LAPTOP REQUEST CATALOG ITEM

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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
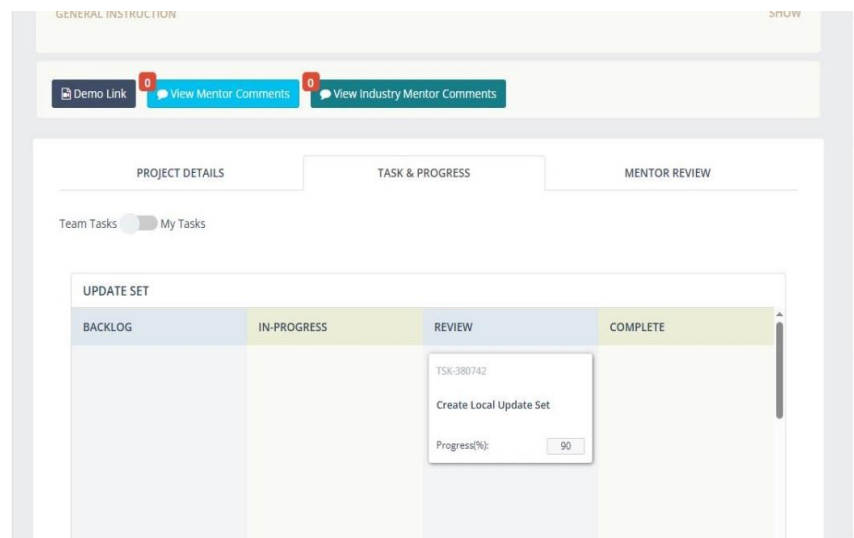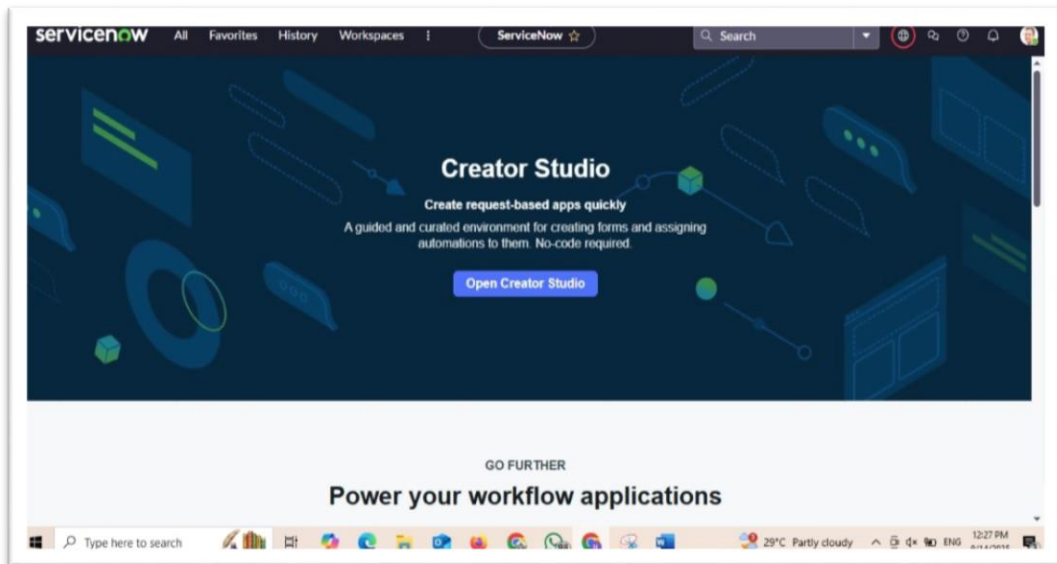
Request a personal developer instance from the ServiceNow

Developer portal. Once activated, use the provided credentials and

URL to log in and start configuring the platform.
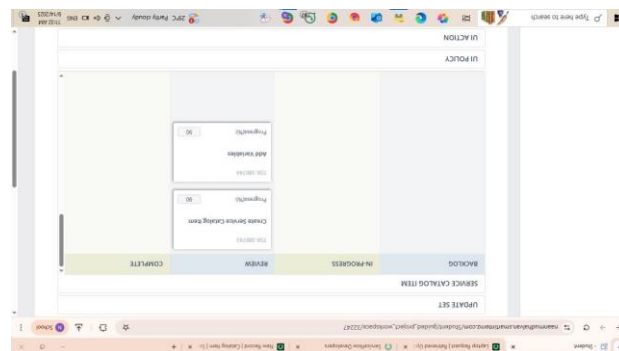
CREATION OF NEW UPDATE SET

