

REPORT
for
Laptop Request Catalog Item
Service now project

Team ID: NM2025TMID18286

Team members:

TEAM LEADER - SANJAY S

TEAM MEMBER - SANJAY M

TEAM MEMBER - SANTHOSH K

TEAM MEMBER - PUNITH KUMAR K

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 regularly require laptops to carry out their work responsibilities. However, the process of requesting laptops is still manual, creating several significant challenges. Manual submission often leads to delays in approvals, miscommunication between departments, and lack of visibility into the status of requests. Employees are left without a standardized platform, which forces them to rely on emails, phone calls, or paper forms—methods that are inconsistent and prone to human error.

From an administrative perspective, the absence of automation results in repeated follow-ups, incomplete data collection, and difficulty in tracking requests. Approvers may receive insufficient or incorrect information, causing further delays and sometimes forcing requests to be resubmitted. Moreover, without a centralized system, it becomes difficult to monitor request history, ensure accountability, or generate meaningful reports for decision-making. These inefficiencies not only waste time but also reduce employee productivity and satisfaction, as essential equipment like laptops is not delivered promptly.

To overcome these challenges, a dedicated Service Catalog Item for laptop requests is introduced. This provides a structured, automated, and user-friendly form that dynamically adjusts based on user input. For example, when employees select additional accessories, the system automatically prompts them to provide details, ensuring accurate and complete submissions. Features such as clear step-by-step instructions and a reset option further simplify the process, minimizing confusion and errors.

On the administrative side, the system ensures every change and request is tracked, supporting governance, audits, and version control. This structured approach makes request management faster, more transparent, and easier to scale across the organization.

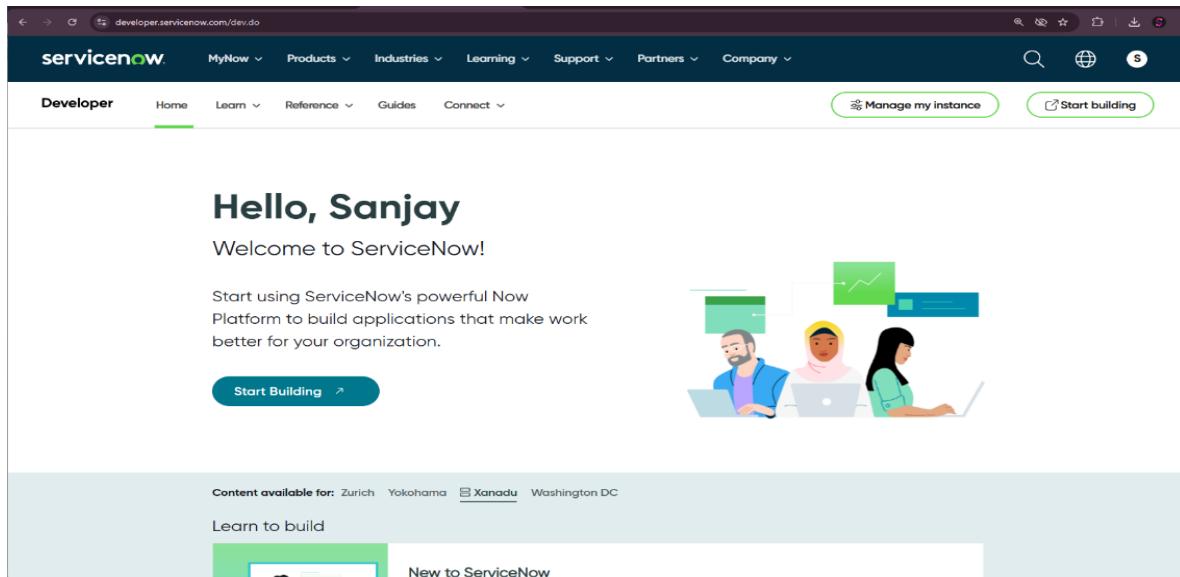
By implementing this solution, the organization eliminates the inefficiencies of the manual process, reduces errors, and delivers laptops to employees in a timely manner. Beyond solving the immediate problem, it also establishes a standardized, scalable model that can be extended to other types of service requests, contributing to digital transformation, improved governance, and greater employee satisfaction.

Update set

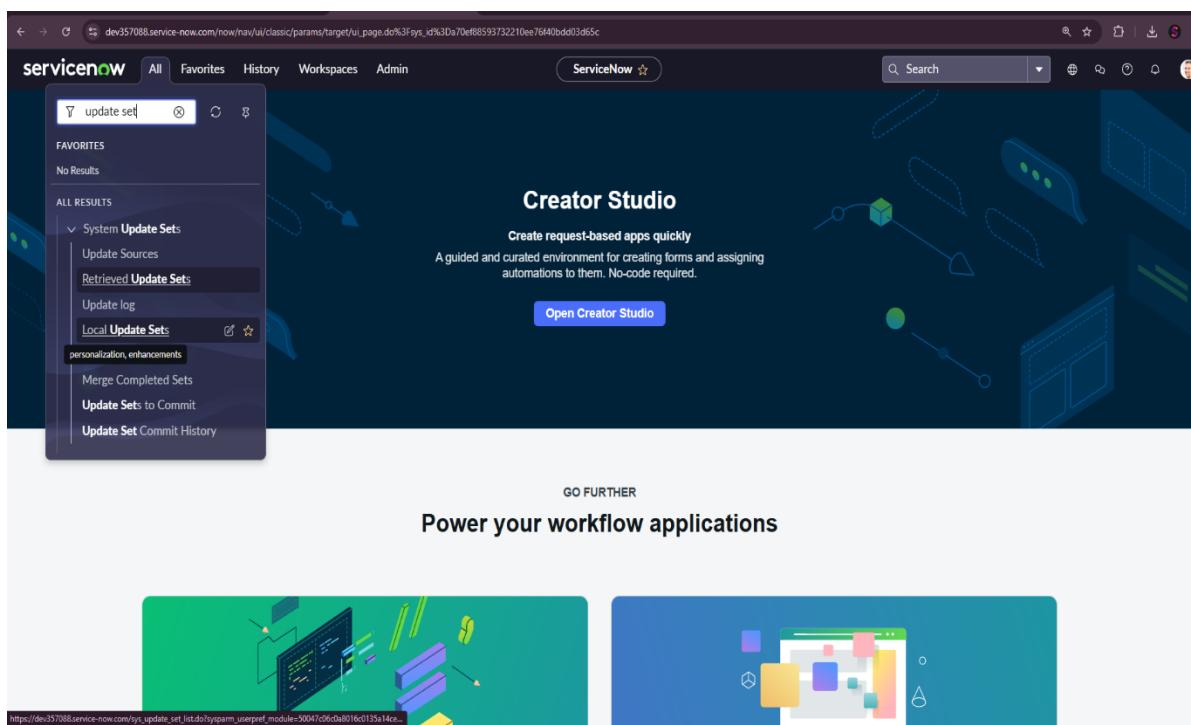
Create Local Update set:

First open “[developer.servicenow.com](https://developer.servicenow.com/dev.do)” 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 Dashboard - Student, ServiceNow Developers, and Update Sets | ServiceNow. The main header has the ServiceNow logo and navigation links for All, Favorites, History, and Update Sets. A search bar and a 'New' button are also present. The main content area displays a table of update sets:

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
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 'Related Links' section with a 'Merge Update Sets' link. At the bottom, there is a pagination control showing '1 to 2 of 2'.

