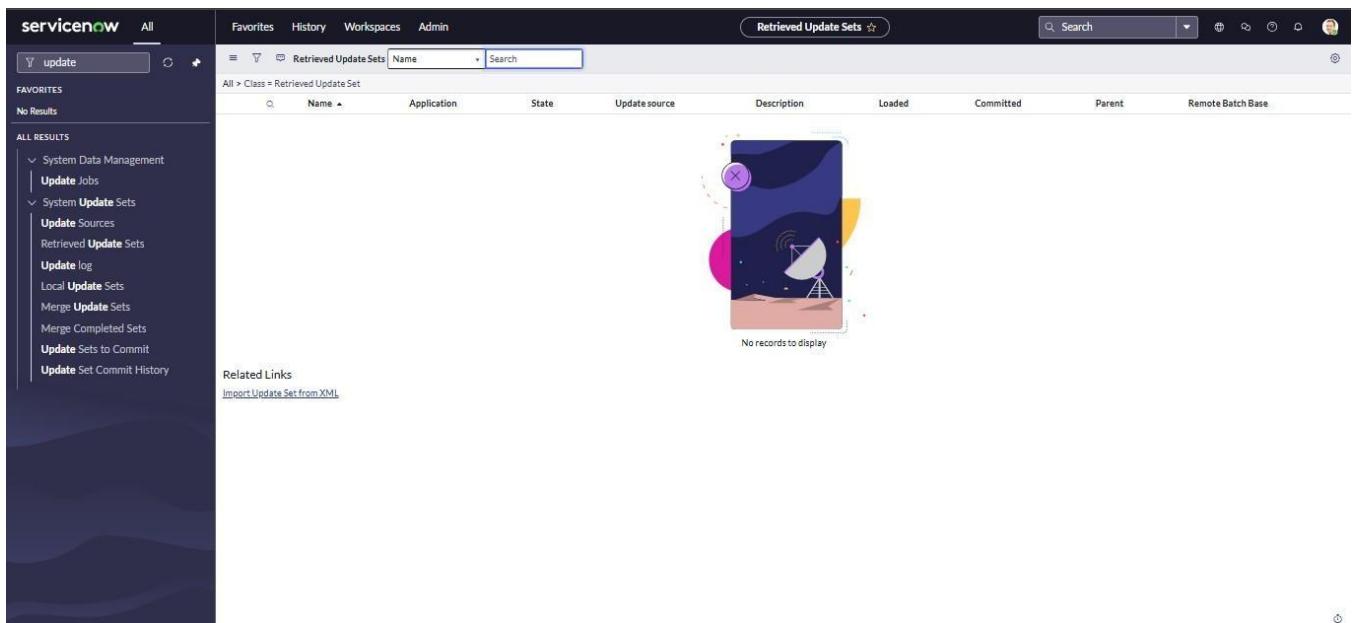
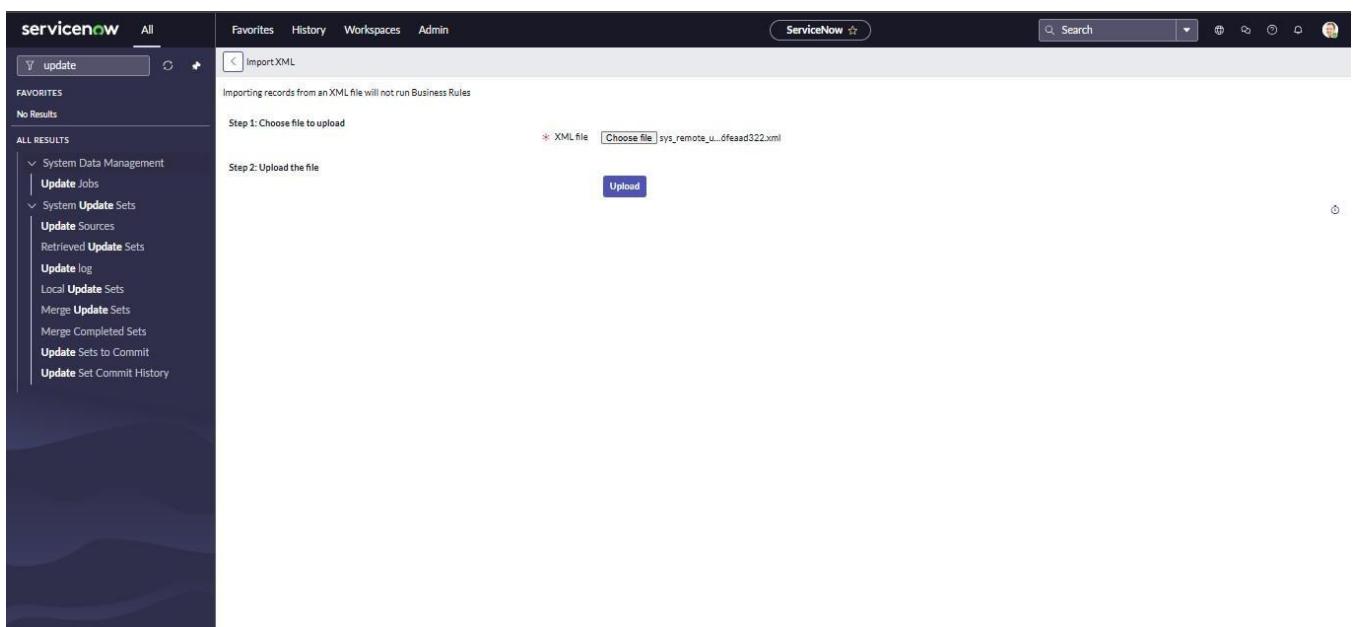


