Data Flow Diagram (DFD):

A DFD would include entities, processes, data stores, and data flows, typically in a diagram format (with arrows and shapes) showing how data moves through the system — for example:

- Users submitting a request
- Data moving to the Service Catalog
- Approval workflows
- Provisioning and delivery

Users :

Role   Responsibility

- Employee (Requester)

Initiates the laptop request through the service catalog.

- Service Desk Agent / IT Support

  Reviews and processes the request; verifies eligibility or availability.

- Catalog Administrator
  Designs and configures the catalog item, UI policies, and UI actions.
- System Administrator

  Creates and manages update sets, exports/imports them between instances.

Updated set

Service Catalog Item

Ui policy

Ui action

Export update set

Login to another instance

Testing

MILESTONE 1: UPDATE SET

Purpose: Track your changes in ServiceNow.

Steps:

Create Local Update set

Open service now.

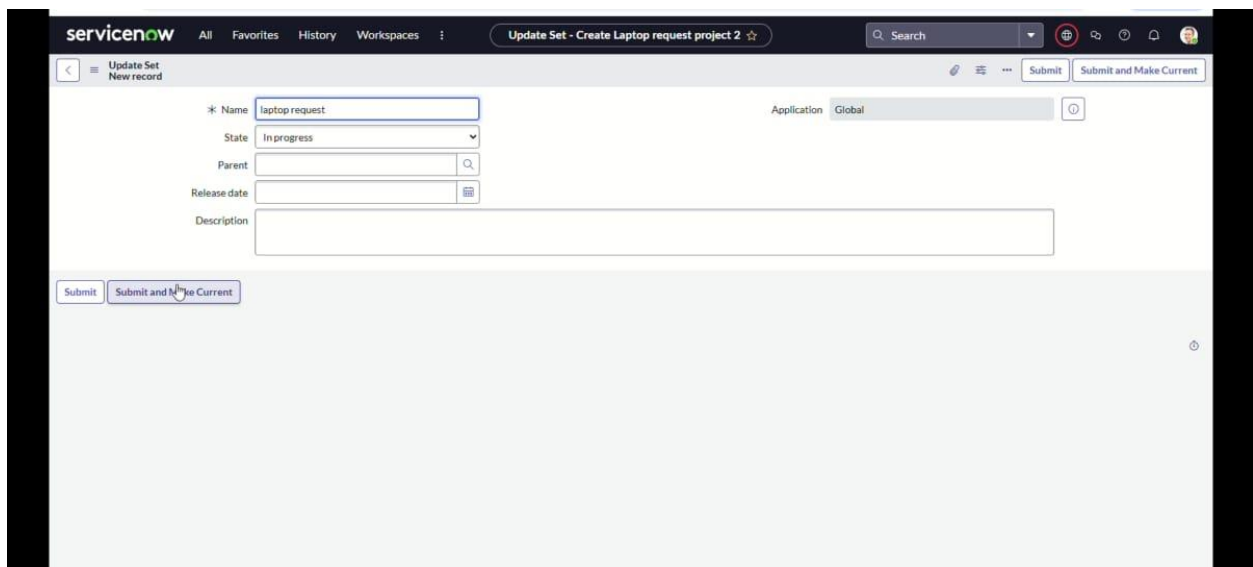Click on All >> search for update sets

Select local update sets under system update sets

Click on new

Fill the following details to create a update set as: "Laptop Request"

Click on submit and make current

By clicking on the button it activates the update set **.**

MILESTONE 2:

ACTIVITY 1: SERVICE CATALOG ITEM

Purpose: Create the actual item that end-users will request.

Steps:

Create Service Catalog Item

Open service now.

Click on All >> service catalog

Select maintain items under catalog definitions

Click on New.