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. The title bar says 'Update Set - Create New Update Set'. The page has fields for Name (Laptop Request), State (In progress), Parent, Release date, and Description. The Application is set to Global. There are 'Submit' and 'Submit and Make Current' buttons at the bottom.

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

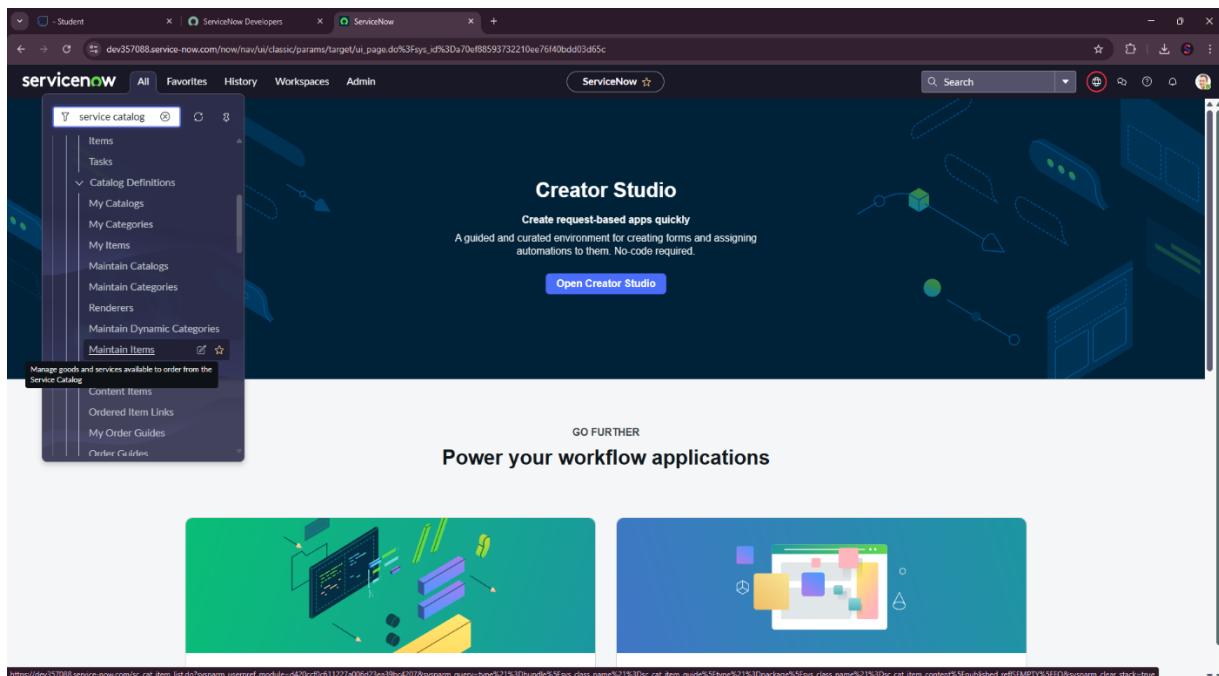
Click the **Submit** on right corner and then choose **Make Current**.

Service Catalog Item

Create Service Catalog Item:

Click on “All” then search for "service catalog".

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



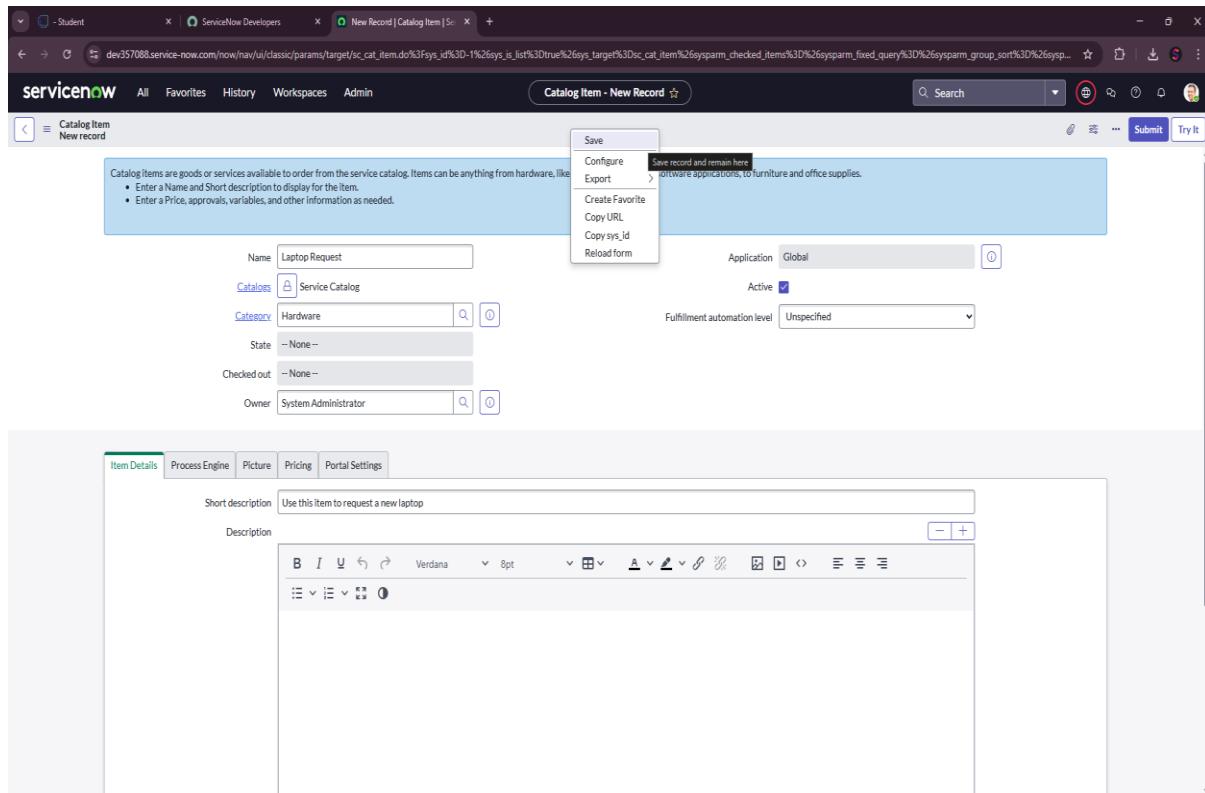
If you do the above step, the below window will open.

