

# LAPTOP REQUEST CATALOG ITEM

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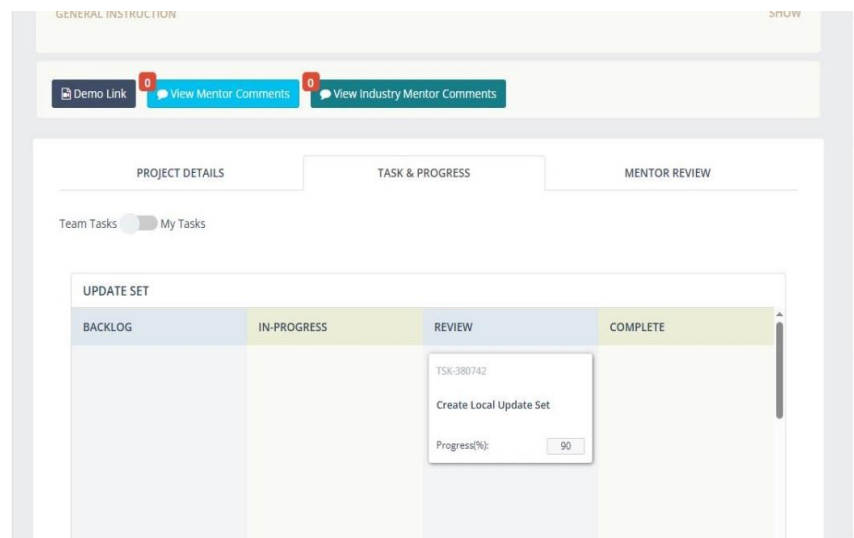
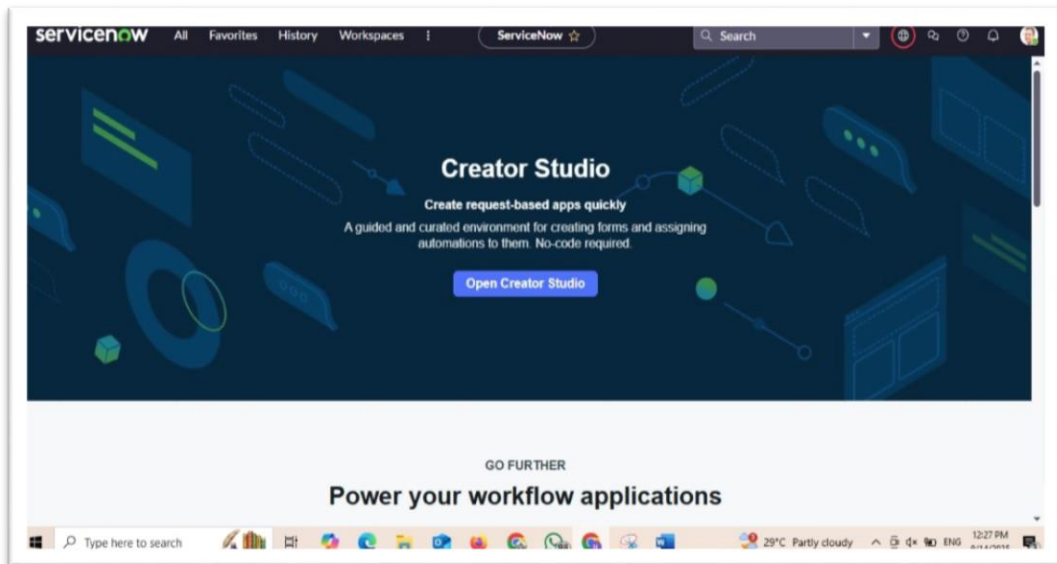
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# INTRODUCTION

ServiceNow is a cloud-based IT Service Management (ITSM) platform that helps organizations streamline workflows and improve service delivery.

Administrators can customize the platform by creating service catalogs, UI policies, and UI actions, while managing update sets ensures that these customizations can be migrated across different instances. This document explains step-by-step procedures for setting up a ServiceNow instance, creating and exporting update sets, building service catalog items, and testing them effectively.

# SETTING UP SERVICE NOW INSTANCE



Request a personal developer instance from the ServiceNow Developer portal. Once activated, use the provided credentials and URL to log in and start configuring the platform.

