 'List bottom button' (unchecked), 'List context menu' (unchecked), 'List choice' (unchecked), 'List link' (unchecked), and 'List style' (set to '-- None --'). Fields for 'Overrides', 'Messages', 'Comments', and 'Hint' are present but empty.

## Milestone 5: Export Update set

### Activity 1: Exporting changes to another instances

1. Click on All > search for update sets
2. Select local update set
3. Select created update set i.e. ‘Laptop Request Project’
4. Set the state to ‘Complete’
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML ,it download one file

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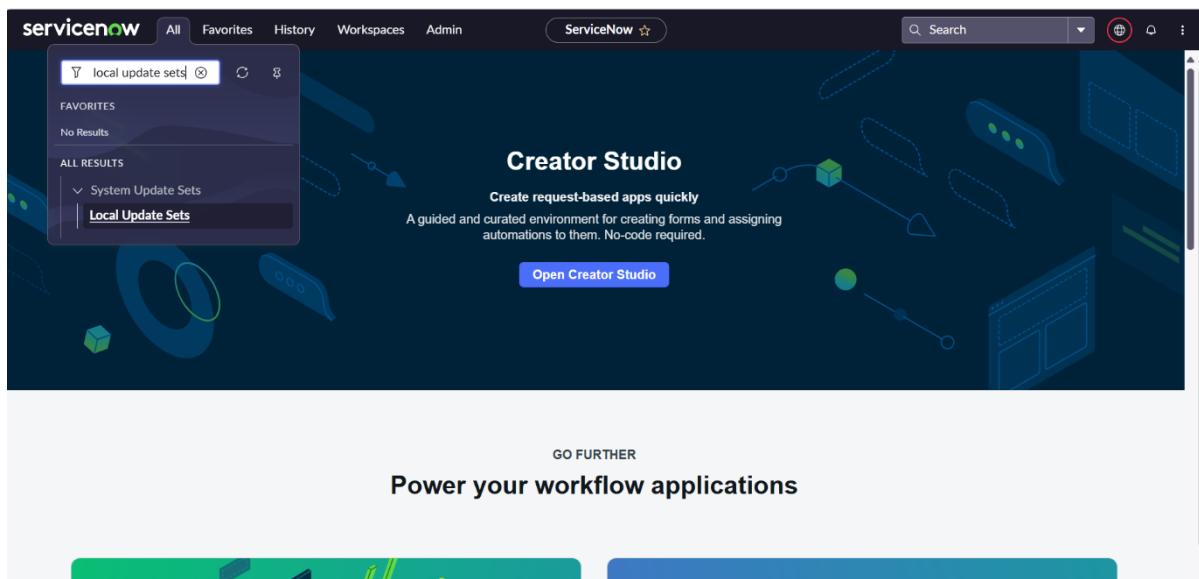
local update sets

FAVORITES  
No Results

ALL RESULTS  
System Update Sets Local Update Sets

**Creator Studio**  
Create request-based apps quickly  
A guided and curated environment for creating forms and assigning automations to them. No-code required.  
[Open Creator Studio](#)