Step 6: Import to Another Instance

Log in to a different ServiceNow instance and retrieve the update set.



The screenshot shows the ServiceNow interface for managing update sets. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Retrieved Update Sets'. A search bar at the top right contains the placeholder 'Name' and a 'Search' button. Below the title, a breadcrumb trail reads 'All > Class = Retrieved Update Set'. A table header with columns 'Name', 'Application', 'State', 'Update source', 'Description', 'Loaded', 'Committed', 'Parent', and 'Remote Batch Base' is shown. A large graphic of a smartphone with a satellite dish and a signal icon is centered above the table. Below the table, a message says 'No records to display'. On the left sidebar, under 'ALL RESULTS', the 'System Update Sets' section is expanded, showing 'Retrieved Update Sets' as the current selection. Other options include 'Update log', 'Local Update Sets', 'Merge Update Sets', 'Merge Completed Sets', 'Update Sets to Commit', and 'Update Set Commit History'. A 'Related Links' section at the bottom left contains a link to 'Import Update Set from XML'.



The screenshot shows the 'Import XML' wizard in ServiceNow. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The title is 'Import XML'. A sub-header indicates 'Importing records from an XML file will not run Business Rules'. Step 1: 'Choose file to upload' has a note 'XML file' and a 'Choose file' button with the path 'sys_remote_update_set/fead322.xml'. Step 2: 'Upload the file' has a blue 'Upload' button. The left sidebar is identical to the previous screenshot, showing the 'Retrieved Update Sets' section is selected.

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: [Search]	
State: Loaded	
Loaded: 2025-09-01 22:56:15	
Description:	
Application name: Global	

Customer Updates (10) Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d26df7b0feaa3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8decad9883772210d26df7b0feaa3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d26df7b0feaa3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d26df7b0feaa342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db30251883772210d26df7b0feaa3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f4Rhs15883772210d76Af7b0feaa341	Variable	Accessories Details			INSERT_OR_UPDATE

Update | Delete | Preview Update Set | Related Links | Export to XML

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: [Search]	
State: Previewed	Collisions: 0
Loaded: 2025-09-01 22:56:15	Total: 10
Description:	
Application name: Global	

