

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

**Team ID:** NM2025TMID18265

**Team Leader:**

- Karthikeyan. V

**Team members:**

- Jai Surya. B
- Lingeswaran. B
- Gowtham. K

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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 fulfilment 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.

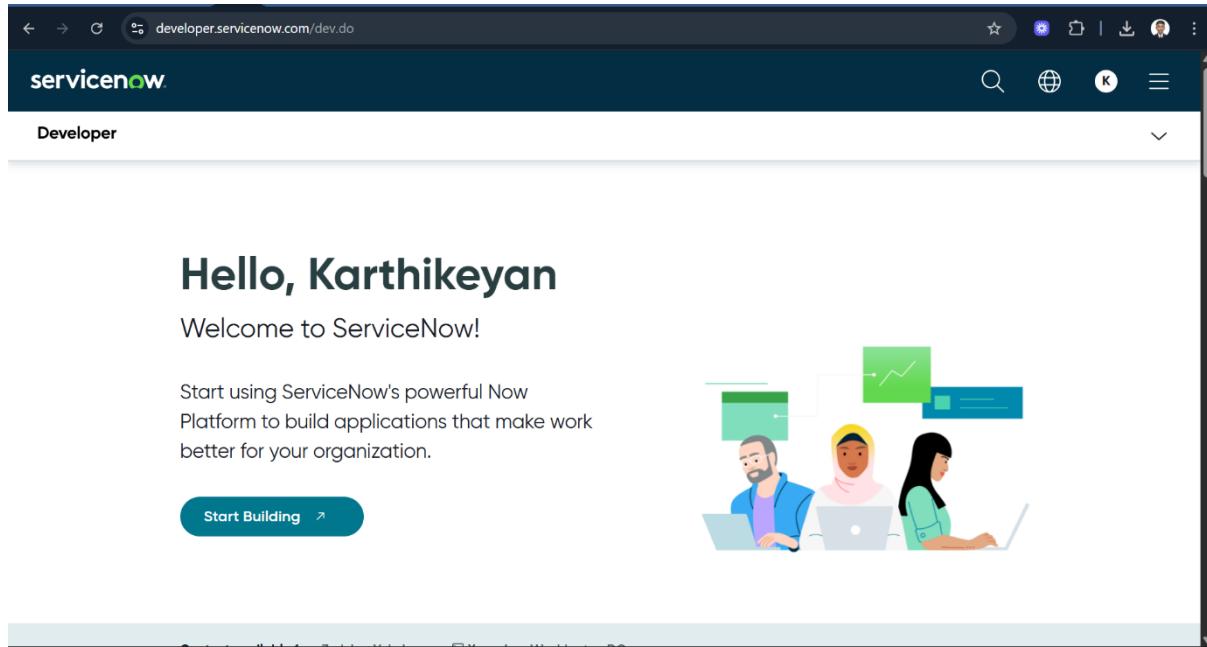
In addition, the catalog item should provide clear instructions at every step, making it straightforward even for employees with minimal technical knowledge. To further improve usability, the form should include a reset option that allows users to quickly clear their inputs and start again, if necessary.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