GO FURTHER  
**Power your workflow applications**



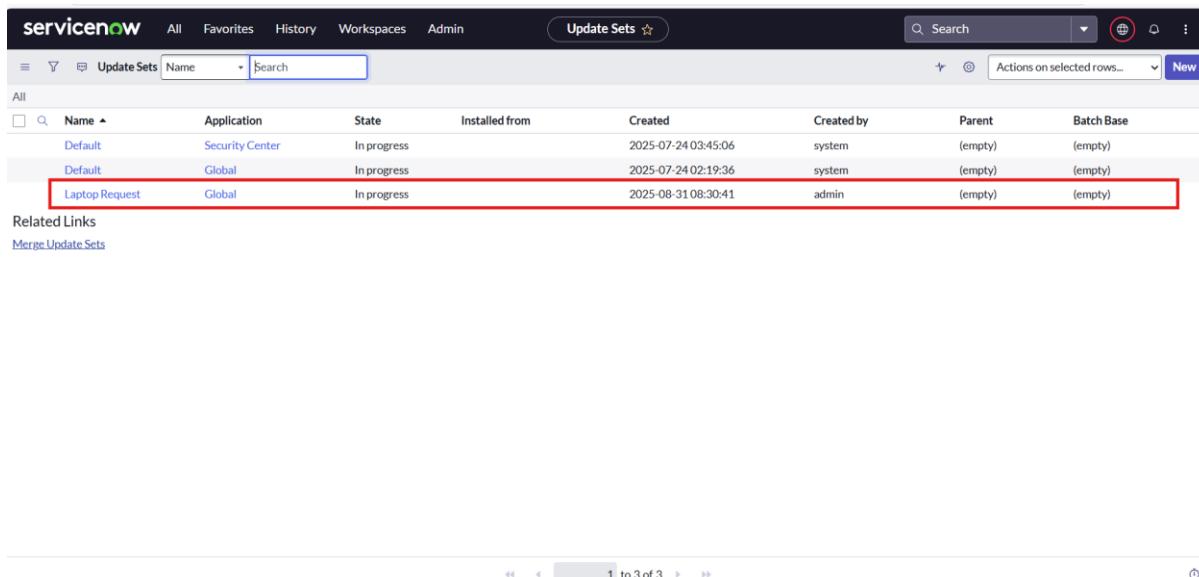
servicenow All Favorites History Workspaces Admin Update Sets ☆ Search Actions on selected rows... New

