

PROJECT SCREENSHOTS

STEP 1:

Catalog items									
All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty > Name >= laptop Item									
Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated	
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="!=Package"/>	<input type="text" value="Search"/>	
Laptop Request	Use this item to request a new laptop	true		Service Catalog	Hardware	£0.00	Item	2025-10-24 22:50:00	
Lenovo ThinkPad Power Adapter - 135W	For Lenovo Thinkpad, AC Adapter, 135W	true		Service Catalog	Peripherals	\$99.99	Item	2022-11-20 20:46:33	
Lenovo ThinkPad Power Adapter - 90W	For Lenovo Thinkpad, T-Series, 90W	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33	
Lenovo USB Ethernet Adapter	For Lenovo X1 Carbon	false		Service Catalog	Peripherals	\$28.79	Item	2022-11-20 20:46:33	
Lenovo X1 Carbon Power Adapter	For Lenovo X1 Carbon	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33	
Loaner Laptop	Short term, while computer is repaired/L...	true		Service Catalog	Hardware	\$0.00	Item	2022-11-20 20:46:33	
Logitech USB Headset for PC & Mac	PC/Mac Compatible Headset	true		Service Catalog	Peripherals	\$29.99	Item	2022-11-20 20:46:33	
Logitech Wireless Mouse	PC/Mac Compatible	true		Service Catalog	Peripherals	\$35.00	Item	2022-11-20	

STEP 2:

Catalog Item

Laptop Request

CopyTry ItUpdateEdit in Catalog BuilderDelete

Build and modify items faster with the improved Catalog Builder.

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name

Laptop Request

Catalogs

Service Catalog

Category

Hardware

State

-- None --

Checked out

-- None --

Owner

System Administrator

Application

Global

Active

☒

Fulfillment automation level

Unspecified

STEP 3:

Related Links

[Item Diagnostic](#)
[Run Point Scan](#)

Variables (4)

Variable Sets

Catalog UI Policies (1)

Catalog Client Scripts

Available For

Not Available For

Categories (1)

Catalogs (1)

Catalog Data Lookup Definitions

Related Articles

Related Catalog Items

Assigned Topics

Order

Search

Actions on selected rows...

New

Catalog Item = Laptop Request

Type

Question

Order

Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

1 to 4 of 4

STEP 4:

maintain it

FAVORITES

No Results

ALL RESULTS

Service Catalog

Catalog Definitions

Maintain Items

Catalog UI Policy

Show Accessories Details

Insert

Insert and Stay

Save

Update

Delete

Applies to

A Catalog Item

Application

Global

* Catalog Item

Laptop Request

Active

☒

* Short description

Show Accessories Details

When to Apply

Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is **Active**

2. The items in the **Conditions** field evaluate to true

3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions

Add Filter

Choose option

OR Clause

additional_accessories

is

true

AND

OR

☒

Applies on a Catalog Item view

☒

Applies on Catalog Tasks

☐

Applies on Requested Items

☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load

☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false

☒

STEP 5:

Cataloging item

Laptop Request

Copy

Try It

Update

Edit in Catalog Builder

Delete

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

Copy

Try It

Update

Edit in Catalog Builder

Delete

Related Links

[Item Diagnostic](#)
[Run Point Scan](#)

Variables (4)

Variable Sets

Catalog UI Policies (1)

Catalog Client Scripts

Available For

Not Available For

Categories (1)

Catalogs (1)

Catalog Data Lookup Definitions

Related Articles

Related Catalog Items

Assigned Topics

Order

Search

Actions on selected rows...

New

Catalog item = Laptop Request

Short description

Variable set

Conditions

Reverse if false

On load

Inherit

Updated

Order

show accessories details	(empty)	true	true	false	2025-10-24 22:45:53	100
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1 to 1 of 1

STEP 6:

servicenow

AllFavoritesHistoryWorkspacesAdmin

UI Action - New Record ☆

Search

<≡UI ActionNew record

NameReset form

TableShopping Cart [sc_cart]

Order100

Action nameReset firm

Active☒

Show insert☒

Show update☒

Client☒

List v2 Compatible☒

List v3 Compatible☐

ApplicationGlobal ⓘ

Form button☐

Form context menu☐

Form link☐

Form style-- None --

List banner button☐

List bottom button☐

List context menu☐

List choice☐

List link☐

<≡Update SetLaptop Request

UpdateBack Out↑

* NameLaptop Request

StateComplete

Parent

Release date

Install date

Installed from

Description

ApplicationGlobal ⓘ

Created2025-10-24 22:03:01

Created byadmin

Merged to

UpdateBack Out

Related Links

[Export to XML](#)

[Merge With Another Update Set](#)

[Scan Update Set](#)

