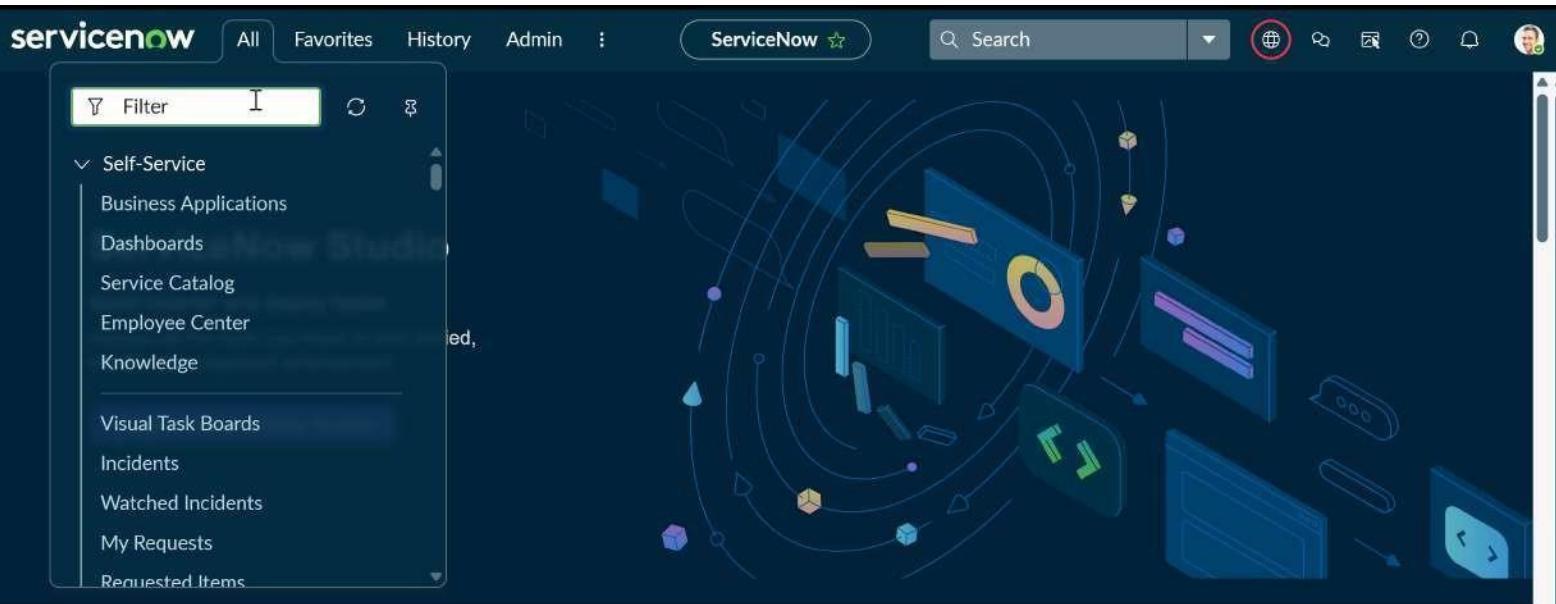


Laptop Request Catalog Item

STEP 1:

1. Open service now.
2. And log in to the service now using your given ID and password
3. Once it's over
4. Then, open Naan Muthalvan home page in the browser
5. Here, log in and move to the guided project



6. Now in service now, at the top left corner, you can see All
7. Click on All >> search for update sets
8. Select local update sets under system update sets

9. Click on new

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

The screenshot shows the Smart Internz ServiceNow interface. On the left, there's a navigation bar with Home, Projects (selected), and Support. The main area has tabs for Guided Project and Project Workspace. A sidebar titled 'Laptop Request Catalog Item' contains options like Update Set (highlighted in orange), Create Local Update Set (in red), Service Catalog item, UI Policy, UI Action, and Endorsement. A large modal window titled 'Create Local Update Set' lists steps: 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, and 7. By clicking on the button it activates the update set.

The screenshot shows the ServiceNow search interface. The search bar contains 'local update'. In the 'FAVORITES' section, there are no results. In the 'ALL RESULTS' section, under 'System Update Sets', there is a result named 'Local Update Sets' which is highlighted with a green border. Below the search bar, there's a button labeled 'Open ServiceNow Studio'.

