

**REPORT**  
for  
**Laptop Request Catalog Item**  
**Service now project**

**Team ID:** NM2025TMID18256

**Team members:**

**TEAM LEADER** - DHARSHAN. S

**TEAM MEMBER** - BHARATH. B

**TEAM MEMBER** - ASWINI. P

**TEAM MEMBER** - DILLI PRASATH. V

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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.

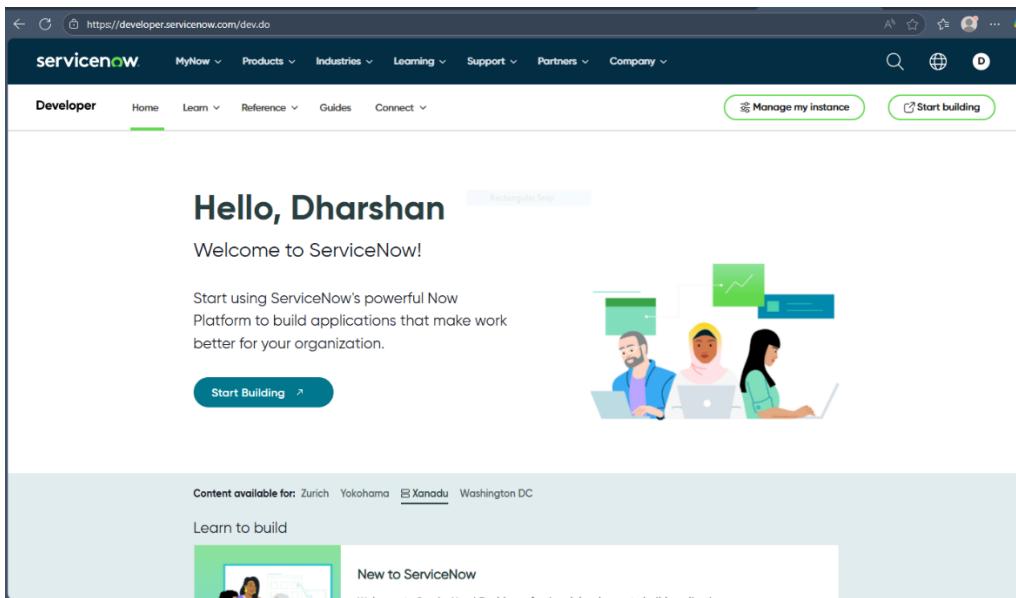
By implementing this Service Catalog item, the organization will not only improve efficiency and accuracy in the laptop request process but also establish a scalable, standardized solution that can be extended to other types of requests in the future. This initiative represents a step toward digital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

## Update set

### 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 ServiceNow instance at https://dev209489.service-now.com/nav/ui/classic/params/target/ui\_page.do%3Fsys\_id%3Dd65a573f832722104eea5750ceaad38c. The left sidebar has a search bar with "update set" and a "Favorites" section. The main content area shows a search result for "Creator Studio" with a sub-section for "Update Sets". A "Search" bar at the top right contains a circled red icon. At the bottom, there's a "GO FURTHER" section with the text "Power your workflow applications" and a URL in the footer: https://dev209489.service-now.com/sys\_update\_set\_list.do?sysparm\_userpref\_module=50047c08c0a8016c0135a14cebc8191b&amp;sysparm\_clear\_stack=true&amp;sysparm\_clear\_stack=true.

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

The screenshot shows the ServiceNow interface for managing system update sets. The title bar includes tabs for 'Update Sets' and 'Student'. The main content area is titled 'Update Sets' with a star icon. A search bar and a 'New' button are at the top right. Below is a table with columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. The table contains three rows, each labeled 'Default' with different application names: Pipeline, Security Center, and Global. All rows show 'In progress' as the state and '2025-08-31 20:00:03' as the created date. The 'Created by' column shows 'system' for all. The 'Parent' and 'Batch Base' columns show '(empty)' for all. At the bottom left is a 'Related Links' section with a 'Merge Update Sets' link. The bottom right shows a navigation bar with '1 to 3 of 3' and a refresh icon.

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' page. The title bar includes tabs for 'Update Set' and 'New record'. The main content area is titled 'Update Set - Create New Update Set' with a star icon. It features a form with fields: 'Name' (set to 'Laptop Request'), 'State' (set to 'In progress'), 'Parent' (empty), 'Release date' (empty), and a large 'Description' text area. To the right of the form, there is a 'Submit' button and a 'Submit and Make Current' button. The bottom left of the page has a 'Submit' button and a 'Submit and Make Current' button.