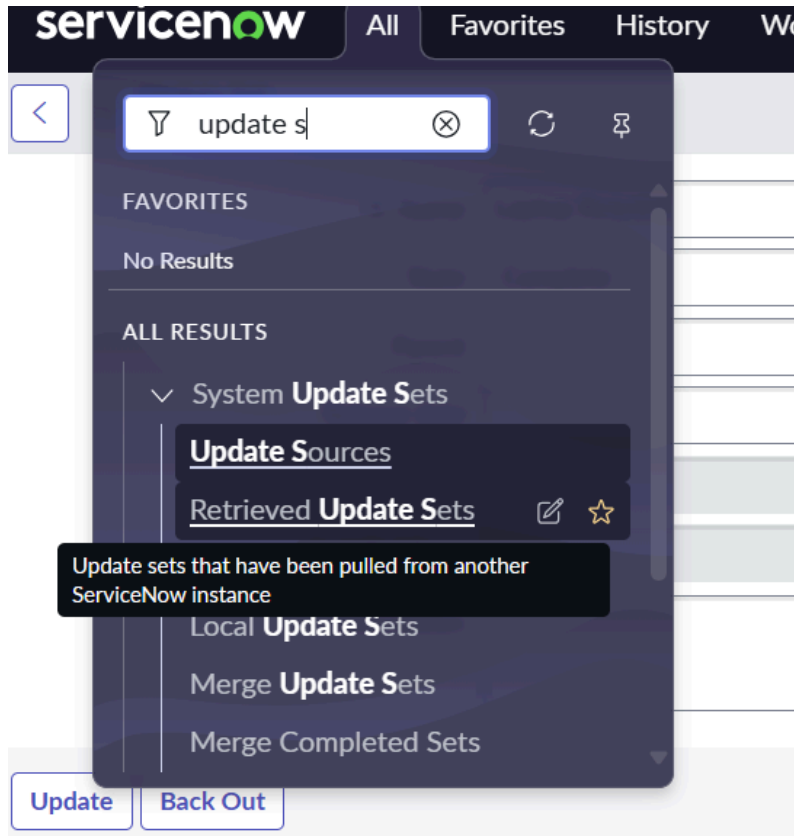
Customer Updates (15)Update Set LogsChild Update SetsInstall History

≡▼CreatedSearch

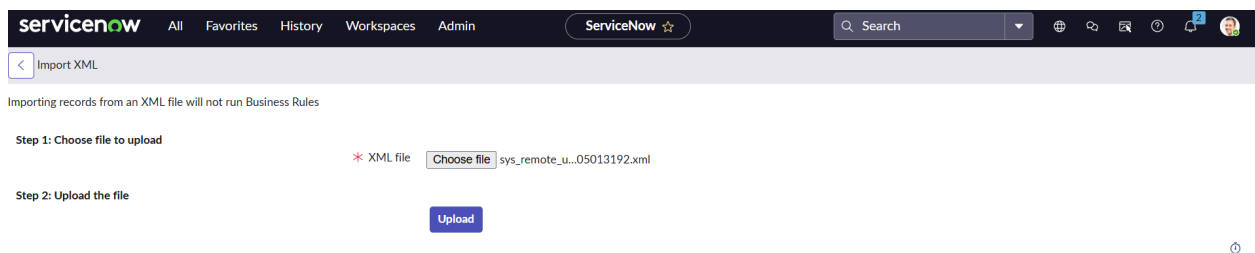
⊙ — Actions on selected rows...

Update set = Laptop Request

STEP 7:



STEP 8:



sys_remote_update_set_c0825df9c3b8b210fe22feac05013192.xml

STEP 9:

Name ⓘLaptop Request Project

Application ⓘGlobal ⓘ

Update source ⓘ

Parent ⓘ

State ⓘPreviewed

Loaded ⓘ2025-01-27 22:14:51

Description ⓘ

Application nameGlobal

Committed ⓘ

Inserted ⓘ11

Updated ⓘ0

Deleted ⓘ0

Collisions ⓘ0

Total ⓘ11

UpdateDeleteRun Preview AgainCommit Update Set

Related Links

Show All Preview Records

Customer Updates (11)Child Update Sets

≡

▼

Name

Search

⊙

—

Actions on selected rows... ▼

FINAL OUTPUT

servicenowAllFavoritesHistoryWorkspacesAdminLaptop Request ⭐

Q Search

⌕ ⌕ ⌕ ⌕ ⌕

< Service Catalog > Hardware > Laptop Request

⌕ Search catalog

Use this item to request a new laptop

Laptop Model

Dell

Justification

☒ Additional Accessories

* Accessories Details

Order this Item

Quantity

Delivery time

Order Now

Add to Cart

Shopping Cart

Empty

servicenow

AllFavoritesHistoryWorkspaces

Order Status: REQ0010004

Search

Order Status

Back to CatalogContinue ShoppingHome

Thank you, your request has been submitted

Order Placed: 2025-10-25 08:57:30

Request Number: REQ0010004

Estimated Delivery Date of Complete Order: 2025-10-27

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-10-27	<div><div></div><div></div><div></div><div></div><div></div></div>		1	
				Total	-

Back to CatalogContinue Shopping

Home

LINK FOR THE INSTANCE:

https://dev231704.service-now.com/login.do?user_name=admin&sys_action=sysverb_login&user_password=wL%3DgsTd%40FQ72