

- Student naanmudhalvan.smartinternz.com/Student/guided_project_info/14833# School

Home Projects Support

Guided Project Project Workspace

Laptop Request Catalog Item

- Update Set
- Create Local Update Set
- + Service Catalog Item
- UI Policy
- Create Catalog UI Policies
- UI Action
- Create UI Action
- Export Update Set
- Exporting Changes To Another Instances
- Login To Another Instance

Update Set

Type here to search

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This screenshot shows a web-based application interface for a guided project. The top navigation bar includes tabs for 'Student' and 'School'. Below the navigation is a sidebar with links for 'Home', 'Projects' (which is currently selected), and 'Support'. The main content area has tabs for 'Guided Project' and 'Project Workspace'. A tree view on the left lists project items under 'Laptop Request Catalog Item': 'Update Set' (selected), 'Create Local Update Set', '+ Service Catalog Item', '- UI Policy' (disabled), 'Create Catalog UI Policies', '- UI Action' (disabled), 'Create UI Action', '- Export Update Set' (disabled), 'Exporting Changes To Another Instances', and '- Login To Another Instance' (disabled). A large white box on the right contains the text 'Update Set'. The bottom of the screen shows a taskbar with various icons and system status information.

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Home Projects Support

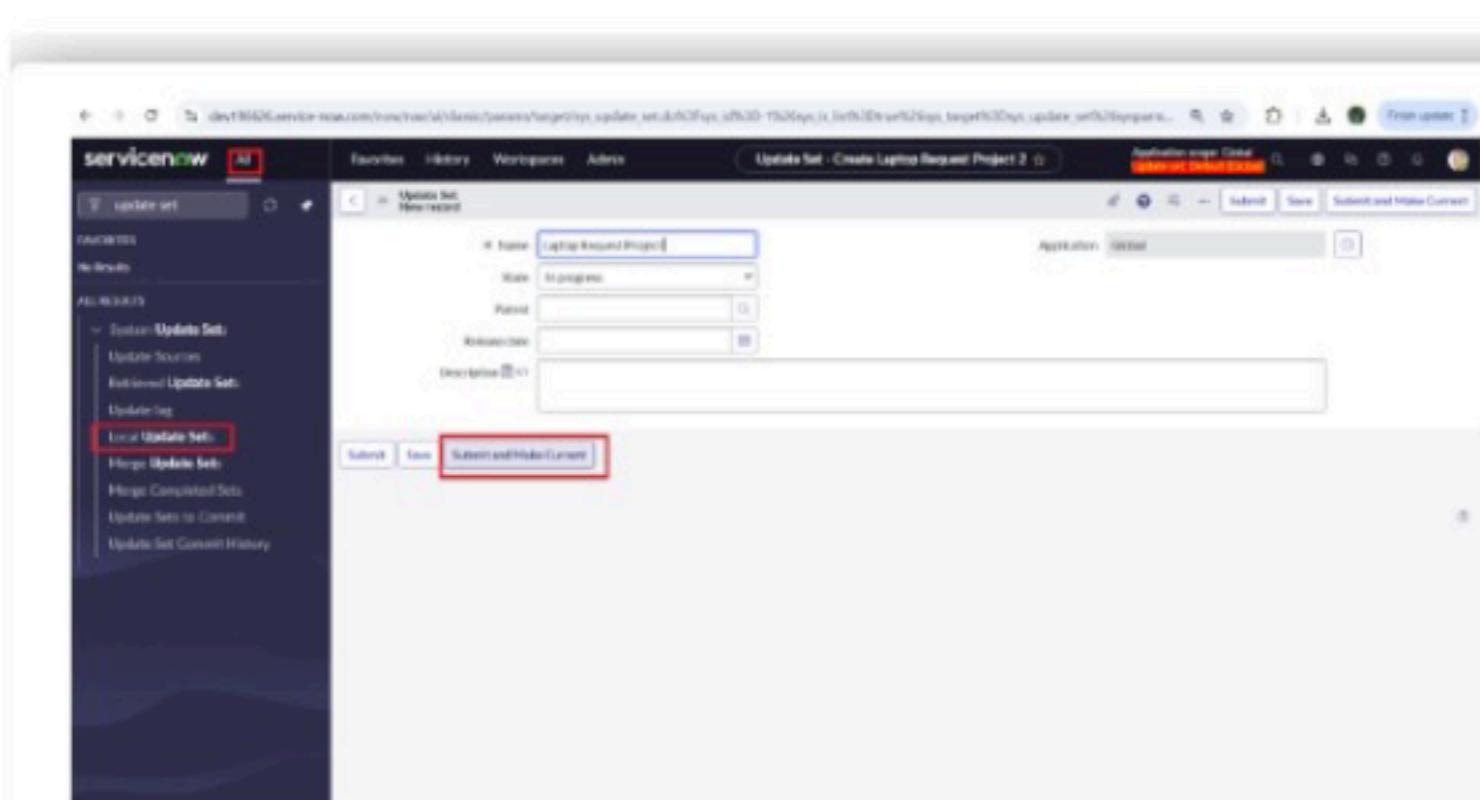
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Create Local Update Set