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

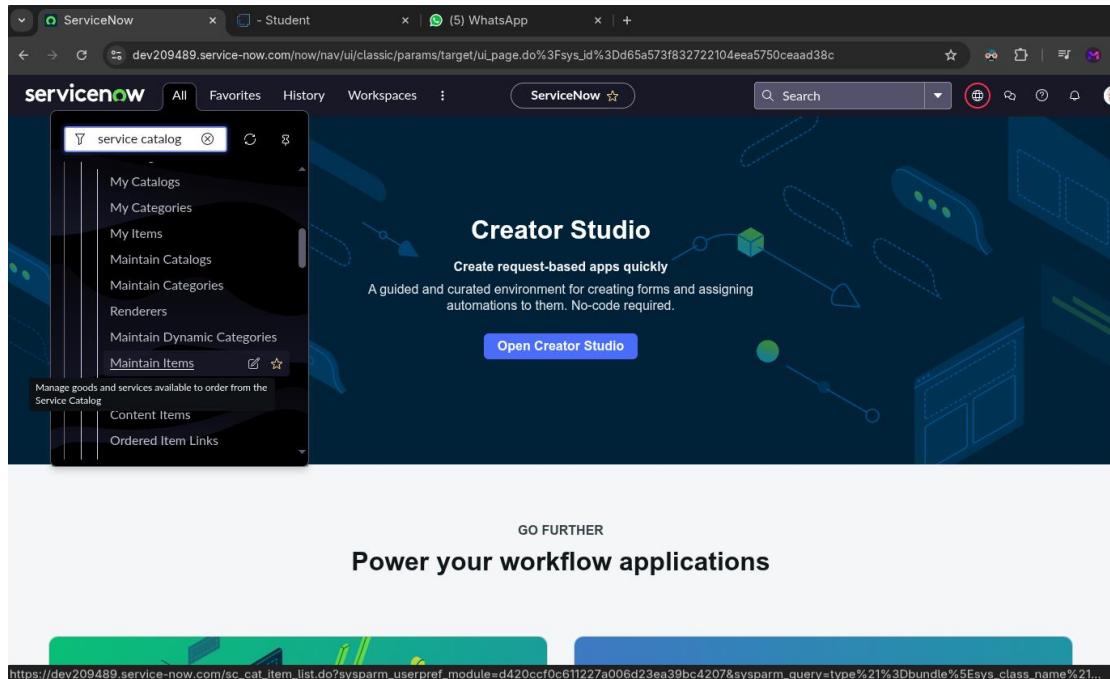
Click the **Submit** on right corner and then choose **Make Current**.

## Service Catalog Item

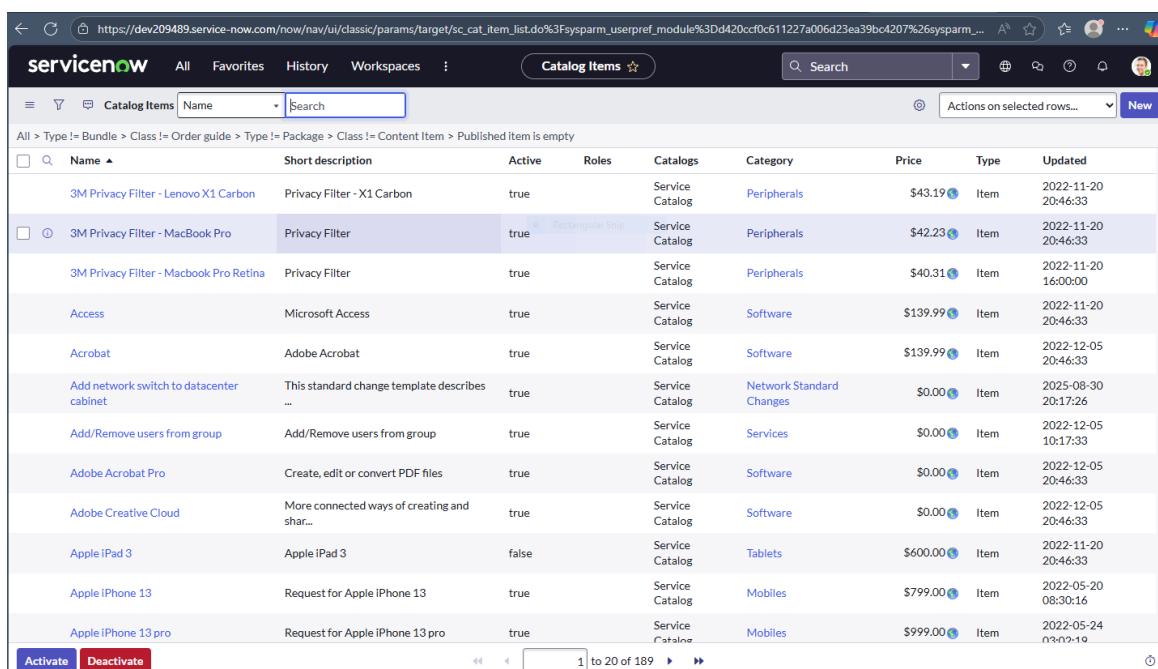
### Create Service Catalog Item:

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

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



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



Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - 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 Shape	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 03:07:19

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 ServiceNow interface for creating a new catalog item. The main form has the following details:

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

A context menu is open, showing options like Save, Configure, Export, Create Favorite, Copy URL, Copy sys\_id, and Reload form. The 'Save' option is highlighted.

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 buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete. Below the main content area, there is a section titled "Meta" with a text input field. Underneath the Meta section, there is a "Related Links" section with links to "Item Diagnostic" and "Run Point Scan". At the bottom, there is a "Variables" section with a sub-section titled "Variables (4)". This section contains tabs for "Variables 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 is also a "Related Catalog Items" tab which is currently selected. A search bar and a "New" button are located at the bottom right of this section.

Click “New” bottom right corner

After that below page will open.