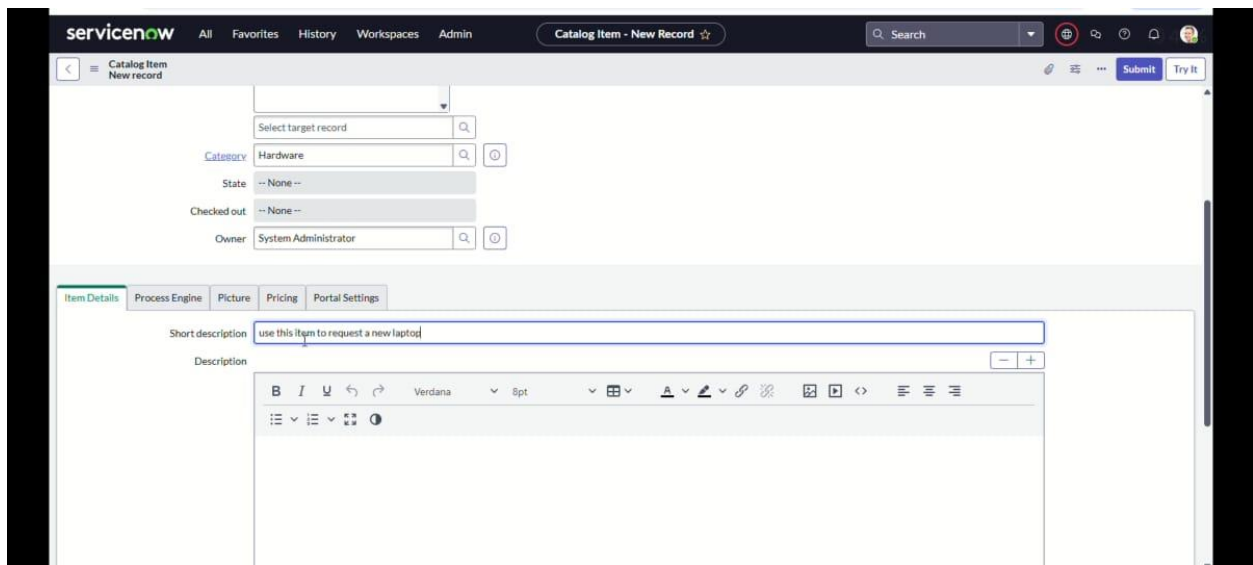Fill the following details to create a new catalog item

  Name: Laptop Request

  Catalog: service Catalog

  Category: Hardware

  Short Description: Use this item to request a new laptop

Click on 'SAVE'

ACTIVITY 2: VARIABLES

Add variables

Step1:

After saving the catalog item form scroll down and click on variable(related list)

Click on new and enter the details as below

 1. Variable 1:Laptop Model

 Type: Single line text

   Name: laptop_model

      Order:100

Click on submit

Again click on new and add Remaining variables in the above process

 Add variables

Step1:

After saving the catalog item form scroll down and click on variable(related list)

