

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.

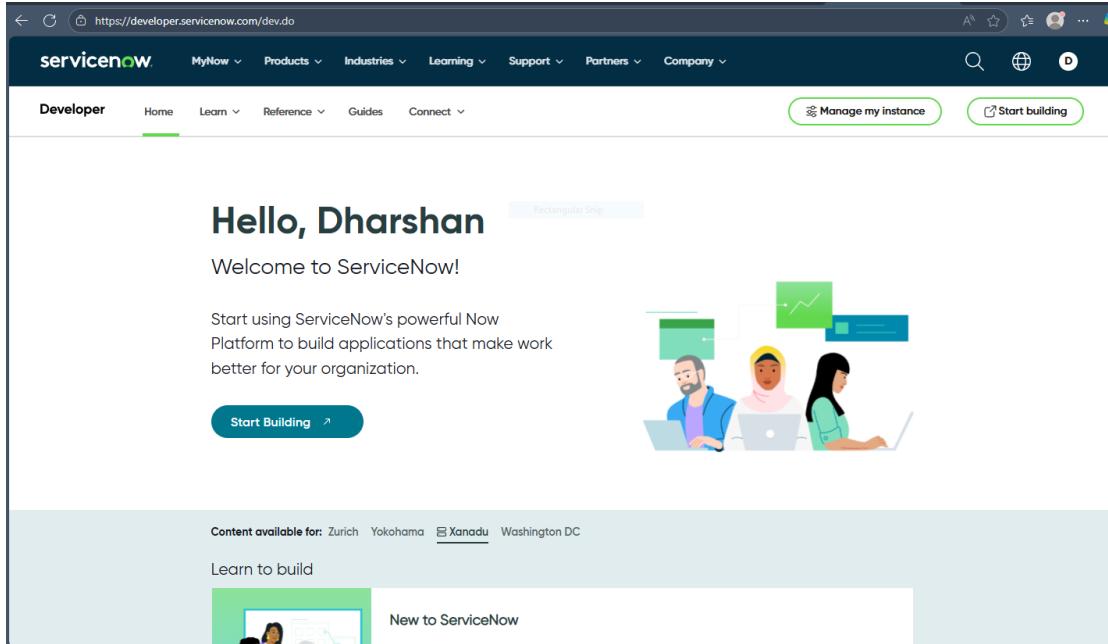
In addition, the catalog item should provide clear instructions at every step, making it straightforward even for employees with minimal technical knowledge. To further improve usability, the form should include a reset option that allows users to quickly clear their inputs and start again, if necessary. 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.



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

A screenshot of a web browser showing the ServiceNow search results for "update set". The search bar at the top contains the query "update set". The results are displayed in a sidebar on the left, under sections for "FAVORITES" (No Results) and "ALL RESULTS". Under "ALL RESULTS", there are several items: "System Update Sets", "Update Sources", "Retrieved Update Sets", "Update log", "Local Update Sets", "personalization, enhancements", "Merge Completed Sets", and "Update Sets to Commit". The main content area features a "Creator Studio" section with a "Create request-based apps quickly" sub-section and a "Open Creator Studio" button. Below this, there's a "GO FURTHER" section with the heading "Power your workflow applications". At the very bottom, a URL is visible: https://dev209489.service-now.com/sys_update_set_list.do?sysparm_userpref_module=50047c08c0a8016c0135a14cebc8191b&sysparm_clear_stack=true&sysparm_clear_stack=true.

Under System Update Sets, select Local Update Sets.

The screenshot shows the ServiceNow Update Sets list page. The header includes tabs for All, Favorites, History, Workspaces, and a star icon. The main area has a search bar and a "New" button. A table lists three update sets:

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)

Related Links include "Merge Update Sets". The bottom navigation shows "1 to 3 of 3".

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

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

The screenshot shows the "Create New Update Set" form. The header includes tabs for All, Favorites, History, Admin, and a star icon. The main area has buttons for "Submit" and "Submit and Make Current". The form fields are:

- Name: Laptop Request
- Application: Global
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

At the bottom are "Submit" and "Submit and Make Current" buttons.

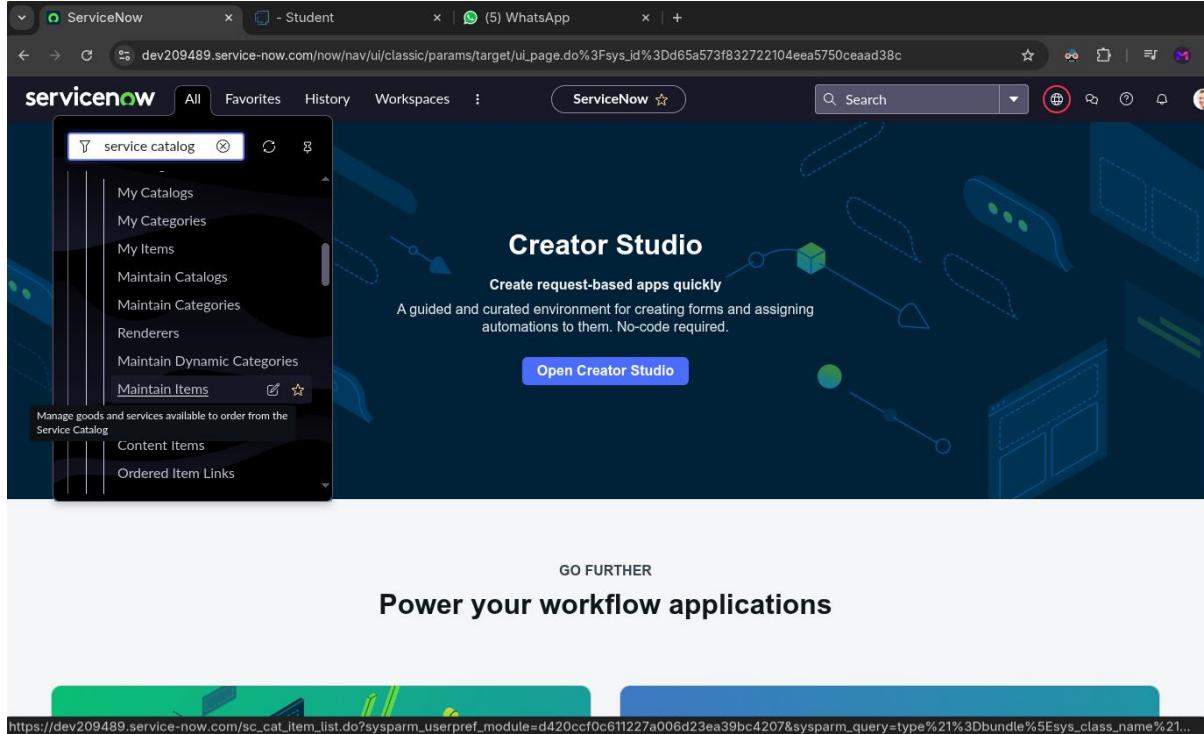
Enter the required details and name the update set “**Laptop Request**”.