The screenshot shows the "Variable - New Record" page. At the top, there are buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete. The main form has 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 is a tab navigation bar with "Question" selected, followed by "Annotation", "Type Specifications", "Default Value", "Auto-populate", "Permission", and "Availability". A large text input field is labeled "Specify the Question that explains the options available to the end user when ordering the item". Inside this field, there are several input fields: "Question" (marked with a red asterisk), "Name" (marked with a red asterisk), "Conversational label" (empty), "Tooltip" (empty), and "Example Text" (empty). At the bottom left 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 'Variable - New Record' page in ServiceNow. The top section displays configuration fields: Application (Global), Type (Single Line Text selected), Catalog Item (Laptop Request), Order (100), Active (checked), Mandatory (unchecked), Read only (unchecked), and Hidden (unchecked). Below this is a tabbed interface with 'Question' selected, followed by 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab contains fields for Question (Laptop Model), Name (laptop\_model), Conversational label, Tooltip, and Example Text. A 'Submit' button is located at the bottom left.

Click **Submit** to save the variable.

The screenshot shows the 'Catalog Item - Laptop Request' page in ServiceNow. At the top, there are buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete. Below this is a search bar and a note about adding relevant tags to the Meta field. The 'Meta' field contains the value 'p'. Under the 'Variables' tab, a table lists the newly created variable: Type (Single Line Text), Question (Laptop Model), and Order (100). Other tabs include Variables (1), Variable Sets, Catalog UI Policies, Catalog Client Scripts, Available For, Not Available For, Categories (1), Catalogs (1), Catalog Data Lookup Definitions, and Related Articles. The bottom of the page shows related links like Item Diagnostic and Run Point Scan, and a table for Related Catalog Items and Assigned Topics.

Click again “New” and add these 2<sup>nd</sup> 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 3<sup>rd</sup> details:

- **Question: Additional Accessories**
- **Type: Checkbox**
- **Name: additional\_accessories**
- **Order: 300**

The screenshot shows the 'Variable - New Record' page in ServiceNow. The 'Type' is set to 'CheckBox', 'Catalog Item' is 'Laptop Request', and 'Order' is '300'. The 'Question' field contains 'Additional Accessories' and the 'Name' field contains 'additional\_accessories'. The 'Submit' button is visible at the bottom.

Click **Submit** to save the variable.

The screenshot shows the 'Catalog Item - Laptop Request' page. A new variable 'additional\_accessories' has been added to the catalog item. The 'Variables' tab shows three variables: 'Laptop Model' (Single Line Text, Order 100), 'Justification' (Multi Line Text, Order 200), and 'Additional Accessories' (CheckBox, Order 300). The 'Edit in Catalog Builder' button is visible at the top right of the catalog item section.

Click again “New” and add these 4<sup>th</sup> 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'. A search bar and a 'Submit' button are also present. The main form has sections for 'Application' (set to 'Global'), 'Type' (set to 'Multi Line Text'), 'Catalog Item' (set to 'Laptop Request'), 'Order' (set to '400'), and checkboxes for 'Active' (checked), 'Mandatory' (unchecked), 'Read only' (unchecked), and 'Hidden' (unchecked). Below this, there are tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab is active, displaying fields for 'Question' ('Accessories Details') and 'Name' ('accessories\_details'). Other fields like 'Conversational label', 'Tooltip', and 'Example Text' are also visible. A 'Submit' button is located at the bottom left of the form.

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'. A search bar and various action buttons ('Copy', 'Try It', 'Update', 'Edit in Catalog Builder', 'Delete') are available. The main content area displays a table of variables for the 'Laptop Request' catalog item. The table has columns for 'Type', 'Question', and 'Order'. The variables listed are: 'Single Line Text' (Type) with 'Laptop Model' (Question) and Order 100; 'Multi Line Text' (Type) with 'Justification' (Question) and Order 200; 'CheckBox' (Type) with 'Additional Accessories' (Question) and Order 300; and 'Multi Line Text' (Type) with 'Accessories Details' (Question) and Order 400. At the bottom of the table, there are pagination controls and a link to 'Actions on selected rows...'. The bottom of the screen shows a footer with the number '10'.

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". Under "Item Details", there is a "Short description" field containing "Use this item to request a new laptop" and a rich text editor. A "Description" section follows, featuring a WYSIWYG editor with toolbar icons for bold, italic, underline, etc.

The demo will look, like this

The screenshot shows the ServiceNow interface for viewing a catalog item. The title bar says "Laptop Request". The main area displays a summary of the item: "Use this item to request a new laptop", "Laptop Model" (empty), "Justification" (empty), and a checkbox for "Additional Accessories" which is unchecked. To the right, there is a sidebar titled "Order this Item" with dropdowns for "Quantity" (1) and "Delivery time" (2 Days), and buttons for "Order Now" and "Add to Cart". Below this is a "Shopping Cart" section indicating it is empty.

## UI Policy

### 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' page in ServiceNow. The top navigation bar includes tabs for All, Favorites, History, Admin, and a search bar. The main form has fields for 'Catalog Item' (set to 'Laptop Request'), 'Application' (set to 'Global'), and 'Active' (checkbox checked). A tooltip for 'Active' states: 'change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form.' Below the main form is a 'When to Apply' section. It contains a table with rows for 'Catalog Conditions' (with a dropdown for 'additional\_accessories is true'), 'Applies on a Catalog Item view' (checkbox checked), 'Applies on Catalog Tasks' (checkbox unchecked), 'Applies on Requested Items' (checkbox unchecked), 'On load' (checkbox checked), and 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' (checkbox unchecked).

