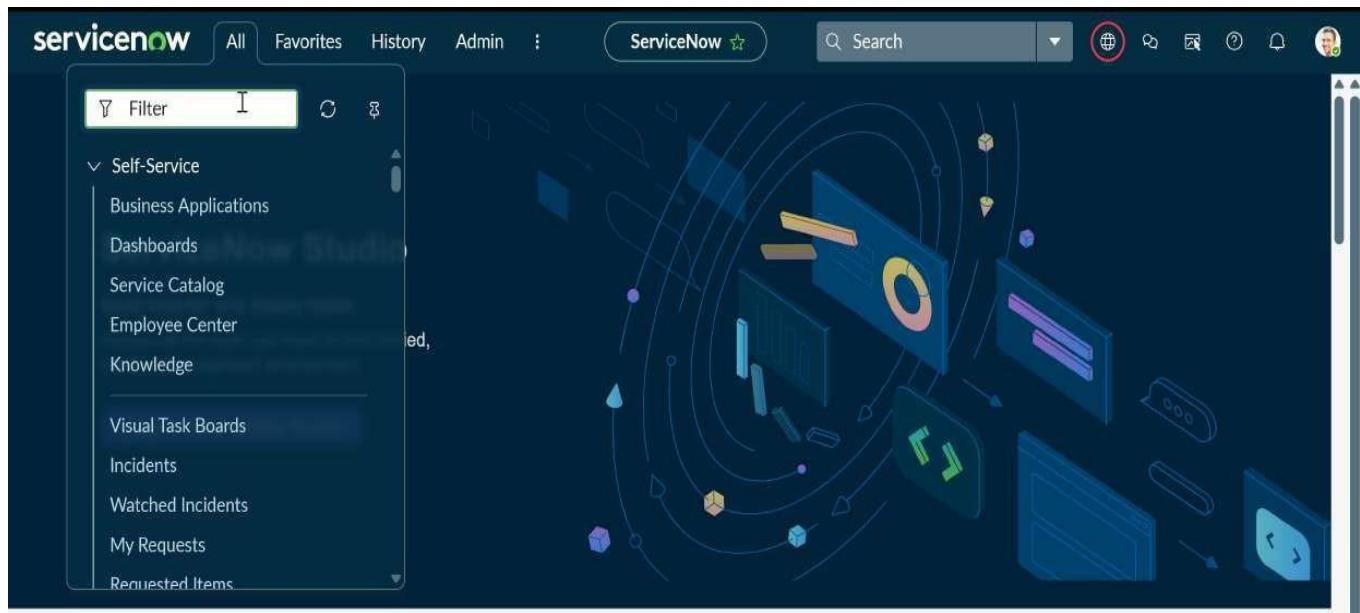


# Laptop Request Catalog Item

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



## STEP 1: Create Local Update set

1. Now in service now, at the top left corner, you can see All
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"

The screenshot shows the Smart Internz Project Workspace interface. On the left sidebar, under the 'Projects' section, there is a green button labeled 'Laptop Request Catalog Item'. Below it is an orange button labeled 'Update Set'. A tooltip for 'Update Set' points to a red box containing the text 'Create Local Update Set'. To the right, a large window titled 'Create Local Update Set' displays a numbered list of 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
7. By clicking on the button it activates the update set

The screenshot shows the ServiceNow search interface. In the search bar, the query 'local update' is entered. The search results are displayed in three sections: 'FAVORITES' (No Results), 'ALL RESULTS' (under 'System Update Sets'), and a 'STUDIO' section (No Results). The 'Local Update Sets' result in the 'ALL RESULTS' section is highlighted with a green border. At the bottom left, there is a blue button labeled 'Open ServiceNow Studio'.

6. Click on submit to make the current changes.
7. By clicking the button, it activates the update set.

The screenshot shows the ServiceNow interface for managing update sets. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Update Sets', 'Search', and various system icons. A message banner at the top right says, 'Your current update set has been changed to Laptop Request [Global]'. The main content area is a table titled 'Update Sets' with columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. The table lists several update sets, including 'Default' entries for Now Assist Troubleshooting, Global, Security Center, Pipeline, and 'Laptop Request' which is explicitly mentioned as being global. The bottom of the screen shows a 'Related Links' section with a 'Merge Update Sets' link, and a navigation footer with page numbers and links.