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

Create Service Catalog Item:

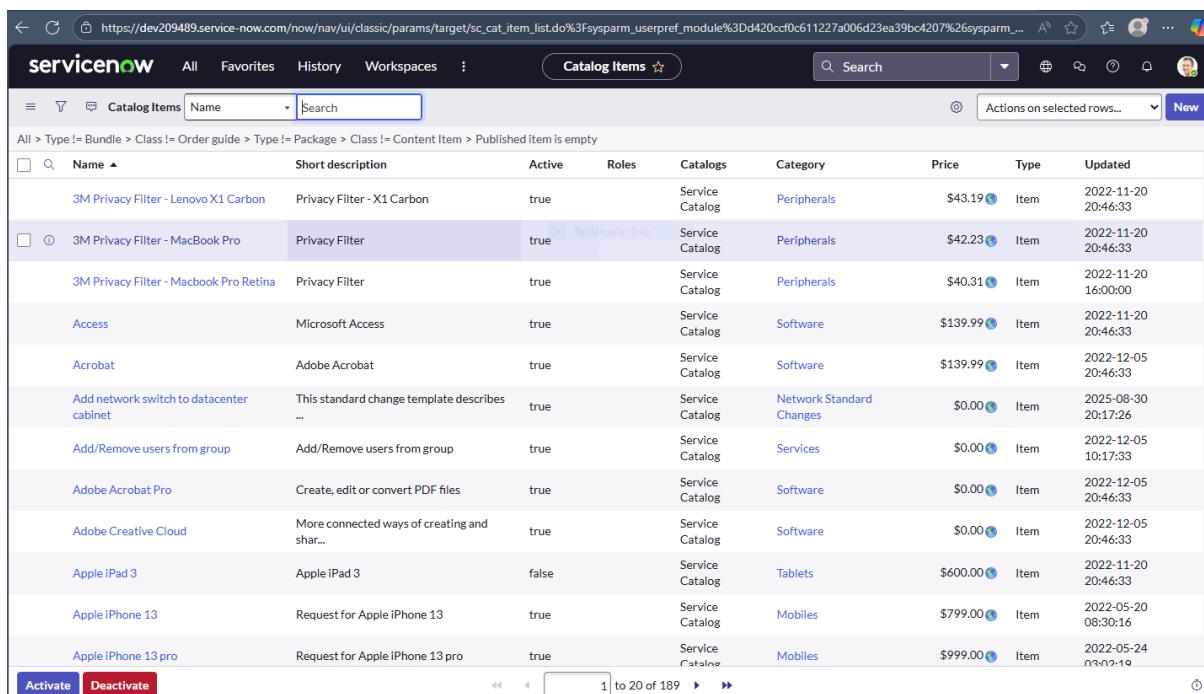
Click on "All" then search for "service catalog".

Under **Catalog Definitions**, select **Maintain Items**.



The screenshot shows the ServiceNow web interface. In the top navigation bar, there are tabs for 'ServiceNow' and a search bar. Below the navigation bar, a sidebar is open with the search term 'service catalog'. The sidebar menu includes options like '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. A tooltip below it says 'Manage goods and services available to order from the Service Catalog'. To the right of the sidebar, there is a large banner for '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 blue button labeled 'Open Creator Studio' is visible. At the bottom of the page, there is a section titled 'GO FURTHER Power your workflow applications'.

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



The screenshot shows the 'Catalog Items' list view in ServiceNow. The top navigation bar has 'Catalog Items' selected. The main area displays a table of catalog items with columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The table contains 189 rows. Some items listed include '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'. At the bottom of the table, there are buttons for 'Activate' and 'Deactivate', and a pagination control showing '1 to 20 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 Snap	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	2022-12-05 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 07:09:19

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' dropdown is set to 'Hardware'. The 'Active' checkbox is checked. The 'Short description' field contains the text 'Use this item to request a new laptop'. Below the description, there is a rich text editor with various formatting options like bold, italic, underline, and alignment.

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 interface for a Catalog Item named "Laptop Request". At the top, there are standard navigation buttons like All, Favorites, History, Workspaces, and a search bar. Below the header, there's a main content area with a large input field containing placeholder text "Rectangular Strip". Underneath this is a "Meta" field with a text input box. A blue banner at the bottom of the main area 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 the main content, there's a "Related Links" section with links to "Item Diagnostic" and "Run Point Scan". At the bottom, there's a "Variables" section with a tab labeled "Variables (4)". The "Variables" tab is selected, showing a list of variables: 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. There are also tabs for "Related Catalog Items" and "Assigned Topics". At the bottom right of the page, there are "Copy", "Try It", "Update", "Edit in Catalog Builder", and "Delete" buttons.

Click “New” bottom right corner

After that below page will open.

The screenshot shows the "Variable - New Record" page. At the top, it has the ServiceNow header with the URL "https://dev209489.service-now.com/nav/ui/classic/params/target/item_option_new.do%3Fsysparm_tiny%3DIVrqm4J9v7UWg2ggEIRGicUD6jtvAAO%26". Below the header, there's a form with fields for "Application" (set to "Global"), "Type" (set to "Single Line Text"), "Catalog Item" (set to "Laptop Request"), and "Order" (empty). To the right of these fields are checkboxes for "Active" (checked), "Mandatory" (unchecked), "Read only" (unchecked), and "Hidden" (unchecked). Below the form, there's a tab navigation bar with "Question" selected, followed by "Annotation", "Type Specifications", "Default Value", "Auto-populate", "Permission", and "Availability". The main content area contains a large input field with placeholder text "Specify the Question that explains the options available to the end user when ordering the item". This field is divided into sections for "Question", "Name", "Conversational label", "Tooltip", and "Example Text", each with its own input box. At the bottom left, there's 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 'Variable - New Record' form in ServiceNow. The 'Name' field is set to 'laptop_model'. The 'Type' is 'Single Line Text'. The 'Catalog Item' is 'Laptop Request'. The 'Order' is 100. The 'Active' checkbox is checked. Below the form, there is a tabular area for defining the question, which includes fields for Question, Name, Conversational label, Tooltip, and Example Text. The 'Question' field contains 'Laptop Model' and the 'Name' field contains 'laptop_model'. A 'Submit' button is visible at the bottom.

Click **Submit** to save the variable.

The screenshot shows the 'Catalog Item - Laptop Request' form in ServiceNow. At the top, it says 'Catalog Item | Laptop Request'. Below that, there is a 'Meta' field containing 'p'. Under the 'Variables' tab, there is a table with one row. The 'Type' column shows 'Single Line Text', the 'Question' column shows 'Laptop Model', and the 'Order' column shows '100'. Other tabs like 'Variables Sets', 'Catalog UI Policies', etc., are visible at the bottom.

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

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

The screenshot shows the 'Variable - New Record' screen in ServiceNow. The 'Type' is set to 'Multi Line Text'. The 'Catalog Item' is 'Laptop Request'. The 'Name' field contains 'justification'. The 'Order' is 200. The 'Question' tab is selected, showing the question 'Justification' and the name 'justification'. A 'Submit' button is visible at the bottom.

Click **Submit** to save the variable.

The screenshot shows the 'Catalog Item - Laptop Request' screen. Under the 'Variables' tab, there is one entry: 'justification' (Type: Multi Line Text, Order: 200). Other tabs like 'Variable Sets' and 'Catalog UI Policies' are also visible.

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

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

The screenshot shows the ServiceNow Variable - New Record interface. The variable is named "additional_accessories" and has the following properties:

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

The "Question" tab is selected, displaying the question "Additional Accessories" and the name "additional_accessories". Other tabs include Type Specifications, Default Value, Auto-populate, Permission, and Availability.

Click **Submit** to save the variable.