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. The 'Catalog Item' is set to 'Laptop Request'. The 'Variable name' is 'accessories\_details', 'Order' is '100', 'Application' is 'Global', 'Mandatory' is 'True', 'Visible' is 'True', 'Read only' is 'Leave alone', 'Value action' is 'Leave alone', and 'Field message type' is 'None'. At the bottom, there is a 'Submit' button.

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 the 'servicenow' logo, navigation links for 'All', 'Favorites', 'History', and 'Workspaces', and a search bar labeled 'Search catalog'. The main content area is titled 'Service Catalog > Hardware > Laptop Request'. It contains fields for 'Laptop Model' (a text input field) and 'Justification' (a text input field). To the right, there is a sidebar with options for ordering: 'Order this Item' (Quantity dropdown set to 1, Delivery time dropdown set to 2 Days), a large blue button labeled 'Order Now', and a smaller button labeled 'Add to Cart'. Below the sidebar is a 'Shopping Cart' section indicating it is '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 main content area, just below the 'Justification' field. A red asterisk (\*) is displayed next to the label 'Accessories Details', indicating it is a required field. The rest of the form and sidebar remain the same as in the first screenshot.

## UI Action

### Create UI action:

Go to All → search for “UI Actions”.

Under **System Definition**, select **UI Actions**.

The screenshot shows the ServiceNow search interface with the search bar containing "ui action". The results pane displays a list of items under "ALL RESULTS", including "UI Actions - Classic Mobile" and "UI Actions" under "System Definition". To the right of the search results, there is a preview of a UI component with fields like "Order this Item", "Quantity" (set to 1), "Delivery time" (set to 2 Days), and a "Order Now" button. Below the preview is a "Shopping Cart" section with an "Empty" button.

[https://dev209489.service-now.com/sys\\_ui\\_action\\_list.do?sysparm\\_userpref\\_module=4f400ef90a0a0b2d00a70e19983ffd83&sysparm\\_clear\\_stack=true](https://dev209489.service-now.com/sys_ui_action_list.do?sysparm_userpref_module=4f400ef90a0a0b2d00a70e19983ffd83&sysparm_clear_stack=true)

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

The screenshot shows the "UI Actions" list page in ServiceNow. The table has columns: Name, Table, Comments, Form action, List action, Active, Order, Condition, and Updated. The data includes:

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 sections like 'Overrides', 'Messages', 'Comments', 'Hint', and 'Onclick' are empty. On the right side, there are several checkboxes for different UI styles: 'Form button', 'Form context menu', 'Form link', 'Form style' (set to 'None'), 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (set to 'None'). 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 following code is entered:

```
1 function resetForm() {  
2     g_form.clearForm(); // Clears all fields in the form  
3     alert("The form has been reset.");  
4 }
```

A red box highlights a warning message: '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' (selected) and 'Requires role', and checkboxes for 'Workspace Form Button' and 'Workspace Form Menu'.

## Export Update set

### Exporting changes to another instances:

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

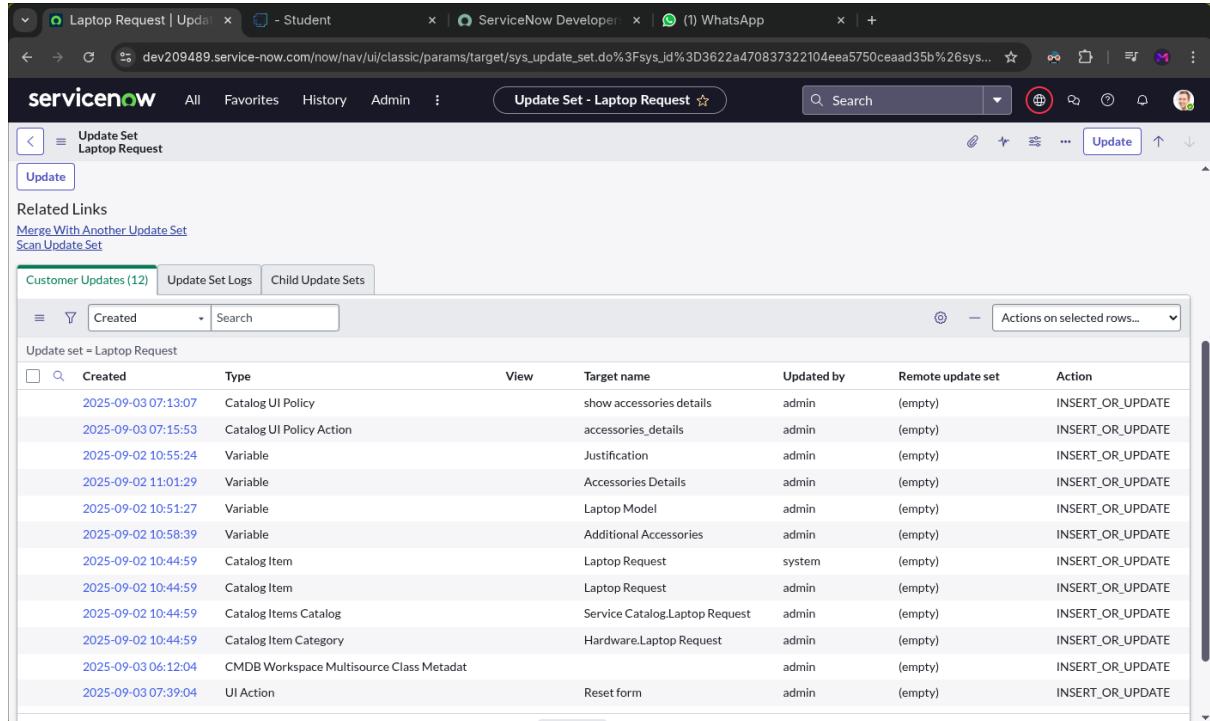
Comments	Form action	List action	Active	Order ▲	Condition	Updated
Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.getValue('state') === 'AVAILABLE'	2022-02-13 21:34:26
Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	!current.isNewRecord() & current.canWri...	2025-07-24 02:50:12
Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-07-24 02:50:10
Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() & current.canDe...	2025-07-24 02:50:10
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
Clears the template applied field values	true	false	true	-1,000	current.canWrite()	2025-07-24 02:50:11

