

REPORT
for
Laptop Request Catalog Item
Service now project

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Our problem:

In the current organizational setup, employees frequently require laptops to perform their daily work tasks. However, the existing process for requesting laptops is largely manual, which creates several challenges. Manual handling of requests often leads to unnecessary delays, miscommunication, and inefficiencies in the approval and fulfillment cycle. Employees have not standardized, user-friendly platform to submit their requests, and administrators lack a streamlined mechanism to capture, validate, and process the required information. This not only slows down the delivery of essential equipment but also increases the chances of incomplete or inaccurate data being submitted, which further complicates the request handling process.

To address these challenges, there is a need for a structured and automated Service catalog item dedicated to laptop requests. This catalog item should allow employees to easily raise their requests through a simple, intuitive form. Dynamic form behaviour should be introduced to guide users, ensuring that only relevant fields are displayed based on the employee's input. For example, the form could dynamically adjust to show different options depending on the type of laptop selected or the department the user belongs to. Such functionality would reduce errors, eliminate unnecessary confusion, and improve the overall user experience.

In addition, the catalog item should provide clear instructions at every step, making it straightforward even for employees with minimal technical knowledge. To further improve usability, the form should include a reset option that allows users to quickly clear their inputs and start again, if necessary. This ensures flexibility and reduces the chances of incorrect submissions. On the administrative side, all changes to the form and catalog item must be carefully tracked to maintain proper governance and accountability. Change tracking will also support future audits, version control, and controlled deployments across the organization.

By implementing this Service Catalog item, the organization will not only improve efficiency and accuracy in the laptop request process but also establish a scalable, standardized solution that can be extended to other types of requests in the future. This initiative represents a step toward digital transformation, enabling faster service delivery, better governance, and enhanced employee satisfaction.

Create Local Update set:

First open “developer.servicenow.com” and request an instance

After creation, click “Start Building” button and open the instance

The screenshot shows the ServiceNow developer instance homepage. At the top, there's a navigation bar with links for "Developer", "Search", "Global", "D", and "≡". Below the header, a large banner says "Hello, DEVADHARSHINI" and "Welcome to ServiceNow!". It features a call-to-action button "Start Building" and an illustration of three people working on laptops. A message below the banner reads: "Start using ServiceNow's powerful Now Platform to build applications that make work better for your organization." At the bottom of the page, there's a footer bar with links for "Content available for: Zurich", "Yokohama", "Xanadu", and "Washington DC".

Click on “All” then search for "Update Sets".

The screenshot shows the ServiceNow search results for "Update Sets". The search bar at the top contains the query "update sets". The results are displayed in a sidebar under the heading "System Update Sets". The "Retrieved Update Sets" option is selected. Other options listed include "Local Update Sets", "Merge Update Sets", "Merge Completed Sets", "Update Sets to Commit", and "Update Set Commit History". The main content area features a "Creator Studio" section with a description: "Create request-based apps quickly. A guided and curated environment for creating forms and assigning automations to them. No-code required." It includes a "Open Creator Studio" button and a "GO FURTHER" section with the heading "Power your workflow applications".

Under System Update Sets, select **Local Update Sets**.

The screenshot shows the ServiceNow Update Sets page. At the top, there's a search bar and a 'New' button. Below the header, there's a table with columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. The table contains three rows, each labeled 'Default'. The 'Application' column shows 'Pipeline', 'Security Center', and 'Global' respectively. The 'State' column shows 'In progress' for all three. The 'Created' column shows dates ranging from July 2025 to August 2025. The 'Created by' column shows 'system' for all. The 'Parent' and 'Batch Base' columns show '(empty)' for all. At the bottom left, there's a 'Merge Update Sets' link.

After selecting “**Local Update set**” the above page will open.

In that page click “**New**” in top left corner

The screenshot shows the 'Update Set - Laptop Request Project' creation page. The top navigation bar includes 'All', 'Favorites', 'History', 'Update Sets', 'Search', and other icons. The main form has fields for Name (Laptop Request Project), Application (Global), State (Complete), Parent (empty), Release date (empty), Install date (empty), Installed from (empty), and Description (empty). On the right side, there are buttons for 'Update' and 'Back Out'. Below the form, there's a 'Related Links' section with links to 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. At the bottom, there are tabs for 'Customer Updates (11)', 'Update Set Logs', and 'Child Update Sets'.

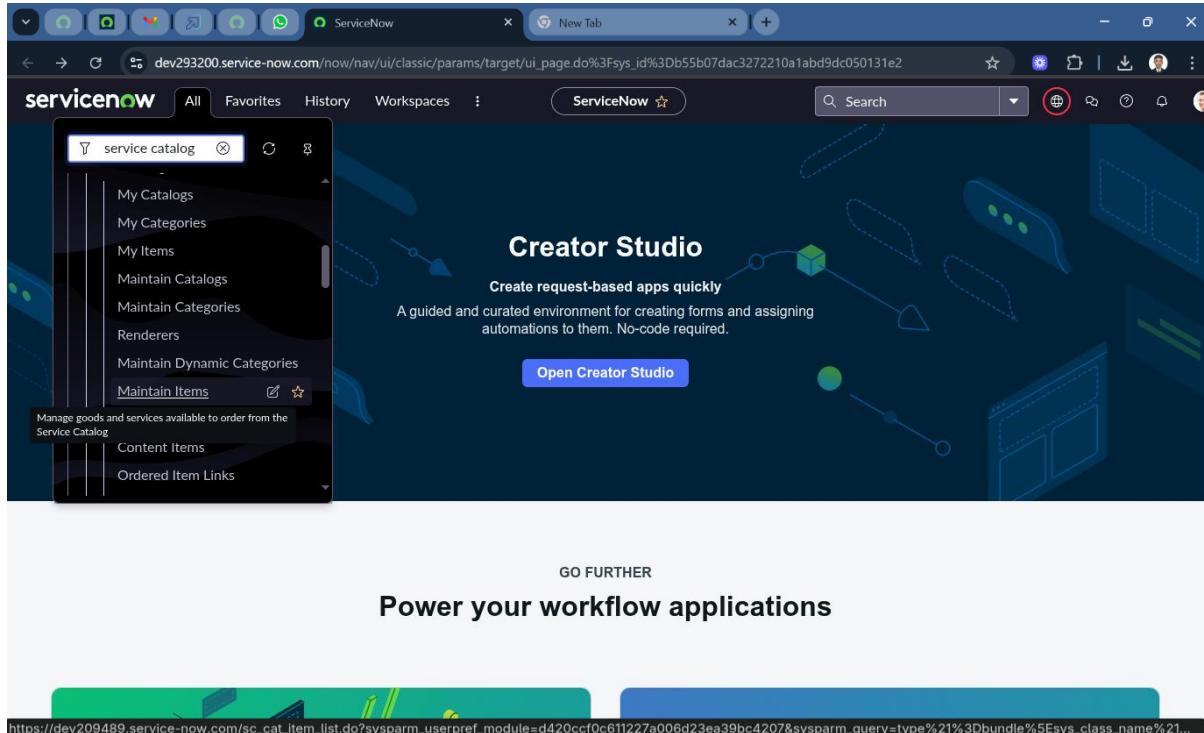
Enter the required details and name the update set “**Laptop Request**”.