The screenshot shows the ServiceNow Catalog Item - Laptop Request interface. The catalog item is "Laptop Request". The "Variables" tab is selected, showing three variables:

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

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 interface for creating a new variable. The top navigation bar includes tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Variable - New Record'. The main form has sections for 'Application' (set to 'Global'), 'Type' (set to 'Multi Line Text'), 'Catalog Item' (set to 'Laptop Request'), and 'Order' (set to '400'). On the right side, checkboxes for 'Active' (checked), 'Mandatory' (unchecked), 'Read only' (unchecked), and 'Hidden' (unchecked) are visible. Below the application section, there are tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab is selected, displaying fields for 'Question' ('Accessories Details') and 'Name' ('accessories_details'). Other tabs like 'Annotation' and 'Type Specifications' also contain input fields.

Click **Submit** to save the variable.

The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes tabs for 'All', 'Favorites', 'History', 'Admin', and 'Catalog Item - Laptop Request'. The main area displays a table of variables for the 'Laptop Request' catalog item. The table columns are 'Type', 'Question', and 'Order'. The data rows are:

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

At the bottom of the table, there are pagination controls showing '1 to 4 of 4'.

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 interface for editing a catalog item. The title bar says "Catalog Item - Laptop Request". The main area contains fields for Name (Laptop Request), Application (Global), Active (checked), Category (Hardware), Fulfillment automation level (Unspecified), and various status and owner fields. Below these are tabs for Item Details, Process Engine, Picture, Pricing, and Portal Settings. The Item Details tab is active, showing a short description ("Use this item to request a new laptop") and a rich text editor for a detailed description. A "Try It" button is visible in the top right corner of the browser window.

The demo will look, like this

The screenshot shows the ServiceNow Service Catalog view for the Laptop Request item. The title bar says "Laptop Request". The main area displays the item details: "Use this item to request a new laptop", "Laptop Model" (empty input field), "Justification" (empty input field), and a checkbox for "Additional Accessories" which is unchecked. To the right, there is a sidebar with "Order this Item" buttons for "Quantity" (1) and "Delivery time" (2 Days), and buttons for "Order Now" and "Add to Cart". Below the sidebar is a "Shopping Cart" section indicating it is empty. A "Try It" button is also present in the top right corner of the browser window.

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 'Catalog UI Policy - New Record' screen in ServiceNow. At the top, there's a navigation bar with links like 'All', 'Favorites', 'History', 'Admin', etc. Below it, the main form has the following fields:

- Applies to:** A Catalog Item (dropdown set to 'Laptop Request')
- * Catalog item:** Laptop Request (text input)
- Short description:** show accessories details (text input)

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 'Save' button itself is highlighted with a red circle. On the right side of the form, there are buttons for 'Application' (set to 'Global'), 'Submit', and a 'Reload' icon. Below the main form, there's a section titled 'When to Apply' which contains:

- 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:** A table with one row: 'additional_accessories is true'. Buttons for 'Add Filter Condition' and 'Add "OR" Clause' are available above the table.
- Applies on a Catalog Item view:** checked checkbox
- Applies on Catalog Tasks:** unchecked checkbox
- Applies on Requested Items:** unchecked checkbox
- On load:** checked checkbox
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false:** unchecked checkbox

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 'Catalog UI Policy - show accessories details' page in ServiceNow. At the top, there are catalog conditions: 'additional_accessories' is 'true'. Below this, there are checkboxes for 'Applies on Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). There are also checkboxes for 'On load' (checked) and 'Reverse if false' (checked). At the bottom, there are 'Update' and 'Delete' buttons. A related list titled 'Catalog UI Policy Actions' is shown, with one record listed:

Name	Read only	Mandatory	Visible	Order
accessories_details		True	True	100

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' page. It has fields for Catalog Item (set to 'Laptop Request'), Variable name (set to 'accessories_details'), and Order (set to '100'). On the right, there are application settings: Application (Global), Mandatory (True), Visible (True), Read only (Leave alone), Value action (Leave alone), and Field message type (None). A 'Submit' button is at the bottom left.

You can see the demo of it

This screenshot shows the ServiceNow interface for a 'Laptop Request' form. At the top, there are several tabs: 'Laptop Request' (selected), 'Student', 'ServiceNow Developer', and 'WhatsApp'. Below the tabs, the main header includes 'servicenow', a search bar, and various navigation links like 'All', 'Favorites', 'History', and 'Workspaces'. The main content area is titled 'Service Catalog > Hardware > Laptop Request'. It contains fields for 'Laptop Model' (with a placeholder 'Enter laptop model') and 'Justification' (with a large text input field). To the right, there's a sidebar with options to 'Order this Item' (Quantity 1, Delivery time 2 Days), 'Order Now', 'Add to Cart', and a 'Shopping Cart' section which is currently empty. A small note at the bottom left says 'Use this item to request a new laptop'.

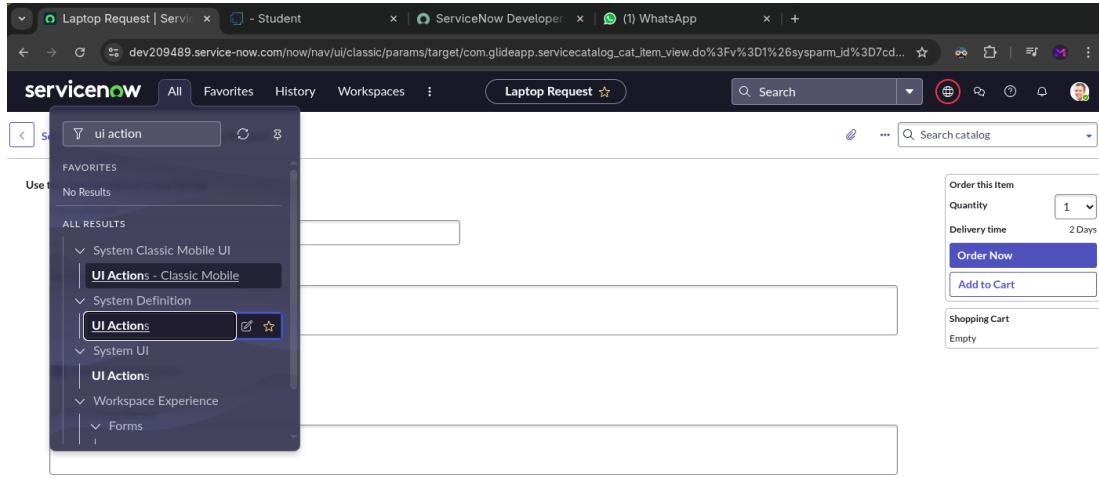
After clicking “Additional Accessories” it will look like below image:

This screenshot shows the same ServiceNow interface as the previous one, but with a checked checkbox for 'Additional Accessories'. The 'Additional Accessories' checkbox is located in the middle-left area of the form. Below it, a red asterisk indicates a required field for 'Accessories Details', which is shown in a large text input field. The rest of the form and sidebar remain the same as in the first screenshot.

Create UI action:

Go to All → search for “UI Actions”.