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

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)

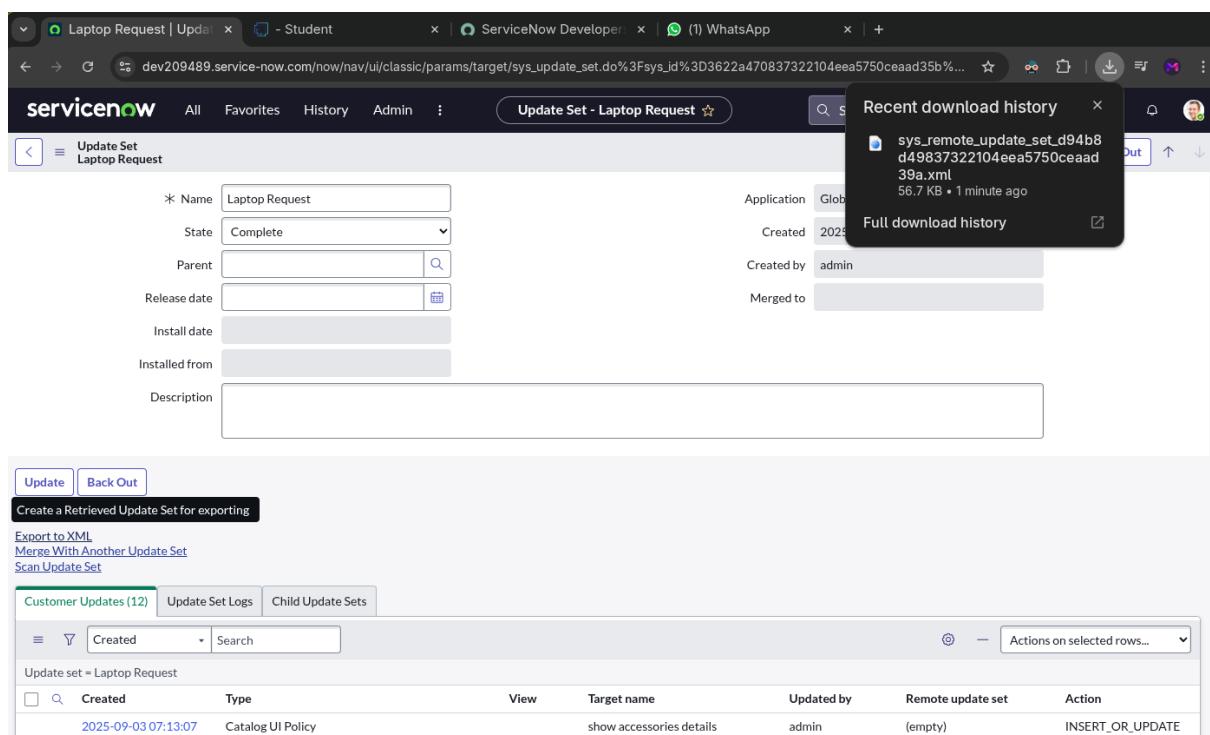
## Change the State to Complete.

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



The screenshot shows the ServiceNow interface for an 'Update Set - Laptop Request' record. 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 links to 'Merge With Another Update Set' and 'Scan Update Set'. A navigation bar below includes 'Customer Updates (12)', 'Update Set Logs', and 'Child Update Sets'. The main content area displays a grid titled 'Customer Updates (12)' with columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. The grid 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). For example, the first entry is '2025-09-03 07:13:07 Catalog UI Policy'.

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



The screenshot shows the same 'Update Set - Laptop Request' page. A modal dialog titled 'Recent download history' is open, showing a single entry: 'sys\_remote\_update\_set\_d94b8d49837322104eea5750ceaad39a.xml' created 56.7 KB ago by admin. Below the modal is a 'Full download history' link. The main form has fields for Name (Laptop Request), State (Complete), Parent, Release date, Install date, Installed from, and Description. Buttons at the bottom include 'Update' and 'Back Out'. Below the form is a section for creating a retrieved update set, with links to 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. The bottom part of the screen shows the 'Customer Updates (12)' grid, which is identical to the one in the previous screenshot, listing 12 entries with the first being '2025-09-03 07:13:07 Catalog UI Policy'.