11. Click on submit to make the current changes.

1. By clicking the button, it activates the update set.

The screenshot shows the ServiceNow interface for managing update sets. The top navigation bar includes links for All, Favorites, History, Admin, and a search bar labeled 'Update Sets'. Below the header is a toolbar with various icons. The main content area displays a table titled 'All' with the following data:

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Global	In progress		2025-09-08 20:57:55	system	(empty)	(empty)
Laptop Request 2	Global	In progress		2025-10-29 02:50:37	admin	(empty)	(empty)
Laptop Request Project	Global	Complete		2025-10-28 23:21:53	admin	(empty)	(empty)
Laptop Request Project	Global	Complete		2025-10-29 00:08:42	admin	(empty)	(empty)

Below the table, there is a section titled 'Related Links' with a link to 'Merge Update Sets'.

STEP 2:

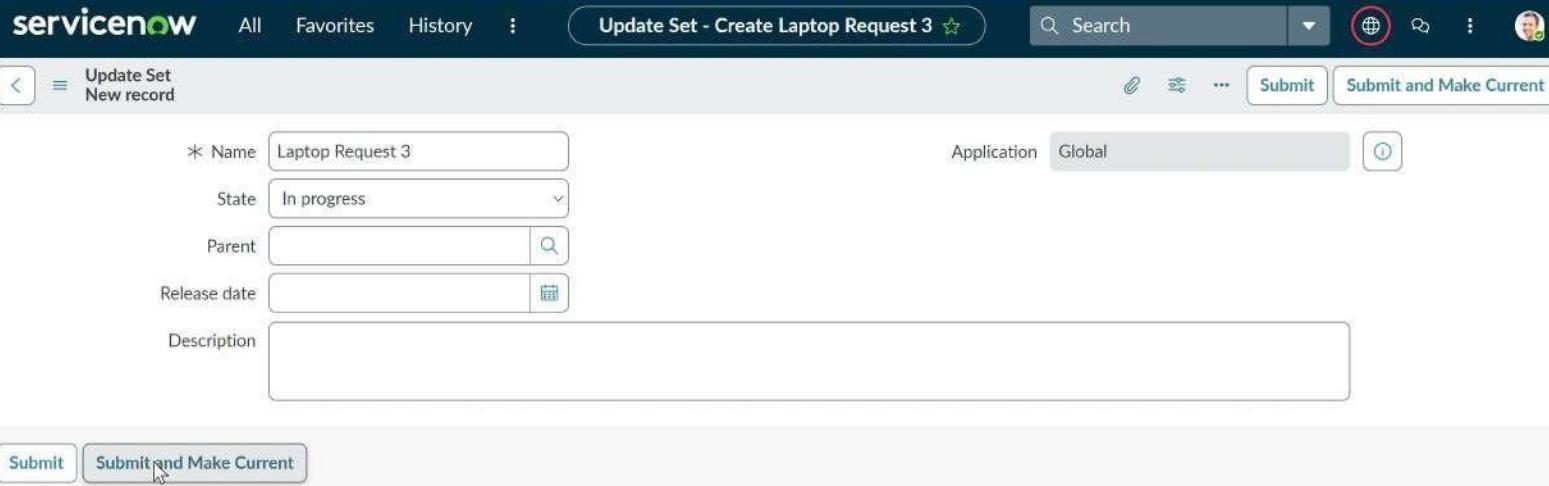
1. Open service now.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions
4. Click on New.

servicenow All Favorites History : Update Set - Create Laptop Request 3  Search :

Update Set New record

* Name	Laptop Request 3	Application	Global
State	In progress	...	
Parent	<input type="text"/>		
Release date	<input type="text"/>		
Description	<input type="text"/>		

Submit **Submit and Make Current**



5. Fill 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

6. Click on ‘SAVE’

STEP 3:

- 1 After saving the catalog item form scroll down and click on variable(related list)
2. Click on new and enter the details as below

The screenshot shows the ServiceNow interface. On the left, a sidebar lists various options: Create Local Update Set, Service Catalog Item (highlighted in orange), Create Service Catalog Item (highlighted in red), Add Variables, UI Policy, UI Action, Export Update Set, Login To Another Instance, Testing, and a bottom option. The main area is titled 'Create Service Catalog Item' with a sub-section 'Create Catalog Item'. It contains a list of catalog items with columns: Name, Description, Active, Status, Coverage, Category, Date, Type, and Updated. One item, 'laptop_model', is highlighted in red. A callout box on the right provides step-by-step instructions: 1. Open service now, 2. Click on All >> service catalog, 3. Select maintain items under catalog definitions, and 4. Click on New.