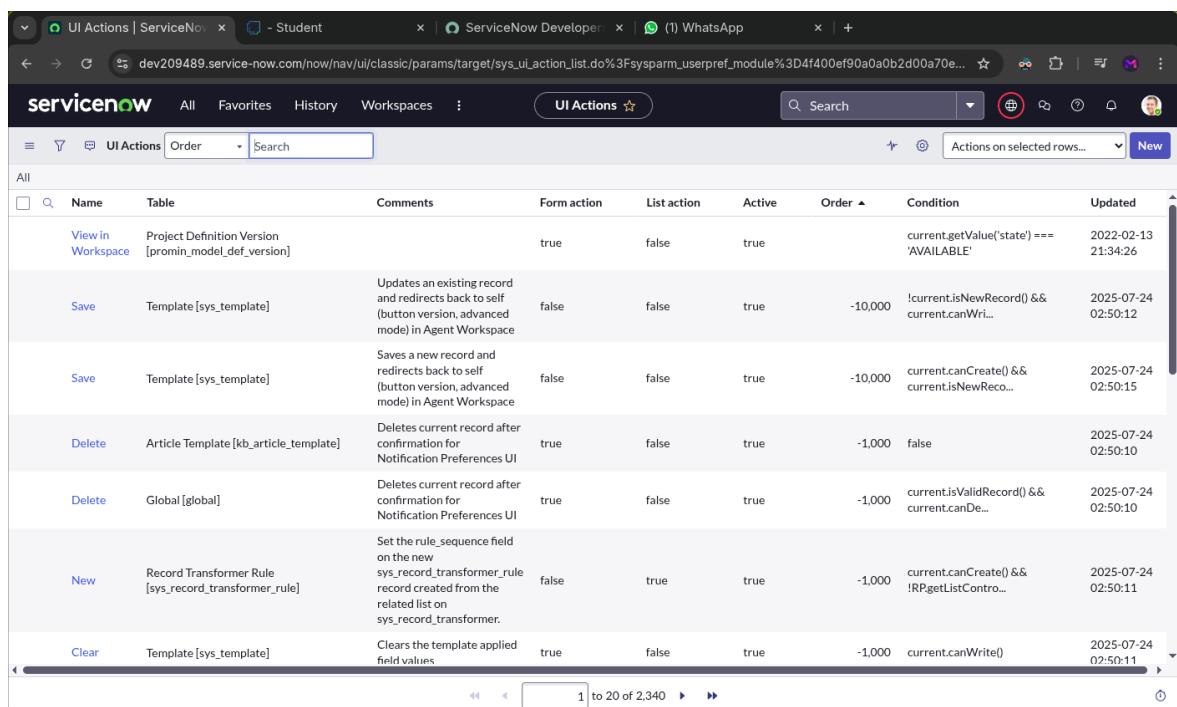
Under System Definition, select UI Actions.



The screenshot shows the ServiceNow search interface. The search bar at the top contains "ui action". The results pane on the left shows "ALL RESULTS" under "System Definition" with "UI Actions" selected. To the right, there is a preview area showing a shopping cart interface with buttons for "Order Now" and "Add to Cart".

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() && !RPgetListContro...	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 'UI Action - New Record' page in the ServiceNow interface. The 'Name' field is set to 'Reset form'. The 'Table' dropdown is set to 'Shopping Cart [sc_cart]'. The 'Order' field is set to '100'. The 'Action name' field is also set to 'Reset form'. Under the 'Client' section, the 'Checked' checkbox is selected. Other options like 'List v2 Compatible' and 'List v3 Compatible' are checked. On the right side, there are several checkboxes for different UI contexts: 'Form button', 'Form context menu', 'Form link', 'Form style', 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style'. Below these are fields for 'Overrides', 'Messages', 'Comments', 'Hint', and 'Onclick'. A 'Submit' button is visible at the top right.

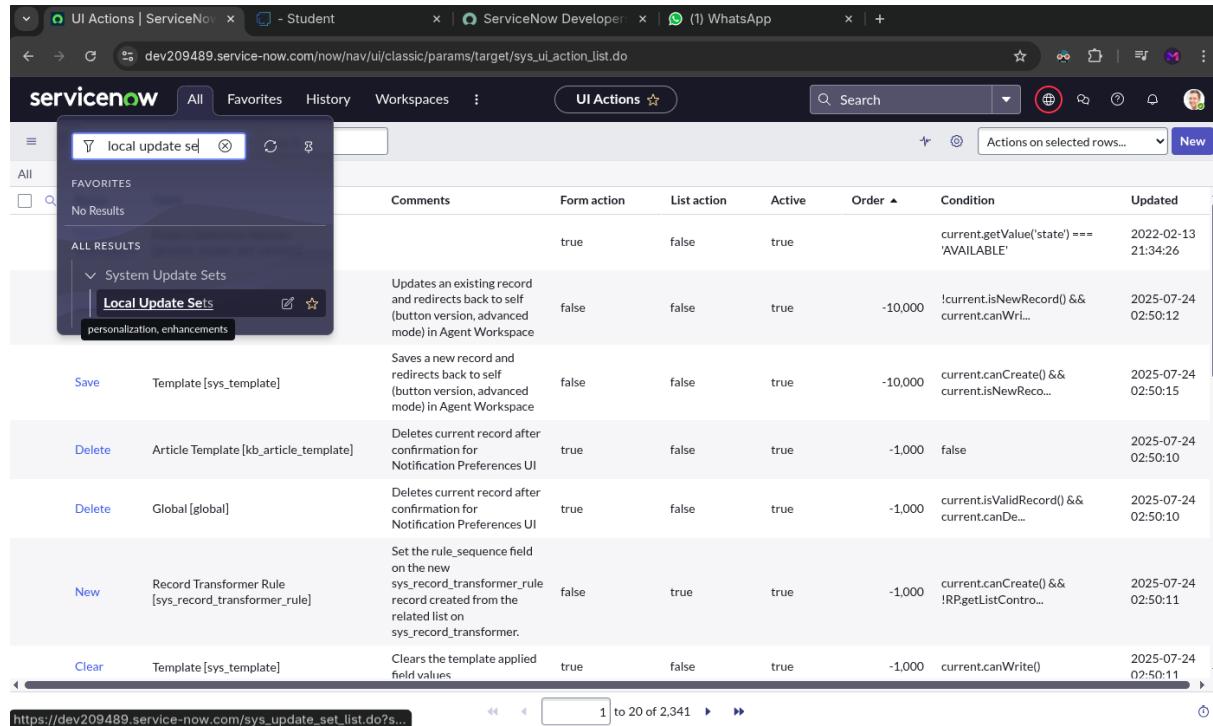
Add the following script and click “Save”:

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

The screenshot shows the same 'UI Action - New Record' page. In the 'Script' section, the provided code is pasted into a code editor window. A red warning message at the top of 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' (which is selected) and 'Requires role', along with checkboxes for 'Workspace Form Button' and 'Workspace Form Menu'.

Exporting changes to another instances:

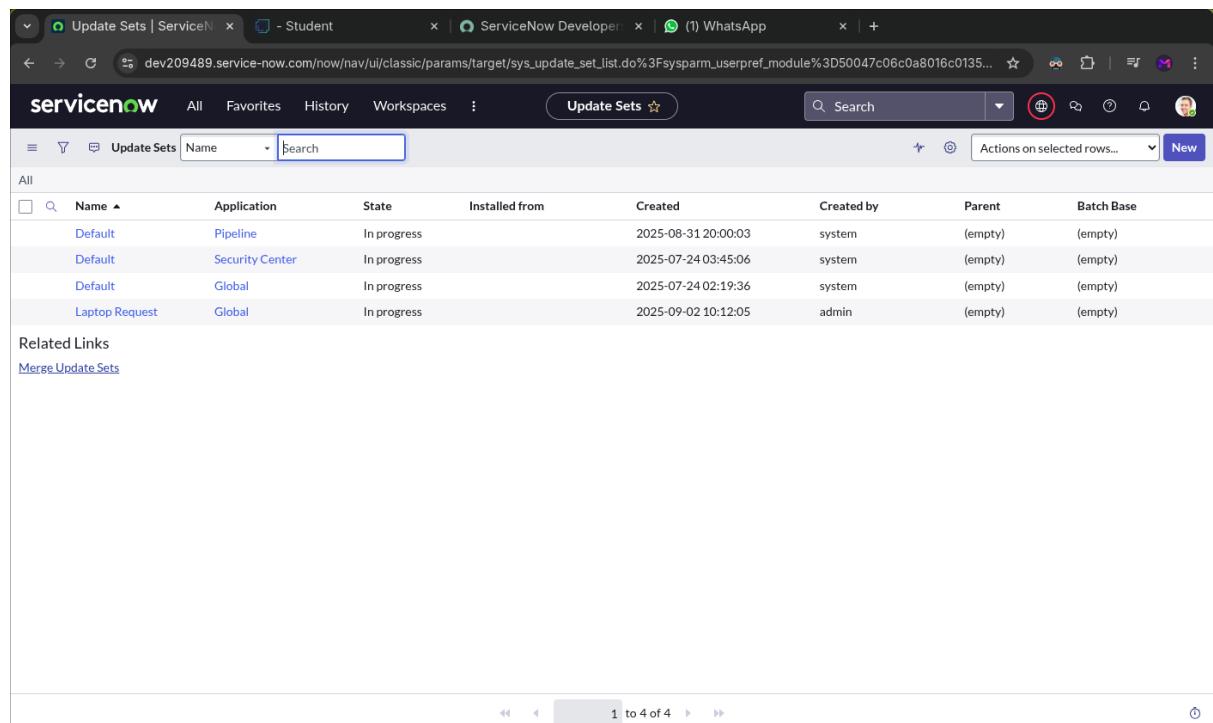
Navigate to All → search for Update Sets and select Local Update Sets.



The screenshot shows the ServiceNow UI Actions page. A search bar at the top contains the text "local update set". The main content area displays a table of "Local Update Sets" results. The columns include Comments, Form action, List action, Active, Order, Condition, and Updated. The results show various actions like Save, Delete, New, and Clear, along with their descriptions and conditions. The table has 2,341 rows, with the first few visible.

	Comments	Form action	List action	Active	Order ▲	Condition	Updated
	Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.getValue('state') === 'AVAILABLE'	2022-02-13 21:34:26
Save	Template [sys_template]	false	false	true	-10,000	current.canCreate() && current.isNewRecord()	2025-07-24 02:50:15
Delete	Article Template [kb_article_template]	true	false	true	-1,000	false	2025-07-24 02:50:10
Delete	Global [global]	true	false	true	-1,000	current.isValidRecord() && current.canDelete()	2025-07-24 02:50:10
New	Record Transformer Rule [sys_record_transformer_rule]	false	true	true	-1,000	current.canCreate() && !RP.getListControl()	2025-07-24 02:50:11
Clear	Template [sys_template]	true	false	true	-1,000	current.canWrite()	2025-07-24 02:50:11

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

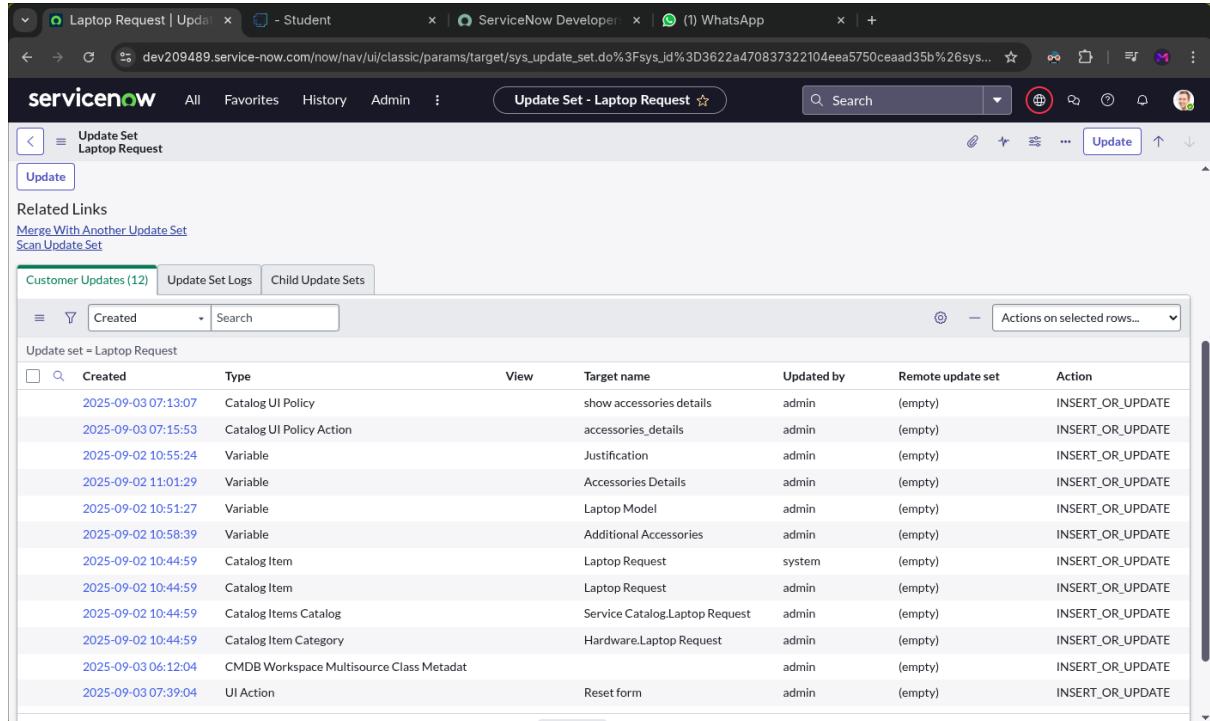


The screenshot shows the ServiceNow Update Sets page. A search bar at the top contains the text "Name". The main content area displays a table of "Update Sets" results. The columns include Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. The results show four entries: Default (Pipeline, In progress), Default (Security Center, In progress), Default (Global, In progress), and Laptop Request (Global, In progress). The table has 4 pages, with the first page visible.

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

Change the State to Complete.

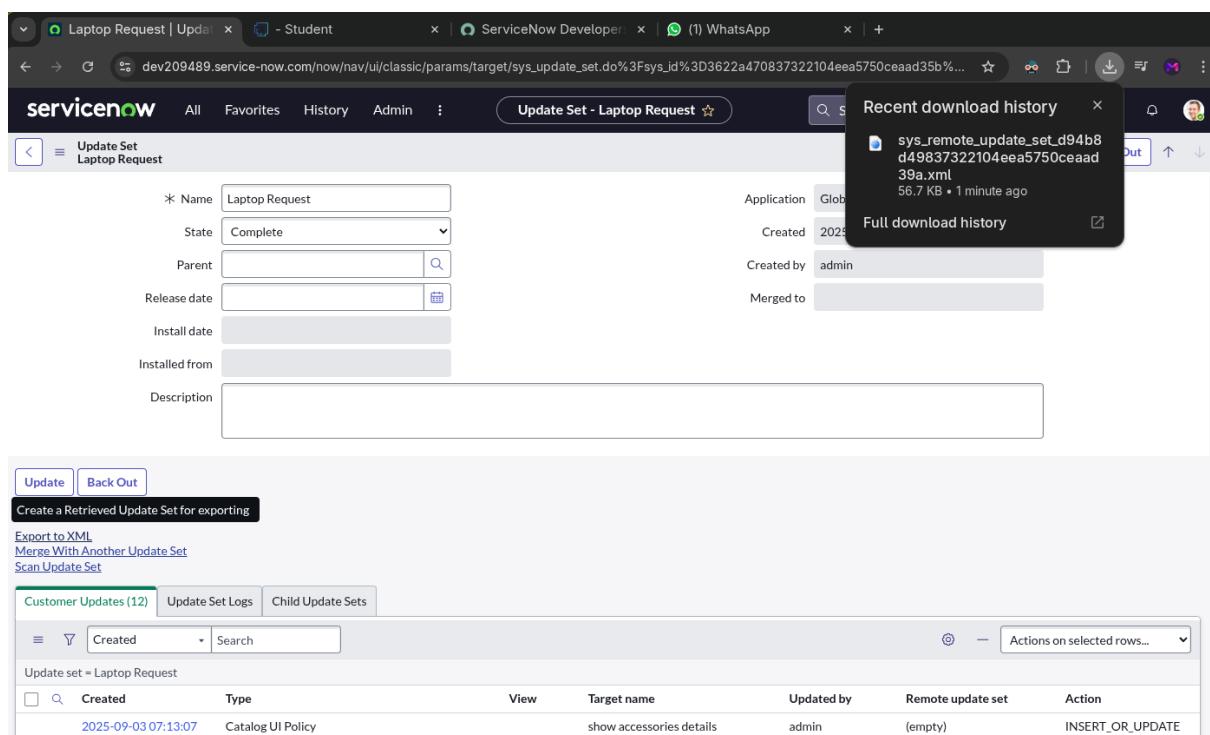
In the **Updates** related list, you can view all the changes captured under this update set.