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 .



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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

UI Policy

- Create Catalog UI Policies

UI Action

- Create UI Action

Export Update Set

Creating Changes To

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 - Service Catalog

Catalog

- Open Records
- Bugs
- Items
- Links
- Catalog Definitions
- My Catalogs
- My Categories
- My Items
- My Catalog
- Maintain Categories
- Breakers
- Maintain Dynamic Catalogs
- Maintain Items
- My Content Items
- Content Items
- Outlook Item Cache
- My Order Guides
- Order Guides
- My Board Problems
- Recent Products
- Commerce Recent Products

Search

Name

Short Description

Active

Notes

Category

Price

Type

Updated

Name	Short Description	Active	Notes	Category	Price	Type	Updated
Privacy Filter	True	Service Catalog	Hardware	\$40.00	Item	2023-10-26 20:45:55	
Privacy Filter - XLCAT001	True	Service Catalog	Hardware	\$40.00	Item	2023-10-26 20:45:55	
Check-in modify price (0.00)	True	Human Resource Catalog	Benefits	\$0.00	Item	2023-10-26 20:45:55	
40200 New Employee	Ask questions about your plan	Human Resource Catalog	Benefits	\$0.00	Item	2023-10-26 20:45:55	
40200 New Employee Plan	Ask questions about your plan	Human Resource Catalog	Benefits	\$0.00	Item	2023-10-26 20:45:55	
Access	Microsoft Access	Service Catalog	Software	\$329.99	Item	2023-10-26 20:45:55	
Acrobat	Adobe Acrobat	Service Catalog	Software	\$329.99	Item	2023-10-26 20:45:55	
Acrobat Reader	Ask or modify your benefits	Human Resource Catalog	Benefits	\$0.00	Item	2023-10-26 20:45:55	
Ask questions about your plan	This feature is changeable from time to time.	Service Catalog	Human Standard Changes	\$0.00	Item	2023-10-26 20:45:55	
Ask questions about your plan	Ask questions about your plan	Service Catalog	Services	\$0.00	Item	2023-10-26 20:45:55	

Creates and/or Content PDF

10:48 AM 9/13/2025

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- Create Service Catalog Item
- Add Variables