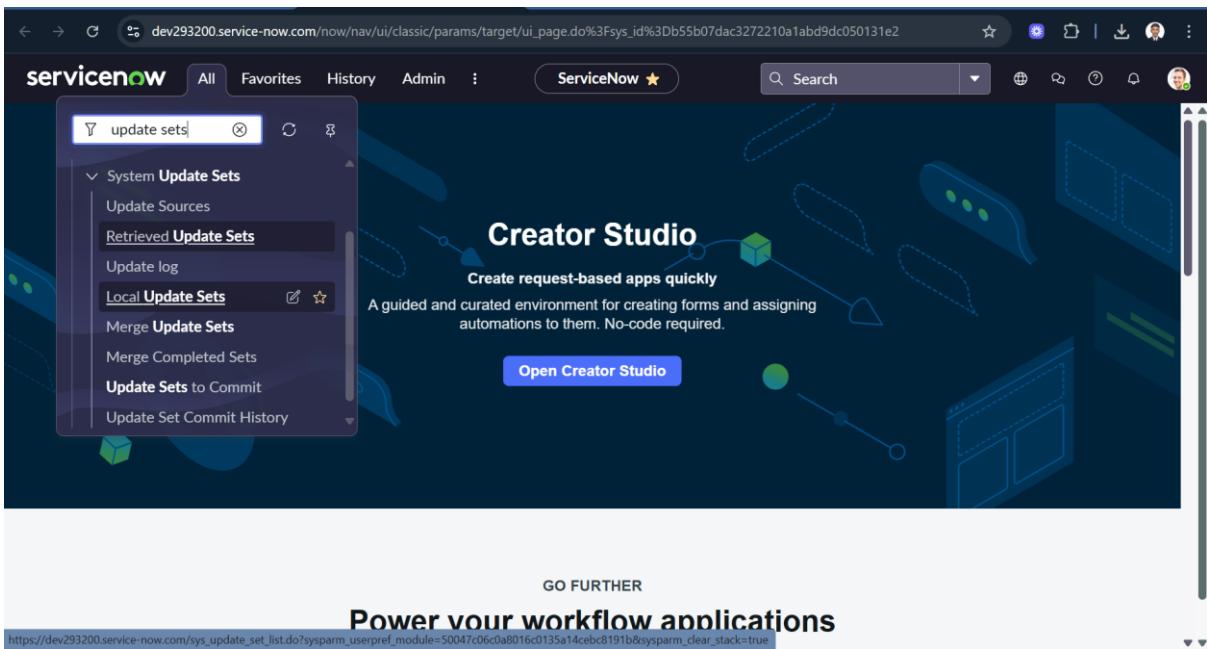
## Create Local Update set:

First open “[developer.servicenow.com](https://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".



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

The screenshot shows the ServiceNow Update Sets list page. The table has columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. The data is as follows:

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**  
[Merge Update Sets](#)

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

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

The screenshot shows the ServiceNow Update Set creation page. The form fields are:

- \* Name: Laptop Request Project
- State: Complete
- Parent: (empty)
- Release date: (empty)
- Install date: (empty)
- Installed from: (empty)
- Description: (empty)
- Application: Global
- Created: 2025-08-28 23:28:17
- Created by: admin
- Merged to: (empty)

**Related Links**  
[Export to XML](#)  
[Merge With Another Update Set](#)  
[Scan Update Set](#)

Buttons: **Update**, **Back Out**

Bottom tabs: Customer Updates (1), Update Set Logs, Child Update Sets

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

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

## Create Service Catalog Item:

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

Under Catalog Definitions, select Maintain Items.

The screenshot shows the ServiceNow web interface. In the top left, there's a search bar with the placeholder "service catalog". Below it, a sidebar menu is open under "Catalog Definitions", showing 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. To the right of the sidebar, there's a large banner for "Creator Studio" with the text "Create request-based apps quickly" and a "Open Creator Studio" button. Below the banner, there's a section titled "GO FURTHER" with the text "Power your workflow applications". At the bottom of the page, there's a URL: [https://dev209489.service-now.com/sc\\_cat\\_item\\_list.do?sysparm\\_userpref\\_module=d420ccf0c611227a006d23ea39bc4207&sysparm\\_query=type%21%3Dbundle%5Esys\\_class\\_name%21...](https://dev209489.service-now.com/sc_cat_item_list.do?sysparm_userpref_module=d420ccf0c611227a006d23ea39bc4207&sysparm_query=type%21%3Dbundle%5Esys_class_name%21...).

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

The screenshot shows the "Catalog Items" list view in ServiceNow. The top navigation bar includes "Catalog Items" and a "Search" bar. The main area displays a table of catalog items with columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The table lists various items such as "3M Privacy Filter - Lenovo X1 Carbon", "3M Privacy Filter - MacBook Pro", "3M Privacy Filter - Macbook Pro Retina", "Access", "Acrobat", "Add network switch to datacenter cabinet", "Add/Remove users from group", "Adobe Acrobat Pro", "Adobe Creative Cloud", "Apple iPad 3", "Apple iPhone 13", and "Apple iPhone 13 pro". At the bottom of the table, there are buttons for "Activate" and "Deactivate". The footer shows a page number "1 to 20 of 189".