The screenshot shows the ServiceNow interface for an 'Update Set - Laptop Request'. At the top, there are several tabs: 'Laptop Request | Update' (active), '- Student', 'ServiceNow Developer', and '(1) WhatsApp'. Below the tabs, the main title is 'Update Set - Laptop Request'. Underneath the title, there's a 'Related Links' section with 'Merge With Another Update Set' and 'Scan Update Set' options. A 'Customer Updates (12)' tab is selected, showing a grid of 12 rows. The columns include 'Created', 'Type', 'View', 'Target name', 'Updated by', 'Remote update set', and 'Action'. The data in the grid is as follows:

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-03 07:13:07	Catalog UI Policy	show accessories details	admin	(empty)		INSERT_OR_UPDATE
2025-09-03 07:15:53	Catalog UI Policy Action	accessories_details	admin	(empty)		INSERT_OR_UPDATE
2025-09-02 10:55:24	Variable	Justification	admin	(empty)		INSERT_OR_UPDATE
2025-09-02 11:01:29	Variable	Accessories Details	admin	(empty)		INSERT_OR_UPDATE
2025-09-02 10:51:27	Variable	Laptop Model	admin	(empty)		INSERT_OR_UPDATE
2025-09-02 10:58:39	Variable	Additional Accessories	admin	(empty)		INSERT_OR_UPDATE
2025-09-02 10:44:59	Catalog Item	Laptop Request	system	(empty)		INSERT_OR_UPDATE
2025-09-02 10:44:59	Catalog Item	Laptop Request	admin	(empty)		INSERT_OR_UPDATE
2025-09-02 10:44:59	Catalog Items Catalog	Service Catalog.Laptop Request	admin	(empty)		INSERT_OR_UPDATE
2025-09-02 10:44:59	Catalog Item Category	Hardware.Laptop Request	admin	(empty)		INSERT_OR_UPDATE
2025-09-03 06:12:04	CMDB Workspace Multisource Class Metadata		admin	(empty)		INSERT_OR_UPDATE
2025-09-03 07:39:04	UI Action	Reset form	admin	(empty)		INSERT_OR_UPDATE

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



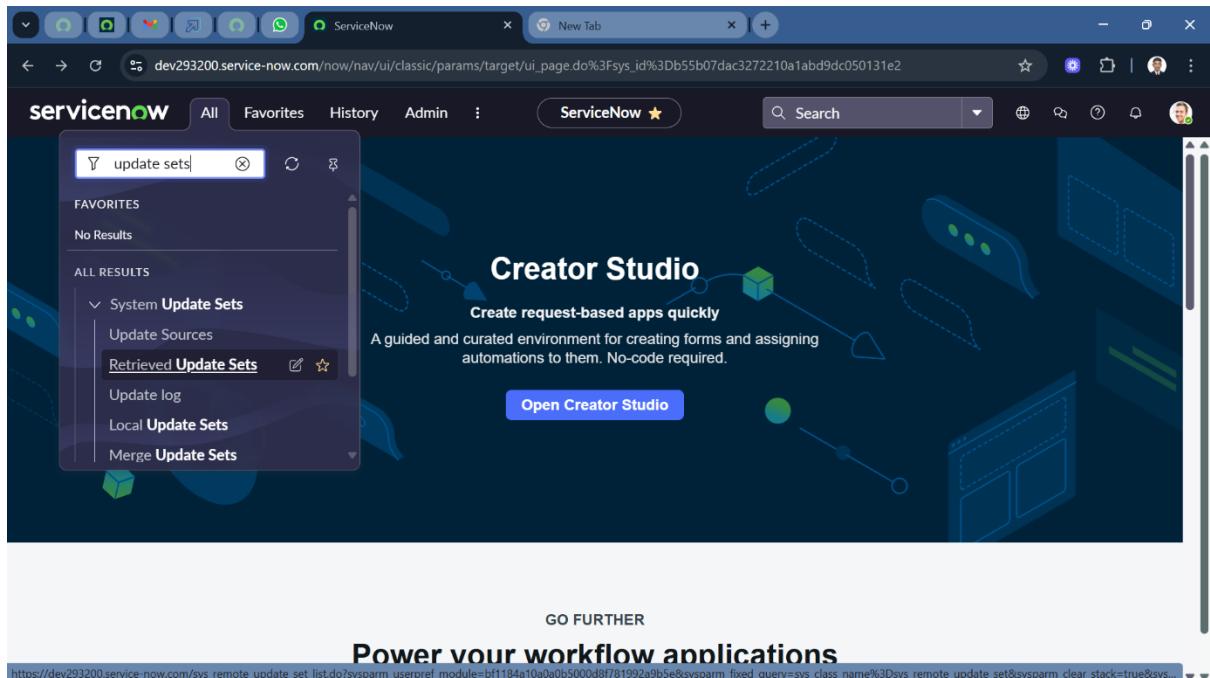
The screenshot shows the 'Update Set - Laptop Request' page again. In the bottom left, there's a button labeled 'Create a Retrieved Update Set for exporting'. A tooltip for this button says 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. Below this, there's another 'Customer Updates (12)' tab, which is currently inactive. The main area shows the same grid of 12 rows as the previous screenshot, with the first row being selected. The data in the grid is identical to the one above.