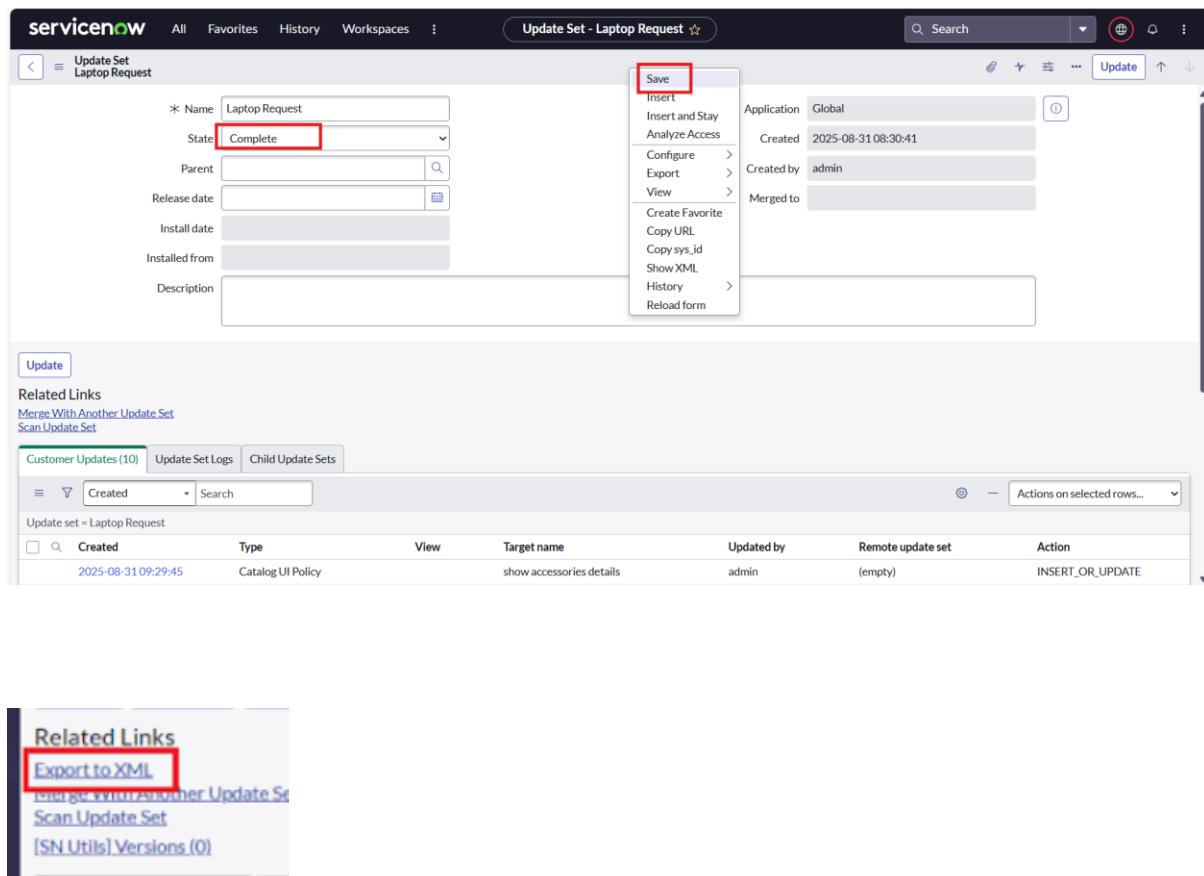
All

<input type="checkbox"/>	Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
<input type="checkbox"/>	Default	Security Center	In progress		2025-07-24 03:45:06	system	(empty)	(empty)
<input type="checkbox"/>	Default	Global	In progress		2025-07-24 02:19:36	system	(empty)	(empty)
<input checked="" type="checkbox"/>	Laptop Request	Global	In progress		2025-08-31 08:30:41	admin	(empty)	(empty)

Related Links  
[Merge Update Sets](#)

1 to 3 of 3





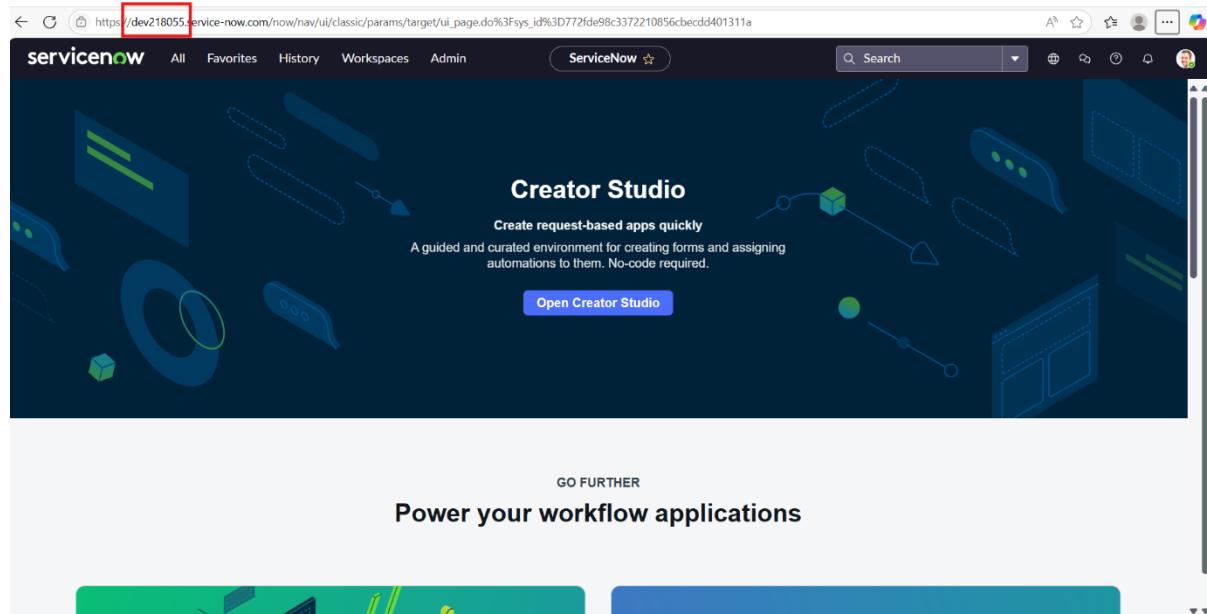
The screenshot shows the ServiceNow interface for managing update sets. On the left, there's a form for an 'Update Set - Laptop Request' with fields like Name, State (set to 'Complete'), Parent, Release date, Install date, Installed from, and Description. On the right, a context menu is open over the record, with 'Save' highlighted. Below the main area, there's a 'Related Links' section containing links like 'Merge With Another Update Set' and 'Scan Update Set'. At the bottom, there's a table showing a list of update sets, with one entry for a 'Catalog UI Policy'.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-08-31 09:29:45	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE

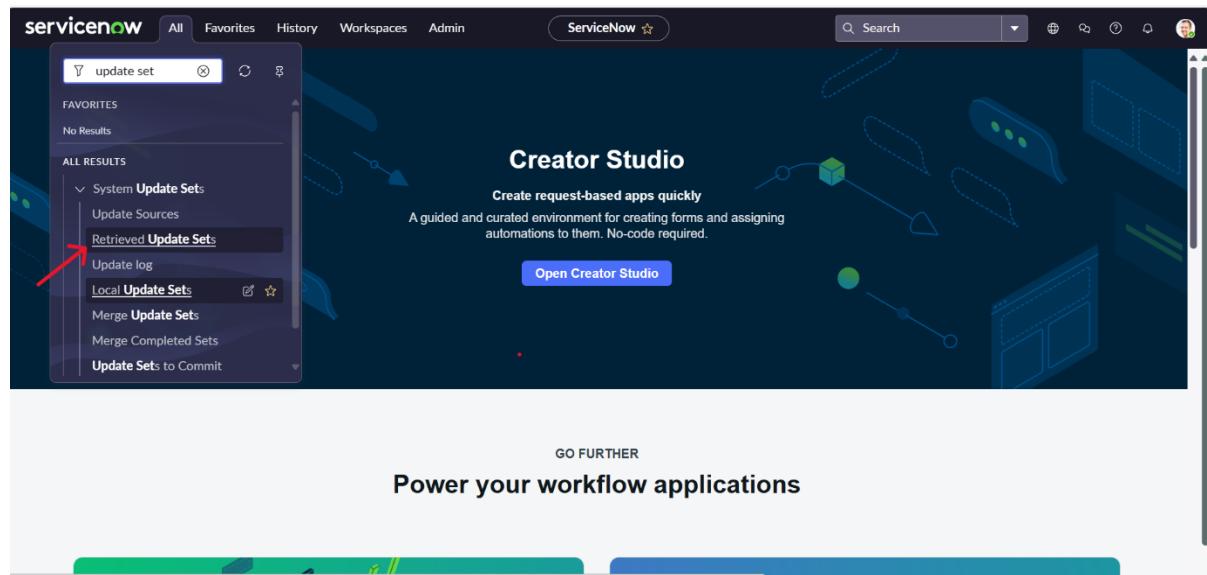
## Milestone 6: Login to another Instance

### Activity 1: Retrieving the update set

1. Open another instance in incognito window
2. Login with credentials
3. Click on All> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML



The screenshot shows the ServiceNow Creator Studio landing page. At the top, there is a navigation bar with links for All, Favorites, History, Workspaces, Admin, and a ServiceNow logo. A search bar is located at the top right. The main content area features a dark blue background with abstract white shapes. In the center, there is a section titled "Creator Studio" with the subtext "Create request-based apps quickly" and "A guided and curated environment for creating forms and assigning automations to them. No-code required." Below this is a blue button labeled "Open Creator Studio". Further down, there is a "GO FURTHER" section with the text "Power your workflow applications". The bottom of the page has a decorative footer bar.



The screenshot shows the ServiceNow search results for the query "update set". The search interface includes a search bar at the top left and a navigation bar with links for All, Favorites, History, Workspaces, Admin, and a ServiceNow logo. A search bar is also present at the top right. The main content area displays a list of results under the heading "ALL RESULTS". The first result is "System Update Sets" with a dropdown menu. The "Retrieved Update Sets" option is highlighted with a red arrow. Other options in the dropdown include "Update Sources", "Update log", "Local Update Sets", "Merge Update Sets", "Merge Completed Sets", and "Update Sets to Commit". To the right of the search results, there is a "Creator Studio" section with the same "Create request-based apps quickly" and "A guided and curated environment for creating forms and assigning automations to them. No-code required." text, a "Open Creator Studio" button, and a "GO FURTHER" section with the "Power your workflow applications" text. The bottom of the page has a decorative footer bar.