Click the **Submit** on right corner and then choose **Make Current**.

Create Service Catalog Item:

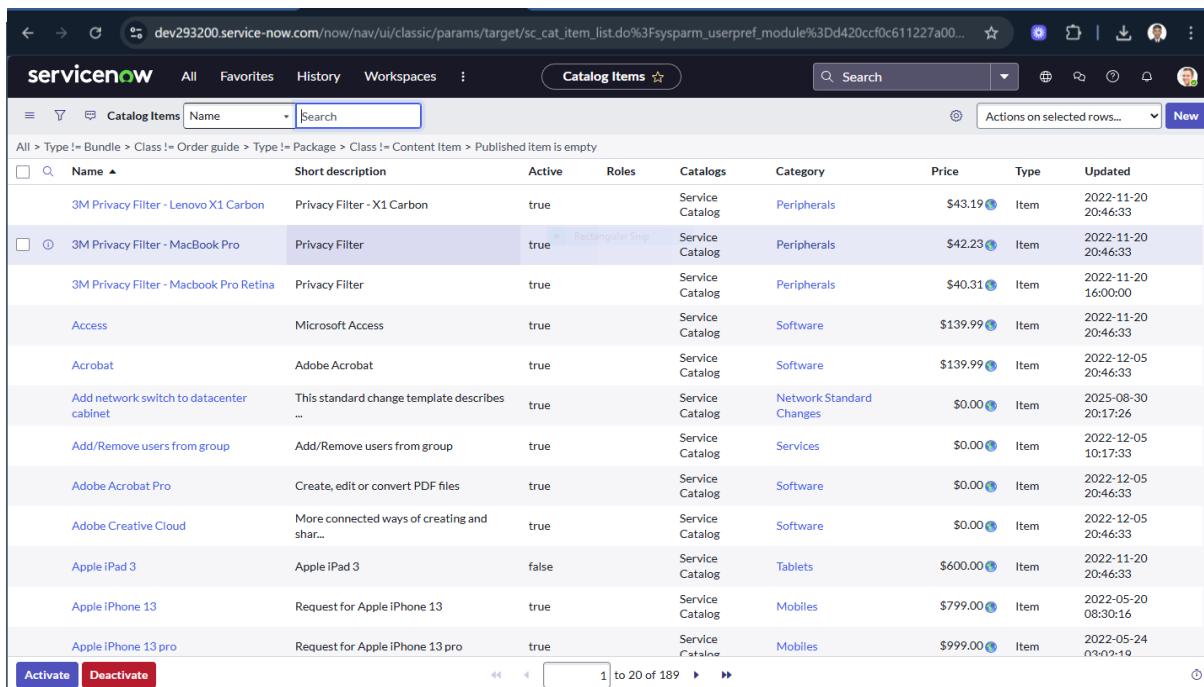
Click on "All" then search for "service catalog".

Under Catalog Definitions, select Maintain Items.



The screenshot shows the ServiceNow web interface. In the top left, there's a search bar with the placeholder "Search" and a magnifying glass icon. To its left is a sidebar with a dark background and white text. The sidebar has a search bar at the top with the text "service catalog". Below it are several menu items: "My Catalogs", "My Categories", "My Items", "Maintain Catalogs", "Maintain Categories", "Renderers", "Maintain Dynamic Categories", and "Maintain Items". The "Maintain Items" option is highlighted with a blue border. At the bottom of the sidebar, there are links for "Content Items" and "Ordered Item Links". The main content area features a dark blue background with a central section titled "Creator Studio" with the subtext "Create request-based apps quickly". Below this is a button labeled "Open Creator Studio". Further down, there's a section titled "GO FURTHER" with the subtext "Power your workflow applications". At the very bottom of the main content area, there's a URL: "https://dev209489.service-now.com/sc_cat_item_list.do?sysparm_userpref_module=d420ccf0c611227a006d23ea39bc4207&sysparm_query=type%21%3Dbundle%5Esys_class_name%21...".

If you do the above step, the below window will open.



The screenshot shows a list view of "Catalog Items" in ServiceNow. The top navigation bar includes "Catalog Items", "Search", and "Actions on selected rows...". The main area displays a table with columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The table lists various items such as "3M Privacy Filter - Lenovo X1 Carbon", "3M Privacy Filter - MacBook Pro", "3M Privacy Filter - Macbook Pro Retina", "Access", "Acrobat", "Add network switch to datacenter cabinet", "Add/Remove users from group", "Adobe Acrobat Pro", "Adobe Creative Cloud", "Apple iPad 3", "Apple iPhone 13", and "Apple iPhone 13 pro". Each row shows details like price (\$43.19 to \$999.00), type (Item, Software, Services, etc.), and update date (e.g., 2022-11-20). At the bottom of the table, there are buttons for "Activate" and "Deactivate", and a pagination control showing page 1 of 189.

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true	Rectangular Step	Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-08-30 20:17:26
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-11-20 20:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2022-05-20 08:30:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 03:00:19

Click “New” in the top right corner of the opened page

If you do that, a new page will open like in the below picture.