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}
Laptop Request	Global	In progress		2025-10-29 23:16:05	admin	{empty}	{empty}

## STEP 2: 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.

servicenow All Favorites History Workspaces : Update Set - Create New Update Set ⚡

Search

Update Set  
New record

Name: Laptop Request

State: In progress

Parent:

Release date:

Description:

Application: Global

Submit Submit and Make Current

Submit Submit and Make Current

The screenshot shows the ServiceNow interface for creating a new update set. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main title is 'Update Set - Create New Update Set'. The form contains fields for 'Name' (set to 'Laptop Request'), 'State' (set to 'In progress'), 'Parent' (empty), 'Release date' (empty), and a large 'Description' text area. A status bar at the bottom indicates 'Application: Global'. At the bottom of the screen are two buttons: 'Submit' and 'Submit and Make Current'.

1. 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: Add variables

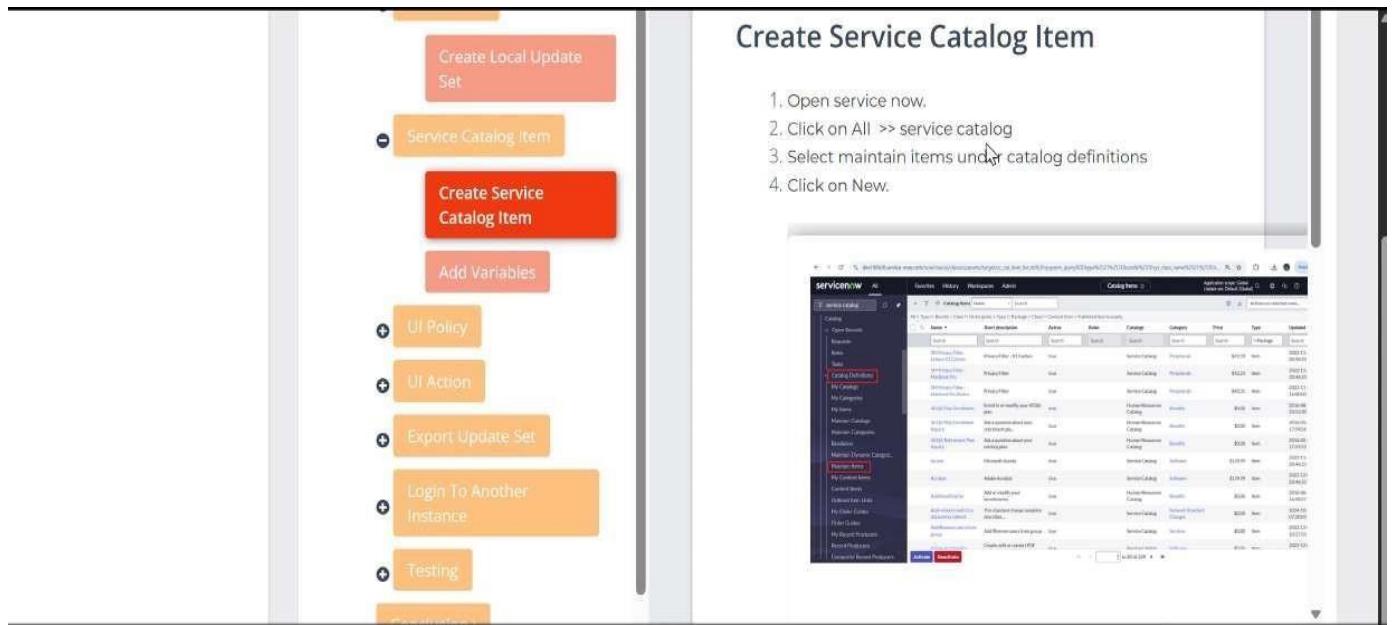
1. After saving the catalog item form scroll down and click on variable(related list)
  2. Click on new and enter the details as below

## 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

Do this same process for

2a. Variable 2:Justification

2b. Variable 3:Additional Accessories

2c. Variable 4: Accessories Details

The screenshot shows the ServiceNow web interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Admin', 'Update Sets', 'Search', and user icons. A search bar and a 'Actions on selected rows...' button are also present. On the left, a sidebar displays a tree structure under 'maintain': 'Service Catalog' → 'Catalog Definitions'. Under 'Catalog Definitions', the 'Maintain Catalogs' option is highlighted. Below the tree, there are links for 'Maintain Categories', 'Maintain Dynamic Categories...', 'Maintain Items' (which is currently selected), and 'Maintain Cart Layouts'. At the bottom of the sidebar, there are 'Merge' and 'Update Sets' buttons. The main content area shows a table with the following data:

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)

3. After adding above variable which are added to newly created catalog item
4. Then save the catalog item form
5. After adding above variable which are added to newly created catalog item
6. Then save the catalog item

servicenow All Favorites History Admin : Catalog Items  Search Actions on selected rows... 

