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## **Procedure for Laptop Request Catalog Item Implementation in ServiceNow**

### **1. Create a Local Update Set**

The Local Update Set is used to capture all configuration changes made during the development process. This helps in migrating customizations from one ServiceNow instance to another.

#### **Steps:**

- 1. Open ServiceNow Instance:**
    - Log in to your ServiceNow developer instance using valid credentials.
  - 2. Access Update Sets:**
    - In the left navigation pane, click on **All** to expand the full menu.
    - In the filter navigator, type Update Sets.
    - Under **System Update Sets**, select **Local Update Sets**.
  - 3. Create a New Update Set:**
    - Click on **New** to create a new local update set.
    - Fill in the required details as follows:
      - **Name:** Laptop Request
      - **Description:** This update set contains all configurations related to the Laptop Request Catalog Item.
    - Click **Submit** to save.
  - 4. Activate the Update Set:**
    - After submitting, select the newly created update set ("Laptop Request").
    - Click **Make Current**.
    - By doing this, all subsequent changes will be captured in this update set automatically.
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### **2. Create a Service Catalog Item**

The Service Catalog Item represents the service that end-users can request. In this project, it

is the Laptop Request item.

**Steps:**

1. **Navigate to Catalog Items:**
    - o Open the ServiceNow instance.
    - o Click on **All** in the Application Navigator.
    - o Type Service Catalog in the search box.
    - o Under **Catalog Definitions**, click on **Maintain Items**.
  2. **Create a New Item:**
    - o Click on **New**.
    - o Fill in the following fields:
      - **Name:** Laptop Request
      - **Catalog:** Service Catalog
      - **Category:** Hardware
      - **Short Description:** Use this item to request a new laptop
    - o Click **Save** to store the new item.
    - o This step creates a visible item in the Service Catalog, allowing users to request laptops directly through the platform.
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### **3. Add Variables to the Catalog Item**

Variables define the data that users will input when submitting the catalog item form.

**Steps:**

1. **Access Variable List:**
  - o After saving the Laptop Request catalog item form, scroll down to find the **Variables** related list.
  - o Click on **New** to create a new variable.
2. **Add Variables One by One:**
  - o **Variable 1:**
    - **Question:** Laptop Model
    - **Type:** Single Line Text
    - **Name:** laptop\_model
    - **Order:** 100
    - Click **Submit**.
  - o **Variable 2:**
    - **Question:** Justification
    - **Type:** Multi Line Text
    - **Name:** justification
    - **Order:** 200

- Click **Submit**.
  - **Variable 3:**
    - **Question:** Additional Accessories
    - **Type:** Checkbox
    - **Name:** additional\_accessories
    - **Order:** 300
    - Click **Submit**.
  - **Variable 4:**
    - **Question:** Accessories Details
    - **Type:** Multi Line Text
    - **Name:** accessories\_details
    - **Order:** 400
    - Click **Submit**.
3. **Finalize:**
- After adding all the above variables, they will appear under the **Variables** related list of the Laptop Request catalog item.
  - Click **Save** again to confirm the updates.
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## 4. Create Catalog UI Policies

UI Policies control the behavior of fields dynamically, such as showing, hiding, or making fields mandatory based on conditions.

### Steps:

1. **Navigate to Catalog UI Policies:**
  - In the Application Navigator, click **All** and search for Service Catalog.
  - Under **Catalog Definitions**, click **Maintain Items**.
  - Search and select the **Laptop Request** item.
2. **Add a New UI Policy:**
  - Scroll down to the **Catalog UI Policies** related list.
  - Click on **New**.
  - Enter:
    - **Short Description:** Show Accessories Details
  - **Catalog Condition:**
    - **Field:** additional\_accessories
    - **Operator:** is
    - **Value:** true
  - **Save** the UI Policy (do not submit yet).
3. **Add UI Policy Actions:**
  - Scroll down to the **Catalog UI Policy Actions** related list.

- Click **New** and fill in:
    - **Variable Name:** accessories\_details
    - **Mandatory:** True
    - **Visible:** True
    - **Order:** 100
  - Click **Save**, then **Save** again on the UI Policy form.
  - This ensures that when a user checks the “Additional Accessories” box, the “Accessories Details” field becomes visible and mandatory.
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## 5. Create a UI Action

UI Actions are buttons, links, or context menu items that perform specific actions. Here, we create a Reset Form button for the shopping cart.

### Steps:

1. **Navigate to UI Actions:**
    - Click **All** → search UI Actions.
    - Under **System Definition**, select **UI Actions**.
  2. **Create a New UI Action:**
    - Click **New** and enter:
      - **Table:** Shopping Cart (sc\_cart)
      - **Order:** 100
      - **Action Name:** Reset Form
      - **Client:** Checked
    - **Add the Script:**

```
JavaScript
function resetForm() {
    g_form.clearForm(); // Clears all fields in the form
    alert("The form has been reset.");
}
```
    - Click **Save** to activate the UI Action.
    - This adds a “Reset Form” button to clear all user inputs on the catalog request form.
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## 6. Exporting Changes to Another Instance

To move your configurations to another ServiceNow instance, export the update set as an

XML file.

**Steps:**

1. **Open the Update Set:**
    - o Click on **All** → search Update Sets.
    - o Select **Local Update Sets**.
  2. **Select the Created Update Set:**
    - o Choose the **Laptop Request Project** update set.
  3. **Set the State to Complete:**
    - o Change **State** to **Complete** to finalize it.
  4. **Export the Update Set:**
    - o In the Related List under **Updates**, verify that all configuration changes are captured.
    - o Click **Export to XML** — a file will be downloaded to your system.
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## **7. Retrieve the Update Set in Another Instance**

Importing the update set allows another instance to use the same configurations.