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

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

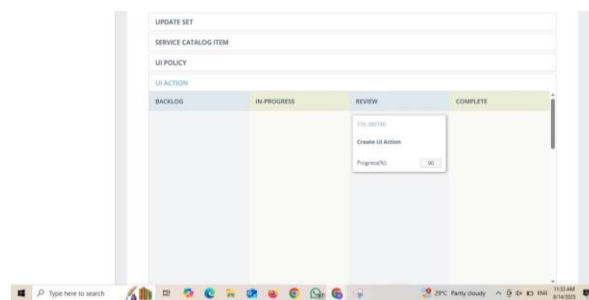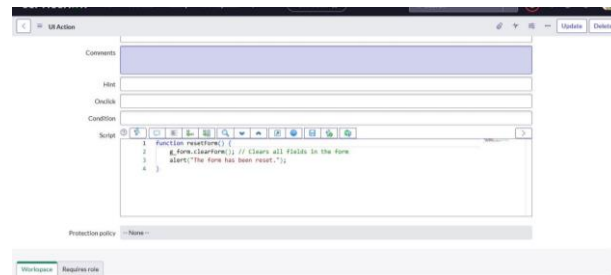workspace from Backlog to Review state

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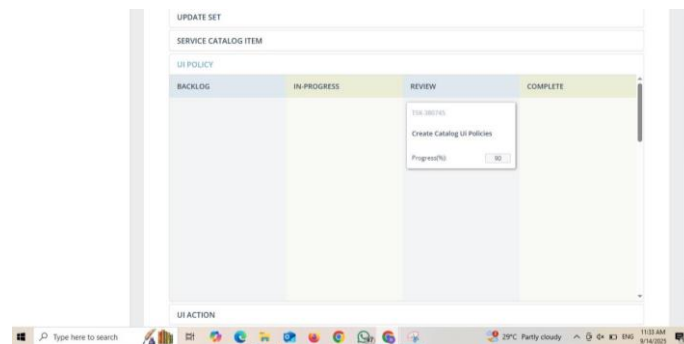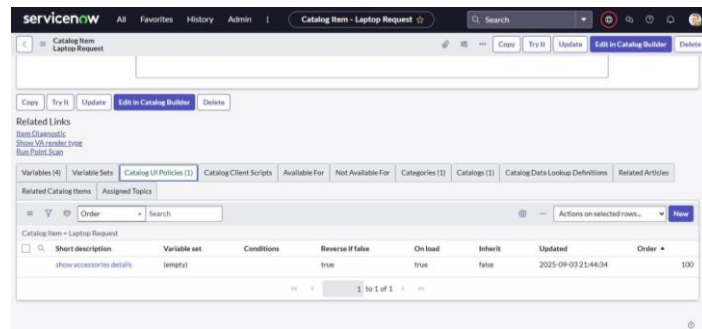
Open Catalog UI Policies, create a new policy, and define conditions. Add actions like making fields mandatory, read-only, or hidden. Save and test with the catalog item and drag the tag in project workspace from Backlog to Review state