Customer Updates (10) Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d26df7b0feaa3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8decad9883772210d26df7b0feaa3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d26df7b0feaa3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d26df7b0feaa342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db30251883772210d26df7b0feaa3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f4Rhs15883772210d76Af7b0feaa341	Variable	Accessories Details			INSERT_OR_UPDATE

Update | Delete | Preview Update Set | Related Links | Export to XML

Update Set Preview

Succeeded! - Succeeded in 2 Seconds

Close

The screenshot shows the ServiceNow interface with the title "Retrieved Update Set - Laptop Request". A modal window titled "Update Set Commit" is open, displaying the message "Update set committed - Succeeded in 1 Second". The commit details include:

- Name: Laptop Request
- Application: Global
- Update source: [empty]
- Parent: [empty]
- State: Committed
- Loaded: 2025-09-01 22:56:15
- Description: [empty]
- Collisions: 0
- Total: 10
- Application name: Global

Below the modal, a table titled "Customer Updates (10) | Child Update Sets" lists the items created by the update set:

Name	Type	Target name	Table	Action
catalog_ui_policy_990c2d5683772210d26ff7bfead3a7	Catalog UI Policy	show accessories details		INSERT_OR_UPDATE
catalog_ui_policy_action_8dec19883772210d26ff7bfead3cc	Catalog UI Policy Action	accessories_details		INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d26ff7bfead3be	Variable	Laptop Model		INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d26ff7bfead342	Variable	Justification		INSERT_OR_UPDATE
item_option_new_db3b251683772210d26ff7bfead3cd	Variable	Additional Accessories		INSERT_OR_UPDATE
item_option_new_f480a13683772210d26ff7bfead3d1	Variable	Accessories Details		INSERT_OR_UPDATE

Step 7: Test the Catalog Item

Submit a test request and verify:

- Workflow triggers
- Form behavior
- Request visibility in ServiceNow portal

The screenshot shows the ServiceNow interface with the title "Laptop Request". The left sidebar navigation includes "catalog" under "FAVORITES" and "Service Catalog" under "ALL RESULTS". The main content area displays a form for requesting a new laptop:

Use this item to request a new laptop

Laptop Model:

Justification:

Additional Accessories

Order this item

Quantity:

Delivery time: 2 Days

Order Now (highlighted button)

Add to Cart

Shopping Cart: Empty

The screenshot shows the ServiceNow Service Catalog interface. On the left is a navigation sidebar with a search bar and a tree view of categories like Self-Service, Service Catalog, System Mobile, Change, Configuration, and Database Catalogs. The main area displays a 'Laptop Request' form. It includes fields for 'Laptop Model' (with a placeholder 'Use this item to request a new laptop'), 'Justification' (a large text area), and 'Accessories Details' (a text area with a checked checkbox for 'Additional Accessories'). To the right, there's a sidebar with options to 'Order this Item', set 'Quantity' (1), 'Delivery time' (20 Days), and a prominent blue 'Order Now' button. Below this is a 'Shopping Cart' section showing it's 'Empty'. The top navigation bar has links for Favorites, History, Workspaces, Admin, and a search bar.

This screenshot shows the same ServiceNow Service Catalog interface after a request has been submitted. The main area now displays a green success message: 'Thank you, your request has been submitted'. Below this, it shows the details of the submitted request: 'Order Placed: 2025-09-01 23:04:40', 'Request Number: REQ0010001', and 'Estimated Delivery Date: 2025-09-03'. A table below lists the request details: Description ('Use this item to request a new laptop'), Delivery Date ('2025-09-03'), Stage ('In Progress'), Price (1), Quantity (1), and Total (1). At the bottom are 'Back to Catalog', 'Continue Shopping', and 'Home' buttons. The sidebar and top navigation remain the same as in the first screenshot.

Conclusion

The Laptop Request Catalog Item project streamlines the laptop request process in the organization. By leveraging ServiceNow's powerful Service Catalog capabilities, this solution:

- Enhances efficiency and reduces errors
- Replaces outdated manual processes
-

Improves employee satisfaction with a modern interface