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 top navigation bar includes 'Catalog Item - New Record' and 'Submit'. A context menu is open over the 'Name' field, which contains 'Laptop Request'. The menu options are: Save, Configure >, Export >, Create Favorite, Copy URL, Copy sys\_id, and Reload form. Other visible fields include 'Catalog' set to 'Service Catalog', 'Category' set to 'Hardware', and 'Owner' set to 'System Administrator'. The 'Active' checkbox is checked. The 'Fulfillment automation level' dropdown is set to 'Unspecified'. Below the main form, there's a tabbed section with 'Item Details' selected, showing a 'Short description' field containing 'Use this item to request a new laptop' and a rich text editor.

Enter the following details to create a new catalog item:

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

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

## Add variables:

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

That will look like the below picture.

The screenshot shows the ServiceNow Catalog Items page. At the top, there's a search bar and a toolbar with various icons. Below the toolbar, the main content area has a large input field labeled 'Meta'. A tooltip 'Rectangular Snip' is visible above the input field. Below the input field, a blue banner 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.' Underneath the input field are several buttons: 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. To the right of these buttons is a 'Related Links' section with links to 'Item Diagnostic', 'Run Point Scan', and other catalog-related items. At the bottom of the page, there's a navigation bar with tabs like 'Variables (4)', 'Variable Sets', 'Catalog UI Policies (1)', etc., and a 'New' button in the bottom right corner of the main content area.

Click “New” bottom right corner

After that below page will open.

The screenshot shows the 'Variable - New Record' page. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and a 'Variable' tab. The main form is titled 'Variable' and has a sub-section 'New record'. It contains fields for 'Application' (set to 'Global'), 'Type' (set to 'Single Line Text'), 'Catalog Item' (set to 'Laptop Request'), and 'Order'. On the right side of the form, there are checkboxes for 'Active' (checked), 'Mandatory' (unchecked), 'Read only' (unchecked), and 'Hidden' (unchecked). Below the form, there's a tab bar with 'Question' selected, followed by 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. A large input field asks 'Specify the Question that explains the options available to the end user when ordering the item'. This field contains several input fields: 'Question' (marked with a red asterisk), 'Name', 'Conversational label', 'Tooltip', and 'Example Text'. 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 ServiceNow Catalog Items interface. A new record is being created for a variable named 'laptop\_request'. The 'Type' is set to 'Single Line Text'. The 'Name' field contains 'laptop\_model'. The 'Order' is set to 100. The 'Question' tab is selected, displaying the question 'Laptop Model' and the name 'laptop\_model'. The 'Submit' button is visible at the bottom left.

Click **Submit** to save the variable.

The screenshot shows the ServiceNow Catalog Items interface after saving the variable. The variable 'laptop\_request' is listed under 'Catalog Item'. The 'Meta' field contains 'p'. The 'Variables (1)' tab is selected, showing one entry: 'laptop\_model' of type 'Single Line Text' with an order of 100. The 'New' button is visible at the bottom right.

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

Field	Value
Application	Global
Type	Multi Line Text
Catalog item	Laptop Request
Order	200
Active	<input checked="" type="checkbox"/>
Mandatory	<input type="checkbox"/>
Read only	<input type="checkbox"/>
Hidden	<input type="checkbox"/>

Below the form, there are tabs for Question, Annotation, Type Specifications, Default Value, Auto-populate, Permission, and Availability. The Question tab is selected, showing the configuration for the 'Justification' question.

**Question Tab Configuration:**

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

A blue 'Submit' button is located at the bottom left of the form area.

Click **Submit** to save the variable.

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

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

At the bottom right of the table, there is a 'New' button. Below the table, a note says: "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 ServiceNow Catalog Items interface. A new variable is being created with the following details:

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

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

- \* Question: Additional Accessories
- \* Name: additional\_accessories
- Conversational label: (empty)
- Tooltip: (empty)

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

Click **Submit** to save the variable.

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

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

Below the table, there are buttons for **Copy**, **Try It**, **Update**, **Edit in Catalog Builder**, and **Delete**.

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 Catalog Items interface. A new record is being created for a variable named "accessories\_details". The "Type" is set to "Multi Line Text". The "Catalog Item" is "Laptop Request". The "Order" is 400. The "Question" tab is selected, displaying the question "Accessories Details" and the name "accessories\_details". The "Submit" button is visible at the bottom.

Click **Submit** to save the variable.

