

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 .



Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Now Assist Troubleshooting	In progress		2025-06-26 00:11:31	admin	(empty)	(empty)
Default	Global	In progress		2025-06-25 22:14:10	system	(empty)	(empty)
Default	Security Center	In progress		2025-06-26 00:10:48	system	(empty)	(empty)
Default	Pipeline	In progress		2025-10-28 07:23:43	system	(empty)	(empty)

Related Links

[Merge Update Sets](#)

< Update Set
New record 

* Name Laptop Request1

Application Global


State In progress

Parent

Release date

Description

 maintain   



FAVORITES

No Results

ALL RESULTS

Service Catalog

Catalog Definitions

[Maintain Catalogs](#)[Maintain Categories](#)[Maintain Dynamic C...](#)  [Maintain Items](#)[Maintain Cart Layouts](#)

State

Installed from

Created

Created by

Parent

Batch Base

In progress

2025-06-26 00:11:31

admin

(empty)

(empty)

In progress

2025-06-25 22:14:10

system

(empty)

(empty)

In progress

2025-06-26 00:10:48

system

(empty)

(empty)

In progress

2025-10-28 07:23:43

system

(empty)

(empty)

In progress

2025-10-29 23:16:06

admin

(empty)

(empty)

Build and modify items faster with the improved [Catalog Builder](#).

Name

Catalogs

Category

State

Checked out

Owner



Application



Active

☒

Roles

Fulfillment automation level

Item Details

Process Engine

Picture

Pricing

Portal Settings

Short description

Description

Press Alt+0 for help

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.

Meta

Related Links

[Item Diagnostic](#)
[Blue Point Scan](#)

- VariablesVariable SetsCatalog UI PoliciesCatalog Client ScriptsAvailable ForNot Available ForCategories (1)Catalogs (1)Catalog Data Lookup DefinitionsRelated ArticlesRelated Catalog Items

Assigned Topics

Catalog Item - Laptop Request

	Type	Question	Order

Meta

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic
Run Point Scan

Variables (3) Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items

Assigned Topics

Order Search Actions on selected rows... New

Catalog item - Laptop Request

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

<< 1 to 3 of 3 >>

Laptop Request Catalog Item

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

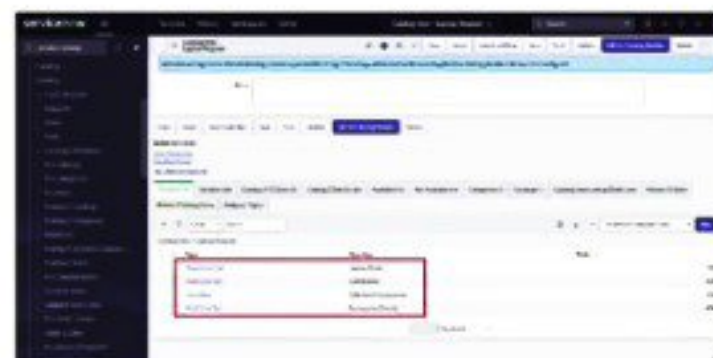
Login To Another Instance

Testing

Type: Multi line text
Name: accessories_details
Order: 400

Step2:

- After adding above variable which are added to newly created catalog item
- Then save the catalog item form



Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Laptop Request	Use this item to request a new laptop	true		Service Catalog	Hardware	\$0.00	Item	2025-10-29 23:23:50
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		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	2025-10-28 07:19:49
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	2024-08-08 02:16:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2024-08-08 02:16:16
Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33



Catalog Items Name Search



Actions on selected rows...

New

All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty > Name >= laptop request

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="!=Package"/>	<input type="text" value="Search"/>
Lenovo ThinkPad Power Adapter - 135W	For Lenovo Thinkpad, AC Adapter, 135W	true		Service Catalog	Peripherals	\$99.99	Item	2022-11-20 20:46:33
Lenovo Thinkpad Power Adapter - 90W	For Lenovo Thinkpad, T-Series, 90W	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33
Lenovo USB Ethernet Adapter	For Lenovo X1 Carbon	false		Service Catalog	Peripherals	\$28.79	Item	2022-11-20 20:46:33
Lenovo X1 Carbon Power Adapter	For Lenovo X1 Carbon	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33
Loaner Laptop	Short term, while computer is repaired/L...	true		Service Catalog	Hardware	\$0.00	Item	2022-11-20 20:46:33
Logitech USB Headset for PC & Mac	PC/Mac Compatible Headset	true		Service Catalog	Peripherals	\$29.99	Item	2022-11-20 20:46:33
Logitech Wireless Mouse	PC / Mac Compatible	true		Service Catalog	Peripherals	\$35.88	Item	2022-11-20 20:46:33
Lotus Notes	IBM Lotus Notes	false		Service Catalog	Software	\$50.00	Item	2022-12-05 20:46:33
MacBook Air Power Adapter	Power Adapter	true		Service Catalog	Peripherals	\$75.84	Item	2022-11-20 20:46:33

