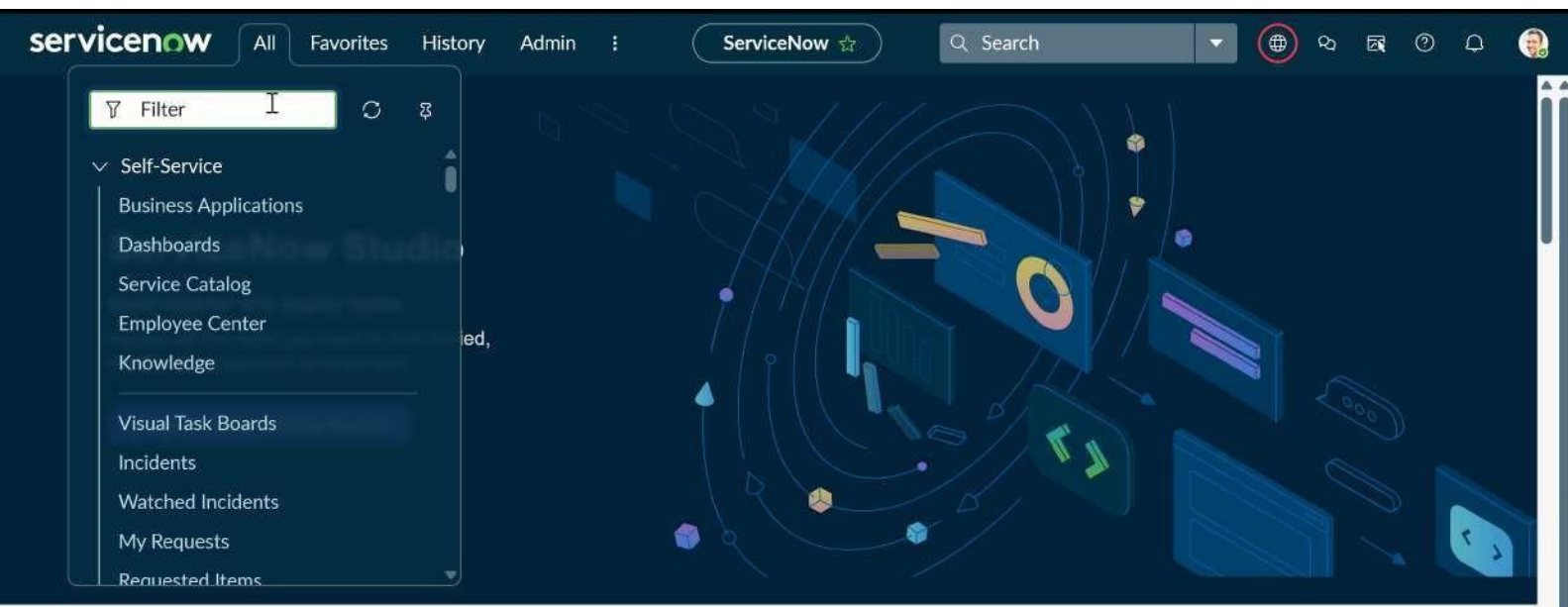


Laptop Request Catalog Item

STEP 1:

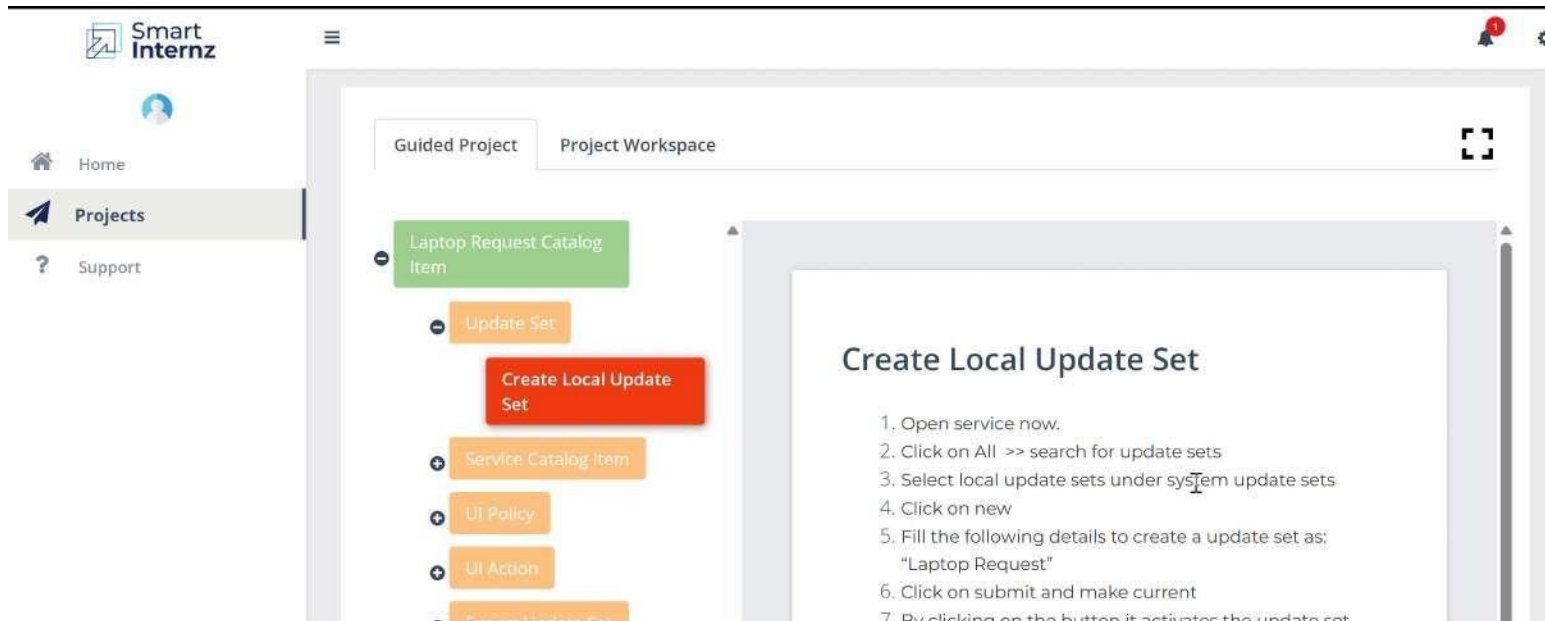
1. Open service now.
2. And log in to the service now using your given ID and password
3. Once it's over
4. Then, open Naan Muthalvan home page in the browser
5. Here, log in and move to the guided project



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"



11. Click on submit to make the current changes.

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

Update Sets							
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)

Related Links
[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.

The screenshot shows the ServiceNow interface for creating a new catalog item. The header includes the ServiceNow logo, navigation links (All, Favorites, History), and a breadcrumb trail 'Update Set - Create Laptop Request 3'. A search bar and user profile icon are also present. The form itself has a left sidebar with 'Update Set' and 'New record' options. The main form area contains the following fields:

- Name:** Laptop Request 3
- State:** In progress (dropdown menu)
- Parent:** (empty field with a search icon)
- Release date:** (empty field with a calendar icon)
- Description:** (empty text area)
- Application:** Global (dropdown menu)

At the bottom of the form, there are two buttons: 'Submit' and '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

Create Local Update Set

Service Catalog Item

Create Service Catalog Item

Add Variables

UI Policy

UI Action

Export Update Set

Login To Another Instance

Testing

Create Service Catalog Item

1. Open service now.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions
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 interface. On the left, a 'Maintain' dropdown menu is open, showing options under 'Service Catalog' and 'Catalog Definitions'. The 'Maintain Items' option is highlighted with a green box. On the right, a table displays update set information.

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

<div> <div>servicenow</div> <div> All Favorites History Admin </div> <div>Catalog Items</div> <div> <div>Search</div> <div></div> </div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>									
<div> <div></div> <div></div> <div></div> <div>Catalog Items</div> <div>Name</div> <div>Search</div> <div></div> <div>Actions on selected rows...</div> <div></div> </div>									
All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty									
	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

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. 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]



Home



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

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

1. Order:100

ii. Mandatory: True

iii. Visible : True

5. Click on save and again click save button of the catalog ui policy form



maintain



Copy

Try It

Update

Edit in Catalog Builder

Delete

① B

Service Catalog

Catalog Definitions

Maintain Catalogs

Maintain Categories

Maintain Dynamic Categori...

Maintain Items



Manage goods and services available to order from the Service Catalog

Category

Hardware



State

-- None --

Checked out

-- None --

Owner

System Administrator



Application

Global



Active



Fulfillment automation level

Unspecified



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

servicenow All Favorites History UI Action - New Record Search Submit

UI Action
New record

Name

Table

Order

Action name

Active ☒

Show insert ☒

Show update ☒

Client ☐

Overrides

Application

Form button ☐

Form context menu ☐

Form link ☐

Form style

List banner button ☐

List bottom button ☐

List context menu ☐

List choice ☐

List link ☐

1. Script:

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

2. Click on save

servicenow

All
Favorites
History
Admin

Update Sets

Search

Update Sets

Name

Search

Actions on selected rows...

New

All

	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	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)

Related Links

[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

AllFavoritesHistoryAdmin

ServiceNow

Search

Retrieved Update Sets

Name

Search

Actions on selected rows...