The screenshot shows the ServiceNow Catalog Items interface for the "Laptop Request" catalog item. It lists four variables: "Laptop Model" (Single Line Text, Order 100), "Justification" (Multi Line Text, Order 200), "Additional Accessories" (CheckBox, Order 300), and "Accessories Details" (Multi Line Text, Order 400). The "Edit in Catalog Builder" button is visible at the top right of the list.

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

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

The screenshot shows the ServiceNow Catalog Items page. A Catalog Item named "Laptop Request" is being configured. The item details include:

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

The "Item Details" tab is selected, showing the following fields:

- Short description: Use this item to request a new laptop
- Description: A rich text editor with various formatting options like bold, italic, underline, and alignment.

The demo will look, like this

The screenshot shows the ServiceNow Catalog Item detail page for "Laptop Request". The page includes fields for:

- Laptop Model (input field)
- Justification (input field)
- Additional Accessories (checkbox)
- Accessories Details (input field)

On the right side, there is an "Order this Item" section with:

- Quantity: 1
- Delivery time: 2 Days
- Order Now button
- Add to Cart button
- Shopping Cart: Empty

## Create Catalog UI policies:

Navigate to All → search for Service Catalog.

Under Catalog Definitions, select Maintain Items.

Search for the previously created item “Laptop Request”.

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

Click New to create a new UI policy.

Enter the following details:

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

The screenshot shows the ServiceNow interface for creating a Catalog UI Policy. The top navigation bar includes 'Catalog Items | ServiceNow' and a 'New Tab' button. Below the bar, the main title is 'Catalog Items' with a star icon. A sub-header 'Catalog UI Policy' and 'New record' are visible. The main content area has a blue header bar with the text: 'Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are present in a Requested Item or Catalog Task form.' followed by a 'More Info' link. The main form fields include:

- 'Applies to' dropdown set to 'A Catalog Item'.
- 'Catalog item' field containing 'Laptop Request'.
- 'Short description' input field with the value 'show accessories details'.

A context menu is open over the form, showing options like 'Save', 'Configure', 'Export', etc. On the right side of the form, there are sections for 'Application' (set to 'Global') and 'Active' (checkbox checked). Below the main form, a 'When to Apply' tab is selected, showing conditions for applying the policy. The conditions section includes:

- 'Catalog Conditions' with a 'Add Filter Condition' button.
- A dropdown for 'additional\_accessories' with 'is' and 'true' selected.
- 'AND' and 'OR' buttons.

Other tabs in the 'When to Apply' section include 'Script'. At the bottom of the page, there are buttons for 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys\_id', and 'Reload form'.

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' screen in ServiceNow. At the top, there are tabs for 'Catalog Items' and 'New Tab'. Below the tabs, there's a search bar and a toolbar with icons for search, refresh, and other operations. The main area is titled 'Catalog UI Policy show accessories details'. It contains sections for 'Catalog Conditions' (with a dropdown for 'additional\_accessories' set to 'is true'), 'Applies on a Catalog Item view' (checkbox checked), 'Applies on Catalog Tasks' (checkbox unchecked), 'Applies on Requested Items' (checkbox unchecked), and buttons for 'Update' and 'Delete'. Below this is a section for policy logic: 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' (checkbox checked), 'On load' (checkbox checked), 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' (checkbox unchecked), and 'Reverse if false' (checkbox checked). At the bottom, there's a 'Related Links' section with 'Run Point Scan' and a 'Catalog UI Policy Actions' related list table. The table has columns for Name, Read only, Mandatory, Visible, and Order. It shows one record: 'UI policy = show accessories details' with Name 'accessories\_details', Read only 'Read only', Mandatory 'Mandatory', Visible 'Visible', and Order '100'. A note says 'No records to display'.

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' creation screen. The title bar says 'Catalog Items | ServiceNow' and 'Catalog UI Policy Action New record'. The main area has a header 'UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered.' with a 'More Info' link. Below this is a table with two rows. The first row has 'Catalog Item' (dropdown set to 'Laptop Request'), 'Variable name' (dropdown set to 'accessories\_details'), 'Order' (text input set to '100'), 'Application' (dropdown set to 'Global'), 'Mandatory' (dropdown set to 'True'), 'Visible' (dropdown set to 'True'), 'Read only' (dropdown set to 'Leave alone'), 'Value action' (dropdown set to 'Leave alone'), and 'Field message type' (dropdown set to 'None'). The second row is empty. At the bottom left is a 'Submit' button.