In that page do the following steps

The screenshot shows the 'Catalog Item - New Record' page in ServiceNow. The 'Name' field is populated with 'Laptop Request'. The 'Catalog' dropdown is set to 'Service Catalog'. The 'Category' field is set to 'Hardware'. The 'Short description' field contains the text 'Use this item to request a new laptop'. Below the description is a rich text editor toolbar. A context menu is open at the top right, showing options like 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'. The 'Application' dropdown is set to 'Global'. The 'Active' checkbox is checked. The 'Fulfillment automation level' dropdown is set to 'Unspecified'.

Enter the following details to create a new catalog item:

- **Name:** Laptop Request
- **Catalog:** Service Catalog
- **Category:** Hardware
- **Short Description:** Use this item to request a new laptop

Once all fields are completed, click **Save**.

Add variables:

After saving the catalog item form, scroll down to the **Variables** section in the related list.

That will look like the below picture.

The screenshot shows the ServiceNow Catalog Items page. At the top, there's a toolbar with various icons. Below it is a navigation bar with links like 'All', 'Favorites', 'History', 'Admin', and 'Catalog Items'. A search bar is also present. The main content area displays a table with columns for 'Type' (Question), 'Question', and 'Order'. A blue banner at the bottom of the table says: '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.' Below this, there's a 'Meta' input field and a row of buttons: 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder' (which is highlighted in blue), and 'Delete'. Underneath the table, there's a section titled 'Related Links' with links to 'Item Diagnostic' and 'Run Point Scan'. A tab bar below the table includes 'Variables (4)', 'Variable Sets', 'Catalog UI Policies (1)', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', 'Catalog Data Lookup Definitions', and 'Related Articles'. The 'Variables (4)' tab is selected. At the bottom right of the page, there's a 'New' button.

Click “New” bottom right corner

After that below page will open.

The screenshot shows the 'Variable - New Record' form. At the top, there's a header with the URL 'https://dev209489.service-now.com/nav/ui/classic/params/target/item_option_new.do%3Fsysparm_tiny%3DIVrqm4J9v7UWg2ggEIRGicUD6jtVAOO%26'. Below the header, there's a toolbar with icons and a 'Submit' button. The main form has several sections: 'Application' (set to 'Global'), 'Type' (set to 'Single Line Text'), 'Catalog Item' (set to 'Laptop Request'), 'Order' (empty), and checkboxes for 'Active' (checked), 'Mandatory' (unchecked), 'Read only' (unchecked), and 'Hidden' (unchecked). Below these, there's a tab bar with 'Question' (selected), 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab contains a large input field asking 'Specify the Question that explains the options available to the end user when ordering the item'. Inside this field, there are five input fields labeled: 'Question', 'Name', 'Conversational label', 'Tooltip', and 'Example Text'. At the bottom left of the form is a 'Submit' button.

In that form enter these details:

- **Question:** Laptop Model
- **Type:** Single Line Text
- **Name:** laptop_model
- **Order:** 100

The screenshot shows the ServiceNow Catalog Items interface. A new record is being created for a variable named 'laptop_model'. The application is set to 'Global'. The type is 'Single Line Text'. The catalog item is 'Laptop Request'. The order is 100. The active checkbox is checked. The question field contains 'Laptop Model'. The name field contains 'laptop_model'. There are tabs for Question, Annotation, Type Specifications, Default Value, Auto-populate, Permission, and Availability. The availability tab is selected, showing the question and name fields. A 'Submit' button is at the bottom.

Click **Submit** to save the variable.

The screenshot shows the ServiceNow Catalog Items interface after saving the variable. The variable 'laptop_model' is listed under 'Variables (1)'. It has a type of 'Single Line Text' and a question of 'Laptop Model'. The order is 100. Other tabs like Variables Sets, Catalog UI Policies, etc., are visible at the top. A 'Related Links' section includes 'Item Diagnostic' and 'Run Point Scan'. A 'Catalog Data Lookup Definitions' section is also present.

Click again “New” and add these 2nd details:

- **Question: Justification**
- **Type: Multi Line Text**
- **Name: justification**
- **Order: 200**

The screenshot shows the ServiceNow Catalog Items interface. A new record is being created for a variable named 'Variable'. The 'Type' is set to 'Multi Line Text', 'Catalog_item' is 'Laptop Request', and 'Order' is 200. The 'Active' checkbox is checked. The 'Question' tab is selected, displaying the following fields:

- * Question: Justification
- * Name: justification
- Conversational label: (empty)
- Tooltip: (empty)
- Example Text: (empty)

A 'Submit' button is visible at the bottom left.

Click **Submit** to save the variable.

The screenshot shows the ServiceNow Catalog Items interface after saving the variable. The 'Variables' tab is selected, showing a list of variables for the 'Laptop Request' catalog item. One variable is listed:

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200

The 'Actions on selected rows...' dropdown menu is open, showing options like 'Copy', 'Try It', 'Update', and 'Edit in Catalog Builder'.

Click again “New” and add these 3rd details:

- **Question: Additional Accessories**
- **Type: Checkbox**
- **Name: additional_accessories**
- **Order: 300**

The screenshot shows the ServiceNow Catalog Items interface. A new variable is being created with the following details:

- Application:** Global
- Type:** CheckBox
- Catalog Item:** Laptop Request
- Order:** 300
- Active:**
- Selection Required:**
- Read only:**
- Hidden:**

The **Question** tab is selected, displaying the configuration for the question:

- * Question:** Additional Accessories
- * Name:** additional_accessories
- Conversational label:** (empty)
- Tooltip:** (empty)

A **Submit** button is visible at the bottom left.

Click **Submit** to save the variable.

The screenshot shows the ServiceNow Catalog Items interface for the 'Laptop Request' catalog item. The variables section is displayed:

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300

At the bottom of the page, there is a navigation bar with links like Copy, Try It, Update, Edit in Catalog Builder, and Delete.

Click again “New” and add these 4th details:

- **Question: Accessories Details**
- **Type: Multi Line Text**
- **Name: accessories_details**
- **Order: 400**

The screenshot shows the ServiceNow Catalog Items interface. A new variable is being created with the following details:

- Application:** Global
- Type:** Multi Line Text
- Catalog Item:** Laptop Request
- Order:** 400
- Active:** checked
- Mandatory:** unchecked
- Read only:** unchecked
- Hidden:** unchecked

The **Question** tab is selected, displaying the configuration for the question "Accessories Details". The **Name** field is set to "accessories_details". Other fields like **Conversational label**, **Tooltip**, and **Example Text** are empty.