Retrieving the update set:

Open another ServiceNow instance with friend's login

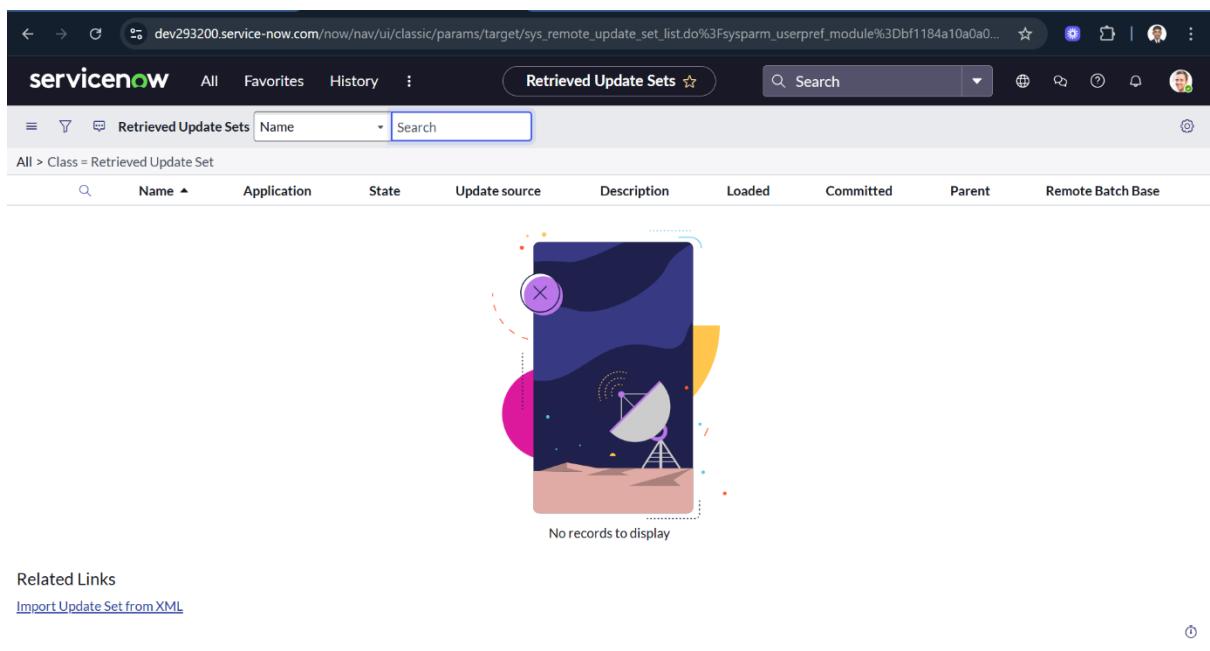
Navigate to **All → search for Update Sets.**

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



The screenshot shows a ServiceNow browser interface. In the top navigation bar, there are icons for Home, Favorites, History, Admin, and a user profile. The title bar says "ServiceNow". A search bar contains the query "update sets". The left sidebar has sections for "FAVORITES" (No Results) and "ALL RESULTS" (System Update Sets, Retried Update Sets, Update log, Local Update Sets, Merge Update Sets). The main content area displays an advertisement for "Creator Studio" with the text "Create request-based apps quickly" and "A guided and curated environment for creating forms and assigning automations to them. No-code required." A blue button says "Open Creator Studio". Below the ad, a section titled "GO FURTHER" says "Power your workflow applications". The URL in the address bar is https://dev293200.service-now.com/sys_remote_update_set_list.do?sysparm_userpref_module=dbf1184a10a0a0b5000d0f781992a9b5&sysparm_fixed_query=sys_class_name%3Dsys_remote_update_set&sysparm_clear_stack=true&sys....

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



The screenshot shows a list view for "Retried Update Sets". The top navigation bar includes "Retried Update Sets" and a search bar. The main content area displays a table with columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. A message at the bottom of the table says "No records to display". Below the table, there is a "Related Links" section with 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 navigation bar with links for All, Favorites, History, Admin, and a ServiceNow logo. Below the navigation is a search bar with the placeholder "Search". A message at the top left 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**: Contains a red asterisk next to "XML file" and a "Choose File" button with the placeholder "No file chosen".
- Step 2: Upload the file**: Contains a blue "Upload" button.

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

The screenshot shows the ServiceNow Retrieved Update Sets list page. The title bar says "Retrieved Update Sets". The page includes a search bar and a "Actions on selected rows..." dropdown. A table displays the following data:

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)

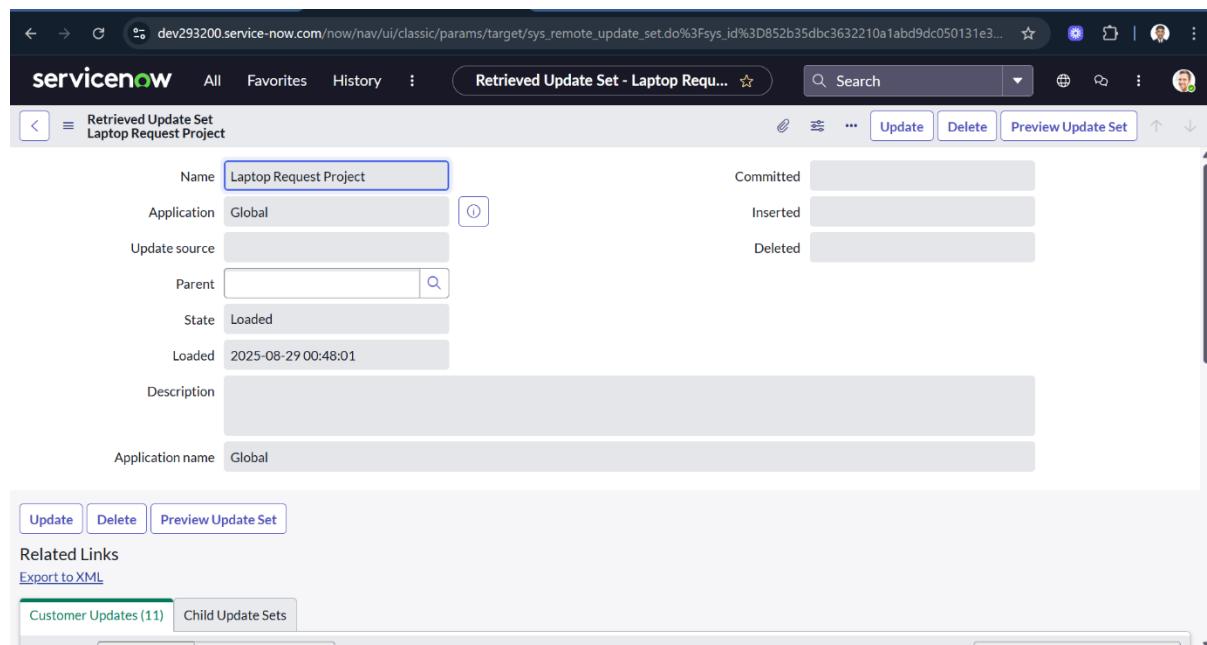
Below the table, under "Related Links", is a link to "Import Update Set from XML". At the bottom of the page is a navigation bar with links for "1 to 1 of 1" and other page navigation controls.

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.