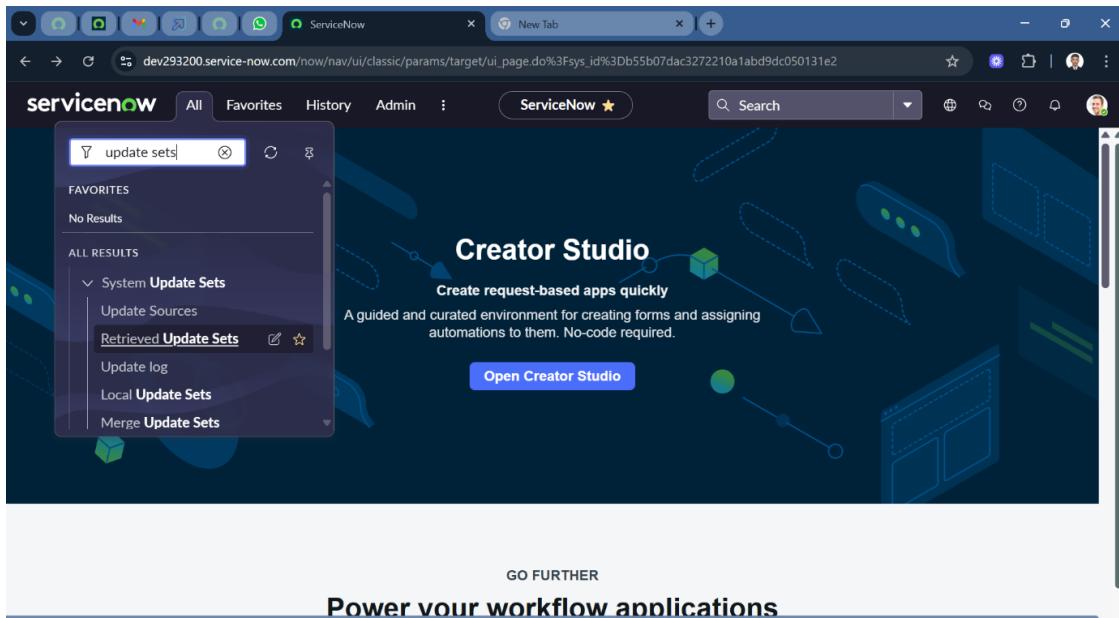
## Login to another Instance

### Retrieving the update set:

Open another ServiceNow instance with friend's login

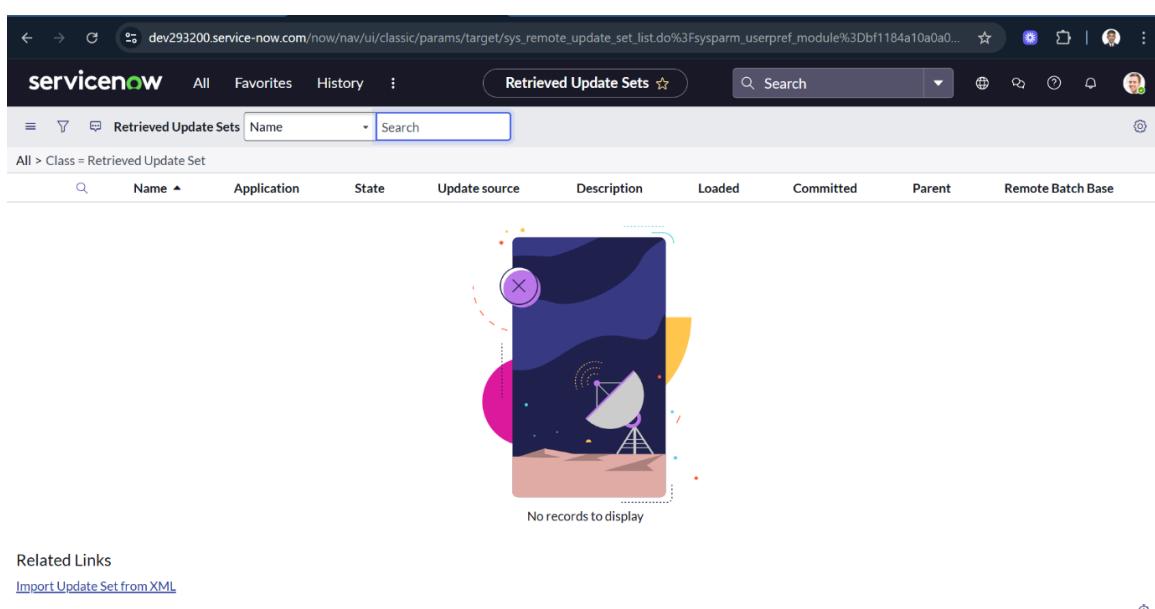
Navigate to **All → search for Update Sets.**

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



The screenshot shows a ServiceNow browser window with the URL [https://dev293200.service-now.com/nav/ui/classic/params/target/ui\\_page.do%3Fsys\\_id%3Db55b07dac3272210a1abd9dc050131e2](https://dev293200.service-now.com/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3Db55b07dac3272210a1abd9dc050131e2). The search bar at the top contains 'update sets'. The left sidebar has a 'FAVORITES' section with 'No Results'. Under 'ALL RESULTS', there is a tree view: 'System Update Sets' is expanded, showing 'Update Sources', 'Retrieved Update Sets' (which is selected and highlighted in yellow), 'Update log', 'Local Update Sets', and 'Merge Update Sets'. 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. Below the sidebar, there is a 'GO FURTHER' section with a link to 'Power your workflow applications'.