Name	Short description ▲	Active	Roles	Catalogs	Category	Price	Type	Updated
Retire a Standard Change Template		true		Service Catalog	Template Management	£0.00	Item	2022-11-20 20:46:33
Grant role delegation rights within a group		true	admin	Service Catalog	Role Delegation	\$0.00	Item	2015-11-23 13:57:37
Delegate roles to group member		true	role_delegator	Service Catalog	Role Delegation	\$0.00	Item	2015-11-23 12:56:57
Modify a Standard Change Template		true		Service Catalog	Template Management	£0.00	Item	2022-11-20 20:46:33
Dreamweaver		false		Service Catalog	Software	\$60.00	Item	2022-12-05 20:46:33
Propose a new Standard Change Template		true		Service Catalog	Template Management	\$0.00	Item	2022-11-20 20:46:33
Del' 24" UltraSharp Monitor	24" UltraSharp Monitor	false		Service Catalog	Peripherals	\$300.00	Item	2022-11-20 20:46:33
Planar 24" LED Monitor	24" Widescreen LED	false		Service Catalog	Peripherals	\$140.00	Item	2022-11-20 20:46:33
StarTech USB Mini Hub	4 Port, USB 2.0	true		Service Catalog	Peripherals	\$115.00	Item	2022-11-20 20:46:33
BlackBerry Z10	A 4.2" touch screen BlackBerry cell phone...	false		Service Catalog	Hardware	\$700.00	Item	2022-11-20 20:46:33
Blackberry	A Blackberry Wireless Device	false		Service Catalog	Hardware	\$500.00	Item	2022-11-20 20:46:33
Catalog Variable Creation	A composite record producer to create a ...	true			(empty)	£0.00	Item	2023-03-14 00:37:08
Sales Laptop	Acer Aspire NX	true		Service Catalog	Hardware	\$1,100.00	Item	2022-11-20 20:46:33
USB-C power adapter	Adapter for macbook pro	true		Service Catalog	Cables and Adapters	\$0.00	Item	2022-04-29 02:45:24
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Fireworks	Adobe Systems Fireworks	false		Service Catalog	Software	\$20.00	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 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33

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



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 named "Laptop Request". At the top, there are tabs for "Catalog Item" and "Laptop Request". Below the tabs, there is a search bar and several action buttons: Copy, Try It, Update, Edit in Catalog Builder, and Delete. A message box prompts to "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." Below this, there is a "Meta" input field and a "Related Links" section with links for "Item Diagnostic" and "Run Point Scan". The main area displays a table titled "Catalog Item - Laptop Request" with columns for "Type", "Question", and "Order". A note at the bottom says "No records to display". At the bottom of the page, there is a "Variables" tab and a "New" button.

Click “New” bottom right corner

After that below page will open.

The screenshot shows the "Variable - New Record" page. At the top, there are tabs for "Variable", "Annotation", "Type Specifications", "Default Value", "Auto-populate", "Permission", and "Availability". The "Variable" tab is selected. The main form has fields for "Application" (set to "Global"), "Type" (set to "Single Line Text"), "Catalog Item" (set to "Laptop Request"), and "Order" (empty). On the right side, there are checkboxes for "Active" (checked), "Mandatory" (unchecked), "Read only" (unchecked), and "Hidden" (unchecked). Below the form, there is a section titled "Specify the Question that explains the options available to the end user when ordering the item" with fields for "Question", "Name", "Conversational label", "Tooltip", and "Example Text". A "Submit" button is located at the bottom left of the form.

In that form enter these details:

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

The screenshot shows the ServiceNow 'Variable - New Record' interface. The 'Type' field is set to 'Single Line Text'. The 'Catalog Item' field is set to 'Laptop Request'. The 'Order' field is set to '100'. The 'Active' checkbox is checked. The 'Question' tab is selected in the configuration panel, showing fields for Question (Laptop Model), Name (laptop_model), Conversational label, Tooltip, and Example Text. A 'Submit' button is visible at the bottom.

Click **Submit** to save the variable.

The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' interface. The 'Meta' field contains 'Laptop Model'. The 'Variables (1)' section shows a single variable entry: Type: Single Line Text, Question: Laptop Model, Order: 100.

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

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

The screenshot shows the ServiceNow interface for creating a new variable. The top navigation bar includes tabs for Student, ServiceNow Developers, and New Record | Variable | Service. The main title is "Variable - New Record". The form fields for the new variable are as follows:

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"/>

Below these, there is a tabbed section for "Question" which is currently selected. It contains the following input fields:

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:

A "Submit" button is located at the bottom left of this section.

Click **Submit** to save the variable.

The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes tabs for Student, ServiceNow Developers, and Catalog Item - Laptop Request. The main title is "Catalog Item - Laptop Request". The page displays a table of variables for the "Laptop Request" catalog item:

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

At the bottom of the page, there are buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete. A "Related Links" section includes links for Item Diagnostic and Run Point Scan.

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

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

The screenshot shows the ServiceNow interface for creating a new variable. The top navigation bar includes tabs for Student, serviceNow Developers, and New Record | Variable | Service. The main title is "Variable - New Record". The form fields are as follows:

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"/>

Below the form, there is a tabbed section with "Question" selected. The "Question" field contains "Additional Accessories". The "Name" field contains "additional_accessories". There are also fields for "Conversational label" and "Tooltip", both of which are currently empty. A "Submit" button is at the bottom of this section.

Click **Submit** to save the variable.

The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes tabs for Student, serviceNow Developers, and Catalog Item - Laptop Request. The main title is "Catalog Item - Laptop Request". The form fields are as follows:

Meta

Below the form, there is a "Related Links" section with links for "Item Diagnostic" and "Run Point Scan". The "Variables" tab is selected, showing a list of variables:

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

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

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

The screenshot shows the ServiceNow 'Variable - New Record' interface. The 'Name' field is set to 'accessories_details'. The 'Type' is selected as 'Multi Line Text'. The 'Catalog Item' is 'Laptop Request'. The 'Order' is set to 400. The 'Question' tab is active, displaying the question 'Accessories Details' and the name 'accessories_details'. The 'Submit' button is visible at the bottom left.

Click **Submit** to save the variable.

The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' interface. A new variable 'accessories_details' has been added to the catalog item. The 'Variables' section lists the variable with its type 'Multi Line Text', question 'Accessories Details', and order 400. The 'Edit in Catalog Builder' button is visible.

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 ServiceNow Catalog Item - Laptop Request configuration page. At the top, there's a header bar with tabs like 'Catalog Item - Laptop Request' and buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Below the header, there's a note about catalog items being goods or services available to order from the service catalog. The main configuration area includes fields for Name (Laptop Request), Application (Global), Catalog (Service Catalog), Category (Hardware), State (None), Checked out (None), Owner (System Administrator), and Fulfillment automation level (Unspecified). A large central panel contains tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field containing 'Use this item to request a new laptop' and a rich text editor below it.

The demo will look, like this

The screenshot shows the ServiceNow Laptop Request form. At the top, there's a header bar with tabs like 'Catalog Item - Laptop Request' and buttons for 'Search', 'Edit in Catalog Builder', and 'Delete'. Below the header, there's a breadcrumb trail: 'Service Catalog > Hardware > Laptop Request'. The main form has fields for 'Laptop Model' (with a text input field containing 'I'), 'Justification' (with a text area), and 'Additional Accessories' (with a checkbox). To the right, there's a sidebar with an 'Order this Item' section containing 'Quantity' (1), 'Delivery time' (2 Days), and buttons for 'Order Now' and 'Add to Cart'. Below the sidebar is a 'Shopping Cart' section stating 'Empty'.