You can see the demo of it

The screenshot shows the ServiceNow Catalog Items interface. At the top, there's a navigation bar with tabs for 'All', 'Favorites', 'History', 'Admin', and 'Catalog Items'. Below the navigation is a search bar with the placeholder '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 larger text input field). To the right, there's a sidebar with options to 'Order this Item' (Quantity 1, Delivery time 2 Days), 'Order Now' (a blue button), 'Add to Cart' (a blue button), and a 'Shopping Cart' section indicating it's empty.

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

This screenshot is identical to the one above, but the 'Additional Accessories' checkbox under the 'Justification' field is now checked (indicated by a blue border). A red asterisk (\*) is visible next to the 'Accessories Details' text input field, indicating it is a required field.

## 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 term "ui action" entered. The results are filtered under "System Definition" and show a single result: "UI Actions". To the right of the search results, there is a preview panel for a UI action card. The card has a title "Order this Item", a quantity dropdown set to 1, a delivery time dropdown set to "2 Days", and two buttons: "Order Now" (highlighted in blue) and "Add to Cart". Below the card is a "Shopping Cart" section with the text "Empty".

[https://dev209489.service-now.com/sys\\_ui\\_action\\_list.do?sysparm\\_userpref\\_module=4f400ef90a0a0b2d00a70e18983fdb83&sysparm\\_clear\\_stack=true](https://dev209489.service-now.com/sys_ui_action_list.do?sysparm_userpref_module=4f400ef90a0a0b2d00a70e18983fdb83&sysparm_clear_stack=true)

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

The screenshot shows the Catalog Items list page with the title "Catalog Items". The table header includes columns for Name, Table, Comments, Form action, List action, Active, Order, Condition, and Updated. The table lists several UI actions, such as "View in Workspace", "Save", "Delete", "New", and "Clear", along with their respective details and timestamps. The "New" row for "Record Transformer Rule" has a detailed description of its function.

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 ServiceNow Catalog Items interface. A new UI Action record is being created with the following details:

- Name: Reset form
- Table: Shopping Cart [sc\_cart]
- Order: 100
- Action name: Reset form
- Active: checked
- Show insert: checked
- Show update: checked
- Client: checked
- List v2 Compatible: checked
- List v3 Compatible: unchecked
- Overrides: (empty)
- Messages: (empty)
- Comments: (empty)
- Hint: (empty)
- Onclick: (empty)

On the right side, there are several checkboxes for different UI styles, all of which are unchecked. The 'Form style' dropdown is set to 'None'. The 'List style' dropdown is also set to 'None'.

Add the following script and click “Save”:

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

The screenshot shows the same ServiceNow Catalog Items interface after saving the UI Action. The 'Script' field now contains the following code:

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

A red box highlights a tooltip message above the script field: "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." The 'Protection policy' dropdown is set to 'None'. At the bottom, there are tabs for 'Workspace' and 'Requires role', and checkboxes for 'Workspace Form Button' and 'Workspace Form Menu'.

## Exporting changes to another instances:

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

The screenshot shows a browser window with the ServiceNow interface. The address bar indicates the URL is dev293200.service-now.com/nav/ui/classic/params/target/sc\_cat\_item.do?%3Fsys\_id%3D0f49e157c3232210a1abd9dc0501319e%26sysparm... . The main content area has a search bar with 'local update sets' typed in. Below the search bar, there are tabs for 'All', 'Favorites', 'History', and 'Workspaces'. The 'UI Actions' tab is selected. A search result table is displayed with columns: Comments, Form action, List action, Active, Order ▲, Condition, and Updated. One row in the table is highlighted, corresponding to the 'Local Update Sets' entry in the search results list. The table shows several other update sets like 'Save Template [sys\_template]', 'Delete Article Template [kb\_article\_template]', etc. At the bottom of the page, there is a navigation bar with links like 'https://dev209489.service-now.com/sys\_update\_set\_list.do?...', a search bar with '1 to 20 of 2,341', and a refresh button.