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



The screenshot shows a ServiceNow browser window with the URL [https://dev293200.service-now.com/nav/ui/classic/params/target/sys\\_remote\\_update\\_set\\_list.do%3Fsysparm\\_userpref\\_module%3Dbf1184a10a0a0b5000d8f781992a9b5e&sysparm\\_fixed\\_query= sys\\_class\\_name%3Dsys\\_remote\\_update\\_set&sysparm\\_clear\\_stack=true&sys...](https://dev293200.service-now.com/nav/ui/classic/params/target/sys_remote_update_set_list.do%3Fsysparm_userpref_module%3Dbf1184a10a0a0b5000d8f781992a9b5e&sysparm_fixed_query= sys_class_name%3Dsys_remote_update_set&sysparm_clear_stack=true&sys...). The search bar at the top contains 'Retrieved Update Sets'. The main content area shows a table with the following columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. The table is currently empty, displaying the message 'No records to display'. Below the table, there is a 'Related Links' section with a single item: '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 that is a search bar with the placeholder "Search". 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**: 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 message at the top says "All > Class = Retrieved Update Set". The main content is a table with 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)

Related Links:  
[Import Update Set from XML](#)

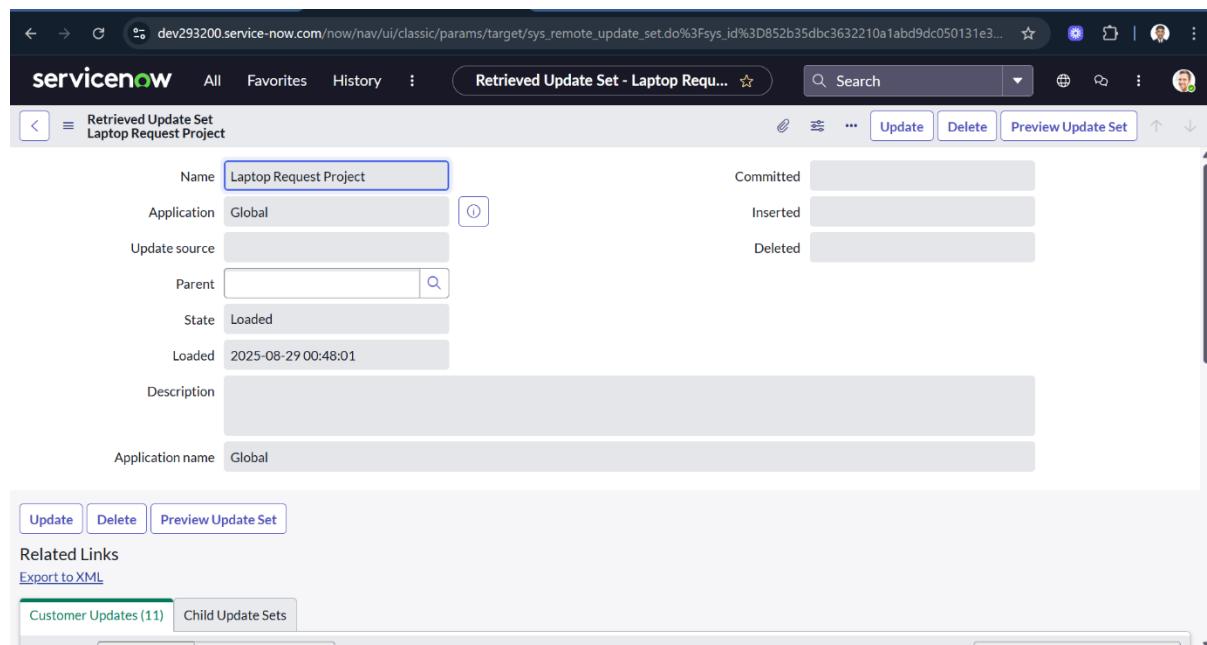
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Click **Preview Update Set** to review the changes.

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.