**Steps:**

1. **Open Target Instance:**
    - o Open another ServiceNow instance (preferably in an incognito browser window).
    - o Log in using your credentials.
  2. **Navigate to Retrieved Update Sets:**
    - o Click **All** → search Update Sets.
    - o Select **Retrieved Update Sets** under **System Update Sets**.
  3. **Import the XML File:**
    - o Click **Import Update Set from XML**.
    - o Upload the previously downloaded XML file.
    - o Click **Upload**.
  4. **Preview and Commit:**
    - o Open the uploaded update set (Laptop Request Project).
    - o Click **Preview Update Set**.
    - o Resolve any errors (if any).
    - o Click **Commit Update Set**.
  5. **Verification:**
    - o Once committed, all configurations such as catalog items, UI policies, and UI actions will appear in the target instance.
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## 8. Test the Catalog Item

Testing ensures that the catalog item works as expected in the target instance.

### Steps:

1. **Open the Catalog:**
    - In the Application Navigator, search for Service Catalog.
    - Click **Catalog** under **Service Catalog**.
  2. **Select the Category:**
    - Choose the **Hardware** category.
    - Find the **Laptop Request** item.
  3. **Verify Variables and UI Policies:**
    - Open the **Laptop Request** form.
    - Confirm that it shows **Laptop Model**, **Justification**, and **Additional Accessories** fields.
  4. **Test Conditional Visibility:**
    - Check the **Additional Accessories** box.
    - The **Accessories Details** field should appear and become mandatory.
    - Unchecking it should hide the field again.
  5. **Validate UI Action:**
    - Use the **Reset Form** button to confirm it clears all fields.
  6. **Submit the Request:**
    - Fill in all fields and submit the request.
    - Verify that the request appears in the system successfully.
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## Output

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

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
CB_Standard Items in Service Catalog_lph...	Global	Complete		2025-08-25 00:00:54	admin	(empty)	(empty)
Default	Security Center	In progress		2025-03-06 03:19:30	system	(empty)	(empty)
Default	Pipeline	In progress		2025-08-07 09:26:55	system	(empty)	(empty)
Default	Global	In progress		2025-03-06-01:14:36	system	(empty)	(empty)
Default	New Assist Troubleshooting	In progress		2025-09-06-03:20:41	admin	(empty)	(empty)
DevChanges	Global	Complete		2025-08-13 10:42:09	admin	(empty)	(empty)
LaptopRequest	Global	Complete		2025-09-11 11:39:05	admin	(empty)	(empty)

Related Links

Merge Update Sets

The screenshot shows the ServiceNow Update Set - Laptop Request detail view. The form fields include:

- \* Name: Laptop Request
- State: Complete
- Parent: (empty)
- Release date: (empty)
- Install date: (empty)
- Installed from: (empty)
- Description: (empty)

On the right, there are summary details:

- Application: Global
- Created: 2025-09-11 11:39:05
- Created by: admin
- Merged to: (empty)

At the bottom, there are buttons for Update and Back Out.

Related Links:

- Export to XML
- Merge With Another Update Set
- Scan Update Sets
- SN Utils: Versions (0)

Customer Updates (10) | Update Set Logs | Child Update Sets | Install History

The image shows the ServiceNow homepage. At the top, there's a navigation bar with links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The 'ServiceNow' logo is in the center, and a search bar with a magnifying glass icon and a dropdown arrow is to its right. On the far right, there are several small icons representing different features like users, groups, and settings. The main content area has a dark blue background with abstract white shapes resembling data flows or network nodes. In the center, the words 'Creator Studio' are displayed in a large, bold, white font. Below it, a sub-headline reads 'Create request-based apps quickly' in a smaller white font. A descriptive paragraph follows: 'A guided and curated environment for creating forms and assigning automations to them. No-code required.' To the right of the text is a blue rectangular button with white text that says 'Open Creator Studio'. At the bottom of the page, there's a call-to-action section with the text 'GO FURTHER' and 'Power your workflow applications'.

The screenshot shows the ServiceNow Service Catalog. At the top, there's a navigation bar with 'servicenow' and links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main area is titled 'Service Catalog' and contains several categories:

- Services**: Document production services. Create and produce high-quality, professional documents.
- Hardware**: Offer from a variety of hardware to meet your business needs, including phones, tablets and laptops.
- 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, there's a 'Top Requests' section with items like 'Laptop Request', 'Request email alias', 'Access', 'Cisco mobile softphone', and 'Standard Laptop'. Below that is a 'Shopping Cart' section labeled 'Empty'.

This screenshot shows the 'Laptop Request' catalog item page. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and the current item 'Laptop Request'. The main content area is titled 'Service Catalog > Hardware > Laptop Request' and contains the following fields:

- Laptop Model**: A dropdown menu currently set to 'HP15s'.
- Justification**: A large text input field.
- Additional Accessories**: A checked checkbox.
- Accessories Details**: A text input field containing 'Hello'.

On the right side, there's an 'Order this Item' section with 'Quantity' (set to 1), 'Delivery time' (set to '2 Days'), and two buttons: 'Cart or Home' (highlighted in blue) and 'Add to Cart'. Below that is a 'Shopping Cart' section labeled 'Empty'.

## Conclusion

This detailed procedure demonstrates the complete process of developing and deploying a Laptop Request Catalog Item in ServiceNow.

The steps — from creating a local update set to testing in a different instance — ensure that:

- All configurations are reusable and transferable.
- The request form behaves dynamically with user-friendly policies.
- Automation simplifies IT service management and asset handling.