# CREATION OF NEW UPDATE SET

servicenow All Favorites History Update Set - Create Laptop Request 2 Search

Update Set New record

\* Name Laptop Request Application Global

State In progress

Parent

Release date

Description

Submit Submit and Make Current

Update set: Laptop Reque... Filter

Default [Global] Automatically created by the system

Laptop Request [Global]

Laptop Request [Global]

GENERAL INSTRUCTION SHOW

Demo Link View Mentor Comments View Industry Mentor Comments

PROJECT DETAILS TASK & PROGRESS MENTOR REVIEW

Team Tasks My Tasks

UPDATE SET

BACKLOG	IN-PROGRESS	REVIEW	COMPLETE
		TSK380742 Create Local Update Set Progress(%) 90	

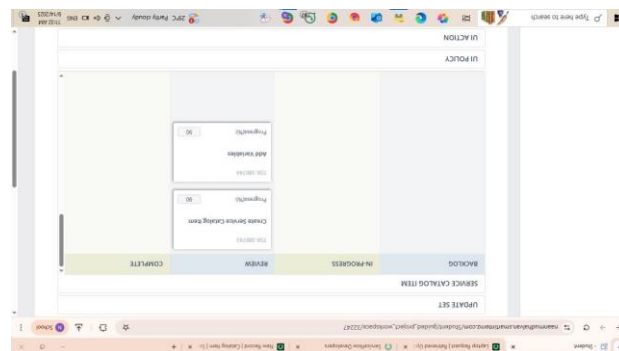
Go to System Update Sets > Local Update Sets. Create a new update set, give it a name and description, then save and mark it as current to capture your changes and drag the tag in project workspace from Backlog to Review state

# CREATION SERVICE CATALOG

The screenshot shows the 'Catalog Item - Laptop Request' form in ServiceNow. The form includes fields for Name, Category (set to 'Hardware'), State, Checked out, and Owner (set to 'System Administrator'). There are also tabs for 'New Content', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Short description' field contains the text 'Use this item to request a new laptop.' The 'Description' field is empty.

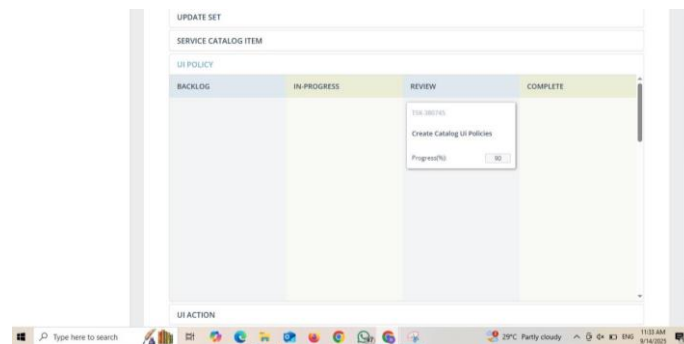
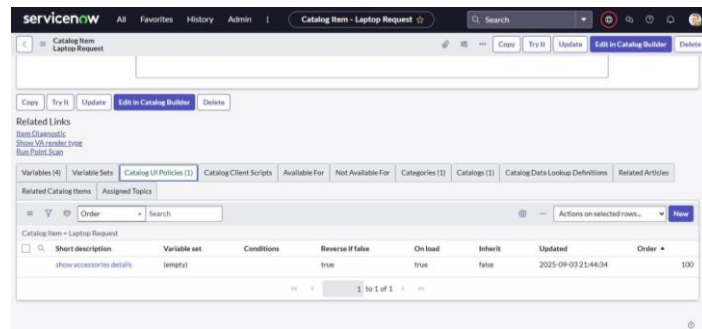
The screenshot shows the 'Catalog Item - Laptop Request' list view in ServiceNow. The table has columns for 'Type', 'Question', and 'Order'. The table contains four rows of data:

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



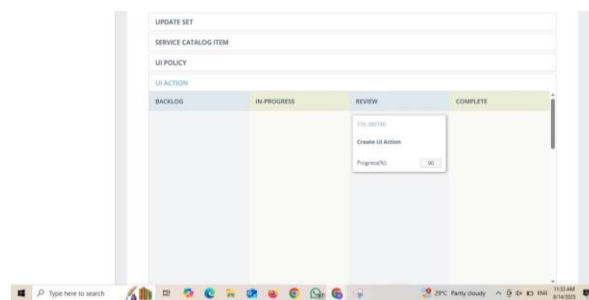
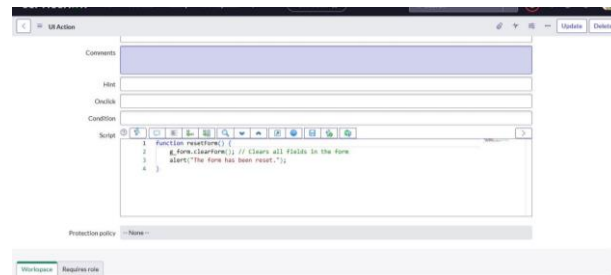
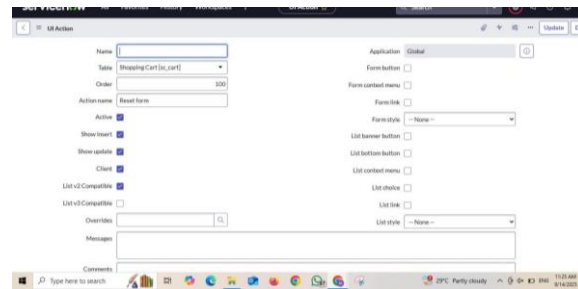
Navigate to Service Catalog > Catalog Definitions. Create a new catalog, add its name, category, and description, then save it for adding items and drag the tag in project workspace from Backlog to Review state

# CREATION CATALOG UI POLICIES



Open Catalog UI Policies, create a new policy, and define conditions. Add actions like making fields mandatory, read-only, or hidden. Save and test with the catalog item and drag the tag in project workspace from Backlog to Review state

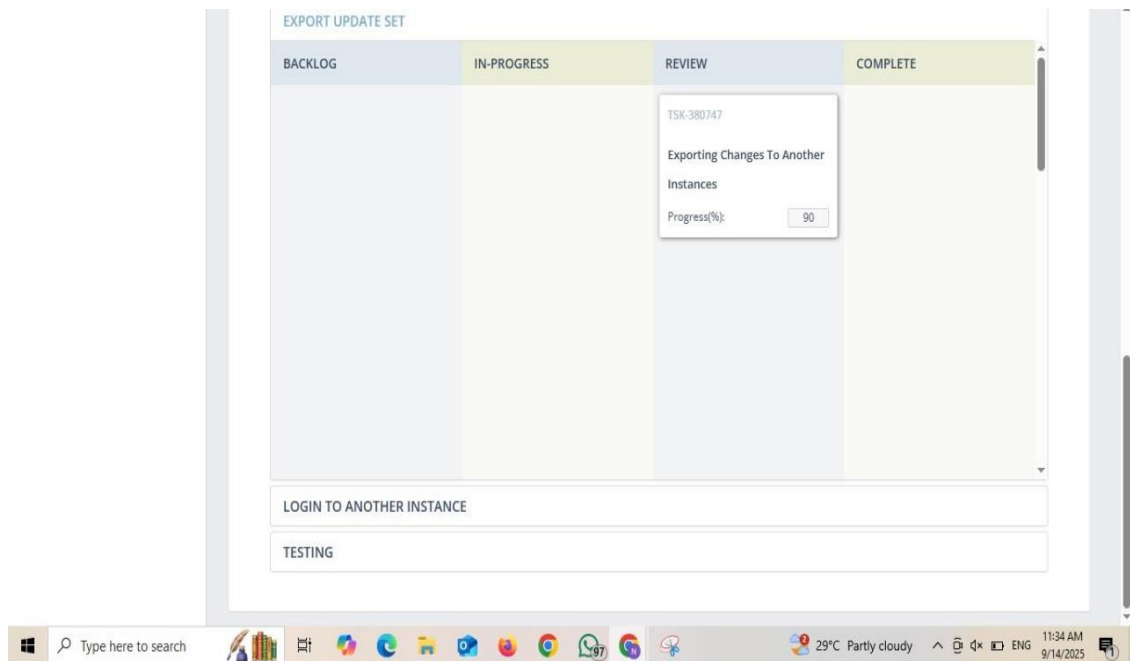
## CREATION OF UI ACTION



Go to System Definition > UI Actions. Create a new action by entering its name, table, and conditions. Add scripts or buttons if needed, then save and test and drag the tag in project workspace from Backlog to Review state

