PROJECT SCREENSHOTS

STEP 1:

STEP 2:

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:

Catalog 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

1 to 1 of 1

STEP 6:

servicenow   All   Favorites   History   Workspaces   Admin

UI Action
New record

Name	Reset form	Application	Global
Table	Shopping Cart [sc_cart]	Form button	☐
Order	100	Form context menu	☐
Action name	Reset firm	Form link	☐
Active	☑	Form style	-- None --
Show insert	☑	List banner button	☐
Show update	☑	List bottom button	☐
Client	☑	List context menu	☐
List v2 Compatible	☑	List choice	☐
List v3 Compatible	☐	List link	☐

Update Set
Laptop Request

Update   Back Out

✳ Name	Laptop Request	Application	Global
State	Complete	Created	2025-10-24 22:03:01
Parent		Created by	admin
Release date		Merged to	
Install date			
Installed from			
Description			

Update   Back Out

Related Links

Export to XML
Merge With Another Update Set
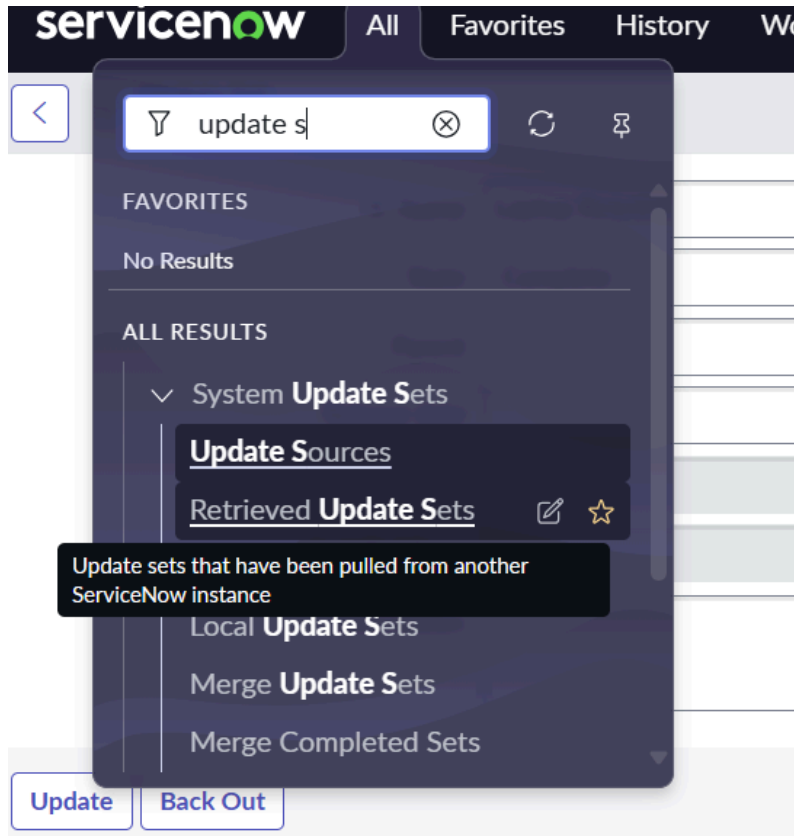Scan Update Set

Customer Updates (15)   Update Set Logs   Child Update Sets   Install History

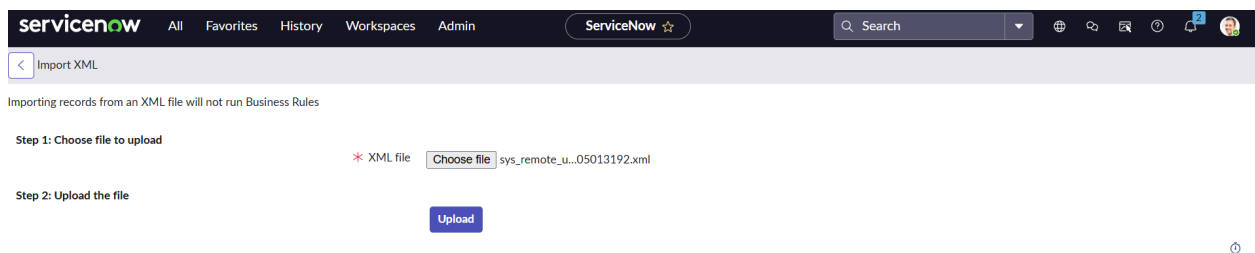Created   Search   Actions on selected rows...

Update set = Laptop Request

STEP 7:

STEP 8:

sys_remote_update_set_c0825df9c3b8b210fe22feac05013192.xml

STEP 9:

Name	Laptop Request Project		Committed	
Application	Global	ⓘ	Inserted	11
Update source			Updated	0
Parent		🔍	Deleted	0
State	Previewed		Collisions	0
Loaded	2025-01-27 22:14:51		Total	11
Description				
Application name	Global			

[Update] [Delete] [Run Preview Again] [Commit Update Set]

Related Links

Show All Preview Records

| Customer Updates (11) | Child Update Sets |

☰ ▽ | Name ▼ | Search | ⚙ — | Actions on selected rows... |

FINAL OUTPUT

servicenow   All   Favorites   History   Workspaces   Admin   Laptop Request ☆   🔍 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

Order Status

⊘ 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	▸ ⊘ ⊕ ○ ○		1	
			Total		-

Back to Catalog   Continue 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