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

The screenshot shows a browser window with the ServiceNow interface. The address bar indicates the URL is dev293200.service-now.com/nav/ui/classic/params/target/sc\_cat\_item.do?%3Fsys\_id%3D0f49e157c3232210a1abd9dc0501319e%26sysparm... . The main content area has a search bar with 'Update Sets' and a dropdown menu showing 'Name'. Below the search bar, there are tabs for 'All', 'Favorites', 'History', and 'Workspaces'. The 'Update Sets' tab is selected. A search result table is displayed with columns: Name ▲, Application, State, Installed from, Created, Created by, Parent, and Batch Base. The 'Laptop Request' update set is listed in the table. At the bottom of the page, there is a navigation bar with links like 'https://dev209489.service-now.com/sys\_update\_set\_list.do?...', a search bar with '1 to 4 of 4', and a refresh button.

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 managing update sets. The title bar reads "Update Set - Laptop Request". The main content area displays a table of update items with columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. The table lists various entries such as Catalog UI Policy, Catalog UI Policy Action, Variable, and Catalog Item. The "Action" column for most entries shows "INSERT\_OR\_UPDATE". At the bottom of the table, there is a "Customer Updates (12)" link.

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

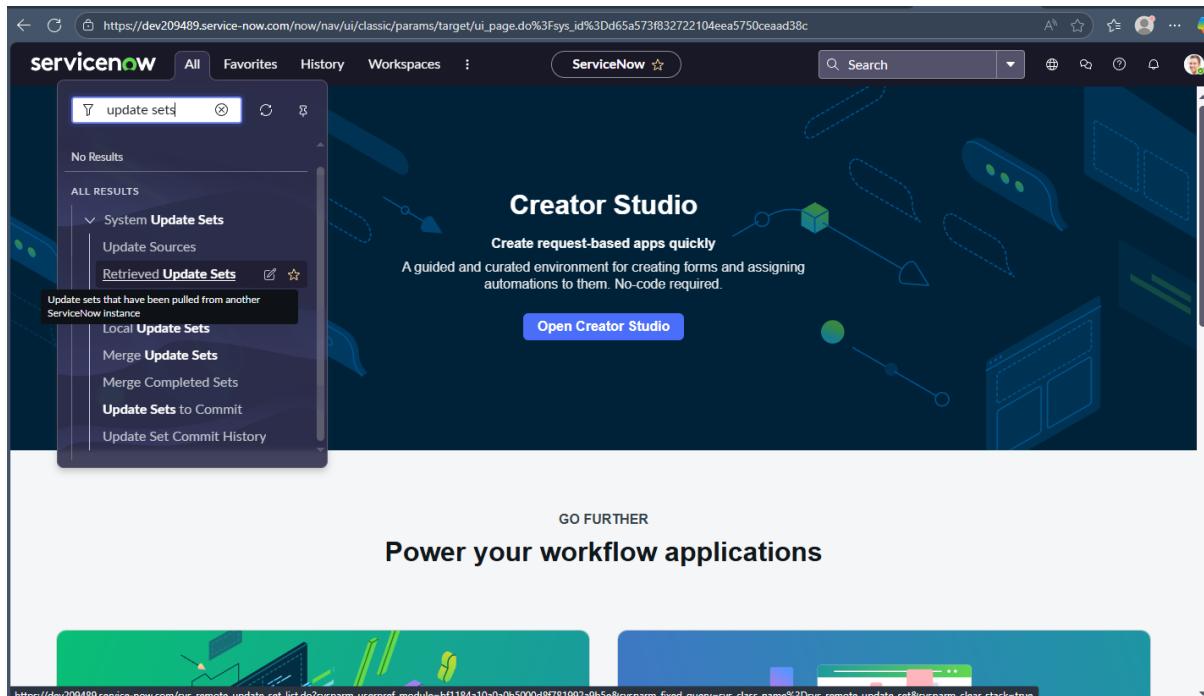
The screenshot shows the ServiceNow interface for a Catalog Item named "Laptop Request Project". The "Name" field is set to "Laptop Request Project". On the right side, there are fields for "Application" (Global), "Created" (2025-09-03 07:13:07), "Created by" (admin), and "Merged to". Below the form, there are "Update" and "Back Out" buttons. A "Related Links" section includes "Export to XML", "Merge With Another Update Set", and "Scan Update Set". At the bottom, there is a "Customer Updates (11)" link. A tooltip on the "Export to XML" button shows the file path: "sys\_remote\_update\_set\_5ef07afdc3bfa210a1abd9dc05013119.xml" and its size: "51.3 KB • Done". A McAfee WebAdvisor scan message is visible at the bottom right.