Click **Submit** to save the variable.

The screenshot shows the ServiceNow Catalog Items interface for the "Laptop Request" catalog item. The **Variables** tab is selected, displaying the following variables:

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

After adding all of these, make sure to save the form.

To view demo of this, click “Try It” of the top right corner.

The screenshot shows the ServiceNow Catalog Items interface. A new catalog item is being created with the following details:

- Name:** Laptop Request
- Catalogs:** Service Catalog
- Category:** Hardware
- State:** -- None --
- Checked out:** -- None --
- Owner:** System Administrator
- Application:** Global
- Active:** checked
- Fulfillment automation level:** Unspecified

The **Item Details** tab is selected, showing the short description: "Use this item to request a new laptop". Below it is a rich text editor for the full description.

The demo will look, like this

The screenshot shows the ServiceNow catalog item detail page for "Laptop Request". The page includes the following sections:

- Use this item to request a new laptop**: A placeholder text.
- Laptop Model**: A text input field.
- Justification**: A large text area for entering justification.
- Additional Accessories**: A checkbox labeled "Additional Accessories".
- Accessories Details**: A text area for accessories details.
- Order this Item** sidebar:
 - Quantity:** 1
 - Delivery time:** 2 Days
 - Order Now** button
 - Add to Cart** button
- Shopping Cart**: Shows "Empty".

Create Catalog UI policies:

Navigate to All → search for Service Catalog.

Under Catalog Definitions, select Maintain Items.

Search for the previously created item “Laptop Request”.

Open the item, then scroll down to the Catalog UI Policies related list.

Click New to create a new UI policy.

Enter the following details:

- **Short Description:** Show Accessories Details
- **Catalog Condition (When to Apply):**
 - **Field:** additional_accessories
 - **Operator:** is
 - **Value:** true

The screenshot shows the ServiceNow interface for creating a Catalog UI Policy. The top navigation bar includes 'Catalog Items' and a search bar. A context menu is open over the 'Save' button, showing options like 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'. The main form fields include 'Applies to' set to 'A Catalog Item', 'Catalog item' set to 'Laptop Request', and 'Short description' set to 'show accessories details'. Below this, the 'When to Apply' tab is selected, showing conditions: 'additional_accessories is true'. Other tabs include 'Script'. The bottom section contains checkboxes for applying the policy to Catalog Item views, Catalog Tasks, and Requested Items, along with options for 'On load' and 'Reverse effects'.

Click **Save** (do not click **Submit**).

Scroll down and open the **Catalog UI Policy Actions** related list.

Click **New** to create a new action.

The screenshot shows the ServiceNow Catalog Items screen. At the top, there is a search bar and a toolbar with various icons. Below the toolbar, the main content area displays the Catalog UI Policy Actions related list. This list includes columns for Name, Read only, Mandatory, Visible, and Order. A message at the bottom of the list states "No records to display". On the left side of the screen, there is a sidebar with sections for Catalog Conditions and Related Links. The Catalog Conditions section contains fields for applying conditions to Catalog Item views, Catalog Tasks, and Requested Items. It also includes options for applying actions on load or reverse them if false, and checkboxes for "Update" and "Delete".

A new page will open and, in that page, do the following

Configure the action with the following details:

- **Variable Name:** accessories_details
- **Order:** 100
- **Mandatory:** True
- **Visible:** True

The screenshot shows the Catalog UI Policy Action New record screen. The form has several fields: Catalog Item (set to Laptop Request), Variable name (set to accessories_details), Order (set to 100), Application (set to Global), Mandatory (set to True), Visible (set to True, highlighted with a blue border), Read only (set to Leave alone), Value action (set to Leave alone), and Field message type (set to None). At the bottom of the form is a "Submit" button.

You can see the demo of it

The screenshot shows the ServiceNow Catalog Items interface. At the top, there's a navigation bar with links for 'All', 'Favorites', 'History', 'Admin', and 'Catalog Items'. Below the navigation is a breadcrumb trail: 'Service Catalog > Hardware > Laptop Request'. A search bar is located at the top right. On the left, there's a form with fields for 'Laptop Model' and 'Justification', both represented by empty text input boxes. To the right of the form is a sidebar titled 'Order this Item' containing 'Quantity' (set to 1), 'Delivery time' (set to 2 Days), and two buttons: 'Order Now' (in blue) and 'Add to Cart'. Below this is a 'Shopping Cart' section indicating it's empty.

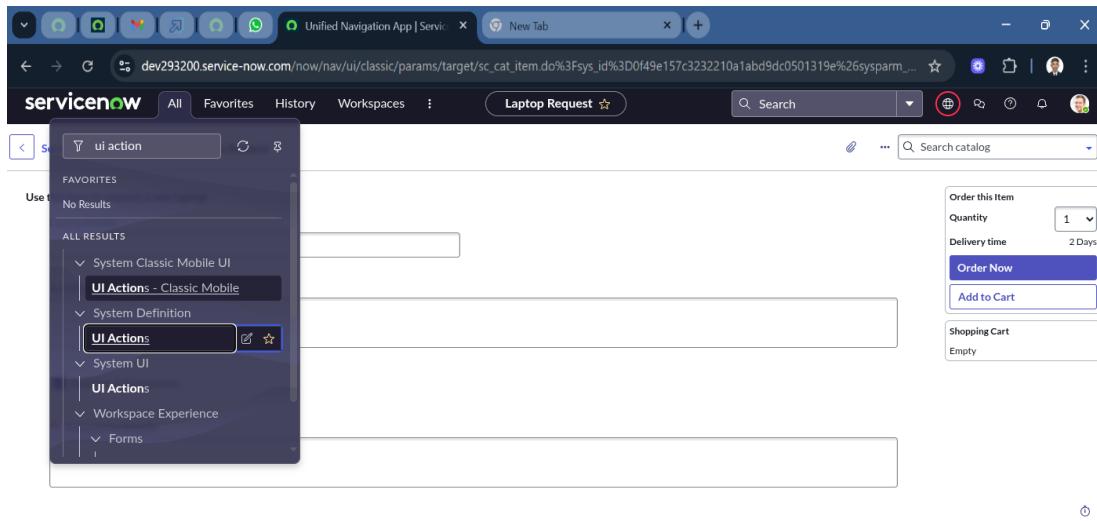
After clicking “Additional Accessories” it will look like below image:

This screenshot is identical to the one above, but the 'Additional Accessories' checkbox has been checked. A small blue square with a white checkmark is visible next to the checkbox. The rest of the interface, including the sidebar and the 'Order this Item' section, remains the same.