Click on new and enter the details as below

   1. Variable 1:Laptop Model

    Type: Single line text

    Name: laptop_model

    Order:100

Click on submit

Again click on new and add Remaining variables in the above process

  2. Variable 2:Justification

  Type: Multi line text

  Name: justification

  Order:200

  3. Variable 3:Additional Accessories

  Type: Checkbox

   Name: additional_accessories

Order:300

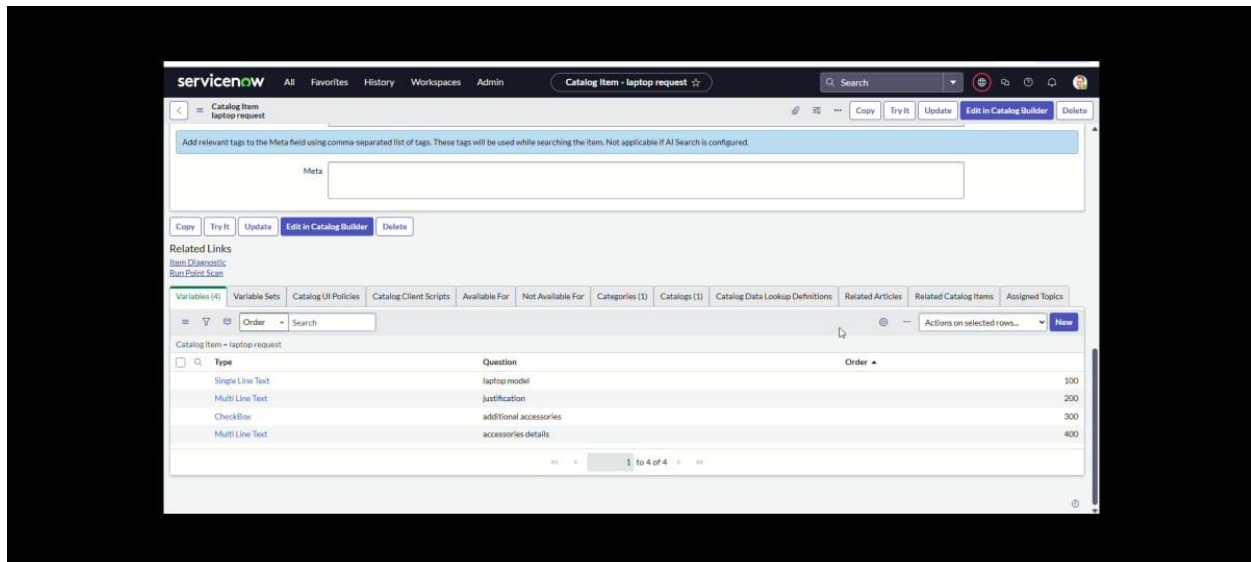   4. Variable 4: Accessories Details

  Type: Multi line text

 Name: Accessories_details

   Order:400

Step2:

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

Then save the catalog item form

MILESTONE 3: UI POLICY

Steps:

Click on all>> search for service catalog

Select maintain item under catalog definition

Search for 'laptop request' which is created before

Select 'laptop request' and scroll down click on "Catalog Ui policies"

In the catalog ui policies related list tab click on new

Give short description as: show accessories details

Set the Catalog Condition in the related list tab 'when to apply'

[field: additional_ accessories, operator: is, value: true]

Click on save.(do not click on submit)

Scroll down and select 'catalog ui action'

Then click on new button

Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

Click on save and again click save button of the catalog Ui policy form

MILESTONE 4:UI ACTION

Steps:

Open service now.

Click on All >> search for Ui action

Select ui actions under system definition

Click on new

Fill the following details to create ui action
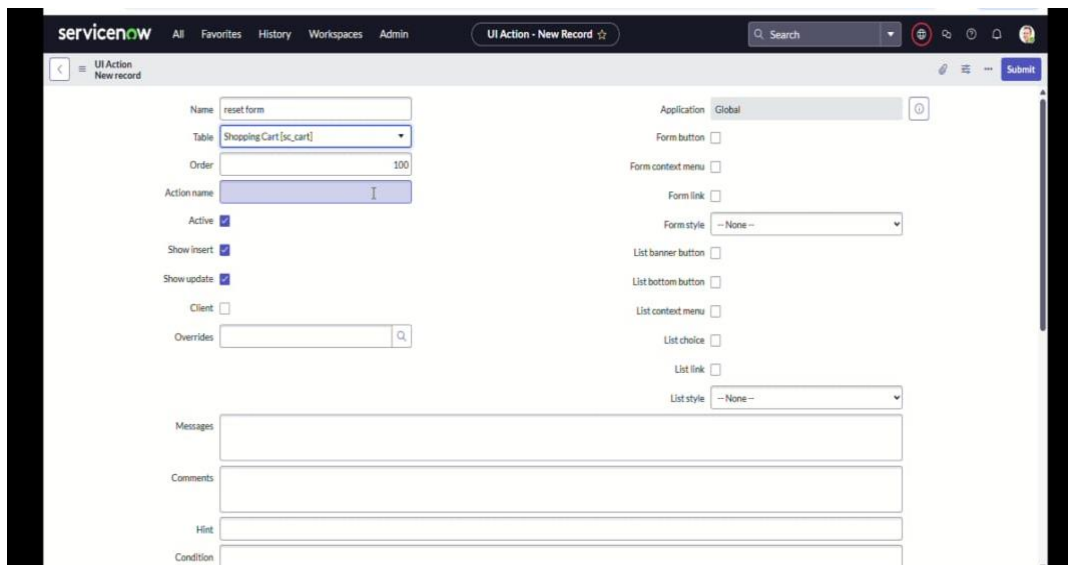
       Table: shopping cart(sc_cart)

