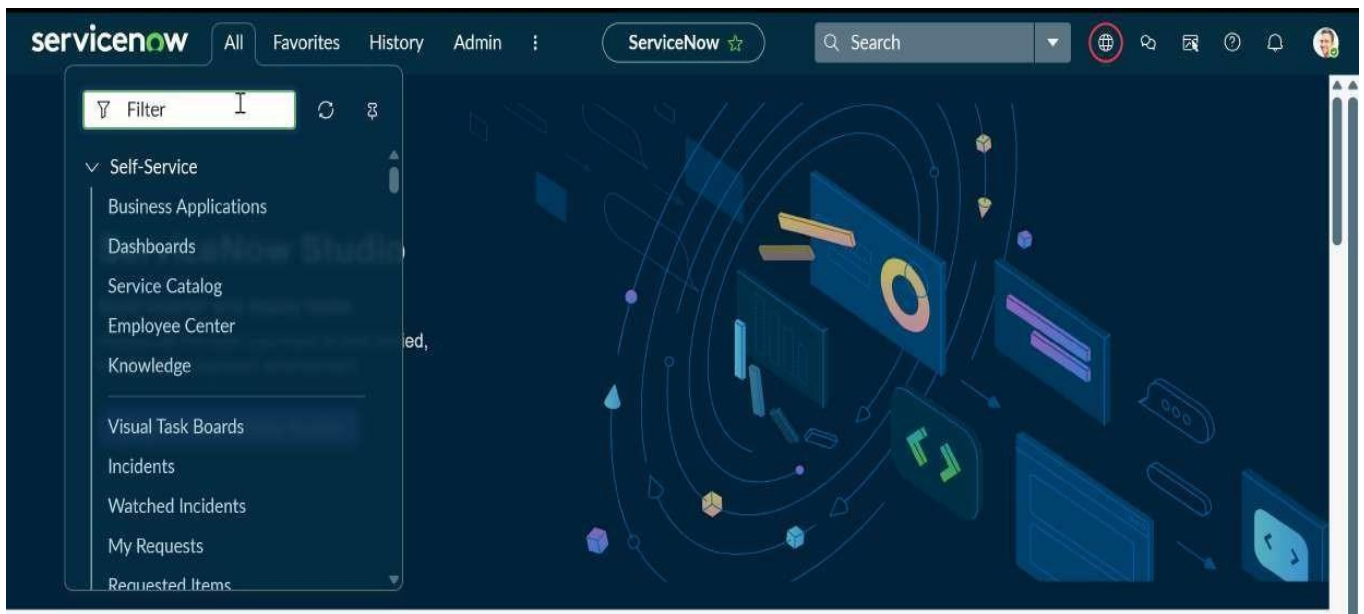# Laptop Request Catalog Item

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

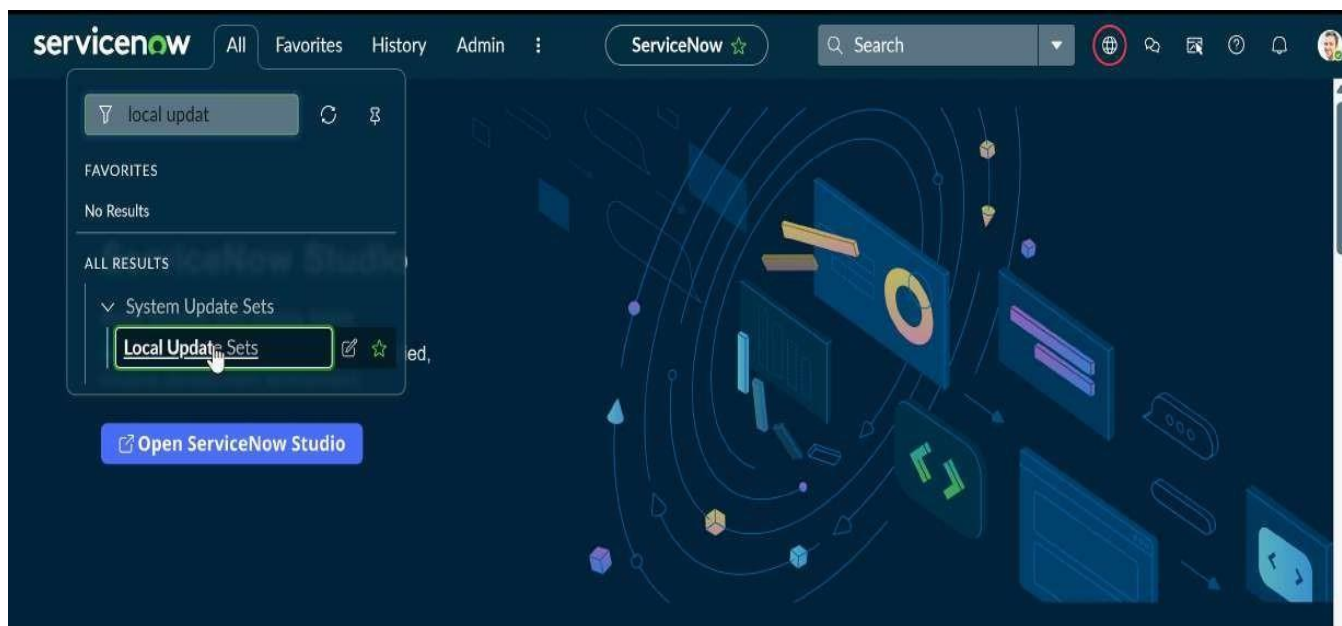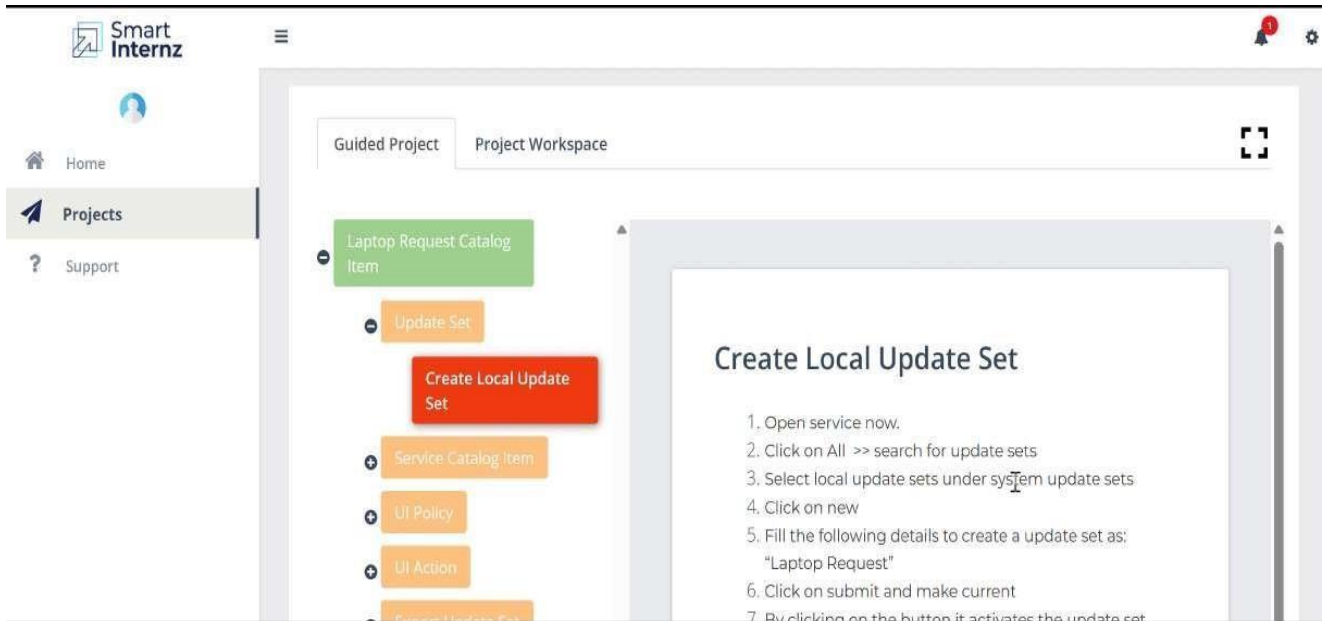5. Here, log in and move to the guided project

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"

6. Click on submit to make the current changes.

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

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.