servicenow All Favorites History Workspaces Admin Retrieved Update Sets

All > Class = Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
				No records to display				

Related Links

[Import Update Set from XML](#)

## Import update set from XML:

7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.

servicenow All Favorites History Workspaces Admin ServiceNow

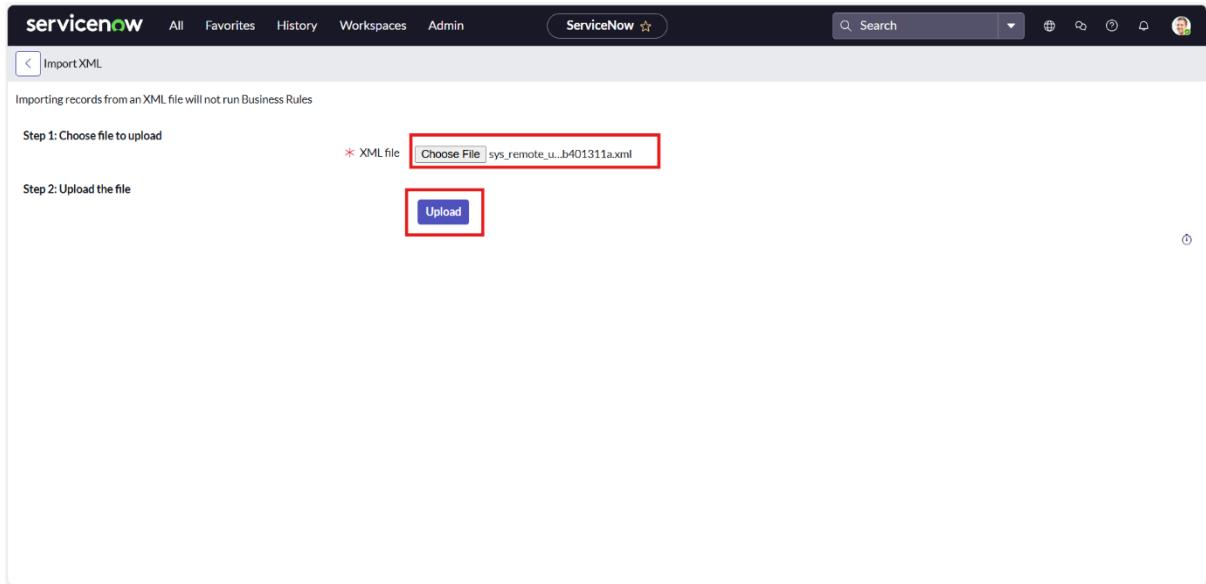
Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

\* XML file  No file chosen

Step 2: Upload the file



The screenshot shows the ServiceNow Import XML interface. At the top, there are navigation links: All, Favorites, History, Workspaces, Admin, and a ServiceNow star icon. A search bar with the placeholder 'Search' is located at the top right. Below the header, a message says 'Importing records from an XML file will not run Business Rules'. The main area has two steps: 'Step 1: Choose file to upload' with a red box around the 'Choose File' button, which contains the text 'sys\_remote\_u...b401311a.xml'; and 'Step 2: Upload the file' with a red box around the 'Upload' button.

## update set:

9. Open retrieved update set ‘laptop request project’
10. Click on preview update set
11. And click on commit update set
12. And also see the related tab updates
13. After committing update set in this instance we get all updates which are done in the previous instance

servicenow All Favorites History Workspaces Admin Retrieved Update Sets

All > Class = Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request	Global	Loaded	(empty)		2025-08-31 11:00:00	(empty)	(empty)	(empty)

Related Links

Import Update Set from XML.

Actions on selected rows...

1 to 1 of 1

servicenow All Favorites History Workspaces Retrieved Update Set - Laptop Request

Retrieved Update Set  
Laptop Request

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.

Name	Laptop Request	Committed
Application	Global	Inserted
Update source		Deleted
Parent	<input type="text"/>	
State	Loaded	
Loaded	2025-08-31 11:00:00	
Description		
Application name	Global	

Update Delete Preview Update Set

Related Links

Export to XML

Customer Updates (10) Child Update Sets

Name Search Actions on selected rows...