Activate

Deactivate



1

to 20 of 97



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. [More info](#)

Catalog Item

Variable name

Order

Application

Mandatory

Visible

Read only

Value action

Field message type

 local  

FAVORITES

No Results

ALL RESULTS

Configuration

Dockers

Local Images

System Localization

Language Regions


Regions

Currencies



Update

Delete

Application Global Form button ☐Form context menu ☐Form link ☐Form style -- None -- List banner button ☐List bottom button ☐List context menu ☐List choice ☐

List link |

List style -- None -- List v3 Compatible ☐Overrides 

Messages

Comments

Update Sets

Name

Search

Actions on selected rows...

New

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Now Assist Troubleshooting	In progress		2025-06-26 00:11:31	admin	(empty)	(empty)
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Default	Security Center	In progress		2025-06-26 00:10:48	system	(empty)	(empty)
Default	Pipeline	In progress		2025-10-28 07:23:43	system	(empty)	(empty)
Laptop Request	Global	In progress		2025-10-29 23:16:05	admin	(empty)	(empty)

Related Links

[Merge Update Sets](#)



Unleash your app vision **with Now**

Describe your app and our AI will guide you from concept to

For example, "I want to create an app that helps me resolve incidents faster."

Create

Create an asset tracking
app

Build an app to track
inventory

Create an app to manage
user feedback

Say hello to a better way to manage!

Experience a smarter, faster way to manage your instance. Take a quick tour.

Done

< Update Set
Laptop Request Project

Update

Back Out

* Name Laptop Request Project

State Complete

Parent

Release date

Install date

Installed from

Description

Application Global

Created 2025-10-29 23:16:05

Created by admin

Merged to

Update

Back Out

Related Links

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

Customer Updates (10)

Update Set Logs

Child Update Sets

Install History

Created Search

Actions on selected rows..

Update set = Laptop Request Project

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 Instance

Login To Another Instance

Retrieving The Update Set

3. It will review the update set and set it down.

6. Click on Import update set from XML.



7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.



Service Catalog

Search catalog

Services



Services

Document production services. Create and produce high quality, professional documents.

Can We Help You?



Can We Help You?

Your IT gateway. Report issues and submit requests.

Office



Office

Office services such as printing, supplies requisition and document shipping and delivery.

Peripherals



Peripherals

Find user peripherals such as mobile phone cases, dongles, and cables.

Hardware



Hardware

Order on a variety of hardware to meet your business needs, including phones, tablets and laptops.

Software



Software

A range of software products available for installation on your corporate laptop or desktop computer.

Desktops



Desktops

Desktop computers for your work area.

Mobiles



Mobiles

Cell phones to meet your business needs.

Top Requests

-  Request email alias
-  Access
-  Cisco Jabber softphone
-  Standard Laptop
-  Pixel 4a

Shopping Cart

Empty



Hardware

Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.

5075

☐ Laptop Request

Use this item to request a new laptop

Developer Laptop (Mac)

\$1,499.00

Macbook Pro

+\$100.00

▼ Preview

Annually

Macbook Pro

The Apple MacBook Pro is laptop that is second to none. It provides a Retina display that fights glare and weighs approximately five pounds. High powered enough to complete computing tasks.

Technical Specs

- Intel core i7 processor
- 512GB PCIe-based flash storage
- Intel Iris Pro Graphics
- Backlit keyboard

iPad mini

~~\$499.00~~

[Request for iPad mini](#)

► [Preview](#)

— **And...**

£,000 (m)

Use this item to request a new laptop

Laptop Model

HP

Justification

☒ Additional Accessories

* Accessories Details

ww

Order this Item

Quantity

1

Delivery time

2 Days

Order Now

Add to Cart

Shopping Cart

Empty

Order Status

Back to Catalog

Continue Shopping

Home

Thank you, your request has been submitted

Order Placed: 2025-10-29 23:39:50

Request Number: REQ0010001

Estimated Delivery Date
of Complete Order: 2025-10-31

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-10-31	<div><div></div><div></div><div></div><div></div><div></div></div>		1	
				Total	

Back to Catalog

Continue Shopping

Home