Update Set
New record

Submit   Submit and Make Current

＊ Name	Laptop Request
State	In progress
Parent	
Release date	
Description	

Application   Global

Submit   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
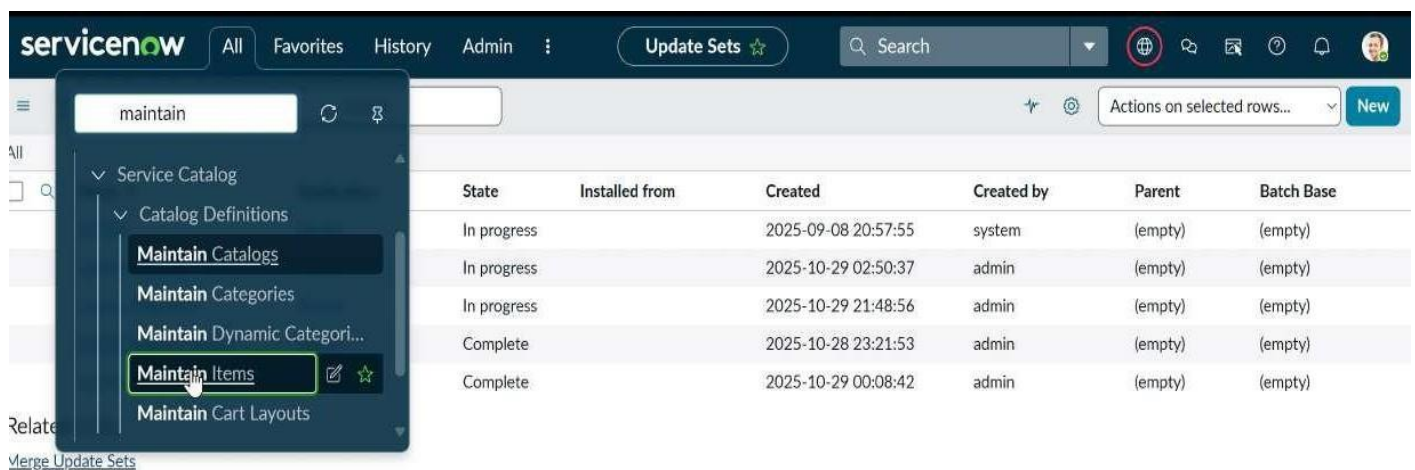
2a. Variable 2:Justification