Create UI action:

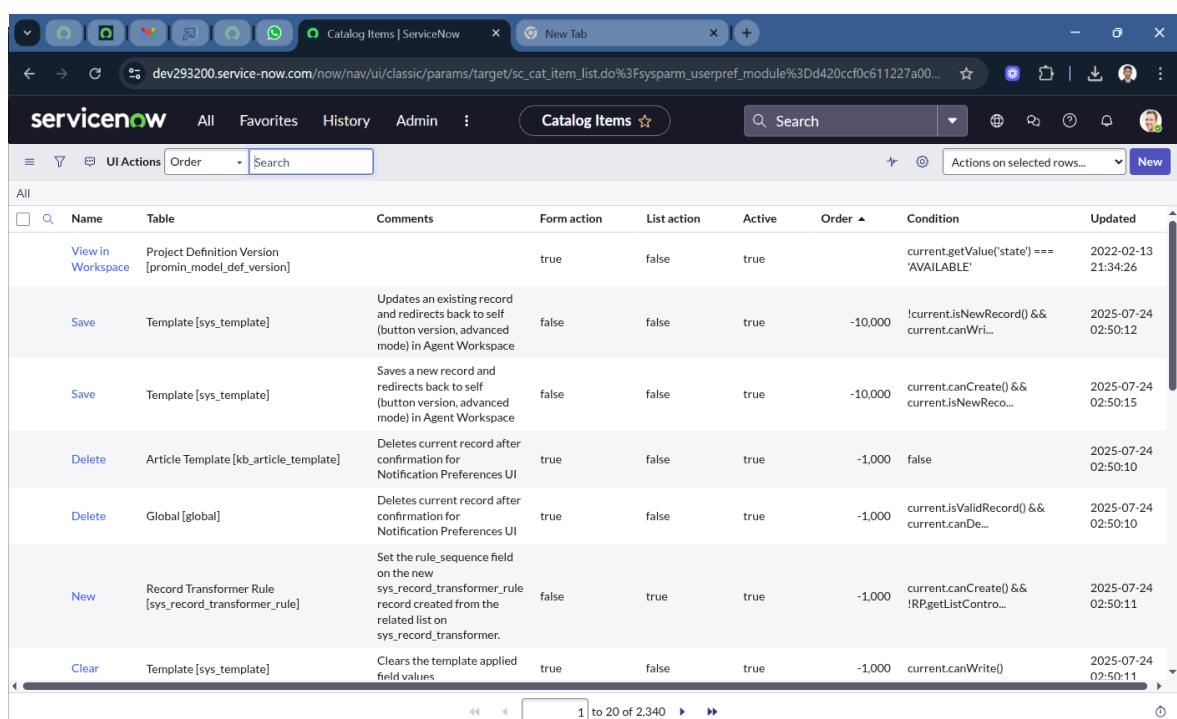
Go to All → search for “UI Actions”.

Under System Definition, select UI Actions.



The screenshot shows the ServiceNow search interface. The search bar at the top contains the text "ui action". Below the search bar, the "ALL RESULTS" section is expanded, showing categories like "System Classic Mobile UI" and "System Definition". Under "System Definition", the "UI Actions" item is selected and highlighted with a blue border. To the right of the search results, there is a sidebar with a "Shopping Cart" icon and a "Order Now" button. The URL in the browser is https://dev209489.service-now.com/sys_ui_action_list.do?sysparm_userpref_module=4f400ef90a0a0b2d00a70e18983ffd83&sysparm_clear_stack=true.

After navigating to that page, it will look like the below image.



Name	Table	Comments	Form action	List action	Active	Order ▲	Condition	Updated
View in Workspace	Project Definition Version [promin_model_def_version]		true	false	true		current.getValue('state') === 'AVAILABLE'	2022-02-13 21:34:26
Save	Template [sys_template]	Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	!current.isNewRecord() && current.canWri...	2025-07-24 02:50:12
Save	Template [sys_template]	Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.canCreate() && current.isNewReco...	2025-07-24 02:50:15
Delete	Article Template [kb_article_template]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-07-24 02:50:10
Delete	Global [global]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() && current.canDe...	2025-07-24 02:50:10
New	Record Transformer Rule [sys_record_transformer_rule]	Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer.	false	true	true	-1,000	current.canCreate() && !RP.getListContro...	2025-07-24 02:50:11
Clear	Template [sys_template]	Clears the template applied field values	true	false	true	-1,000	current.canWrite()	2025-07-24 02:50:11

Click **New** to create a new UI Action.

Enter the following details:

- **Table:** Shopping Cart (sc_cart)
- **Order:** 100
- **Action Name:** Reset form
- **Client:** Checked

The screenshot shows the ServiceNow Catalog Items interface. A new UI Action record is being created. The 'Name' field contains 'Reset form'. The 'Table' dropdown is set to 'Shopping Cart [sc_cart]'. The 'Order' field is set to '100'. The 'Action name' field also contains 'Reset form'. The 'Client' checkbox is checked. On the right side, there are several configuration options under 'Form style' and 'List style' dropdowns, all currently set to 'None'. Other fields like 'Overrides', 'Messages', 'Comments', 'Hint', and 'Onclick' are empty. The 'Submit' button is visible at the top right.

Add the following script and click “Save”:

```
function resetForm() {  
    g_form.clearForm(); // Clears all fields in the form  
    alert("The form has been reset.");  
}
```

The screenshot shows the same ServiceNow Catalog Items interface after saving the UI Action. The 'Script' field now contains the provided JavaScript code. A red warning message above the script area states: "Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record, gs.hasRole('admin') condition restricts the UI Action to the users with admin role." Below the script, the 'Protection policy' is set to 'None'. At the bottom, there are tabs for 'Workspace' and 'Requires role', with 'Workspace' selected. There are also checkboxes for 'Workspace Form Button' and 'Workspace Form Menu'.