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

3. Do this same process for
4. Variable 2:Justification
5. Variable 3:Additional Accessories
6. Variable 4: Accessories Details

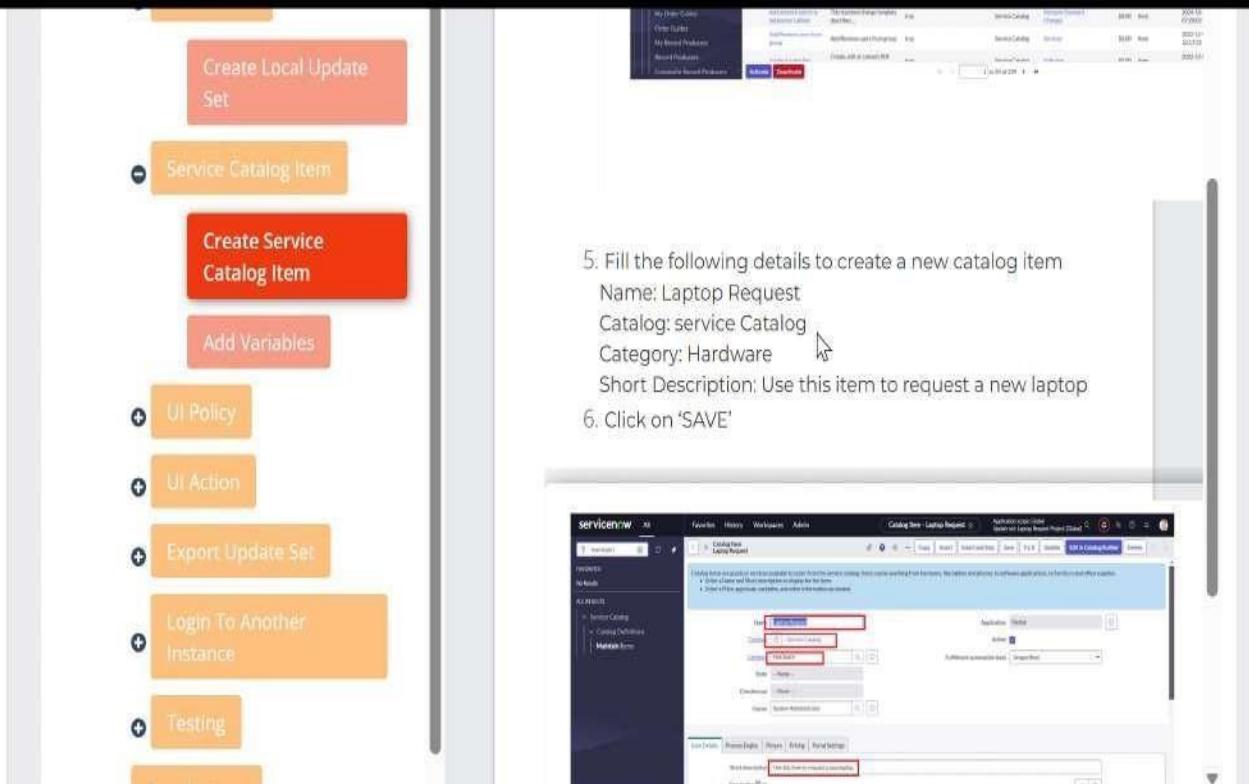
The screenshot shows the ServiceNow web interface. The top navigation bar includes links for All, Favorites, History, Admin, and Update Sets. A search bar and various system icons are also present. On the left, a sidebar displays a search field with 'maintain' and a list of menu items under 'Service Catalog': Catalog Definitions, Maintain Catalogs, Maintain Categories, Maintain Dynamic Categories, Maintain Items (which is highlighted with a red box), and Maintain Cart Layouts. Below the sidebar is a 'Related' section with a 'Merge Update Sets' link. The main content area shows a table of items with columns: State, Installed from, Created, Created by, Parent, and Batch Base. The table contains six rows, all of which are currently in progress.