## EXPORT UPDATE SET





Open Retrieved Update Sets, select the required update set, and export it as an XML file. Save the file for migration and drag the tag in project workspace from Backlog to Review state

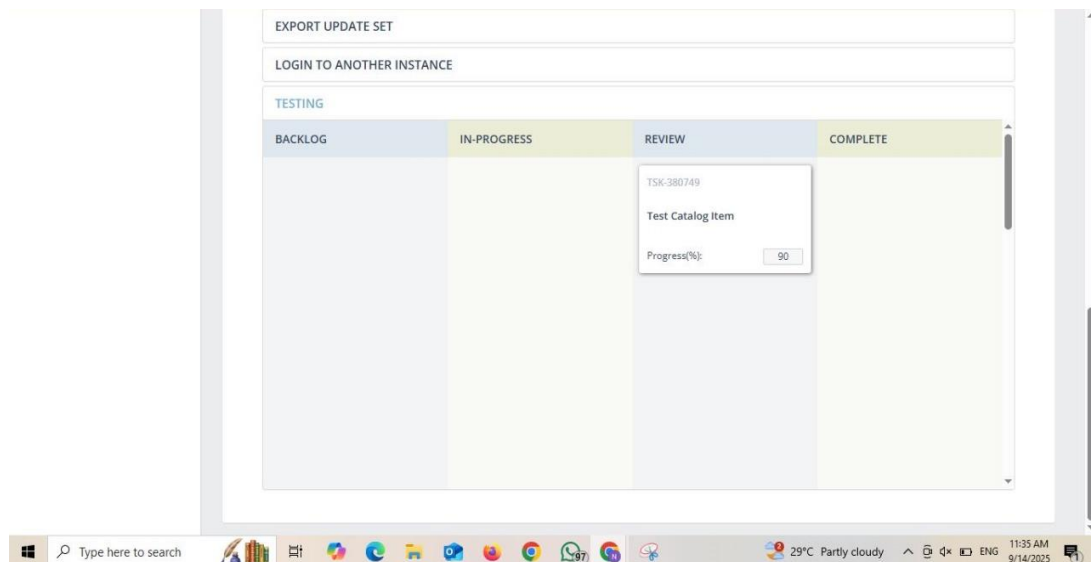
## RETRIVING THE UPDATE SET

The screenshot shows the ServiceNow interface for a 'Retrieved Update Set' named 'Laptop Request'. The form includes fields for Name, Application (Global), Update source, Parent, State (Loaded), and Loaded date (2025-09-14 11:07:08). There are also fields for Committed, Inserted, and Deleted. A yellow warning message at the top states: 'After committing this update set, ensure you map any unmap custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.' At the bottom, there are buttons for 'Update', 'Delete', and 'Preview Update Set', along with a 'Related Links' section containing 'Export to XML'.

The screenshot shows the 'EXPORT UPDATE SET' workflow in ServiceNow. It features a Kanban board with four columns: BACKLOG, IN-PROGRESS, REVIEW, and COMPLETE. A card titled 'Retrieving The Update Set' is currently in the REVIEW column, showing a progress bar at 90%. The workflow also includes a 'LOGIN TO ANOTHER INSTANCE' button and a 'TESTING' section at the bottom.

Go to Retrieved Update Sets, upload the exported XML file, preview it, and commit it to apply changes in the new instance drag the tag in project workspace from Backlog to Review state

## TESTING CATALOG ITEM



Open the catalog item, submit a test request, and check field behaviors. Ensure workflows run correctly and fulfillment processes complete as expected and drag the tag in Project Wprkspace from Back Log to Review State.

## CONCLUSION

By completing these steps, administrators and developers gain a clear understanding of how to configure and manage

ServiceNow effectively. Setting up a personal instance allows for safe experimentation and learning without affecting production environments. Creating and maintaining update sets ensures that all changes—such as catalog items, UI policies, and UI actions—are tracked and can be migrated across multiple environments.

The process of exporting and retrieving update sets makes it possible to move customizations seamlessly between development, testing, and production instances, ensuring consistency and reducing errors. Testing catalog items is an essential step, as it verifies that user-facing services function as expected and that workflows, approvals, and fulfillment processes work smoothly.