Exporting changes to another instances:

Navigate to All → search for Update Sets and select Local Update Sets.

The screenshot shows a ServiceNow browser window with the URL https://dev293200.service-now.com/nav-ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D0f49e157c3232210a1abd9dc0501319e%26sysparm.... The search bar at the top contains "local update set". The main content area displays a table of "Local Update Sets" with the following columns: Comments, Form action, List action, Active, Order ▲, Condition, and Updated. The table lists several entries, including:

	Comments	Form action	List action	Active	Order ▲	Condition	Updated
Save	Template [sys_template]	true	false	true		current.getValue('state') === 'AVAILABLE'	2022-02-13 21:34:26
Delete	Article Template [kb_article_template]	Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	-10,000	!current.isNewRecord() && current.canWri...	2025-07-24 02:50:12
Delete	Global [global]	Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	-10,000	current.canCreate() && current.isNewReco...	2025-07-24 02:50:15
New	Record Transformer Rule [sys_record_transformer_rule]	Deletes current record after confirmation for Notification Preferences UI	true	false	-1,000	current.isValidRecord() && current.canDe...	2025-07-24 02:50:10
Clear	Template [sys_template]	Deletes current record after confirmation for Notification Preferences UI	true	false	-1,000	current.canCreate() && !RP.getListContro...	2025-07-24 02:50:11
		Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer.	false	true	-1,000	current.canCreate() && !RP.getListContro...	2025-07-24 02:50:11
		Clears the template applied field values	true	false	-1,000	current.canWrite()	2025-07-24 02:50:11

Open the previously created update set “**Laptop Request Project**”.

The screenshot shows a ServiceNow browser window with the URL https://dev293200.service-now.com/nav-ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D0f49e157c3232210a1abd9dc0501319e%26sysparm.... The search bar at the top contains "Update Sets". The main content area displays a table of "Update Sets" with the following columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. The table lists four entries, including "Laptop Request".

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Pipeline	In progress		2025-08-31 20:00:03	system	(empty)	(empty)
Default	Security Center	In progress		2025-07-24 03:45:06	system	(empty)	(empty)
Default	Global	In progress		2025-07-24 02:19:36	system	(empty)	(empty)
Laptop Request	Global	In progress		2025-09-02 10:12:05	admin	(empty)	(empty)

Change the State to Complete.

In the **Updates** related list, you can view all the changes captured under this update set.

The screenshot shows the ServiceNow web interface with the title bar "Unified Navigation App | ServiceNow" and the page title "Update Set - Laptop Request". The left sidebar shows "Update Set Laptop Request" and an "Update" button. Below the sidebar, the "Related Links" section includes "Merge With Another Update Set" and "Scan Update Set". The main content area displays a table titled "Customer Updates (12)" with columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. The table lists 12 entries, each with a timestamp, type (e.g., Catalog UI Policy, Variable, Catalog Item), target name, updated by (admin or system), remote update set (empty), and action (INSERT_OR_UPDATE). The table has a header row and several data rows.

Click **Export to XML** to download the update set as a file.

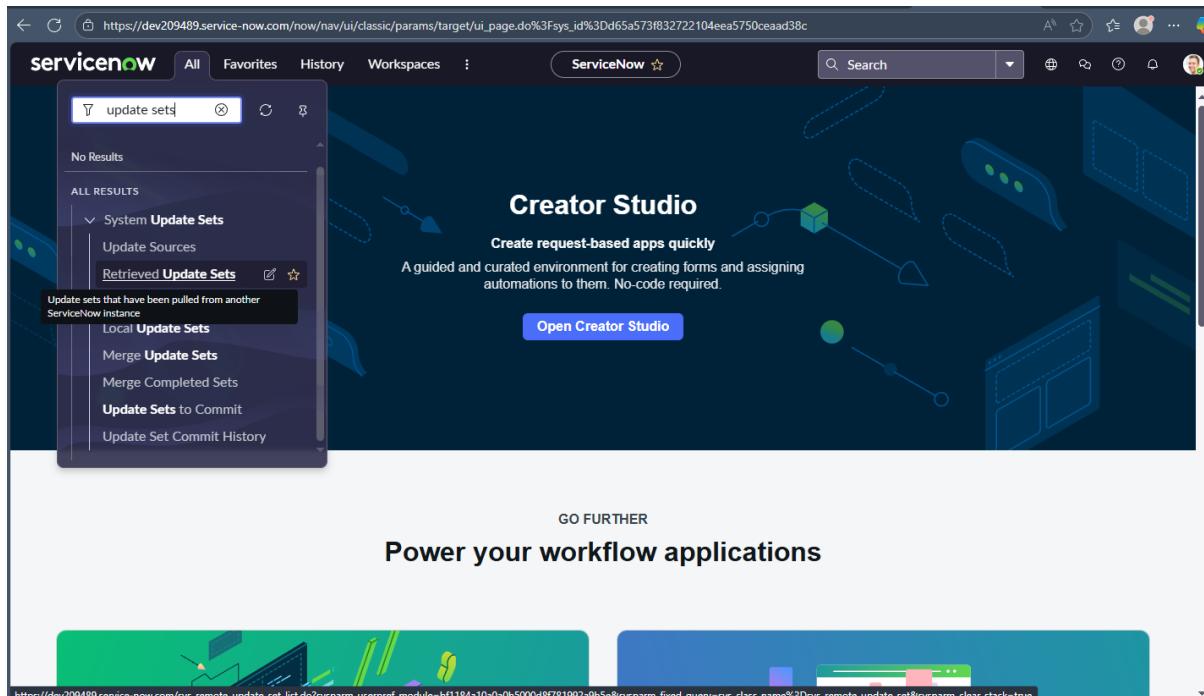
The screenshot shows the ServiceNow web interface with the title bar "Laptop Request | Catalog Item" and the page title "Catalog Item - Laptop Request". The left sidebar shows "Update Set Laptop Request Project" and an "Update" button. The main content area displays a form for a "Catalog Item" with fields: Name (Laptop Request Project), State (Complete), Parent (empty), Release date (empty), Install date (empty), Installed from (empty), Application (Global), Created (2025-08-28 23:28:17), Created by (admin), and Merged to (empty). A modal dialog is open in the top right corner with the message "sys_remote_update_set_5ef07afdc3bfa210a1abd9dc0501319.xml 51.3 KB · Done". At the bottom, there is a "Related Links" section with "Export to XML", "Merge With Another Update Set", and "Scan Update Set". The footer shows "Customer Updates (11)" and "Update Set Logs" tabs. A McAfee WebAdvisor pop-up in the bottom right corner says "Your download's being scanned. We'll let you know if there's an issue."