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 top navigation bar includes 'Student', 'ServiceNow Developers', and the current page 'New Record | Catalog UI Policy'. The main content area has a header 'Catalog UI Policy - New Record'. On the left, there's a note about Catalog UI policies being similar to standard UI policies and dynamically changing variables. Below this, the 'Applies to' dropdown is set to 'A Catalog Item' and 'Laptop Request'. The 'Short description' field contains 'Show Accessories Details'. The 'When to Apply' section is expanded, showing a catalog condition: 'additional_accessories 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'. At the bottom right of the 'When to Apply' section, there are checkboxes for 'On load' (checked) and 'Reverse if false' (checked). A 'Submit' button is at the bottom left.

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. At the top, it displays catalog conditions: 'Catalog Conditions' with 'additional_accessories' set to 'is true'. Below this, there are sections for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Task' (unchecked), and 'Applies on Requested Items' (unchecked). There are also options for 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' (checked) and 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' (unchecked). At the bottom, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a 'Run Point Scan' link. A related list titled 'Catalog UI Policy Actions' is present, showing a single record with columns: Name (accessories_details), Read only (true), Mandatory (true), Visible (true), and Order (100). The message 'No records to display' is visible.

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. It includes a note: '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.' Fields include: Catalog Item (Laptop Request), Variable name (accessories_details), Order (100), Application (Global), 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' page in ServiceNow. At the top, there's a navigation bar with links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. Below the navigation is a search bar with the placeholder 'Search catalog'. On the left, a breadcrumb trail indicates the user is in 'Service Catalog > Hardware > Laptop Request'. 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 represented by empty text boxes. To the right of these fields is a 'Order this Item' section with dropdown menus for 'Quantity' (set to 1) and 'Delivery time' (set to 2 Days). Below these are two buttons: 'Order Now' (in blue) and 'Add to Cart' (in light blue). A 'Shopping Cart' box shows 'Empty'. At the bottom left, there's a checkbox labeled 'Additional Accessories' which is currently unchecked.

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

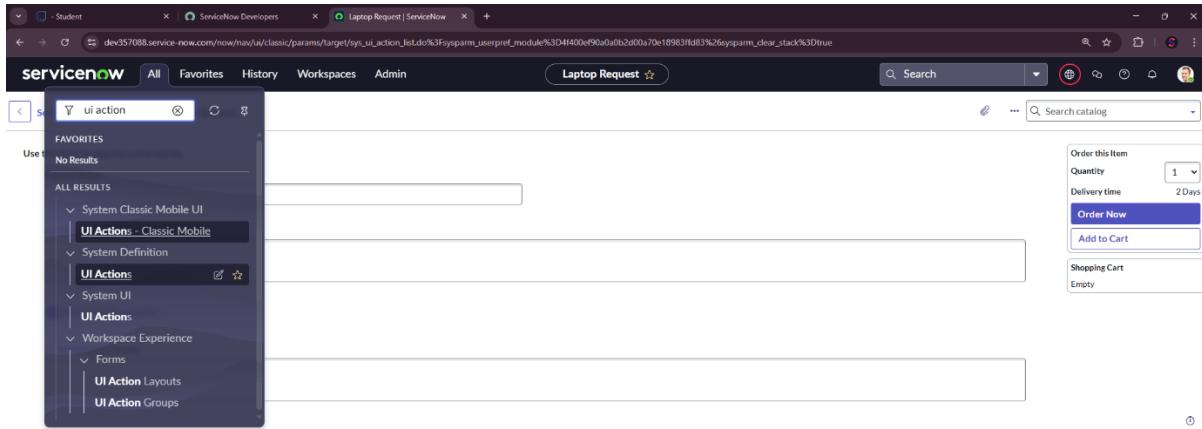
This screenshot shows the same 'Laptop Request' page after the 'Additional Accessories' checkbox was selected. The checkbox is now checked, indicated by a blue checked icon. Below the checkbox, there is a red asterisk (*) next to the label 'Accessories Details', indicating that this field is required. The rest of the page remains the same as the first screenshot, with the 'Order this Item' section and shopping cart information visible.

UI Action

Create UI action:

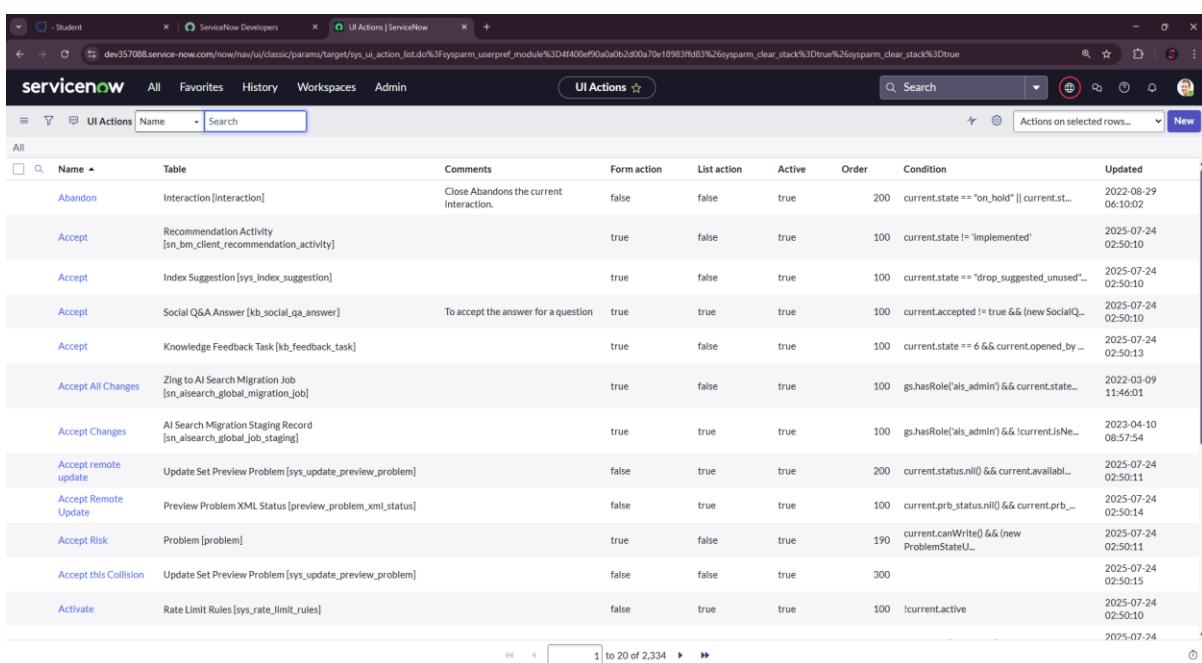
Go to All → search for “UI Actions”.

Under **System Definition**, select **UI Actions**.