Remote update set = Laptop Request

Retrieved Update Set - Laptop Request

Retrieved Update Set  
Laptop Request

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.

Name	Laptop Request	Committed	
Application	Global	Inserted	10
Update source		Updated	0
Parent		Deleted	0
State	Previewed	Collisions	0
Loaded	2025-08-31 11:00:00	Total	10
Description			
Application name	Global		

Update Delete Run Preview Again Commit Update Set

Related Links  
Show All Preview Records

Customer Updates (10) Child Update Sets

Name Search Actions on selected rows...

Remote update set = Laptop Request

Retrieved Update Set - Laptop Request

Retrieved Update Set  
Laptop Request

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.

Update Set Commit

Succeeded 100%

Update set committed - Succeeded in 1 Second

Close

Name	Laptop Request	Committed	
Application	Global	Inserted	10
Update source		Updated	0
Parent		Deleted	0
State	Committed	Collisions	0
Loaded	2025-08-31 11:00:00	Total	10
Description			
Application name	Global		

Update Delete Run Preview Again Commit Update Set

Related Links  
Show All Preview Records

Customer Updates (10) Child Update Sets

Name Search Actions on selected rows...

Remote update set = Laptop Request

Retrieved Update Set - Laptop Request

Name	Laptop Request	Committed	2025-09-01 09:41:52
Application	Global	Inserted	10
Update source		Updated	0
Parent		Deleted	0
State	Committed	Collisions	0
Loaded	2025-08-31 11:00:00	Total	10
Description			
Application name	Global		

**Buttons:** Update, Delete

**Related Links:**

- Show Commit Log
- Show All Preview Records

**Customer Updates (10) [Child Update Sets]**

Name	Type	Target name	Table	Action
Customer Updates (10)				
Customer Updates (10)				
Customer Updates (10)				
Customer Updates (10)				
Customer Updates (10)				
Customer Updates (10)				
Customer Updates (10)				
Customer Updates (10)				
Customer Updates (10)				

**Actions:** Actions on selected rows...

Customer Updates (10) [Child Update Sets]

Name	Type	Target name	Table	Action
catalog_ui_policy_a6c402c0c3f722102b9bb342b401312e	Catalog UI Policy	show accessories details		INSERT_OR_UPDATE
catalog_ui_policy_action_f5264a04c3f722102b9bb342b401317c	Catalog UI Policy Action	accessories_details		INSERT_OR_UPDATE
item_option_new_2352c60cc3b722102b9bb342b4013103	Variable	Additional Accessories		INSERT_OR_UPDATE
item_option_new_56e2c200c3f722102b9bb342b4013189	Variable	Accessories Details		INSERT_OR_UPDATE
item_option_new_7781468cc3b722102b9bb342b4013109	Variable	Justification		INSERT_OR_UPDATE
item_option_new_9c404a4cc3b722102b9bb342b40131ff	Variable	Laptop Model		INSERT_OR_UPDATE
sc_cat_item_306bfd4c3b722102b9bb342b40131ef	Catalog Item	Laptop Request		INSERT_OR_UPDATE
sc_cat_item_catalog_d04fb50cc3b722102b9bb342b40131e3	Catalog Items Catalog	Service Catalog Laptop Request		INSERT_OR_UPDATE
sc_cat_item_category_904fb50cc3b722102b9bb342b40131e8	Catalog Item Category	Hardware.Laptop Request		INSERT_OR_UPDATE
sys_ui_action_a9d6dec433b22102b9bb342b40131ac	UI Action	Reset form	Shopping Cart [sc_cart]	INSERT_OR_UPDATE