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

Smart Internz

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

## STEP 4: 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”

The screenshot shows the ServiceNow interface with a sidebar on the left containing various maintenance items:

- Create Local Update Set
- Service Catalog Item
- Create Service Catalog Item
- Add Variables
- UI Policy
- Create Catalog UI Policies** (highlighted in red)
- UI Action
- Export Update Set
- Login To Another Instance

To the right, a window titled "Create Catalog UI Policies" displays a numbered list of steps:

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]

Below the list, a screenshot of the "Catalog UI Policy - Show Accessories Details" configuration screen is shown. It includes fields for "When to apply" (set to "After"), "Short description" (set to "Show Accessories Details"), and a "Catalog Condition" section where the condition "[field: additional\_accessories, operator: is, value: true]" is defined.

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]

servicenow All Favorites History Workspaces Catalog Item - New Record

Search

Catalog Item New record

Build and modify items faster with the improved Catalog Builder.

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name	Laptop Request	Application	Global
Catalog	Service Catalog	Active	<input checked="" type="checkbox"/>
Category	har	Fulfillment automation level	Unspecified
State	-- None --		
Checked out	- None -		
Owner	System Administrator		

Item Details Process Engine Picture Pricing Portal Settings

Short description

Description

Submit Try It

Variable New record

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

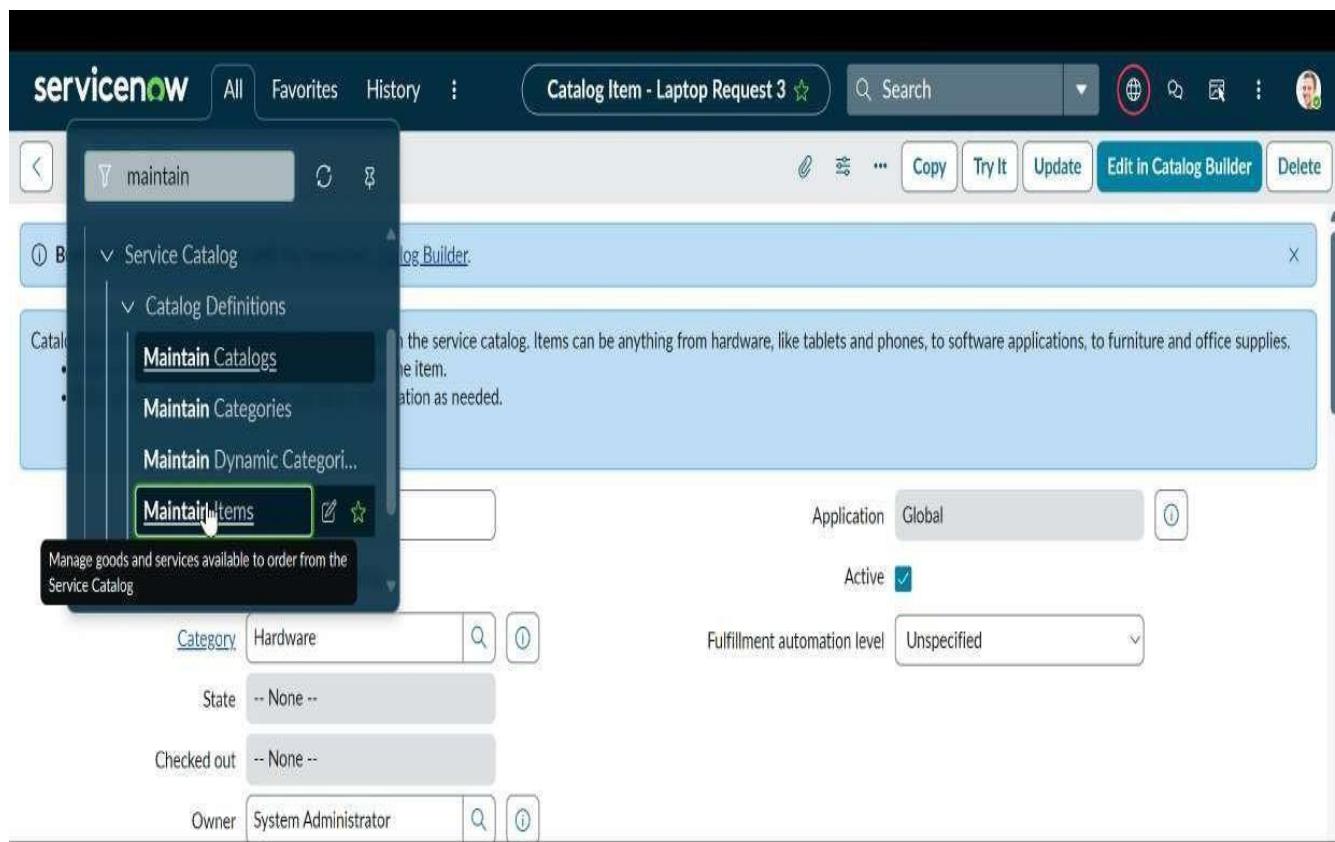
Conversational label

Tooltip

Example Text

Submit

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



Servicenow All Favorites History : Catalog UI Policy - New Record

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

-- choose field --  -- value --

Applies on a Catalog Item view

Applies on Catalog Tasks

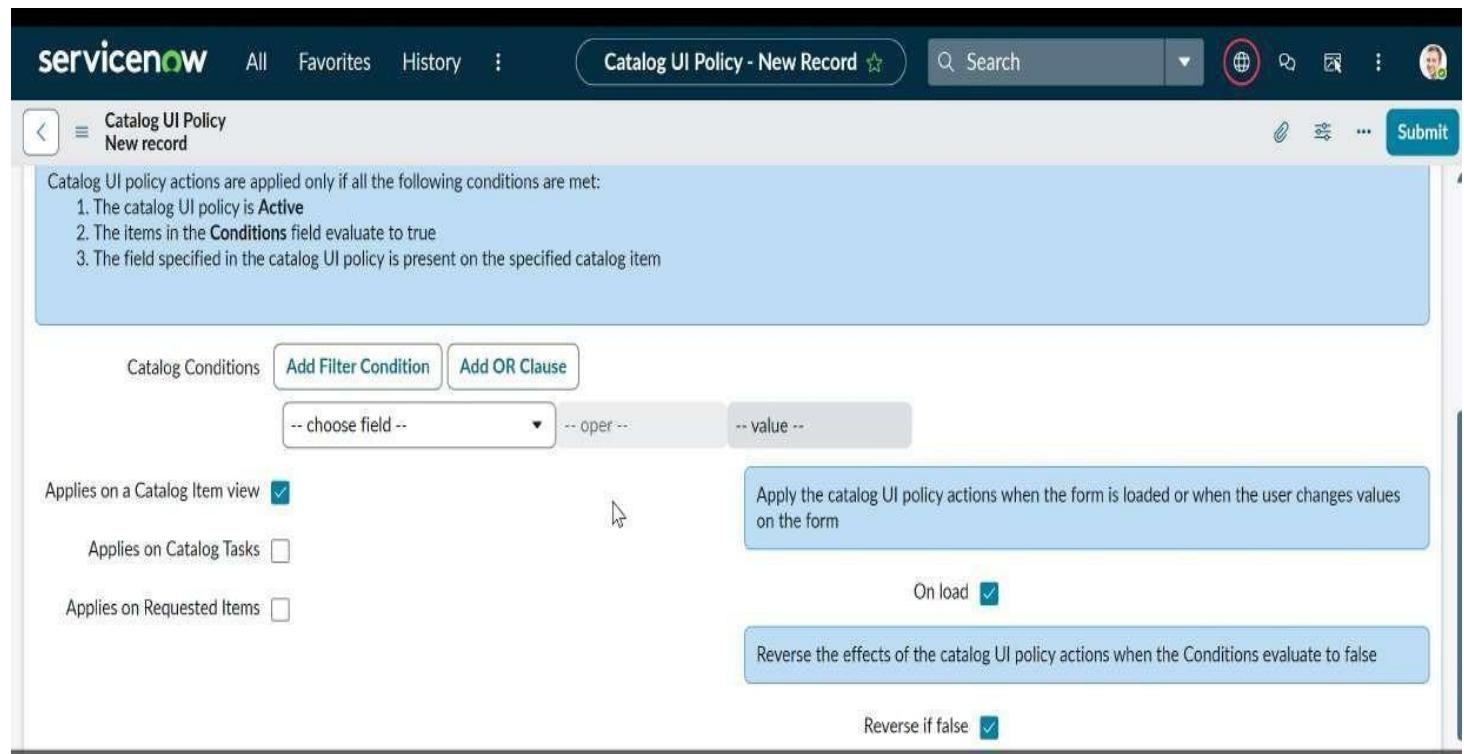
Applies on Requested Items

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 5: Create ui action

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

The screenshot shows the 'UI Action - New Record' page in ServiceNow. The 'Name' field is 'Reset form'. The 'Table' is 'Shopping Cart [sc\_cart]'. The 'Order' is 100. The 'Action name' is 'Reset form'. The 'Active' checkbox is checked. The 'Show insert' and 'Show update' checkboxes are checked. The 'Client' dropdown is set to 'Global'. The 'Overrides' field is empty. On the right, there are several checkboxes for different UI contexts: 'Application Global' (checked), 'Form button' (unchecked), 'Form context menu' (unchecked), 'Form link' (unchecked), 'Form style' (set to 'None'), 'List banner button' (unchecked), 'List bottom button' (unchecked), 'List context menu' (unchecked), 'List choice' (unchecked), and 'List link' (unchecked). A 'Submit' button is visible at the top right.

The screenshot shows the 'Retrieved Update Sets' list page. The table has columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. One row is selected, showing 'Laptop Request Project' under 'Name', 'Global' under 'Application', 'Committed' under 'State', '(empty)' under 'Update source', 'Description' (empty), '2025-10-29 00:00:35' under 'Loaded', '2025-10-29 00:08:42' under 'Committed', '(empty)' under 'Parent', and '(empty)' under 'Remote Batch Base'. The 'Actions on selected rows...' button is visible at the top right of the table area.

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)

## STEP 6: Exporting changes to another instances

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

The screenshot shows the ServiceNow Update Sets page. At the top, there is a navigation bar with links for All, Favorites, History, Workspaces, Admin, and a central 'Update Sets' button. Below the navigation is a search bar with 'Name' and 'Search' fields, and a 'Actions on selected rows...' dropdown. A 'New' button is located in the top right corner. The main content area displays a table of update sets with the following columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. There are five entries in the table:

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Now Asset 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 Request	Global	In progress		2025-10-29 23:16:05	admin	{empty}	{empty}

Below the table, there are 'Related Links' and 'Merge Update Sets' buttons. The URL in the browser address bar is:

## STEP 7:Retrieving the update set

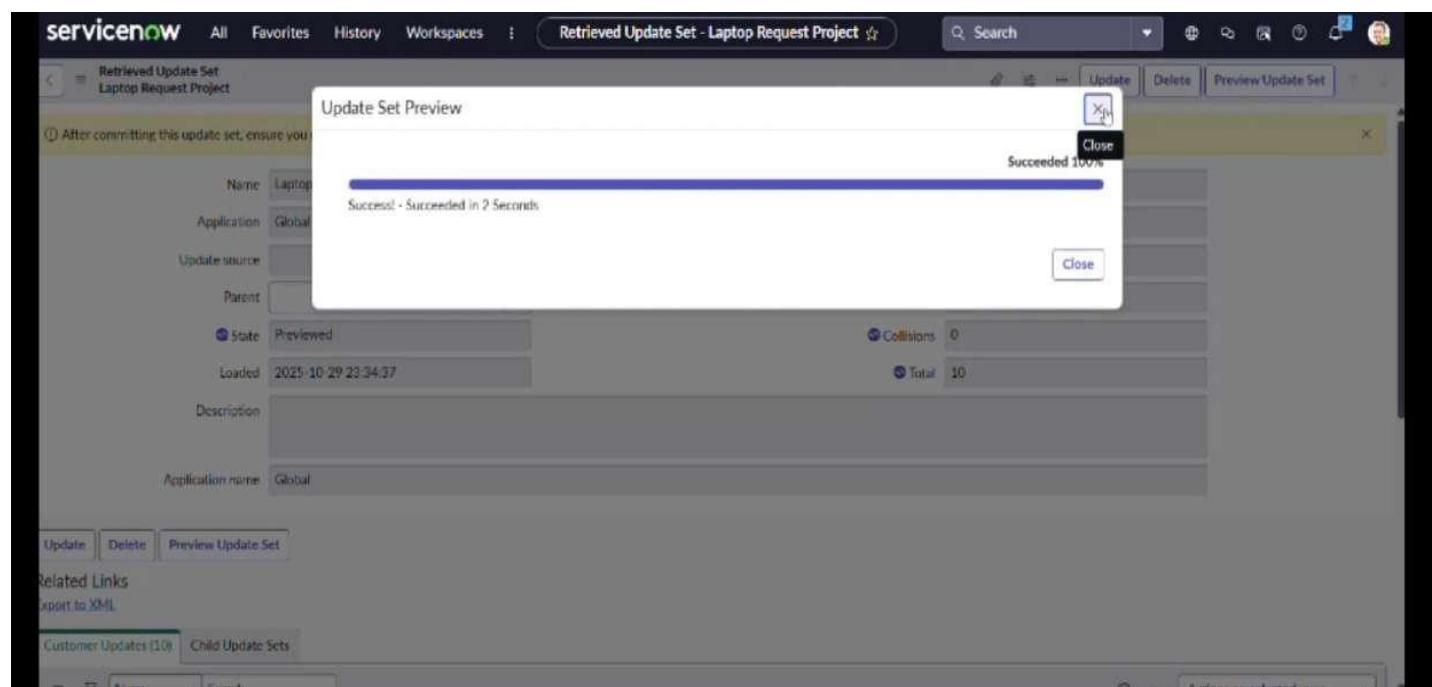
1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set

5. It open retrieved update set list and scroll down
6. Click on Import update set from XML

The screenshot shows the ServiceNow Update Sets list page. The header includes 'servicenow' logo, 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Update Sets', 'Search', and user icons. A message bar at the top says 'Your current update set has been changed to Default [Global]'. The main table has columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. The data is as follows:

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}
Laptop Request Project	Global	Complete		2025-10-29 23:16:05	admin	{empty}	{empty}

Related Links: [Delete Update Sets](#)

