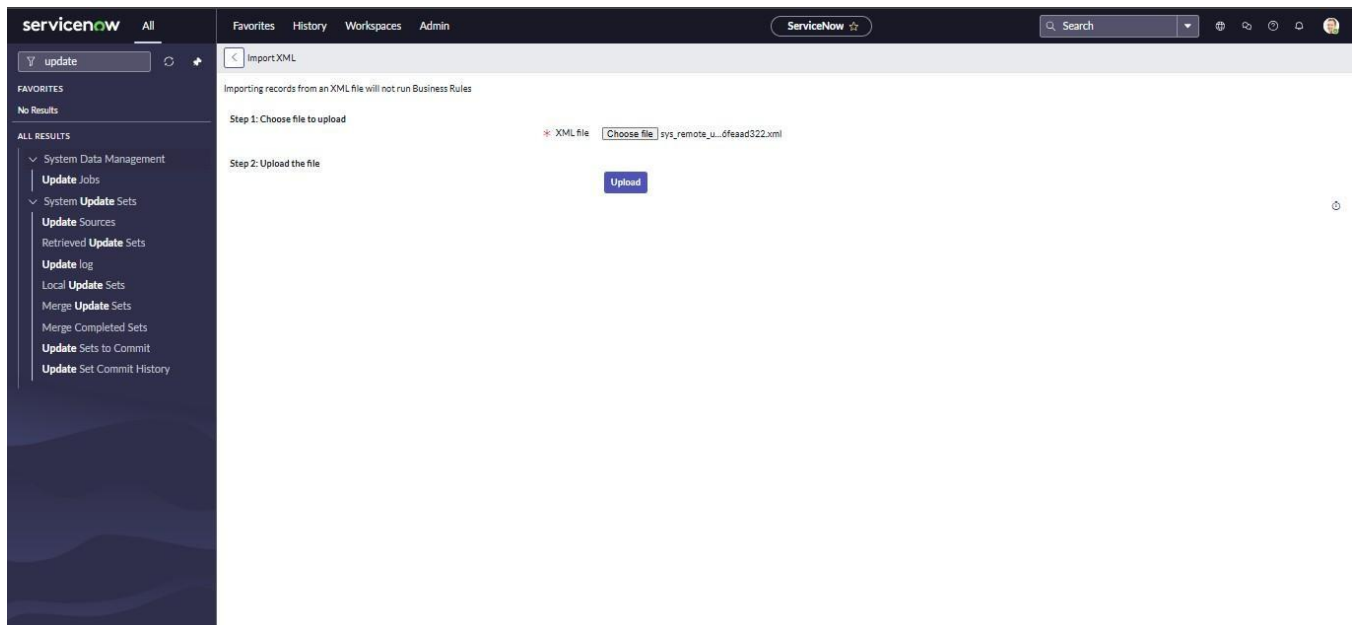
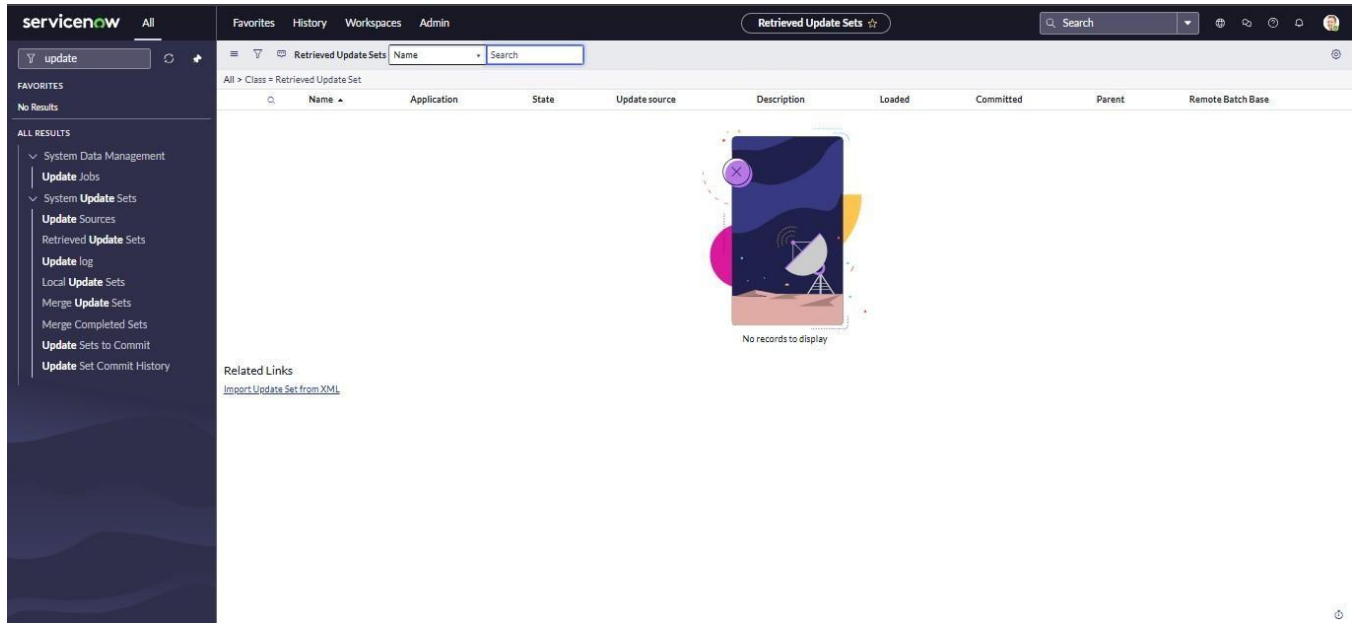