2b. Variable 3:Additional Accessories
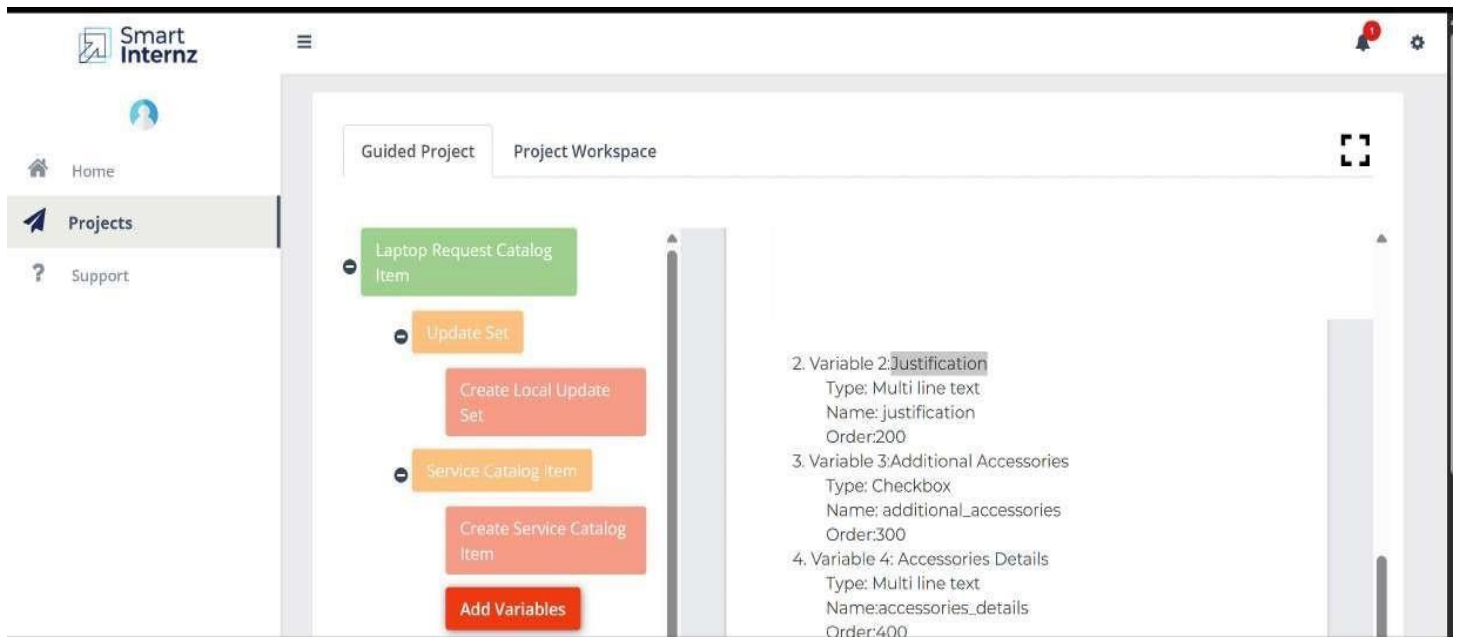
2c. Variable 4: Accessories Details

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

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 ▲	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"

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]

Catalog Item
New record   Submit   Try It

ⓘ 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   ⓘ
Catalogs   🔒 Service Catalog   Active   ☑
Category   har   Q   Fulfillment automation level   Unspecified   ⌄
State   -- None --
Checked out -None-
Owner   System Administrator   Q   ⓘ