All > Class = Retrieved Update Set

	Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
<input type="checkbox"/>	Laptop Request Project	Global	Committed	(empty)		2025-10-29 00:00:35	2025-10-29 00:08:42	(empty)	(empty)

Related Links

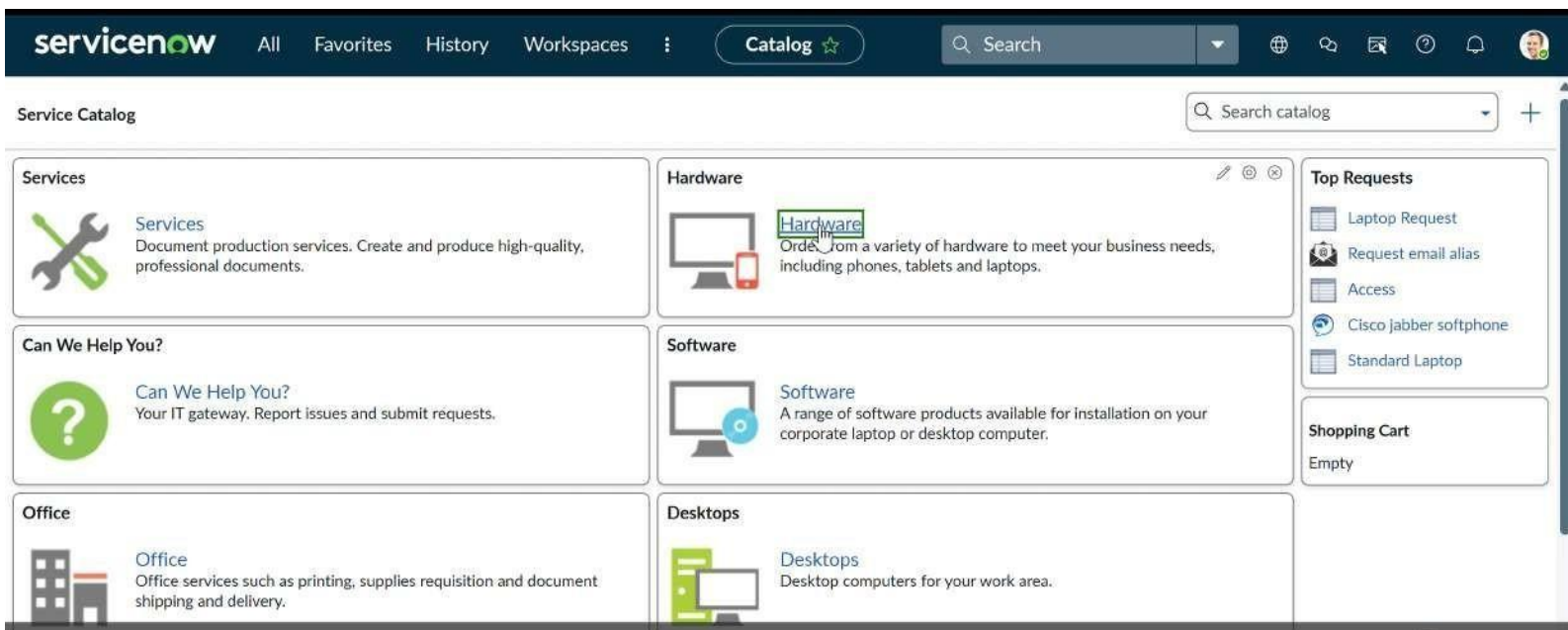
[Import Update Set from XML](#)

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 user interface. At the top is a dark blue navigation bar with the 'servicenow' logo, links for 'All', 'Favorites', 'History', and 'Admin', a 'ServiceNow' button with a star icon, a search bar with the text 'Search', and several utility icons including a globe, chat, print, help, and a user profile. Below the navigation bar is a light blue breadcrumb trail showing '< Import XML'. A message states: 'Importing records from an XML file will not run Business Rules'. The main content area is divided into two steps. 'Step 1: Choose file to upload' features a red asterisk icon, the text 'XML file', a 'Choose File' button, and the filename 'sys_remote_u...40131b6.xml'. 'Step 2: Upload the file' features a large blue 'Upload' button with a white mouse cursor icon pointing at it. A small information icon is visible in the bottom right corner.

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



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

servicenow All Favorites History Admin Laptop Request 3 Search

< Service Catalog > Hardware > Laptop Request 3 Search catalog

Use this item to request a new laptop

Laptop Model
Hp

Justification

☒ Additional Accessories

* Accessories Details
hsjds

Order this Item
Quantity 1
Delivery time 2 Days
Order Now
Add to Cart
Shopping Cart
Empty

servicenow

AllFavoritesHistory

Order Status: REQ0010005

Search

Order Status

Back to CatalogContinue ShoppingHome

Thank you, your request has been submitted

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

Request Number: [REQ0010005](#)

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>		1	
				Total	-

Back to CatalogContinue Shopping

Home

- click on additional accessories checkbox
- 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!