## **Retrieving the update set:**

Open another ServiceNow instance with friend's login

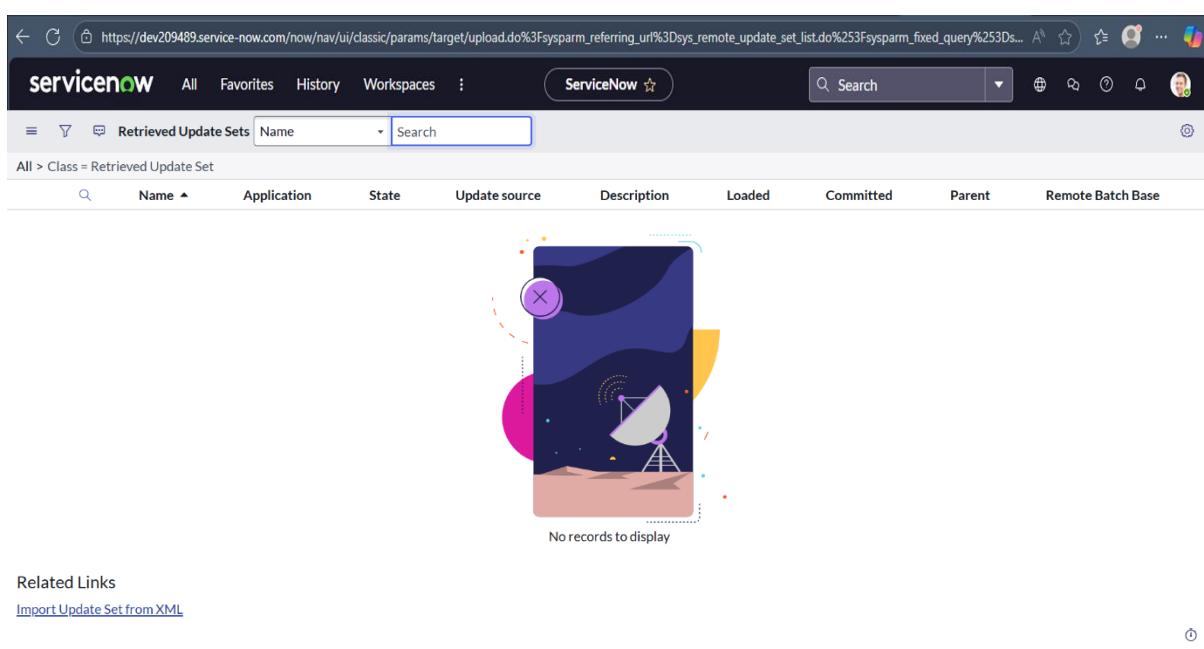
Navigate to **All → search for Update Sets.**

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



The screenshot shows a ServiceNow search interface with the URL [https://dev209489.service-now.com/nav/ui/classic/params/target/ui\\_page.do?sys\\_id%3Dd65a573f832722104ea5750cead38c](https://dev209489.service-now.com/nav/ui/classic/params/target/ui_page.do?sys_id%3Dd65a573f832722104ea5750cead38c). The search bar contains "update sets". The results pane shows "No Results" under "ALL RESULTS". Under "System Update Sets", the "Retrieved Update Sets" option is selected. Other options include "Update Sources", "Local Update Sets", "Merge Update Sets", "Merge Completed Sets", "Update Sets to Commit", and "Update Set Commit History". To the right of the search results is a "Creator Studio" section 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 "GO FURTHER" section titled "Power your workflow applications" is also visible.