The screenshot shows the ServiceNow search interface. The search bar at the top contains the text "ui action". The results list on the left side under the heading "ALL RESULTS" includes categories like "System Classic Mobile UI", "System Definition", "System UI", and "Forms". Under "System Definition", the "UI Actions" item is selected and highlighted. To the right of the search results, there is a sidebar with options for "Order this Item" (Quantity 1, Delivery time 2 Days), "Order Now" (button), "Add to Cart" (button), and a "Shopping Cart" section which is currently empty.

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



	Name	Table	Comments	Form action	List action	Active	Order	Condition	Updated
	Abandon	Interaction [interaction]	Close Abandons the current interaction.	false	false	true	200	current.state == "on_hold" current.state == "closed"	2022-08-29 06:10:02
	Accept	Recommendation Activity [sn_bm_client_recommendation_activity]		true	false	true	100	current.state != "implemented"	2025-07-24 02:50:10
	Accept	Index Suggestion [sys_index_suggestion]		true	false	true	100	current.state == "drop_suggested_unused"	2025-07-24 02:50:10
	Accept	Social Q&A Answer [kb_social_qa_answer]	To accept the answer for a question	true	true	true	100	current.accepted != true && (new SocialQ&A Answer [kb_social_qa_answer] != null)	2025-07-24 02:50:10
	Accept	Knowledge Feedback Task [kb_feedback_task]		true	false	true	100	current.state == 6 && current.opened_by != null	2025-07-24 02:50:13
	Accept All Changes	Zing to AI Search Migration Job [sn_aisearch_global_migration_job]		true	false	true	100	gs.hasRole('ais_admin') && current.state == 1	2023-03-09 11:46:01
	Accept Changes	AI Search Migration Staging Record [sn_aisearch_global_job_staging]		true	true	true	100	gs.hasRole('ais_admin') && !current.jsName	2023-04-10 08:57:54
	Accept remote update	Update Set Preview Problem [sys_update_preview_problem]		false	true	true	200	current.status.nil() && current.available	2025-07-24 02:50:11
	Accept Remote Update	Preview Problem XML Status [preview_problem_xml_status]		false	true	true	100	current.prb_status.nil() && current.prb	2025-07-24 02:50:14
	Accept Risk	Problem [problem]		true	false	true	190	current.canWrite() && (new ProblemStateU...	2025-07-24 02:50:11
	Accept this Collision	Update Set Preview Problem [sys_update_preview_problem]		false	false	true	300		2025-07-24 02:50:15
	Activate	Rate Limit Rules [sys_rate_limit_rules]		false	true	true	100	:current.active	2025-07-24 02:50:10

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

Name: Reset form
Table: Shopping Cart [sc_cart]
Order: 100
Action name:
Active:
Show insert:
Show update:
Client:
List v2 Compatible:
List v3 Compatible:
Overrides:
Messages:
Comments:
Hint:
Onclick:
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.
Submit

Add the following script and click “Save”:

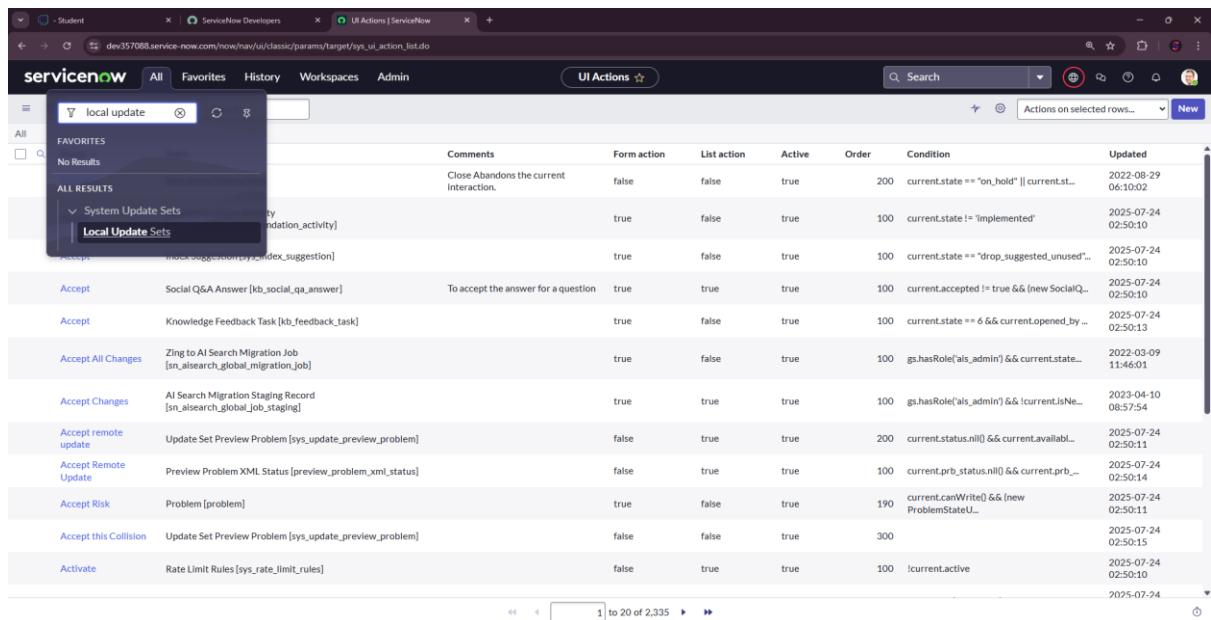
```
function resetForm() {  
  
    g_form.clearForm(); // Clears all fields in the form  
  
    alert("The form has been reset.");  
  
}
```

Hint:
Onclick:
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: -- None --
Workspace: Requires role:
Workspace Form Button:
Workspace Form Menu:
Format for Configurable Workspace:
Submit

Export Update set

Exporting changes to another instances:

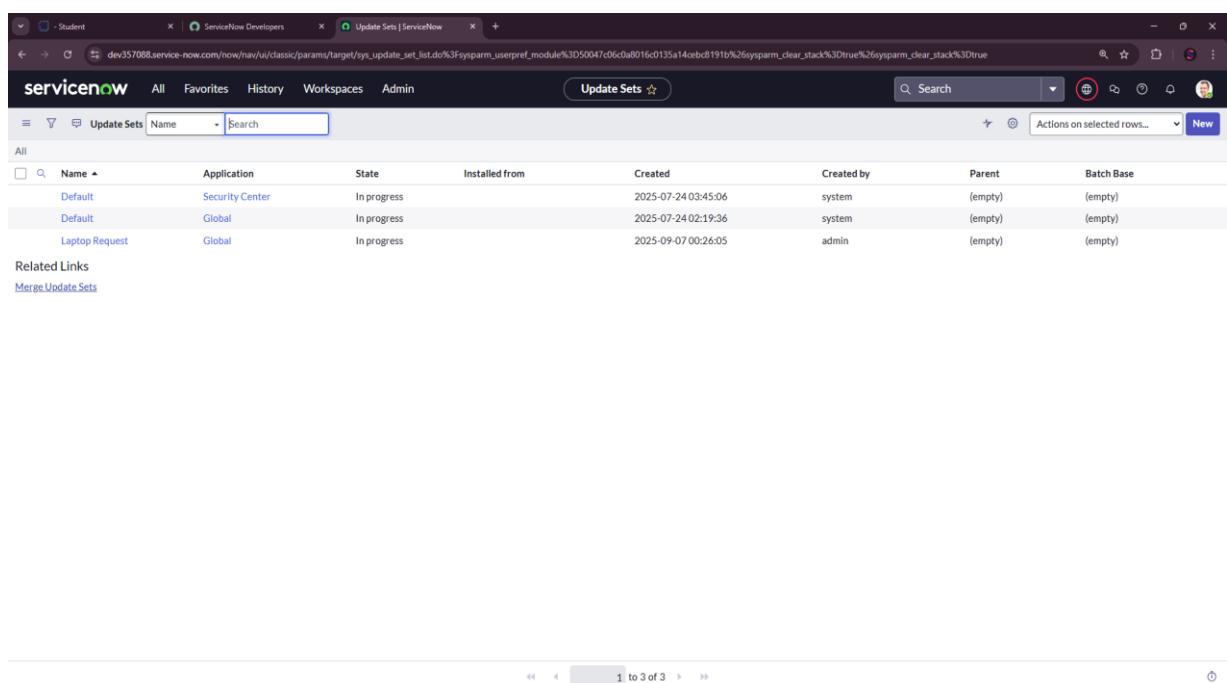
Navigate to All → search for Update Sets and select Local Update Sets.



The screenshot shows the ServiceNow UI Actions page with a search bar for "local update". The results table lists various update sets, including "Accept", "Accept All Changes", "Accept Changes", "Accept Remote update", "Accept Remote Update", "Accept Risk", "Accept this Collision", and "Activate". Each row contains details such as comments, form action, list action, active status, order, condition, and updated date.

Comments	Form action	List action	Active	Order	Condition	Updated
Close Abandons the current interaction.	false	false	true	200	current.state == "on_hold" current.state == "closed"	2022-08-29 06:10:02
	true	false	true	100	current.state != "implemented"	2025-07-24 02:50:10
	true	false	true	100	current.state == "drop_suggested_unused"	2025-07-24 02:50:10
To accept the answer for a question	true	true	true	100	current.accepted != true && (new SocialQ_.state == "closed" new SocialQ_.state == "closed")	2025-07-24 02:50:10
Knowledge Feedback Task [kb_feedback_task]	true	false	true	100	current.state == 6 && current.opened_by != null	2025-07-24 02:50:13
Zing to AI Search Migration Job [sn_aisearch_global_migration_job]	true	false	true	100	gs.hasRole('ais_admin') && current.state == "closed"	2022-03-09 11:46:01
AI Search Migration Staging Record [sn_aisearch_global_job_staging]	true	true	true	100	gs.hasRole('ais_admin') && !current.isNew()	2023-04-10 08:57:54
Update Set Preview Problem [sys_update_preview_problem]	false	true	true	200	current.status.nil() && current.availability != null	2025-07-24 02:50:11
Preview Problem XML Status [preview_problem_xml_status]	false	true	true	100	current.prb_status.nil() && current.prb_availability != null	2025-07-24 02:50:14
Problem [problem]	true	false	true	190	current.canWrite() && (new ProblemState.UPDATE == current.state new ProblemState.UPDATE == current.state)	2025-07-24 02:50:11
Update Set Preview Problem [sys_update_preview_problem]	false	false	true	300		2025-07-24 02:50:15
Rate Limit Rules [sys_rate_limit_rules]	false	true	true	100	!current.isActive	2025-07-24 02:50:10

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



The screenshot shows the ServiceNow Update Sets page with a search bar for "Update Sets". The results table lists three update sets: "Default", "Default", and "Laptop Request". The "Laptop Request" update set is selected. Related links include "Merge Update Sets".

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
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		2025-09-07 00:26:05	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. The top section displays the update set details: Name (Laptop Request), State (In progress), Parent (empty), Release date (empty), Install date (empty), Installed from (empty), Application (Global), Created (2025-09-07 00:26:05), Created by (admin), and Merged to (empty). Below this is a 'Related Links' section with links for 'Merge With Another Update Set' and 'Scan Update Set'. The main content area shows a table titled 'Customer Updates (12)' with columns: Name, Application, State, Installed from, Created, Created by, and Batch Base. A message 'No records to display' is shown. At the bottom, there is a 'Related Links' section.

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

The screenshot shows the same 'Update Set - Laptop Request' page as before, but the State has been changed to 'Complete'. A tooltip for the 'Export to XML' button indicates it has been selected, showing a file named 'sys.remote.update.set.b6f010ee76f40bd03d6af.xml' (54.9 KB + Done). The rest of the page content is identical to the previous screenshot.

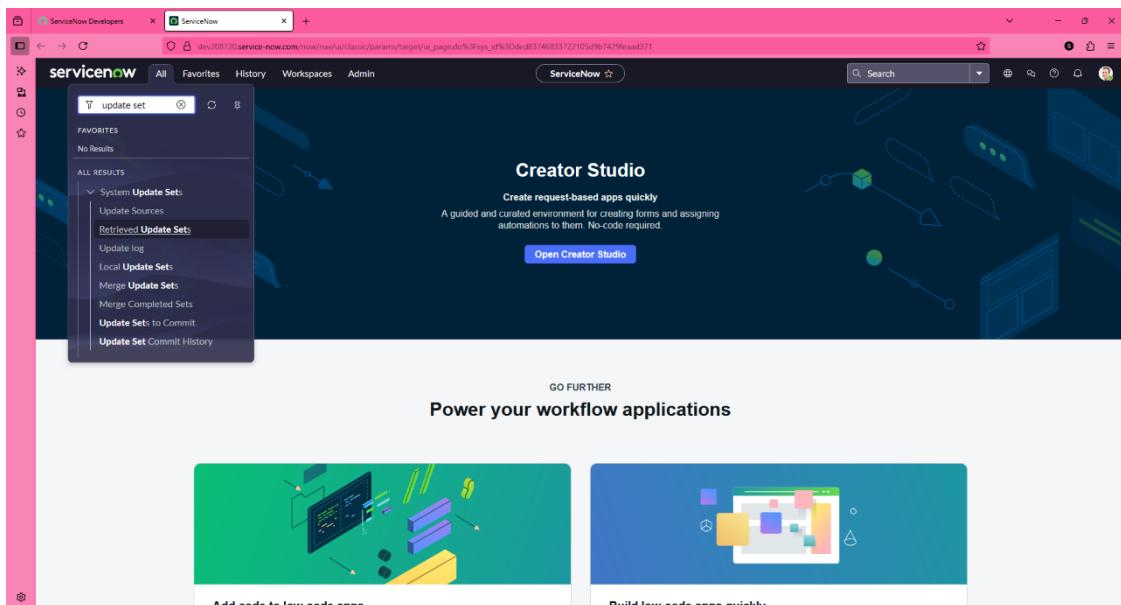
Login to another Instance

Retrieving the update set:

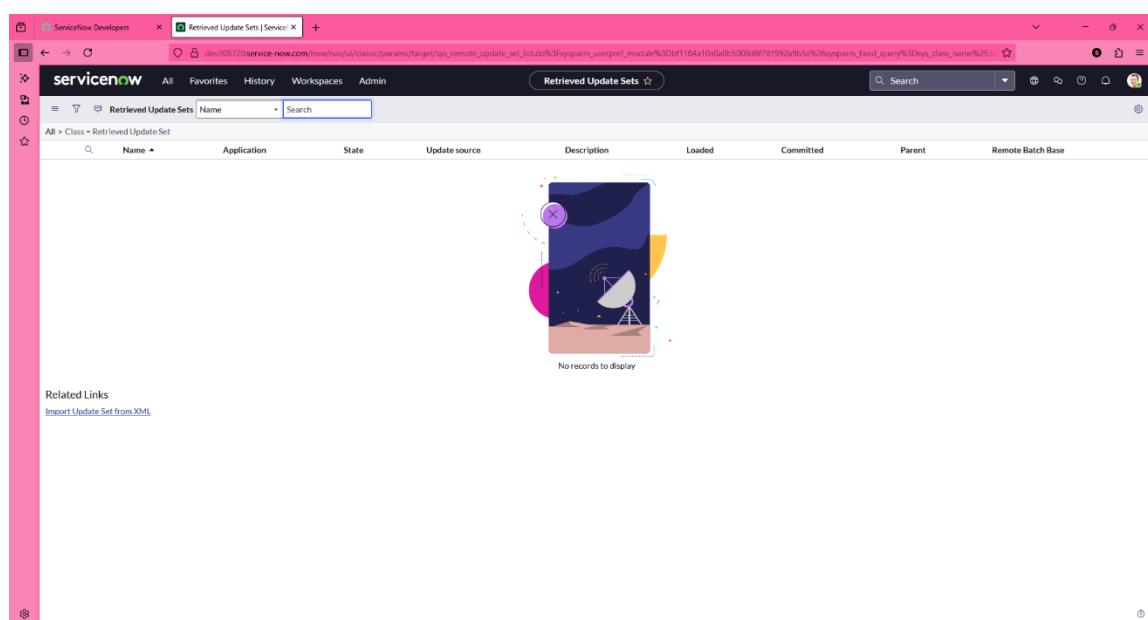
Open another ServiceNow instance with friend's login

Navigate to All → search for Update Sets.

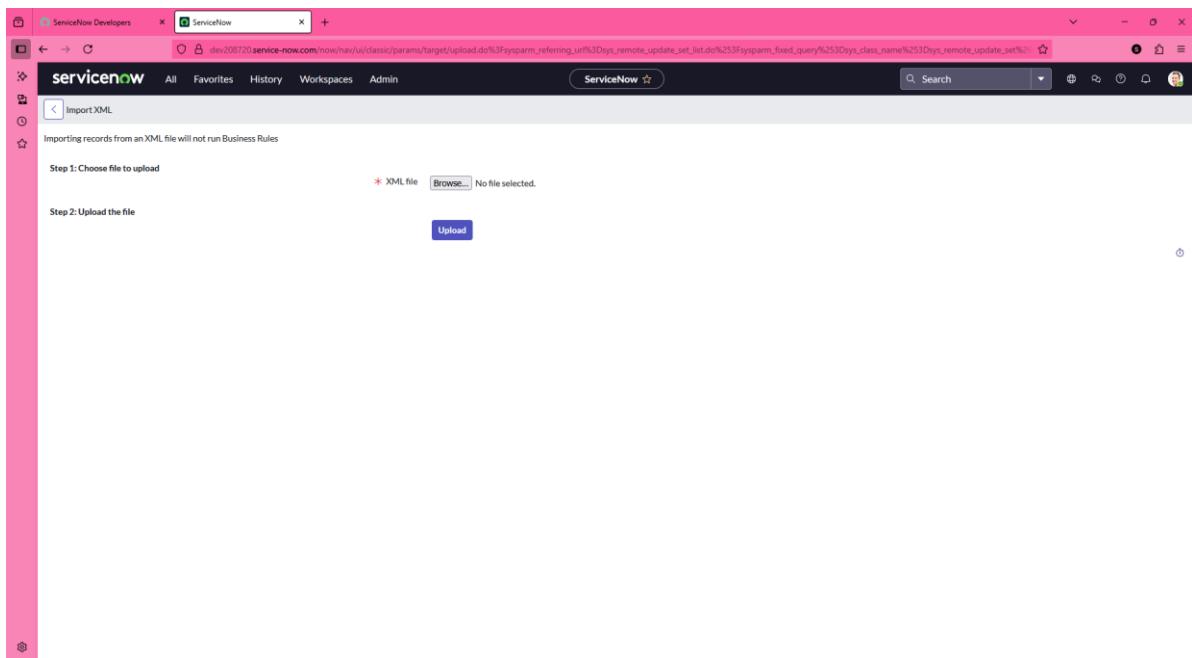
Under System Update Sets, select Retrieved Update Sets.



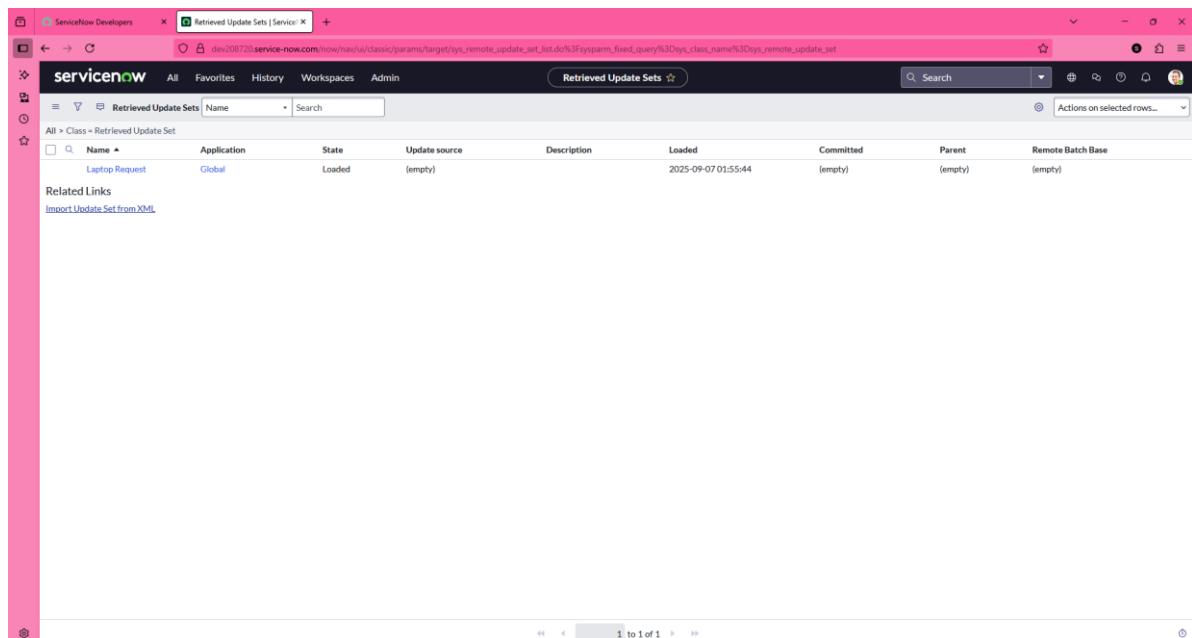
In this page, click “Import Update Set from XML” in the bottom left corner.