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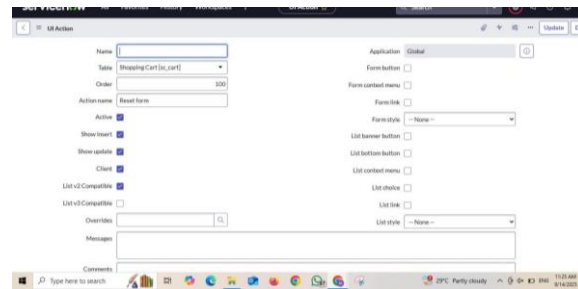
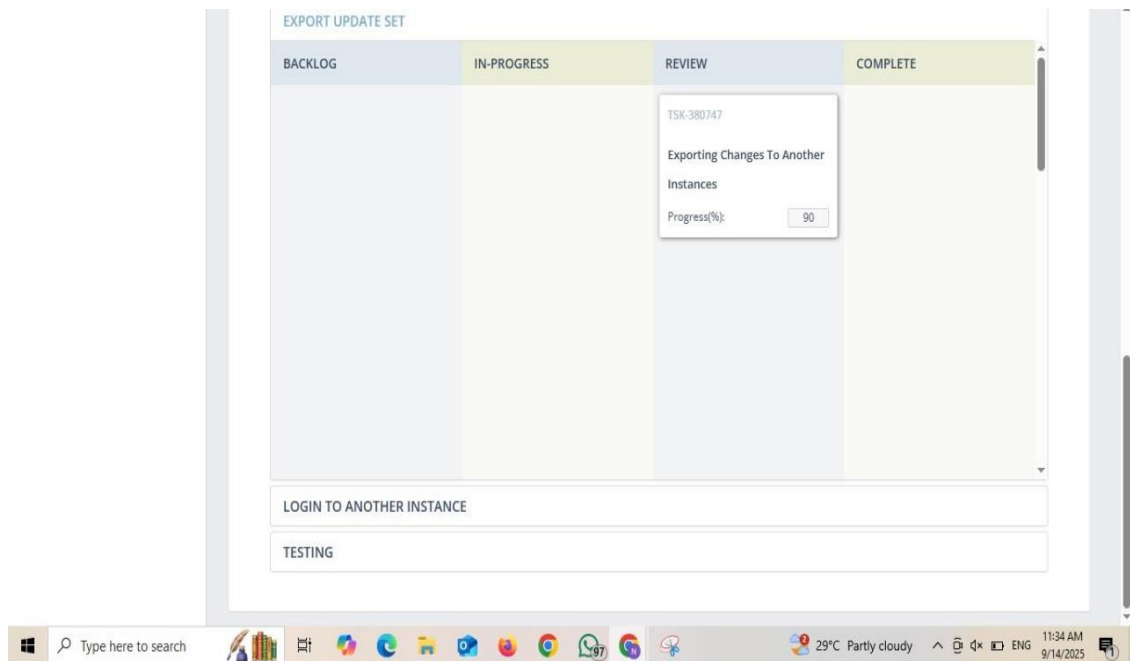Go to System Definition > UI Actions. Create a new action by entering its name, table, and conditions. Add scripts or buttons if needed, then save and test and drag the tag in project workspace from Backlog to Review state

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
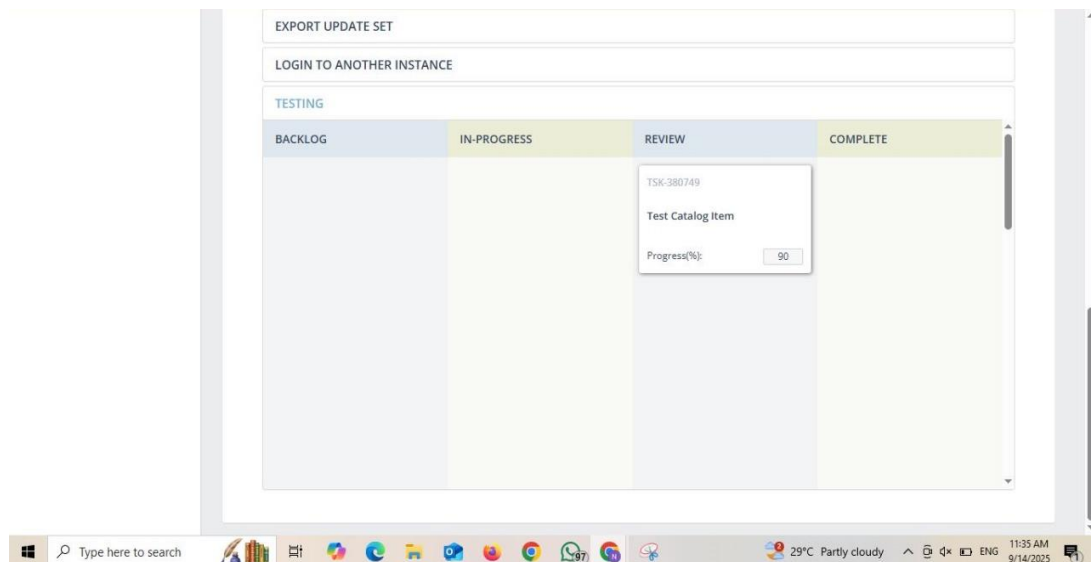
RETRIVING THE UPDATE SET

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.