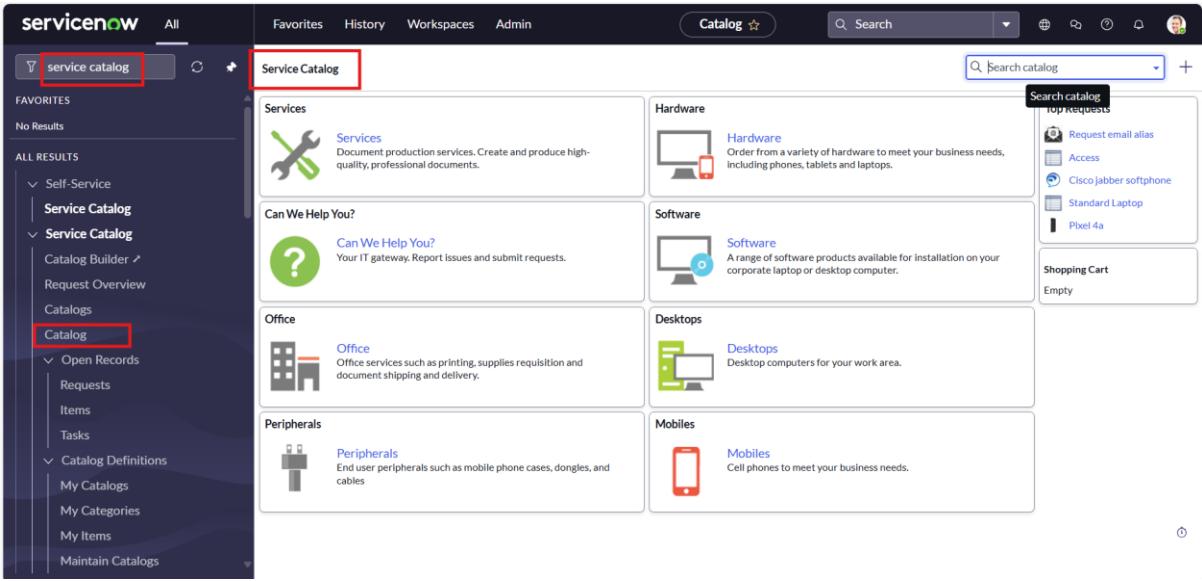
**Actions:** Actions on selected rows...

1 to 10 of 10

## Milestone 7: Testing

### Activity 1: Test Catalog Item

1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category
4. And search for ‘laptop request’ item
5. Select laptop request item
6. And open it
7. It shows three variables only



The screenshot shows the ServiceNow Service Catalog interface. The left sidebar has a 'Catalog' section with 'Catalog' highlighted. The main area displays a grid of service categories:

- Services**: Document production services. Create and produce high-quality, professional documents.
- Hardware**: Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.
- Software**: A range of software products available for installation on your corporate laptop or desktop computer.
- Office**: Office services such as printing, supplies requisition and document shipping and delivery.
- Desktops**: Desktop computers for your work area.
- Peripherals**: End user peripherals such as mobile phone cases, dongles, and cables.
- Mobiles**: Cell phones to meet your business needs.

A sidebar on the right shows a 'Search catalog' dropdown with 'top requests' and a 'Shopping Cart' section indicating it is empty.

servicenow All Favorites History Workspaces Admin Catalog  Search     

Service Catalog

Q Search catalog +

Services	Hardware	Top Requests
 Services Document production services. Create and produce high-quality, professional documents.	 Hardware Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.	Request email alias Access Cisco Jabber softphone Standard Laptop Pixel 4a
Can We Help You?	Software	Shopping Cart Empty
 Can We Help You? Your IT gateway. Report issues and submit requests.	 Software A range of software products available for installation on your corporate laptop or desktop computer.	
Office	Desktops	
 Office Office services such as printing, supplies requisition and document shipping and delivery.	 Desktops Desktop computers for your work area.	
Peripherals	Mobiles	
 Peripherals End user peripherals such as mobile phone cases, dongles, and cables	 Mobiles Cell phones to meet your business needs.	

