

- 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 node
2. Click on A/I >> 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

Accept Update Sets

Update Set
New record

Submit and Make Current

* Name Laptop Request1

Application Global



State In progress

Parent



Release date



Description

Submit

Submit and Make Current

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
pooling	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 23:16:05	admin	{empty}	{empty}

Catalog Item
New record

Build and modify items faster with the improved Catalog Builder.

X

Name:	<input type="text"/>	Application:	Global
Catalogs:	<input type="button" value="A"/>	Active:	<input checked="" type="checkbox"/>
Category:	<input type="text"/>	Roles:	<input type="button" value="P"/>
State:	-- None --	Fulfillment automation level:	Unspecified
Checked out:	-- None --		
Owner:	System Administrator	<input type="button" value="S"/>	<input type="button" value="D"/>

Item Details

Process Engine | Picture | Pricing | Portal Settings

Short description:

Description

Catalog Item
Laptop Request

Copy Try It Update Edit in Catalog Builder Delete

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

Copy Try It Update Edit in Catalog Builder Delete

Related Links

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

Variables 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 New

Catalog Item - Laptop Request

Type

Question

Order ▲

Catalog Item
Laptop Request

Meta

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

Actions on selected rows...

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



Home

Projects

Support



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

The screenshot shows a software interface for managing catalog items. On the left is a sidebar with various menu items. In the center is a main window titled 'Catalog Item Details' with a sub-header 'Catalog Item Name: Laptop Request Catalog'. The main area contains several input fields and dropdown menus. A specific section is highlighted with a red border, showing the variable 'accessories_details' with its value 'Laptop accessories'. This visualizes the state described in the text above.

servicenow All Favorites History Workspaces Admin Catalog Items

Search Actions on selected rows... New

UI > Type > Bundle > Class > Order guide > Type > Class > Content Item > Published item is empty

	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
<input checked="" type="checkbox"/>	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

servicenow All Favorites History Workspaces Admin Catalog Items

Search Actions on selected rows... New

UI > Type > Bundle > Class > Order guide > Type > Class > Content Item > Published item is empty > Name > laptop request

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Search	Search	Search	Search	Search	Search	Search	!Package	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
Loaoner 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

servicenow All Favorites History Workspaces Catalog UI Policy Action - New Record Search

Catalog UI Policy Action
New record

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	Laptop Request	Application	Global
Variable name	accessories_details	Mandatory	Leave alone
Order	100	Visible	Leave alone
		Read only	Leave alone
		Value action	Leave alone
		Field message type	None

Submit

UI Actions								
	Name	Table	Comments	Form action	List action	Active	Order	Condition
<input checked="" type="checkbox"/>	View in Workspace	Project Definition Version [pxmin_model_def_version]		true	false	true		current.getValue('state') === AVAILABLE
	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.canWrite()
	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.isNewRecord()
	Delete	Article Template [kb_article_template]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1.000	false
	Delete	Global [global]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1.000	current.isValidRecord() && current.canDelete()
	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() && !RP.getListControlledByRecordTransformerRule()
	Clear	Template [sys_template]	Clears the template applied field values	true	false	true	-1.000	current.canWrite()
	Save	Performance Analytics Text Index Configuration [pa_text_index_configurations]	Saves an existing record and redirects back to current screen (context version)	true	false	true	-1.000	!current.isNewRecord() && current.canCreate()

servicenow All Favorites History Workspaces Admin UI Action ⚡

Search

local

FAVORITES
No Results

ALL RESULTS

- Configuration
 - Docker
 - Local Images
- System Localization
 - Language Regions
 - Regions
 - Currencies

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 --

Overrides
Messages
Comments

servicenow All Favorites History Workspaces Admin Update Sets 

 Search     

Update Sets Name Actions on selected rows... New

<input type="checkbox"/>	Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
	Default	New 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}
	Laptop Requests	Global	In progress		2025-10-29 23:16:05	admin	{empty}	{empty}

Related Links

[Merge Update Sets](#)

1 to 5 of 5

https://dev305872.service-now.com/sys_update_set.do?sys_id=0a00fb1393b472c0960c719ef0

Unleash your app vision with N

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."

Say hello to a better way to manage!

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

Done

Create
Create an asset tracking app

Create
Build an app to track inventory

Create
Create an app to manage user feedback



Update Set
Laptop Request Project

* Name	Laptop Request Project	Application	Global
State	Complete	Created	2025-10-29 23:16:05
Parent		Created by	admin
Release date		Merged to	
Install date			
Installed from			
Description			

Related Links

[Export to XML](#)[Merge With Another Update Set](#)[Scan Update Set](#)[Customer Updates \(10\)](#) [Update Set Logs](#) [Child Update Sets](#) [Install History](#)

Update set - Laptop Request Project

Home

Projects

Support

• 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 Set

3. It opens the review update set file and scroll 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 from 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

Service Catalog > Hardware

20 per page

Search catalog

Hardware

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

Items

Laptop Request

Use this item to request a new laptop

Developer Laptop (Mac)

Macbook Pro

► Preview

\$1,499.00

+\$100.00

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

Request for iPad mini

► Preview

\$499.00

\$799.00

Use this item to request a new laptop

Laptop Model

Order this item

Quantity

1

Delivery time

2 Days

[Order Now](#)[Add to Cart](#)

Shopping Cart

[Empty](#)

Justification

 Additional Accessories

* Accessories Details

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: 2025-10-31

of Complete Order:

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

[Back to Catalog](#)[Continue Shopping](#)[Home](#)