## Step 6: Import to Another Instance

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



servicenow

All

update

No Results

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

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.

NameLaptop Request

ApplicationGlobal

Update source

Parent

StateLoaded

Loaded2025-09-01 22:56:15

Description

Application nameGlobal

Update

Delete

Preview Update Set

Related Links

Export to XML

Customer Updates (10)

Child Update Sets

Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d266f7b6fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8deced9883772210d266f7b6fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba158a3772210d266f7b6fead3e1	Variable	Accessories Details			INSERT_OR_UPDATE

servicenow

All

update

No Results

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

Retrieved Update Set - Laptop Request

Update Set Preview

Succeeded 100%

Success! - Succeeded in 2 Seconds

Close

NameLaptop Request

ApplicationGlobal

Update source

Parent

StatePreviewed

Loaded2025-09-01 22:56:15

Description

Application nameGlobal

Update

Delete

Preview Update Set

Related Links

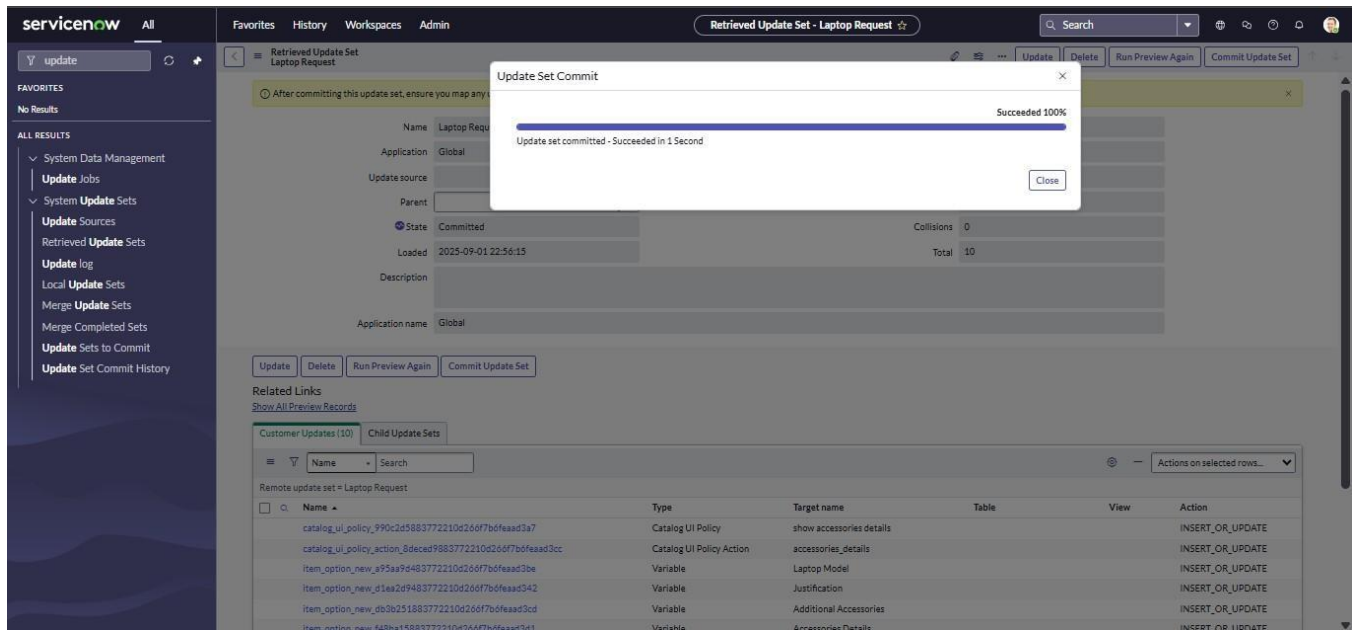
Export to XML

Customer Updates (10)