Item Details   Process Engine   Picture   Pricing   Portal Settings

Short description
Description   — +

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
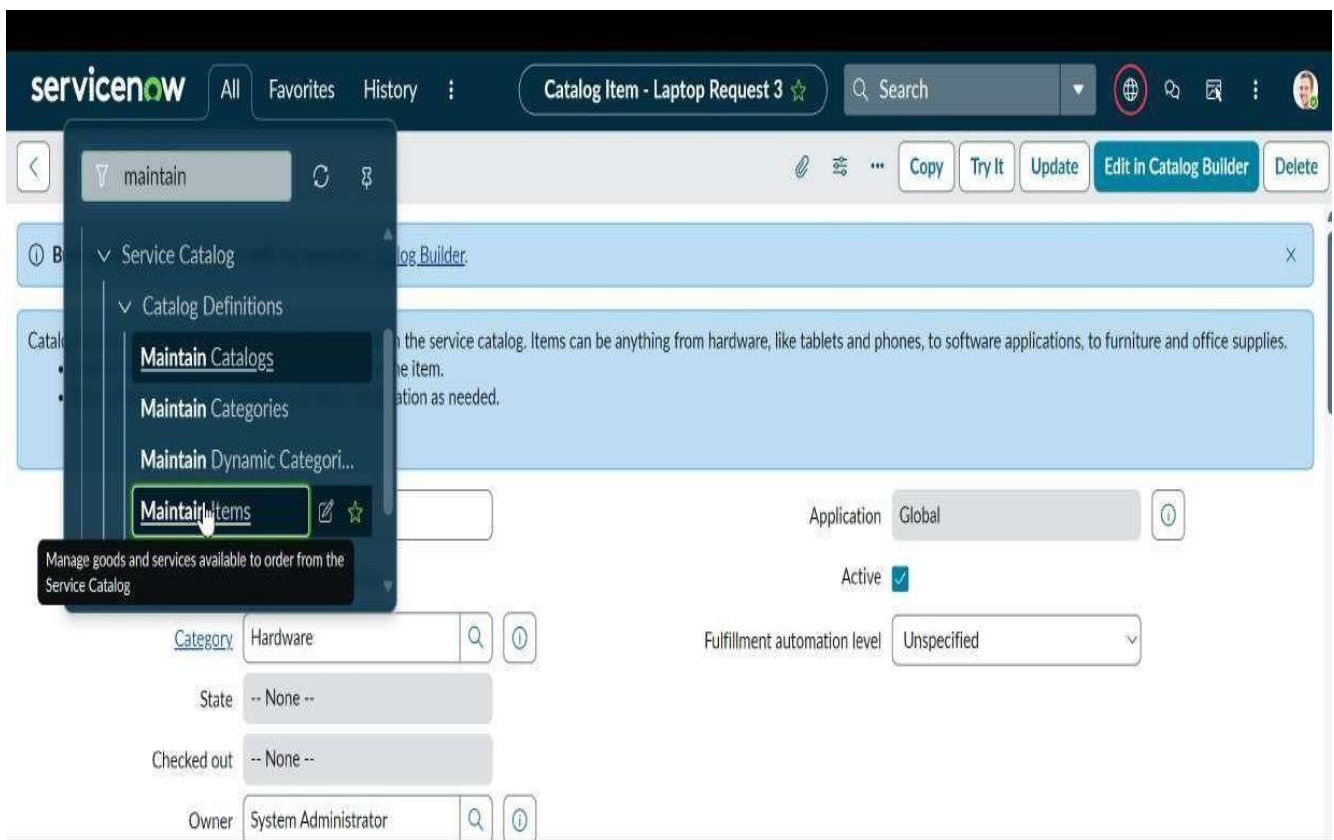
Conversational label

Tooltip

Example Text

Submit

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

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

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

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

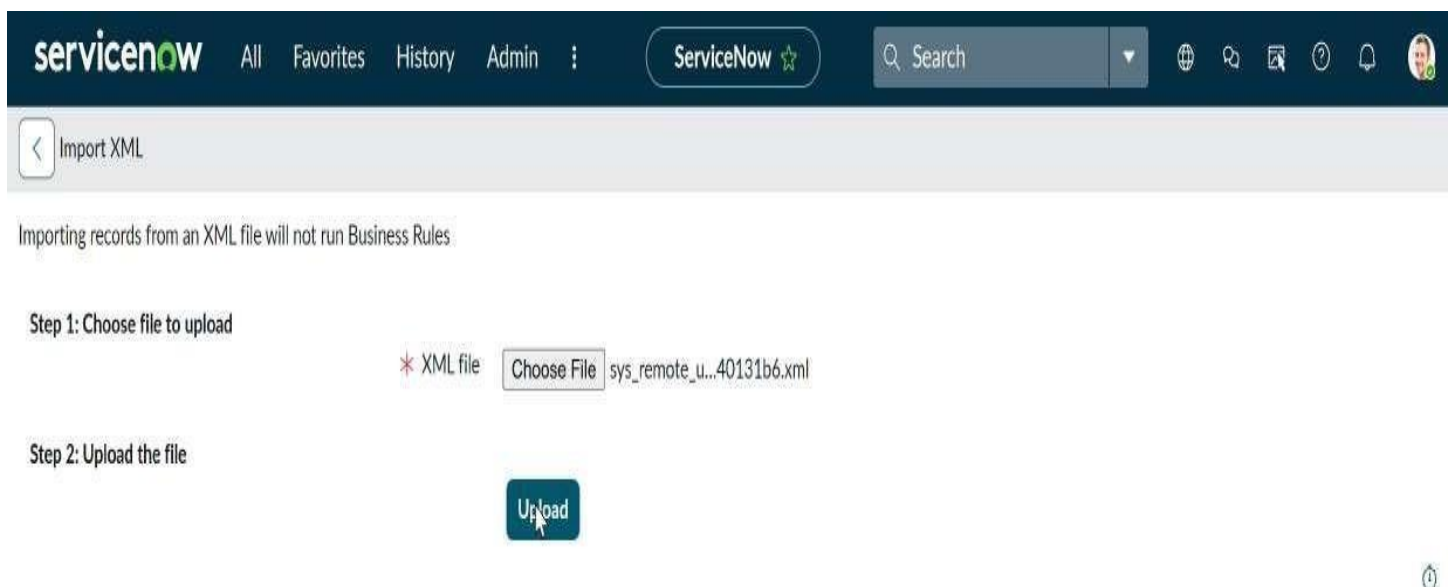5. It open retrieved update set list and scroll down