Retrieving the update set:

Open another ServiceNow instance with friend's login

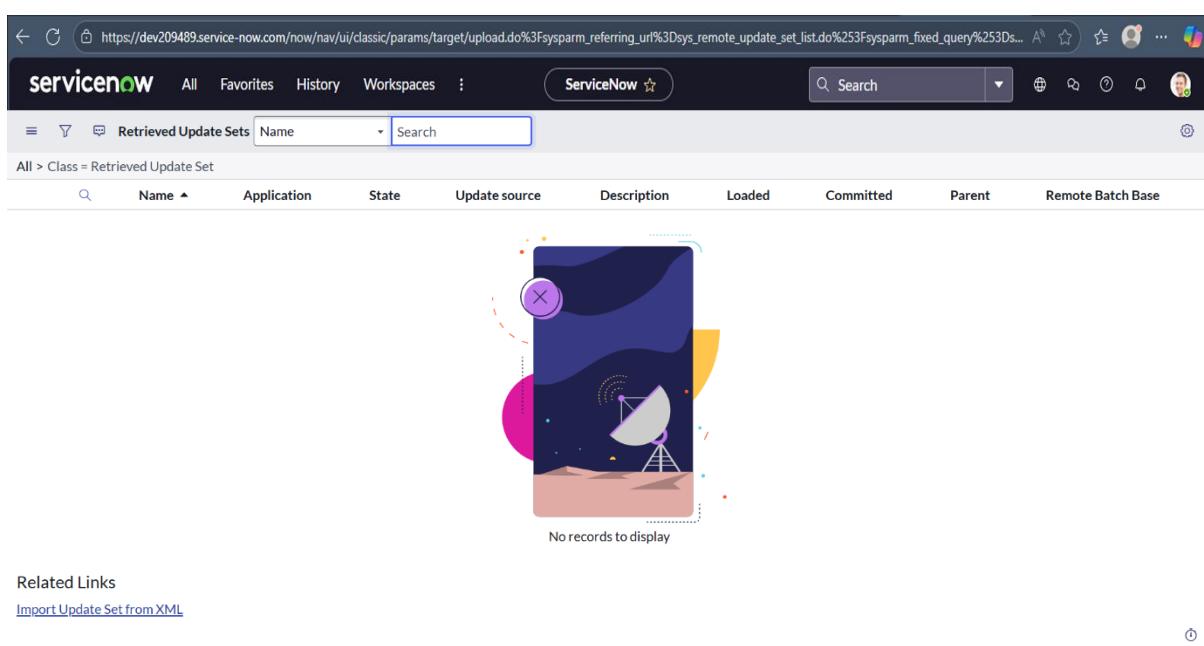
Navigate to **All → search for Update Sets.**

Under **System Update Sets**, select **Retrieved Update Sets**.



The screenshot shows a ServiceNow search results page. The search bar at the top contains the query "update sets". The results pane on the left is titled "ALL RESULTS" and shows a list under "System Update Sets": "Update Sources", "Retrieved Update Sets" (which is selected and highlighted in blue), and other options like "Local Update Sets", "Merge Update Sets", "Merge Completed Sets", "Update Sets to Commit", and "Update Set Commit History". Below this, there is a section titled "Creator Studio" with the subtext "Create request-based apps quickly" and "A guided and curated environment for creating forms and assigning automations to them. No-code required." A "Open Creator Studio" button is present. At the bottom of the results pane, there is a "GO FURTHER" section with the heading "Power your workflow applications" and two decorative cards.

In this page, click "**Import Update Set from XML**" in the bottom left corner.



The screenshot shows a list view for "Retrieved Update Sets". The URL in the address bar is https://dev209489.service-now.com/nav/ui/classic/params/target/upload.do?sysparm_referring_url%3Dsys_remote_update_set_list.do%253Fsysparm_fixed_query%3D.... The search bar at the top has "Retrieved Update Sets" selected and "Name" entered. The search button is labeled "Search". Below the search bar, the text "All > Class = Retrieved Update Set" is shown. The main table has columns: Name (sorted by Name), Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. There are no records listed in the table, and a message "No records to display" is centered below it. A "Related Links" section at the bottom includes a link to "Import Update Set from XML".

Upload the previously downloaded XML file in this page and click “**Upload**” button

The screenshot shows the ServiceNow Import XML interface. At the top, there's a header bar with the ServiceNow logo and navigation links like All, Favorites, History, Workspaces, and a search bar. Below the header, a message says "Importing records from an XML file will not run Business Rules". The main area is divided into two steps:

- Step 1: Choose file to upload**: A red asterisk indicates a required field. There is a "Choose File" button which shows "No file chosen".
- Step 2: Upload the file**: A blue "Upload" button.

Open the **Retrieved Update Set** named “**Laptop Request Project**”

The screenshot shows the ServiceNow Retrieved Update Sets list page. The header includes the ServiceNow logo, navigation links, and a search bar. The main content area displays a table of retrieved update sets:

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request Project	Global	Loaded	(empty)		2025-08-29 00:48:01	(empty)	(empty)	(empty)

Below the table, there's a "Related Links" section with a link to "Import Update Set from XML". At the bottom, there are navigation buttons for the table.

Click **Preview Update Set** to review the changes.

After verifying, click **Commit Update Set** to apply the updates.

You can also review all captured changes in the **Updates** related tab.

Once the update set is committed, all changes from the previous instance will be applied to the current instance.