Child Update Sets

Remote update set = Laptop Request

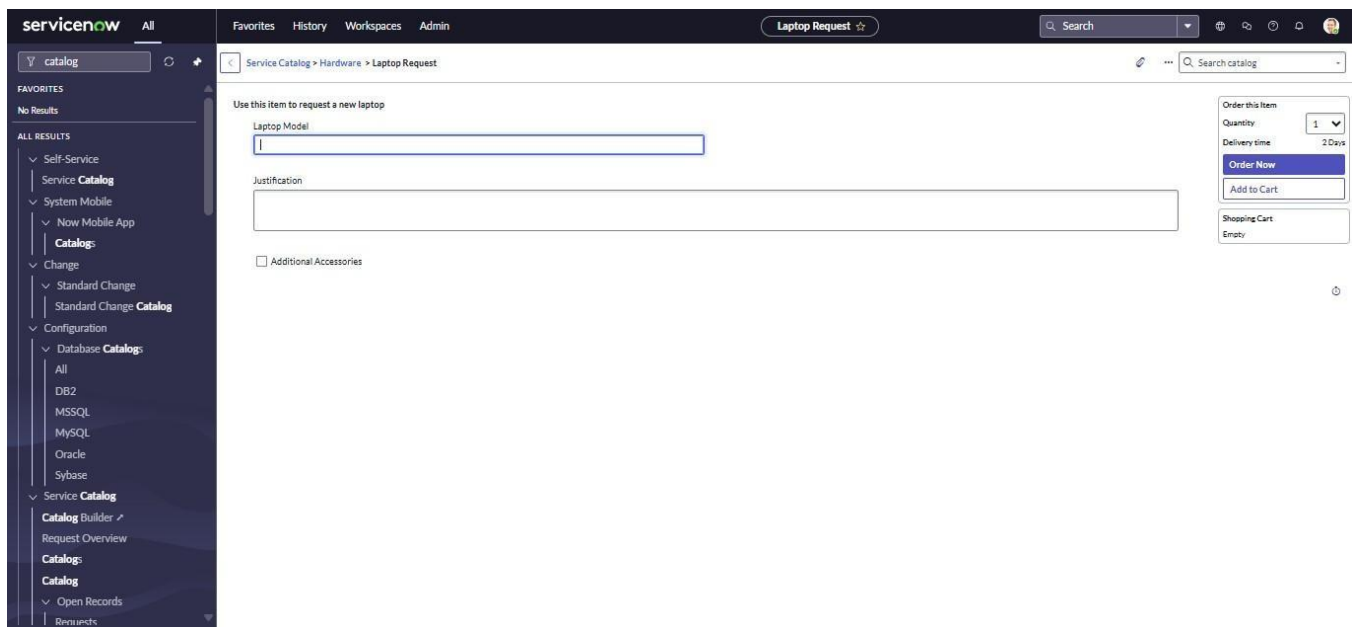
Name	Type	Target name	Table	View	Action
catalog_ui_policy_990c2d5883772210d266f7b6fead3a7	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_8deced9883772210d266f7b6fead3cc	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_a95aa9d483772210d266f7b6fead3be	Variable	Laptop Model			INSERT_OR_UPDATE
item_option_new_d1ea2d9483772210d266f7b6fead342	Variable	Justification			INSERT_OR_UPDATE
item_option_new_db3b251883772210d266f7b6fead3cd	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_f48ba158a3772210d266f7b6fead3e1	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



servicenow All

Favorites History Workspaces Admin

Laptop Request

Service Catalog > Hardware > Laptop Request

Search

Search catalog

Use this item to request a new laptop

Laptop Model

Justification

☒ Additional Accessories

Accessories Details

Order this item

Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart: Empty

servicenow All

Favorites History Workspaces Admin

Order Status: REQ0010001

Search

Back to Catalog Continue Shopping Home

Order Status

Thank you, your request has been submitted

Order Placed: 2025-09-01 23:04:40

Request Number: [REQ0010001](#)

Estimated Delivery Date: 2025-09-03

of Complete Order:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
<a href="#">Use this item to request a new laptop</a>	2025-09-03	<span>▶</span> <span>🟢</span> <span>🟡</span> <span>🔴</span> <span>⚪</span>		1	
				Total	-

Back to Catalog Continue Shopping

Home

## 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