6. Click on Import update set from XML

7. Upload the downloaded file in XML file

8. Click on Upload and it gets uploaded.

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 commiting update set in this instance we get all updates which are done in the previous instance
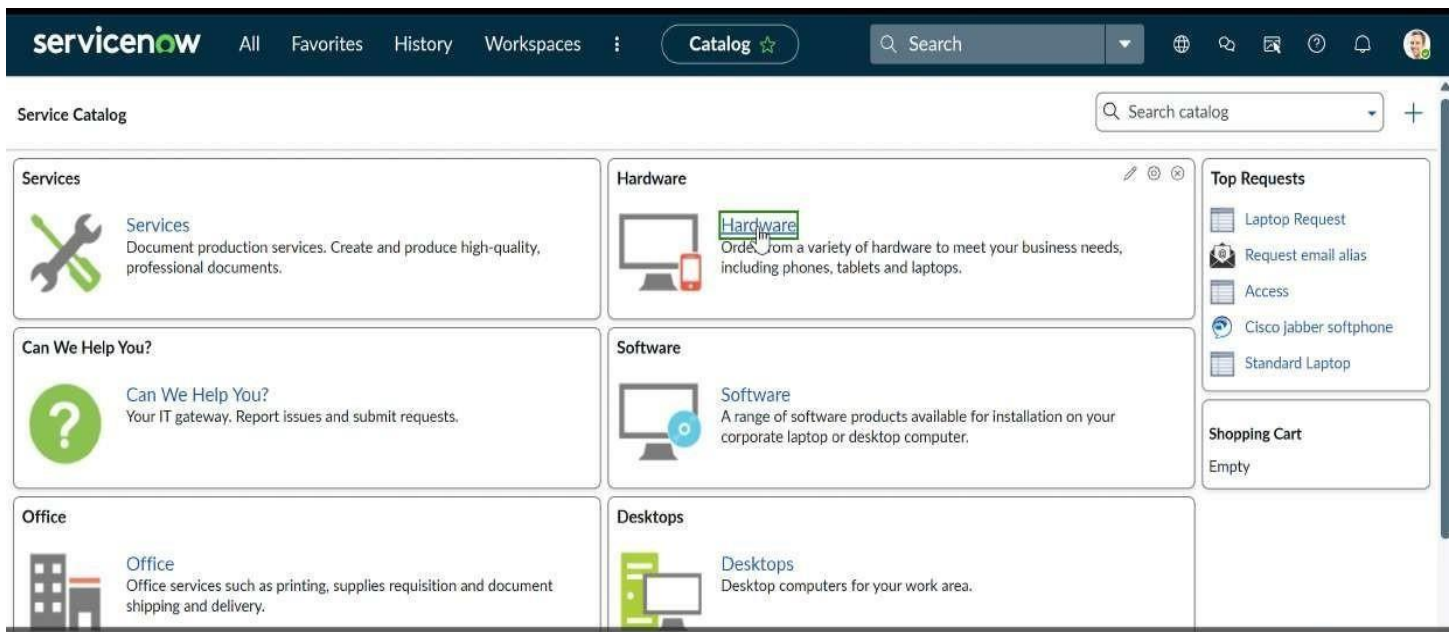
STEP 8: Test Catalog Item

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

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
Use this item to request a new laptop	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!