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



The screenshot shows a list view for "Retrieved Update Sets" with the URL [https://dev209489.service-now.com/sys\\_remote\\_update\\_set\\_list.do?sysparm\\_userpref\\_module=bf118410a0b5000d8f781992a9b5&sysparm\\_fixed\\_query=sys.class.name%3Dsys\\_remote\\_update\\_set&sysparm\\_clear\\_stack=true](https://dev209489.service-now.com/sys_remote_update_set_list.do?sysparm_userpref_module=bf118410a0b5000d8f781992a9b5&sysparm_fixed_query=sys.class.name%3Dsys_remote_update_set&sysparm_clear_stack=true). The search bar shows "Retrieved Update Sets" and the search field is empty. The results table header includes columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. The main content area displays a decorative graphic of a satellite dish and the text "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 header with the ServiceNow logo and navigation links like All, Favorites, History, Workspaces, and a search bar. Below the header, a message says "Importing records from an XML file will not run Business Rules". The main area is divided into two steps:

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

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

The screenshot shows the Retrieved Update Sets list view. The header includes the title "Retrieved Update Sets" and a search bar. The table has columns for Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. One row is selected, showing the details for the "Laptop Request Project".

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)

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

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

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

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

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

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

Below the main details, there is a section for 'Description' and 'Application name' (Global). At the bottom, there are buttons for 'Update', 'Delete', and 'Run Preview Again'. A 'Related Links' section includes 'Show All Preview Records' and tabs for 'Update Set Preview Problems (2)', 'Customer Updates (12)', and 'Child Update Sets'. A search bar and a 'Actions on selected rows...' dropdown are also present.

## 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 the search bar containing 'catalog'. The results list includes:

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

The 'Catalog' item under 'Catalogs' is currently selected. The main content area features a 'Creator Studio' section with the text 'Create request-based apps quickly' and a 'GO FURTHER' section with the text 'Power your workflow applications'.

Choose the **Hardware** category.

The screenshot shows the ServiceNow Service Catalog interface. At the top, there is a navigation bar with links for All, Favorites, History, Workspaces, Admin, and Catalog. A search bar is located at the top right. Below the navigation bar, the main content area is titled "Service Catalog". It features a grid of categories:

- Services**: Document production services. Create and produce high-quality, professional documents.
- Hardware**: Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.
- Can We Help You?**: Your IT gateway. Report issues and submit requests.
- Software**: A range of software products available for installation on your corporate laptop or desktop computer.
- Office**: Office services such as printing, supplies requisition and document shipping and delivery.
- Desktops**: Desktop computers for your work area.
- Peripherals**: End user peripherals such as mobile phone cases, dongles, and cables.
- Mobiles**: Cell phones to meet your business needs.

On the right side of the grid, there is a sidebar titled "Top Requests" which lists items like "Request email alias", "Access", "Cisco Jabber softphone", "Standard Laptop", and "Pixel4a". Below the sidebar is a "Shopping Cart" section indicating it is "Empty".

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

The screenshot shows the ServiceNow Catalog Search Results page. The URL in the address bar is [https://dev209489.service-now.com/nav/uiclassic/params/target/catalog\\_find.do%3Fsysparm\\_parent%3Dd258b95c611227a014610fb1be7c31%26sysparm\\_catalog%3De...](https://dev209489.service-now.com/nav/uiclassic/params/target/catalog_find.do%3Fsysparm_parent%3Dd258b95c611227a014610fb1be7c31%26sysparm_catalog%3De...). The page title is "Catalog Search Results: Service Catalog > Hardware > 'laptop request'".

The search results table shows one item:

Laptop Request
Use this item to request a new laptop Service Catalog > Hardware

On the right side of the search results table, there is a "Found In" box containing the text "Service Catalog Hardware (1)".

Open the **Laptop Request** catalog item.

The screenshot shows the ServiceNow interface for the 'Laptop Request' catalog item. The top navigation bar includes links for 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main content area displays a form for requesting a new laptop. It includes fields for 'Laptop Model' (with a placeholder 'Rectangular Slop'), 'Justification' (a large text area), and a checkbox for 'Additional Accessories'. To the right, there's a sidebar with 'Order this Item' settings (Quantity 1, Delivery time 2 Days), a 'Order Now' button, and a 'Shopping Cart' section indicating it's empty. A small note at the bottom left says 'Use this item to request a new laptop'.

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

This screenshot shows the same ServiceNow interface as above, but with the 'Additional Accessories' checkbox checked. As a result, a new field labeled 'Accessories Details' has appeared below the justification field, preceded by a red asterisk to indicate it is mandatory. All other elements of the page remain the same, including the sidebar and the note at the bottom left.

## **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.