①

servicenow All Favorites History Workspaces Admin Hardware      

< Service Catalog > Hardware

20 per page  laptop request

 **Hardware**  
Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.

Items

 <b>Developer Laptop (Mac)</b> Macbook Pro ▼ Preview	\$1,499.00 +\$100.00 Annually
Macbook Pro  The Apple Macbook Pro is a laptop that is second to none. It provides a Retina display that fights glare and weighs approximately five pounds. High powered enough to complete computing tasks.  Technical Specs: <ul style="list-style-type: none"><li>Intel core i7 processor</li><li>512GB PCIe-based flash storage</li><li>Intel Iris Pro Graphics</li><li>Backlit keyboard</li></ul>	
 <b>iPad mini</b> Request for iPad mini ▼ Preview	\$499.00
 iPad combines the power and capability of a computer with the ease of use and versatility you'd never expect from one. It has a larger 10.2-inch retina display, support for the full-size smart keyboard and the amazing new capabilities of iPadOS  Key Features: <ul style="list-style-type: none"><li>Screen size: 10.2 inch</li></ul>	

servicenow All Favorites History Workspaces Admin ServiceNow ☆

Catalog Search Results: Service Catalog > Hardware > 'laptop request'

20 per page Q laptop request

Laptop Request  
Use this item to request a new laptop  
Service Catalog > Hardware

1 to 1 of 1 Found In  
Service Catalog Hardware (1)

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:

Justification:

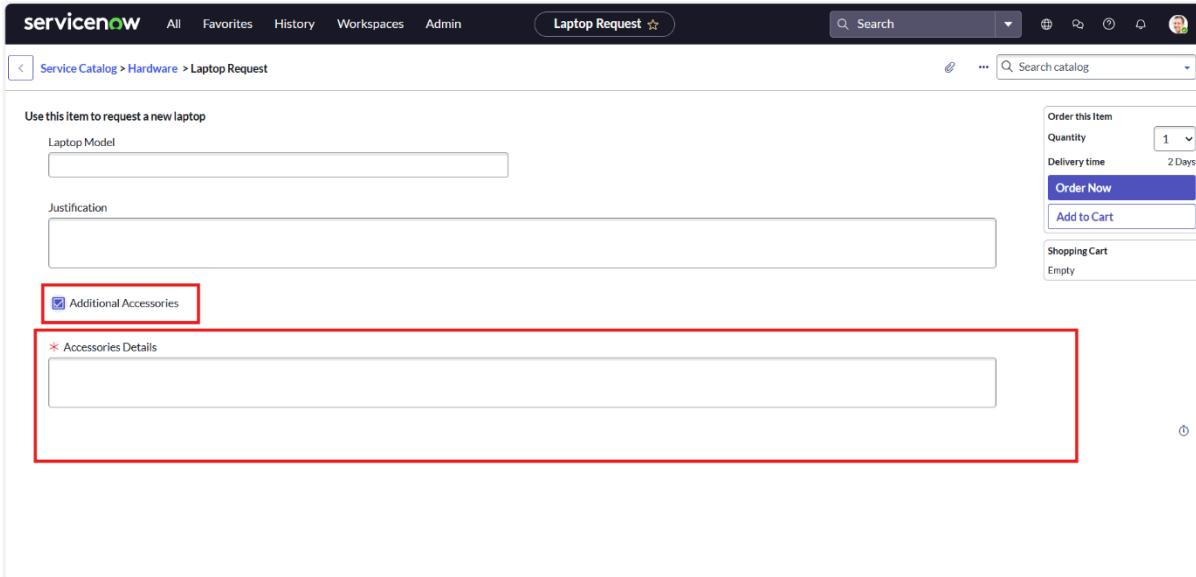
Additional Accessories

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

Shopping Cart  
Empty

## Result:

8. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
9. Now see the results,it fulfills our requirements.



The screenshot shows the ServiceNow Service Catalog interface for a 'Laptop Request' item. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and a search bar. The main content area displays a form for requesting a laptop. It has fields for 'Laptop Model' and 'Justification'. A checkbox labeled 'Additional Accessories' is checked and highlighted with a red border. Below this, a field labeled 'Accessories Details' is also highlighted with a red border, indicating it is a mandatory field. To the right of the form, there is a sidebar with options to 'Order this Item' (Quantity 1, Delivery time 2 Days), 'Order Now' (button), 'Add to Cart' (button), and a 'Shopping Cart' section showing 'Empty'.

## Conclusion:

The Laptop Request Catalog Item project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalog capabilities. Through the implementation of a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, reducing errors and improving efficiency. This project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.