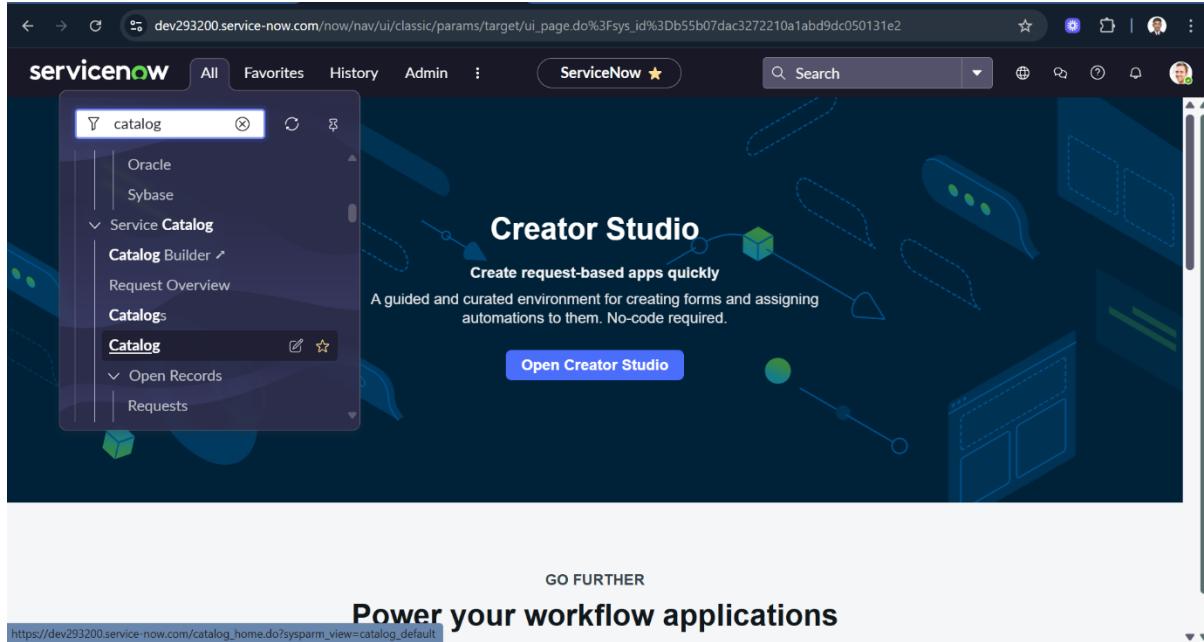


# Testing

## Test Catalog Item:

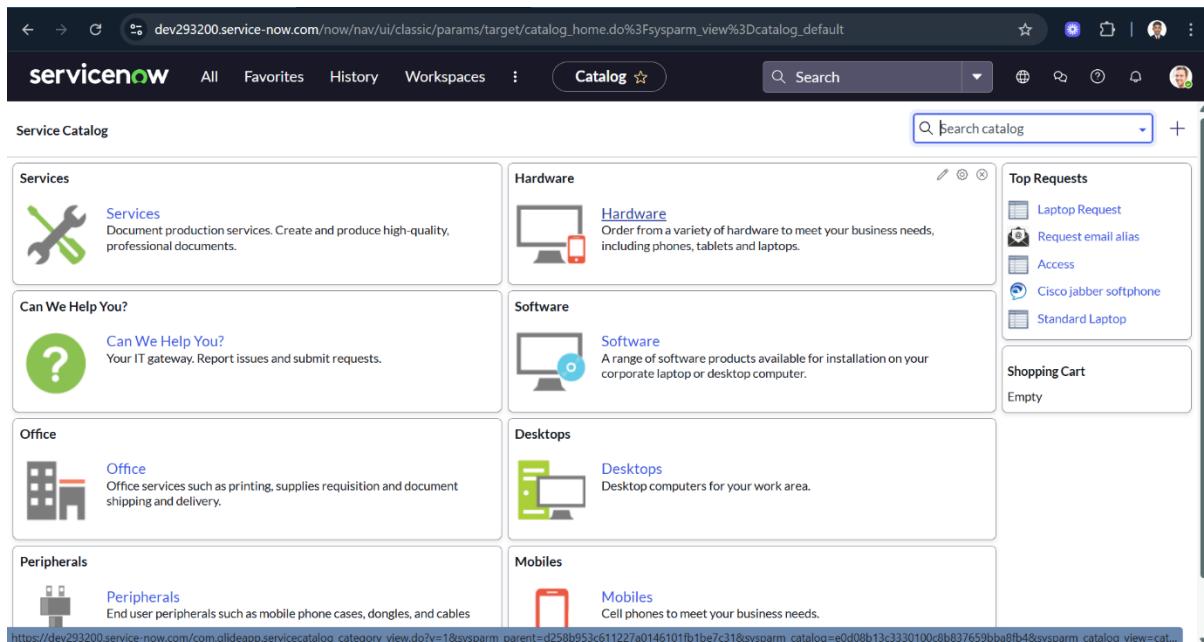
In the target instance, search for **Service Catalog** in the application navigator.

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



The screenshot shows the ServiceNow application navigator with a search bar at the top containing 'catalog'. Below the search bar, there is a list of items under 'Service Catalog': Oracle, Sybase, Catalog Builder, Request Overview, Catalogs, and Catalog. The 'Catalog' item is currently selected, indicated by a blue border and a star icon. To the right of the search results, there is a promotional banner for 'Creator Studio' with the text 'Create request-based apps quickly' and a 'Open Creator Studio' button. Below the search bar, there is a 'GO FURTHER' section with the heading 'Power your workflow applications'.

Choose the **Hardware** category.



The screenshot shows the Service Catalog page with a search bar at the top containing 'Search catalog'. Below the search bar, there are several categories displayed in cards: 'Services' (document production services), 'Hardware' (order from a variety of hardware), 'Software' (range of software products), 'Top Requests' (laptop request, request email alias, access, Cisco jabber softphone, standard laptop), 'Can We Help You?' (can we help you, report issues and submit requests), 'Office' (office services such as printing, supplies requisition and document shipping and delivery), 'Desktops' (desktop computers for work area), 'Peripherals' (end user peripherals such as mobile phone cases, dongles, and cables), and 'Mobiles' (cell phones for business needs). A 'Shopping Cart' section indicates it is empty.

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', and 'Admin'. The main title is 'Laptop Request'. Below the title, there's a sub-navigation bar with 'Service Catalog > Hardware > Laptop Request'. A search bar is also present.

The form itself has several fields:

- A note: "Use this item to request a new laptop".
- A "Laptop Model" input field.
- A "Justification" input field.
- A checkbox labeled "Additional Accessories" which is checked.
- A mandatory field labeled "Accessories Details" marked with a red asterisk (\*).
- A sidebar on the right titled "Order this Item" with options for "Quantity" (set to 1), "Delivery time" (set to 2 Days), and buttons for "Order Now" (blue) and "Add to Cart".
- A "Shopping Cart" section indicating it is "Empty".

## **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.