The screenshot shows the ServiceNow Update Set page for a record named 'Laptop Request'. The page displays various metadata and statistics for the update set. Key details include:

- Name:** Laptop Request
- Application:** Global
- Update source:** (empty)
- Parent:** (empty)
- State:** Previewed
- Loaded:** 2025-09-03 07:48:14
- Description:** (empty)
- Committed:** 0
- Inserted:** 0
- Updated:** 11
- Deleted:** 0
- Collisions:** 1
- Total:** 12

Below the main form, there are buttons for **Update**, **Delete**, and **Run Preview Again**. A section titled **Related Links** includes **Show All Preview Records**, **Update Set Preview Problems (2)**, **Customer Updates (12)**, and **Child Update Sets**. A search bar at the bottom allows filtering by **Type** and **Search**.

Test Catalog Item:

In the target instance, search for **Service Catalog** in the application navigator.

Under **Service Catalog**, select **Catalog**.

The screenshot shows the ServiceNow application navigator on the left side of the screen. A search bar at the top contains the text 'catalog'. The 'Service Catalog' section is expanded, showing the following items:

- MSSQL
- MySQL
- Oracle
- Sybase
- Catalog Builder** (with a dropdown arrow)
- Request Overview
- Catalog** (selected, highlighted with a blue border)
- Catalog** (under Catalog, with a dropdown arrow)
- Open Records
- Requests
- Items

The main content area features a dark blue background with the heading **Creator Studio** and the subtext "Create request-based apps quickly. A guided and curated environment for creating forms and assigning automations to them. No-code required." Below this is a large blue button labeled **Open Creator Studio**. Further down, there's a section titled **GO FURTHER** with the subtext "Power your workflow applications". At the bottom of the screen, the Windows taskbar is visible, showing the URL https://dev209489.service-now.com/catalog_home.do?sysparm_view=catalog_default, the date and time (11:15 05-09-2025), and system status icons.

Choose the **Hardware** category.

The screenshot shows the ServiceNow Service Catalog interface. At the top, there is a navigation bar with links for All, Favorites, History, Workspaces, Admin, and Catalog. A search bar is located at the top right. Below the navigation bar, the main area is titled "Service Catalog". It features a grid of categories. The "Hardware" category is highlighted with a blue border and has a large icon of a computer monitor and smartphone. To the right of the grid, there is a sidebar titled "Top Requests" which lists items like "Request email alias", "Access", "Cisco Jabber softphone", "Standard Laptop", and "Pixel 4a". Below the sidebar, there is a "Shopping Cart" section indicating it is empty. The "Hardware" category description states: "Order from a variety of hardware to meet your business needs, including phones, tablets and laptops." Other visible categories include Services, Software, Office, Desktops, Peripherals, and Mobiles.

Search for the “**Laptop Request**” item in the **Hardware** category.

The screenshot shows the ServiceNow Catalog Search Results page. The URL in the address bar is https://dev209489.service-now.com/nav/ui/classic/params/target/catalog_find.do%3Fsysparm_parent%3Dd258b953c611227a014610fb1be7c31%26sysparm_catalog%3De.... The search term "laptop request" is entered in the search bar. The results show one item: "Laptop Request" under the "Hardware" category. The item description says "Use this item to request a new laptop". On the right side of the screen, there is a sidebar titled "Found In" which shows "Service Catalog" and "Hardware (1)".

Open the **Laptop Request** catalog item.

The screenshot shows the ServiceNow interface for the 'Laptop Request' catalog item. The top navigation bar includes links for 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main content area displays a form for requesting a new laptop. It includes fields for 'Laptop Model' (with a placeholder 'Rectangular Slop'), 'Justification', and a checkbox for 'Additional Accessories'. To the right, there's a sidebar titled 'Order this Item' with options for 'Quantity' (set to 1), 'Delivery time' (set to 2 Days), and buttons for 'Order Now' and 'Add to Cart'. A 'Shopping Cart' section indicates it is currently empty.

In our scenario, when the **Additional Accessories** checkbox is selected, the **Accessories Details** field becomes visible and is set as mandatory. Upon testing, the functionality works as expected and meets all the specified requirements.

This screenshot shows the same ServiceNow interface as the previous one, but with a key difference: the 'Additional Accessories' checkbox is now checked. As a result, a new field labeled 'Accessories Details' has appeared below the justification field, and it is marked with a red asterisk (*) to indicate it is a mandatory field. The rest of the interface remains the same, including the sidebar for ordering and the shopping cart status.

Conclusion:

The **Laptop Request Catalog Item** project has been successfully implemented to streamline and automate the process of requesting laptops within the organization. Previously, employees relied on a largely manual system, which was prone to delays, errors, and inconsistencies. Requests were often incomplete or submitted incorrectly, leading to inefficiencies and frustration for both employees and administrators. By leveraging **ServiceNow's Service Catalog capabilities**, this project introduces a structured, automated solution that addresses all these challenges.

The solution provides a dynamic catalog item that is intuitive and user-friendly. Users are guided through the request process with clearly defined fields and instructions, ensuring accurate and complete information is submitted every time. Conditional behaviours, such as making the **Accessories Details** field visible and mandatory only when the **Additional Accessories** checkbox is selected, help reduce confusion and prevent errors. These dynamic features improve usability, making it easier for employees to complete their requests correctly on the first attempt.

From an administrative perspective, the catalog item simplifies the management of laptop requests. All changes and updates are tracked within ServiceNow, providing governance, accountability, and the ability to audit processes if necessary. The use of update sets allows seamless deployment across instances, ensuring consistency and efficiency in implementing changes. Additionally, the reset functionality for the form ensures that users can quickly clear and start over if needed, further enhancing the overall user experience.

By replacing the previous manual workflow with an automated, structured approach, the project has significantly improved service delivery. The new system reduces the time required to process requests, minimizes errors, and ensures that employees receive the equipment they need without unnecessary delays. Moreover, it enhances employee satisfaction by offering a modern, professional, and straightforward request experience that aligns with organizational standards.

Overall, this project demonstrates the power and flexibility of **ServiceNow** in transforming traditional, error-prone processes into efficient, automated, and user-centric workflows. The **Laptop Request Catalog Item** not only meets the organization's current needs but also provides a scalable solution that can be adapted for other service requests in the future. By combining automation, usability, and governance, the project serves as a strong example of how technology can improve operational efficiency and employee satisfaction simultaneously.