

Learning Dashboard | ServiceN

Student

naanmudhalvan.smartinternz.com/Student/guided_project_info/14857#

Finish update

Smart Internz

Home

Projects

Support

Guided Project

Project Workspace

Laptop Request Catalog Item

Update Set

Service Catalog Item

UI Policy

UI Action

Export Update Set

Login To Another Instance

Testing

Conclusion :

Laptop Request Catalog Item

Problem Statement:
Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

12:21 PM

9/12/2025

Learning Dashboard | ServiceN

Student

naanmudhalvan.smartinternz.com/Student/guided_project_info/14857#

Finish update

Smart Internz

Home

Projects

Support

Guided Project

Project Workspace

Laptop Request Catalog Item

Update Set

Create Local Update Set

Service Catalog Item

UI Policy

UI Action

Export Update Set

Login To Another Instance

Testing

Conclusion :

Create Local Update Set

1. Open service now.

2. Click on All >> search for update sets

3. Select local update sets under system update sets

4. Click on new

5. Fill the following details to create a update set as "Laptop Request"

6. Click on submit and make current

7. By clicking on the button it activates the update set.

ServiceNow

Update Set - Create Update Request Project 1

Update Set Name

Update Set Description

Update Set Type

Update Set Category

Update Set Subcategory

Update Set Version

Update Set Status

Update Set Created By

Update Set Created On

Update Set Last Modified By

Update Set Last Modified On

Update Set Active

Update Set Inactive

Update Set Deleted

Update Set Archived

Update Set Unarchived

Update Set Locked

Update Set Unlocked

Update Set Shared

Update Set Unshared

Update Set Published

Update Set Unpublished

Update Set Draft

Update Set Final

Update Set Cancelled

Update Set Succeeded

Update Set Failed

Update Set Pending

Update Set Completed

Update Set In Progress

Update Set On Hold

Update Set Rejected

Update Set Resubmitted

Update Set Retired

Update Set Archived

Update Set Unarchived

Update Set Locked

Update Set Unlocked

Update Set Shared

Update Set Unshared

Update Set Published

Update Set Unpublished

Update Set Draft

Update Set Final

Update Set Cancelled

Update Set Succeeded

Update Set Failed

Update Set Pending

Update Set Completed

Update Set In Progress

Update Set On Hold

Update Set Rejected

Update Set Resubmitted

Update Set Retired

12:22 PM

9/12/2025

Learning Dashboard | ServiceN...Student

naanmudhalvan.smartinternz.com/Student/guided_project_info/14857#

Finish update

Smart Internz

HomeProjectsSupport

Guided ProjectProject Workspace

Laptop Request Catalog Item

Update Set

Create Local Update Set

Service Catalog Item

Create Service Catalog Item

Add Variables

UI Policy

UI Action

Export Update Set

Login To Another

Create Service Catalog Item

1. Open service now.

2. Click on All >> service catalog

3. Select maintain items under catalog definitions

4. Click on New.

ServiceNow

Service Catalog

Table with 10 columns: Name, Description, Action, Role, Catalog, Category, Price, Unit, Location, and a checkbox column. The table lists various service catalog items like 'IT Helpdesk', 'IT Support', 'IT Training', etc.

12:22 PM9/12/2025

Learning Dashboard | ServiceN

Student

naanmudhalvan.smartinternz.com/Student/guided_project_info/14857#

Finish update

Smart Internz

Home

Projects

Support

Guided Project

Project Workspace

Laptop Request Catalog Item

Update Set

Create Local Update Set

Service Catalog Item

Create Service Catalog Item

Add Variables

UI Policy

UI Action

Export Update Set

Login To Another

Add Variables

Step1:

After saving the catalog item form scroll down and click on variable(related list)

Click on new and enter the details as below

1. Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

Click on submit

Again click on new and add Remaining variables in the above process

12:22 PM

9/12/2025

Learning Dashboard | ServiceNow x Student x +

naanmudhalvan.smartinternz.com/Student/guided_project_info/14857#

Smart Internz


Home Projects Support

Guided Project Project Workspace

- Update Set
 - Create Local Update Set
- Service Catalog Item
 - Create Service Catalog Item
 - Add Variables
- UI Policy
 - Create Catalog Ui Policies
- UI Action
- Export Update Set
- Login To Another