       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.");

}

Click on save

Export Update Set

 Purpose: Package all changes to migrate to another instance.

MILESTONE 5: EXPORT UPDATE SET

Steps:

Click on All >> search for update sets

Select local update set

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

Set the state to 'Complete'

In the related list Update tab, updates are visible which we perform under this update set.

Click on export to XML ,it download one file

Purpose: Transfer changes to a test or production instance.

MILESTONE 6: LOGIN TO ANOTHER INSTANCE

Steps:

Open another instance in incognito window

Login with credentials

Click on all>> search for update sets

Select "Retrieved update set" under system update set

It open retrieved update set list and scroll down

Click on Import update set from XML

Upload the downloaded file in XML file

Click on Upload and it gets uploaded.

Open retrieved update set 'laptop request project'

Click on preview update set

And click on commit update set
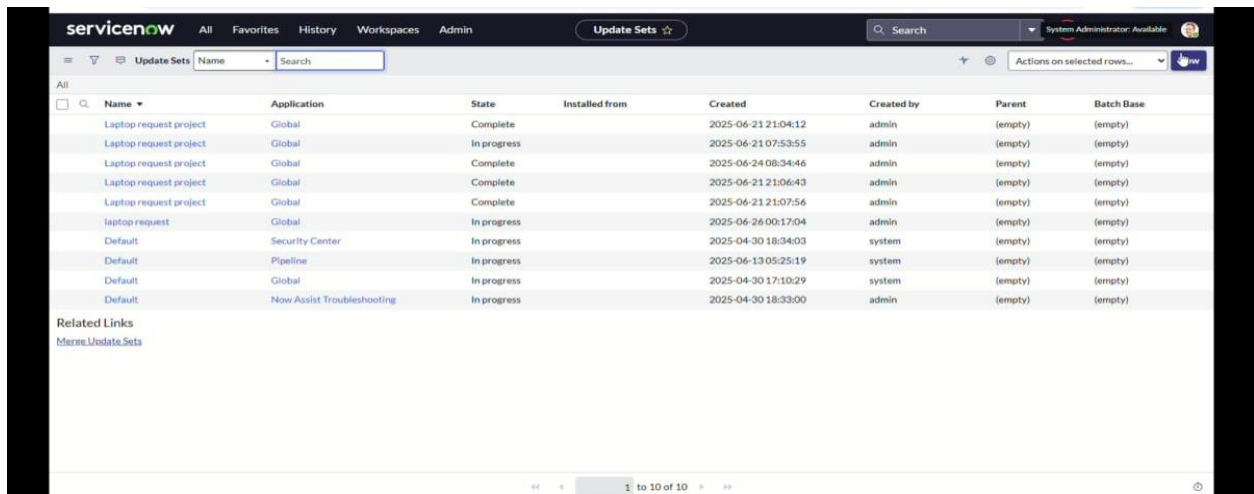
And also see the related tab updates

After commiting update set in this instance we get all updates which are done in the previous instance

Log into another ServiceNow instance

Navigate to Retrieved Update Sets

Import XML file

Preview & Committee

7.Testing

Purpose: Ensure the form works properly.

MILESTONE 7: TESTING

Steps:

Search for service catalog in application navigator in target instance

Select catalog under service catalog

Select hardware category and search for 'laptop request' item

Select laptop request item and open it

It shows three variables only

As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory

Now see the results,it fulfills our requirements.