State	Installed from	Created	Created by	Parent	Batch Base
In progress		2025-09-08 20:57:55	system	(empty)	(empty)
In progress		2025-10-29 02:50:37	admin	(empty)	(empty)
In progress		2025-10-29 21:48:56	admin	(empty)	(empty)
Complete		2025-10-28 23:21:53	admin	(empty)	(empty)
Complete		2025-10-29 00:08:42	admin	(empty)	(empty)

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

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

<input type="checkbox"/>	Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
	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	2025-10-26 17:16:29
	Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33



STEP 3:

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”

servicenow All Favorites History : Variable - New Record  Search       

< Variable
New record

Application Global 

Type Single Line Text 

Catalog item Laptop Request 3  

Order

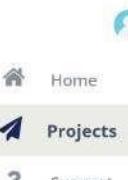
Active Mandatory Read only Hidden
Disable automatic slot fill based on user context

* Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the **Question** that explains the options available to the end user when ordering the item

* Question Justification

1. In the catalog ui policies related list tab click on new
2. Give short description as: show accessories details
3. Set the Catalog Condition in the related list tab ‘when to apply’
[field: additional_accessories, operator: is, value: true]



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

2. Variable 2:Justification
Type: Multi line text
Name: justification
Order:200

3. Variable 3:Additional Accessories
Type: Checkbox
Name: additional_accessories
Order:300

4. Variable 4: Accessories Details
Type: Multi line text
Name:accessories_details
Order:400

Variable
New record

Submit

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

* Question Additional Accessories

* Name accessories_details

Conversational label

Tooltip

Example Text

Submit

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]

1. Click on **save**.(do not click on submit)
2. Scroll down and select 'catalog ui action'
3. Then click on new button
4. Select variable name as: `accessories_details`
 - i. Order:100
 - ii. Mandatory: True
 - iii. Visible : True
5. Click on save and again click save button of the catalog ui policy form

maintain

- Service Catalog
- Catalog Definitions
 - Maintain Catalogs
 - Maintain Categories
 - Maintain Dynamic Categories
 - Maintain Items**

Manage goods and services available to order from the Service Catalog



Copy

Try It

Update

Edit in Catalog Builder

Delete

Application Global

Active

Category

Hardware



Fulfillment automation level

Unspecified



State

-- None --

Checked out

-- None --

Owner

System Administrator



servicenow All Favorites History : Catalog UI Policy - New Record ★ Search : 

Catalog UI Policy
New record

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is **Active**
2. The items in the **Conditions** field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions **Add Filter Condition** **Add OR Clause**

-- choose field -- ▾ -- oper -- -- value --

Applies on a Catalog Item view 

Applies on Catalog Tasks

Applies on Requested Items

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false

STEP 4:

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

UI Action
New record

Name:	<input type="text"/>	Application:	Global
Table:	Shopping Cart [sc_cart]	Form button:	<input type="checkbox"/>
Order:	100	Form context menu:	<input type="checkbox"/>
Action name:	Reset form	Form link:	<input type="checkbox"/>
Active:	<input checked="" type="checkbox"/>	Form style:	-- None --
Show insert:	<input checked="" type="checkbox"/>	List banner button:	<input type="checkbox"/>
Show update:	<input checked="" type="checkbox"/>	List bottom button:	<input type="checkbox"/>
Client:		List context menu:	<input type="checkbox"/>
Overrides:	<input type="text"/>	List choice:	<input type="checkbox"/>
		List link:	<input type="checkbox"/>

1. Script:

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

2. Click on save

The screenshot shows the ServiceNow interface for managing update sets. The top navigation bar includes links for All, Favorites, History, Admin, and a search bar with the placeholder 'Search'. Below the navigation is a toolbar with icons for search, refresh, and other functions. The main content area is titled 'Update Sets' and displays a table of update sets. The columns are: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. The table contains the following data:

	Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
	Default	Global	In progress		2025-09-08 20:57:55	system	(empty)	(empty)
	Laptop Request 2	Global	In progress		2025-10-29 02:50:37	admin	(empty)	(empty)
<input checked="" type="checkbox"/>	Laptop Request Project	Global	In progress		2025-10-29 21:48:56	admin	(empty)	(empty)
	Laptop Request Project	Global	Complete		2025-10-28 23:21:53	admin	(empty)	(empty)
	Laptop Request Project	Global	Complete		2025-10-29 00:08:42	admin	(empty)	(empty)

Below the table, there is a section titled 'Related Links' with a link to 'Merge Update Sets'.

STEP 5:

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

servicenow All Favorites History Admin : ServiceNow ★ Search Actions on selected rows...

All > Class = Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request Project	Global	Committed	(empty)		2025-10-29 00:00:35	2025-10-29 00:08:42	(empty)	(empty)

Related Links

[Import Update Set from XML](#)

step 6:

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



The screenshot shows the ServiceNow web interface for importing XML files. At the top, there's a navigation bar with links for All, Favorites, History, Admin, and a search bar labeled 'Search'. Below the navigation bar, a breadcrumb trail shows the path: Import XML. A message states: "Importing records from an XML file will not run Business Rules". The main area is titled "Step 1: Choose file to upload". It features a red asterisk next to the label "XML file" and a "Choose File" button with the path "sys_remote_u...40131b6.xml". Below this, a large blue "Upload" button is centered. The bottom right corner of the screen shows a small circular icon with a zero inside.

1. Upload the downloaded file in XML file
2. Click on Upload and it gets uploaded.

The screenshot shows the Service Catalog page in ServiceNow. At the top, there's a navigation bar with links for All, Favorites, History, Workspaces, Catalog, and a search bar. On the left, there's a sidebar with a 'Service Catalog' link and a search bar. The main area is divided into several cards:

- Services**: A card with a wrench and screwdriver icon. It says "Services: Document production services. Create and produce high-quality, professional documents."
- Hardware**: A card with a computer monitor and smartphone icon. It says "Hardware: Order from a variety of hardware to meet your business needs, including phones, tablets and laptops."
- Software**: A card with a computer monitor icon. It says "Software: A range of software products available for installation on your corporate laptop or desktop computer."
- Desktops**: A card with a computer monitor and server icon. It says "Desktops: Desktop computers for your work area."
- Can We Help You?**: A card with a question mark icon. It says "Can We Help You? Your IT gateway. Report issues and submit requests."
- Office**: A card with a building icon. It says "Office: Office services such as printing, supplies requisition and document shipping and delivery."
- Top Requests**: A sidebar section with icons and links for "Laptop Request", "Request email alias", "Access", "Cisco Jabber softphone", and "Standard Laptop".
- Shopping Cart**: A sidebar section with the message "Empty".

3. Open retrieved update set 'laptop request project'
4. Click on preview update set
5. And click on commit update set
6. And also see the related tab updates

STEP 7:

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

The screenshot shows the ServiceNow interface with the following details:

- Header:** servicenow, All, Favorites, History, Admin, ... (dropdown), Laptop Request 3 (with a star icon), Search (dropdown), and various global icons.
- Breadcrumb:** Service Catalog > Hardware > Laptop Request 3
- Search Bar:** Search catalog
- Form Fields:**
 - Laptop Model: Hp
 - Justification: (empty text area)
 - Accessories Details: hsjds (text input field)
- Order Options:** Order this Item, Quantity (1), Delivery time (2 Days), Order Now (button), Add to Cart (button).
- Shopping Cart:** Empty

Order Status

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

 Thank you, your request has been submitted.

Order Placed: 2025-10-29 22:17:08

Request Number: [REQ0010005](#) 

Estimated Delivery Date
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](#)

6. click on additional accessories checkbox
7. Now see the results,it fulfills our requirements.

Project Submitted By,

Team ID : NM2025TMID07261

Team Size : 3

Team Leader : Shalini A

Team member : Sangeetha Prabha I

Team member : Sivakami A

THANK YOU!