Create Catalog Ui Policies

1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for 'laptop request' which is created before
4. Select 'laptop request' and scroll down click on "Catalog Ui policies"
5. In the catalog ui policies related list tab click on new
6. Give short description as: show accessories details
7. Set the Catalog Condition in the related list tab 'when to apply' [field: additional_accessories, operator: is, value: true]



servicenow

12:23 PM 9/12/2025

Learning Dashboard | ServiceNow

Student

naanmudhalvan.smartinternz.com/Student/guided_project_info/14857#

Finish update

Support

Update Set

Create Local Update Set

Service Catalog Item

Create Service Catalog Item

Add Variables

UI Policy

Create Catalog UI Policies

UI Action

Create UI Action

Export: Update Set

Login To Another Instance

Testing

Create Ui Action

1. Open service now.

2. Click on All >> search for ui action

3. Select ui actions under system definition

4. Click on new

5. Fill the following details to create ui action

Table: shopping cart(sc_cart)

Order:100

Action name: Reset form

Client : checked

Script:

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

Click on save

servicenow

Service Catalog

UI Action

Reset Form

Table: shopping cart(sc_cart)

Order: 100

Action name: Reset form

Client: checked

Script:

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

Click on save

12:23 PM

9/12/2025

Learning Dashboard | ServiceN x Student x +

naanmudhalvan.smartinternz.com/Student/guided_project_info/14857#

Support

- Create Local Update Set
- Service Catalog Item
 - Create Service Catalog Item
 - Add Variables
- UI Policy
 - Create Catalog UI Policies
- UI ACTION
 - Create UI Action
- Export Update Set
 - Exporting Changes To Another Instances
- Login To Another Instance
- Testing

Exporting Changes To Another Instances

1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML, it download one file

12:23 PM 9/12/2025

Learning Dashboard | ServiceNow

Student

naanmudhalvan.smartinternz.com/Student/guided_project_info/14857#

Finish update

Support

Create Local Update Set

Service Catalog Item

Create Service Catalog Item

Add Variables

UI Policy

Create Catalog UI Policies

UI ACTION

Create UI Action

Export Update Set

Exporting Changes To Another Instances

Login To Another Instance

Retrieving The Update

Retrieving The Update Set

1. Open another instance in incognito window

2. Login with credentials

3. Click on all>> search for update sets

4. Select "Retrieved update set" under system update set

5. It open retrieved update set list and scroll down

6. Click on Import update set from XML

ServiceNow

System Update Set

Table

Name	Category	System	Update Set	Created	Modified	Version	Author
System Update Set	System	System	System	2024-09-10 10:00:00	2024-09-10 10:00:00	1.0.0	System
System Update Set	System	System	System	2024-09-10 10:00:00	2024-09-10 10:00:00	1.0.0	System
System Update Set	System	System	System	2024-09-10 10:00:00	2024-09-10 10:00:00	1.0.0	System
System Update Set	System	System	System	2024-09-10 10:00:00	2024-09-10 10:00:00	1.0.0	System
System Update Set	System	System	System	2024-09-10 10:00:00	2024-09-10 10:00:00	1.0.0	System
System Update Set	System	System	System	2024-09-10 10:00:00	2024-09-10 10:00:00	1.0.0	System
System Update Set	System	System	System	2024-09-10 10:00:00	2024-09-10 10:00:00	1.0.0	System
System Update Set	System	System	System	2024-09-10 10:00:00	2024-09-10 10:00:00	1.0.0	System
System Update Set	System	System	System	2024-09-10 10:00:00	2024-09-10 10:00:00	1.0.0	System
System Update Set	System	System	System	2024-09-10 10:00:00	2024-09-10 10:00:00	1.0.0	System

Import Update Set

12:24 PM

9/12/2025

Learning Dashboard | ServiceN

Student

naanmudhalvan.smartinternz.com/Student/guided_project_info/14857#

Finish update

Support

Add Variables

UI Policy

Create Catalog UI Policies

UI Action

Create UI Action

Export Update Set

Exporting Changes To Another Instances

Login To Another Instance

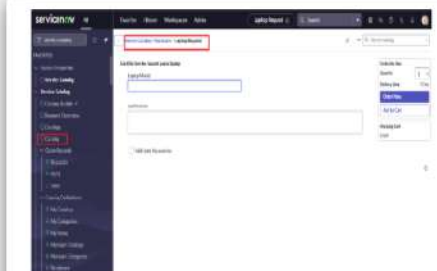
Retrieving The Update Set

Testing

Test Catalog Item

Test Catalog Item

1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it
5. It shows three variables only



12:24 PM

9/12/2025

Learning Dashboard | ServiceNow x Student x +

naanmudhalvan.smartinternz.com/Student/guided_project_info/14857#

Support

- UI Policy
 - Create Catalog UI Policies
- UI Action
 - Create UI Action
- Export: Update Set
 - Exporting Changes To Another Instances
- Login To Another Instance
 - Retrieving The Update Set
- Testing
 - Test Catalog Item
- Conclusion :

Conclusion :

The Laptop Request Catalog Item project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalog capabilities. Through the implementation of a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, reducing errors and improving efficiency. This project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.

12:24 PM 9/12/2025