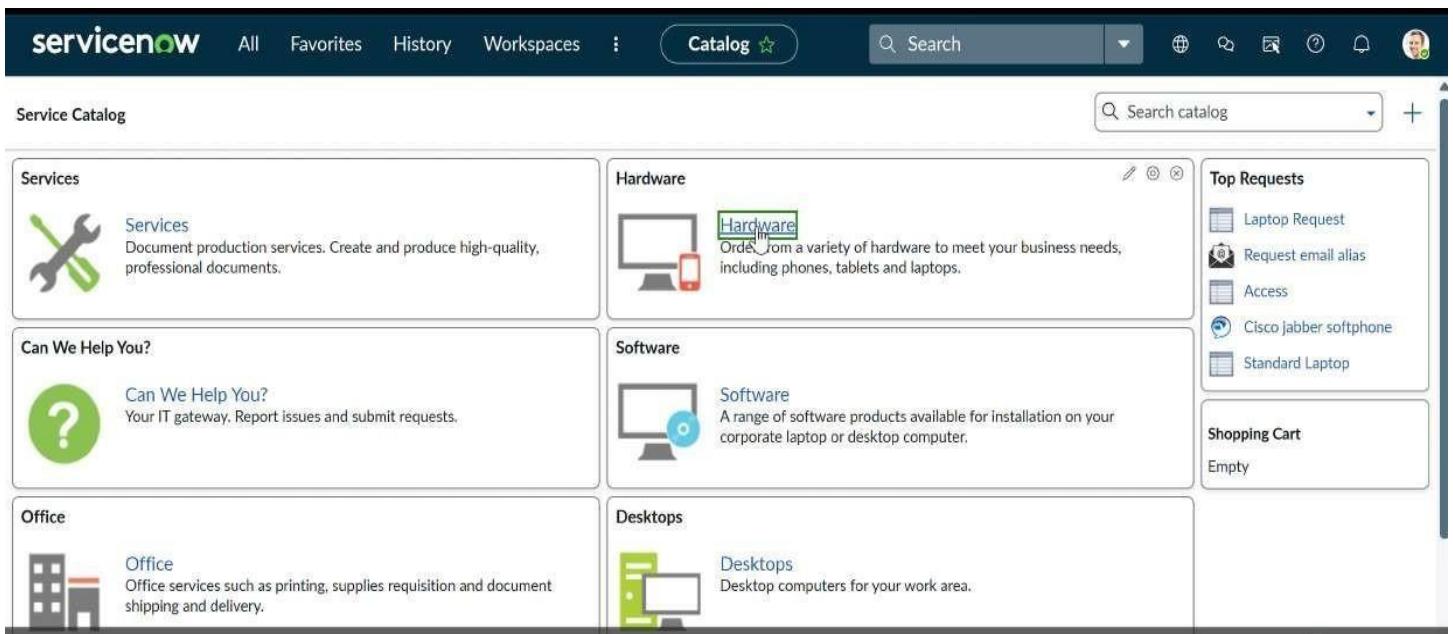


7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.

A screenshot of the ServiceNow 'Import XML' interface. The top navigation bar shows 'ServiceNow' and various icons. The main area has a heading 'Step 1: Choose file to upload' with a 'Choose File' button where 'sys\_remote\_u..40131b6.xml' is selected. Below this is 'Step 2: Upload the file' with a large blue 'Upload' button. A note at the bottom states: 'Importing records from an XML file will not run Business Rules.'

9. Open retrieved update set ‘laptop request project’
10. Click on preview update set
11. And click on commit update set
12. And also see the related tab updates
13. After committing update set in this instance we get all updates which are done in the previous instance



The screenshot shows the ServiceNow Service Catalog interface. At the top, there's a navigation bar with 'servicenow' logo, 'All', 'Favorites', 'History', 'Workspaces', a dropdown menu, 'Catalog' (which is highlighted), a search bar, and user icons.

The main area is titled 'Service Catalog' and contains several service categories:

- Services**: Includes a wrench icon and a description: "Services Document production services. Create and produce high-quality, professional documents."
- Hardware**: Includes a computer monitor and smartphone icon, and a 'Hardware' button. Description: "Order from a variety of hardware to meet your business needs, including phones, tablets and laptops."
- Software**: Includes a computer monitor icon. Description: "Software A range of software products available for installation on your corporate laptop or desktop computer."
- Desktops**: Includes a computer monitor icon. Description: "Desktops Desktop computers for your work area."
- Office**: Includes a building icon. Description: "Office Office services such as printing, supplies requisition and document shipping and delivery."
- Can We Help You?**: Includes a question mark icon. Description: "Can We Help You? Your IT gateway. Report issues and submit requests."

On the right side, there are two sections:

- Top Requests**: A list of recent requests:
  - Laptop Request
  - Request email alias
  - Access
  - Cisco jabber softphone
  - Standard Laptop
- Shopping Cart**: Shows "Empty".

## STEP 8: Test Catalog Item

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
6. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
7. Now see the results, it fulfills our requirements

The screenshot shows the ServiceNow service catalog interface. At the top, there's a navigation bar with links for All, Favorites, History, Workspaces, Admin, and a search bar. The main title is "Laptop Request". On the left, a breadcrumb trail shows "Service Catalog > Hardware > Laptop Request". The main content area has a heading "Use this item to request a new laptop". It contains several input fields: "Laptop Model" with value "HP", "Justification" (empty), and a checked checkbox for "Additional Accessories". Below this is a field labeled "Accessories Details" with value "WW". To the right, there's a sidebar titled "Order this Item" with sections for "Quantity" (set to 1), "Delivery time" (set to 2 Days), and buttons for "Order Now" and "Add to Cart". There's also a "Shopping Cart" section indicating it's 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 2025-10-31  
of Complete Order:

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

Total

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

**DONE BY,**

**Team ID : NM2025TMID07845**

**Team Leader : Sri Vaishnavi M**

**Team member : Muthu Benisiya R**

**Team member : Pritirani Limma**

**Team member : Ramaselvi M**

**THANK YOU!**