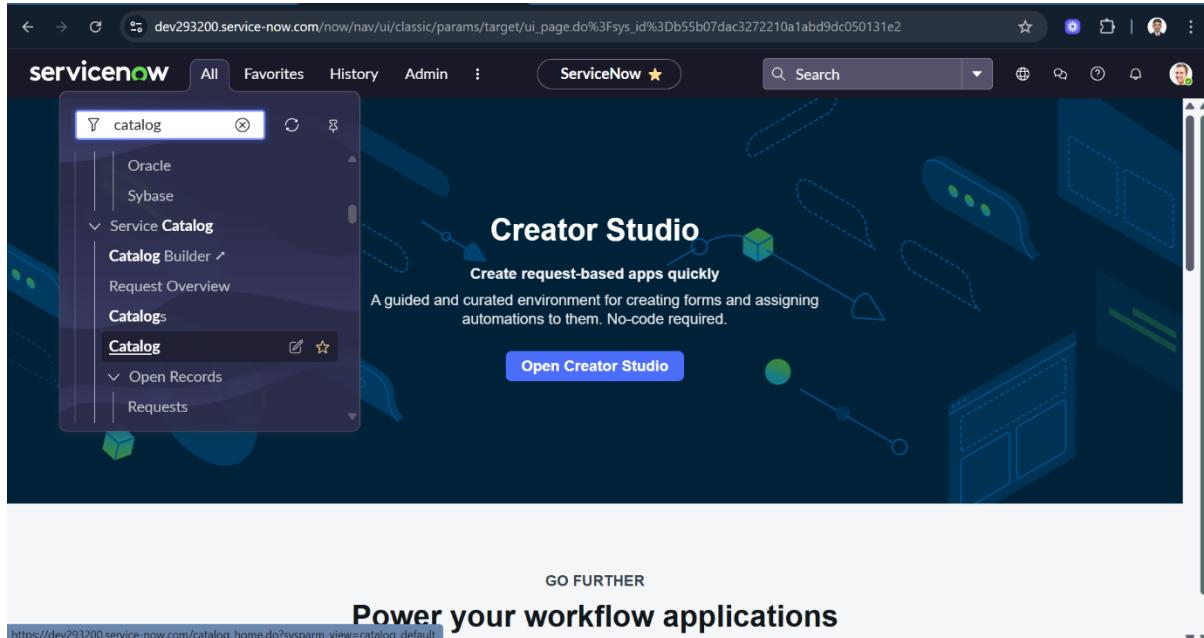
Once the update set is committed, all changes from the previous instance will be applied to the current instance.



Test Catalog Item:

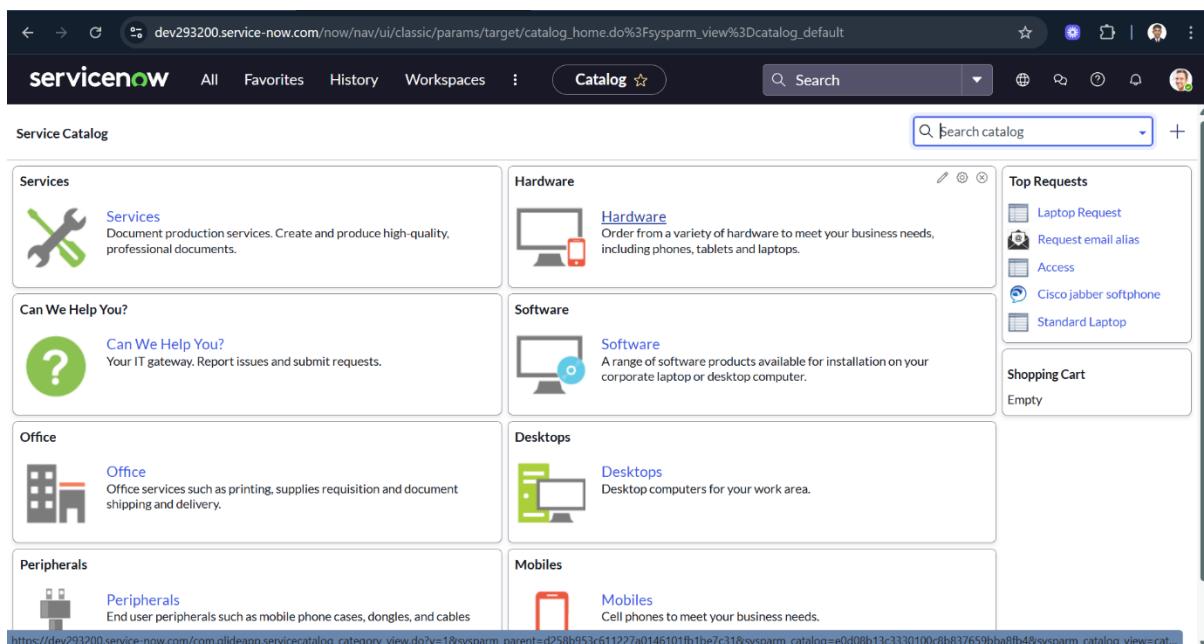
In the target instance, search for **Service Catalog** in the application navigator.

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



The screenshot shows the ServiceNow application navigator on a dark-themed interface. In the search bar at the top left, the word "catalog" is typed. Below the search bar, the "Service Catalog" section is expanded, showing "Catalog Builder", "Request Overview", "Catalogs", and "Catalog". The "Catalog" item is highlighted with a blue selection bar. To the right of the sidebar, there is a promotional banner for "Creator Studio" with the text "Create request-based apps quickly" and a "Open Creator Studio" button. At the bottom of the page, there is a "GO FURTHER" section with a link "Power your workflow applications" and its URL: https://dev293200.service-now.com/catalog_home.do?sysparm_view=catalog_default.

Choose the **Hardware** category.



The screenshot shows the Service Catalog home page. The top navigation bar includes "All", "Favorites", "History", "Workspaces", and "Catalog". A search bar is located at the top right. The main content area is divided into several cards: "Services" (document production services), "Hardware" (order from a variety of hardware), "Software" (a range of software products), "Office" (office services such as printing, supplies requisition and document shipping and delivery), "Peripherals" (end user peripherals), "Desktops" (desktop computers for work area), and "Mobiles" (cell phones). On the right side, there is a "Top Requests" panel listing "Laptop Request", "Request email alias", "Access", "Cisco jabber softphone", and "Standard Laptop", and a "Shopping Cart" panel indicating it is empty. The URL in the address bar is: https://dev293200.service-now.com/com.glideapp.servicenow.catalog_category_view.do?v=1&sysparm_parent=d258b953c61127a0146101fb1be7c31&sysparm_catalog=e0d08b13c3330100c8b837659ba8fb4&sysparm_catalog_view=cat...

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

The screenshot shows the ServiceNow search interface. The search bar at the top contains the query "Laptop Request". Below the search bar, the results are displayed under the heading "Catalog Search Results: Service Catalog > Hardware > 'Laptop Request'". There is one result listed: "Laptop Request" with the sub-instruction "Use this item to request a new laptop". To the right of the result, there is a "Found In" panel showing "Service Catalog" and "Hardware (1)". Navigation controls for the search results are visible at the bottom of the page.

Open the **Laptop Request** catalog item.

The screenshot shows the details of the "Laptop Request" catalog item. The page title is "Laptop Request". The main content area includes a section titled "Use this item to request a new laptop" with fields for "Laptop Model" and "Justification". To the right, there is a sidebar with options for ordering: "Order this Item" (Quantity 1, Delivery time 2 Days), "Order Now" (a large blue button), "Add to Cart", and a "Shopping Cart" section which is currently empty. A checkbox for "Additional Accessories" is also present. The URL in the browser address bar is "dev293200.service-now.com/com.glideapp.servicecatalog_cat_item_view.do?viewId=3D1%26sysparm_id%3D0f4...".

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.

The screenshot shows a ServiceNow interface for a 'Laptop Request' form. At the top, there's a navigation bar with links for 'All', 'Favorites', 'History', 'Admin', and a search bar. Below the navigation is a breadcrumb trail: 'Service Catalog > Hardware > Laptop Request'. On the left, there's a message: 'Use this item to request a new laptop'. The main form area has fields for 'Laptop Model' (a dropdown menu), 'Justification' (a large text area), and a checked 'Additional Accessories' checkbox. To the right of these fields is a sidebar titled 'Order this Item' with options for 'Quantity' (set to 1) and 'Delivery time' (set to 2 Days). It also features a blue 'Order Now' button, a 'Add to Cart' button, and a 'Shopping Cart' section indicating it's empty. A small help icon is located at the bottom right of the sidebar.

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.