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



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



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.

The screenshot shows the ServiceNow interface with the following details:

Retrieved Update Set - Laptop Request

Name	Value	Committed	2025-09-07 02:18:33
Application	Global	Inserted	10
Update source		Updated	0
Parent		Deleted	2
State	Committed	Collisions	0
Loaded	2025-09-07 01:55:44	Total	12
Description			
Application name	Global		

Related Links: Update, Delete, Show Commit Log, Show All Preview Records.

Customer Updates (12) Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_40d5cd92bb6610ee76f40bdd03d610	Catalog UI Policy	Show Accessories Details			INSERT_OR_UPDATE
catalog_ui_policy_664054529bb6610ee76f40bdd03d652	Catalog UI Policy	Show Accessories Details			DELETE
catalog_ui_policy_action_f016d81a93bb6610ee76f40bdd03d634	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
catalog_ui_policy_action_f63149929bb6610ee76f40bdd03d612	Catalog UI Policy Action	accessories_details			DELETE
item_option_new_09e809e937bb6610ee76f40bdd03d61c	Variable	Justification			INSERT_OR_UPDATE
item_option_new_3aad409e937bb6610ee76f40bdd03d60c	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_4b3f481e937bb6610ee76f40bdd03d670	Variable	Accessories Details			INSERT_OR_UPDATE

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 catalog interface. On the left, there is a sidebar with a search bar and a tree view of categories: Favorites, All Results, Self-Service, Configuration, Service Catalog, Catalog Builder, Request Overview, Catalog, Open Records, and Requests. Under 'Catalog', the 'Catalog' item is selected. In the main pane, a table lists items under 'Customer Update Sets > Child Update Sets'. One row is highlighted: 'Remote update set = Laptop Request'. The table columns are Name, Type, Target name, Table, View, and Action. The 'Action' column for the highlighted row shows 'INSERT_OR_UPDATE'. To the right of the table, there is a summary of statistics: Committed 2025-09-07 02:18:33, Inserted 10, Updated 0, Deleted 2, Collisions 0, and Total 12.

Choose the **Hardware** category.

The screenshot shows the Service Catalog home page. It features a grid of service categories. The categories and their descriptions are: 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.), Desktops (Desktop computers for your work area.), Office (Office services such as printing, supplies requisition and document shipping and delivery.), Peripherals (End user peripherals such as mobile phone cases, dongles, and cables.), Top Requests (Request email alias, Access, Cisco Jabber softphone, Standard Laptop, Pixel 4a), and Shopping Cart (Empty). A search bar at the top right says 'Search catalog'.

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

The screenshot shows the ServiceNow web interface with a pink sidebar. The main content area displays search results for "Laptop Request". The first result is "Laptop Request" under the "Hardware" category, which is described as "Use this item to request a new laptop". Below it is "Install Software", described as "Request for software installation service". A "Preview" section shows a form with the placeholder "Request software to be installed on your laptop, desktop, mobile or tablet.". On the right side, there is a sidebar titled "Found In" showing categories: Service Catalog, Hardware (1), Office, and Services (1). Navigation buttons at the bottom indicate "1 to 2 of 2".

Open the **Laptop Request** catalog item.

The screenshot shows the "Laptop Request" catalog item page. The top navigation bar includes "Service Catalog > Hardware > Laptop Request". The main content area contains fields for "Laptop Model" (with a blue border indicating focus) and "Justification". To the right, there is a sidebar with "Order this item" buttons for "Quantity" (set to 1) and "Delivery time" (set to 2 Days). It also features a purple "Order Now" button and a "Add to Cart" button. Below the sidebar is a "Shopping Cart" section with the status "Empty".

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 web application window titled "Laptop Request | ServiceNow". The URL in the address bar is https://dev208720.service-now.com/nav/u/classic/params/target/com.glideapp.servicecatalog.cat.item_view.do?3v%3D1%26ysparm_id%3D1&80d05e937b6610e76f407ca03d63e%26ysparm_link_parent%3Dd258b57. The page header includes "servicenow" and "All Favorites History Workspaces Admin". The main content area displays a form for a "Laptop Request". It includes fields for "Laptop Model" (text input), "Justification" (text input), and "Additional Accessories" (checkbox). Below the checkbox is a mandatory field labeled "Accessories Details" (text input) with a red asterisk. To the right of the form is a sidebar with "Order this item" options (Quantity: 1, Delivery time: 2 Days, Order Now, Add to Cart) and a "Shopping Cart" section (Empty).

Conclusion:

The Laptop Request Catalog Item project has been successfully implemented to automate and streamline the process of requesting laptops across the organization. Earlier, the manual process was inefficient, prone to delays, and often led to errors or incomplete submissions. Employees faced frustration due to miscommunication and lack of transparency, while administrators struggled with tracking requests and ensuring accuracy. By leveraging ServiceNow's Service Catalog, this project eliminates these issues and introduces a standardized, automated solution that is reliable, scalable, and user-friendly.

The catalog item is designed with employees in mind, ensuring a smooth and guided experience. Each field is clearly defined, and conditional logic has been applied to display only relevant inputs. For example, the Accessories Details field becomes visible and mandatory only when the Additional Accessories checkbox is selected, reducing confusion and improving accuracy. Additionally, the inclusion of a reset option allows users to quickly clear and re-enter data, making the process flexible and minimizing the risk of incorrect submissions. These enhancements ensure that employees can complete their requests correctly the first time, saving time for both requesters and approvers.

From an administrative perspective, the solution strengthens governance and control. All updates and changes are recorded within ServiceNow, supporting accountability and enabling audits when necessary. The use of update sets further ensures smooth deployment across multiple instances, maintaining consistency in system behavior. This capability not only secures proper version control but also prepares the organization for future scalability, where additional catalog items or request types can be built on the same framework.

By transitioning from a manual to an automated process, the project has significantly improved the efficiency and accuracy of laptop request handling. Requests are now processed faster, employees receive their equipment without unnecessary delays, and errors are minimized. The improved turnaround time directly impacts productivity and ensures that employees have the necessary resources to perform their duties effectively. Furthermore, the streamlined process has enhanced employee satisfaction by providing a professional, modern, and easy-to-use request platform that aligns with the organization's digital transformation goals.

Overall, this project is a strong example of how ServiceNow can be used to transform outdated, error-prone processes into automated, efficient, and user-centric workflows. The Laptop Request Catalog Item not only solves the immediate challenges of laptop requests but also lays the foundation for extending automation to other services in the future. By combining automation, usability, and governance, the project demonstrates the potential of ServiceNow in driving operational excellence, improving accountability, and delivering higher employee satisfaction across the organization.