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UI Action

- Create UI Action

Export Update Set

Exporting Changes To

Add Variables

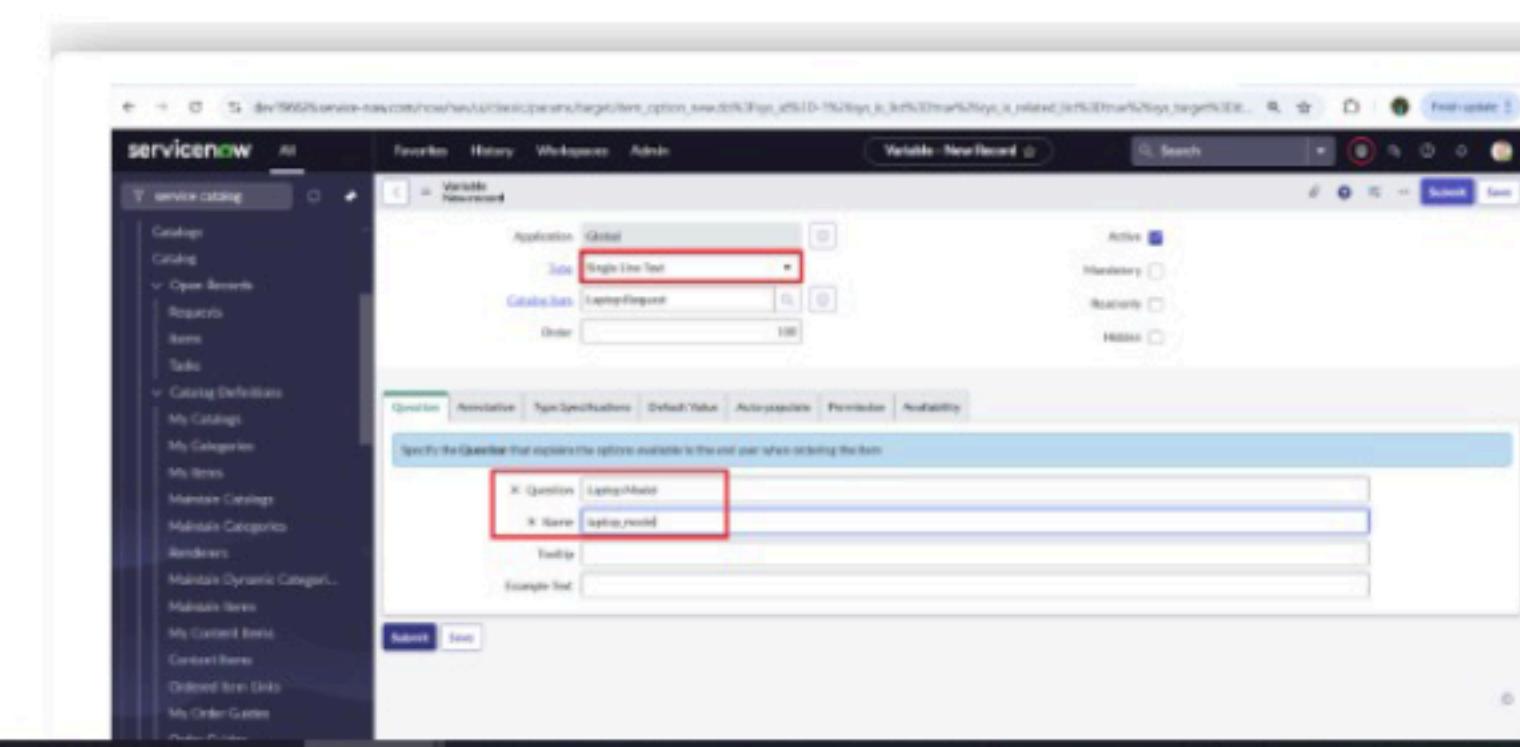
Step1:

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

1. 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



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Service Catalog Item

- Create Service Catalog Item
- Add Variables

UI Policy

- Create Catalog UI Policies

UI Action

- Create Ui Action

Export Update Set

Creating Changes To

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]

The screenshot shows the ServiceNow interface with the following details:

- Header:** naanmudhalvan.smartinternz.com/Student/guided_project_info/14833#
- Left Sidebar:** Home, Projects, Support
- Top Navigation:** Guided Project, Project Workspace
- Central Area:** A list of actions for a 'Laptop Request Catalog Item':
 - Update Set
 - Create Local Update Set
 - Service Catalog Item
 - Create Service Catalog Item
 - Add Variables
 - UI Policy
 - Create Catalog UI Policies** (highlighted in red)
 - UI Action
 - Create Ui Action
 - Export Update Set
- Bottom Area:** Creating Changes To
- Right Side:** A large text area with instructions and a screenshot of the Catalog UI Policy creation screen.

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Creating Changes To

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]

The screenshot shows the ServiceNow interface with the 'Catalog UI Policy - Show Accessories Details' screen open. The 'Catalog Conditions' section is visible, showing a condition for 'additional_accessories' being 'is' 'true'. The 'Catalog UI Policies' list view is also shown on the left.

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Export Update Set

Creating Changes To

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

Script:

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

Click on save

The screenshot shows the ServiceNow interface with the 'Actions' screen open. A new UI Action is being created with the following details:

- Name: Reset form
- Type: Shopping Cart Item
- Order: 100
- Action name: ResetForm
- Client: checked

The 'Save' button is highlighted with a red box.

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Home Projects Support

Guided Project Project Workspace

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

Testing

Test Catalog Item

Conclusion :

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

servicenow All Favorites History Whispers Admin Update Set - Laptop Request Project Search

State: Complete

Related to: Laptop Request Project

Appliance: Inserted

Created: 2024-09-13 22:00:00

Updated by: abhi

Merge: Merge

Project Links: Laptop Request Project

Update Set: Laptop Request Project

Actions: Back One, Insert, Insert and View, View

ID	Type	User	Target name	Updated by	Remote update set	Action
202409140000	CatalogPolicy	abhi	None	abhi	202409140000	
202409140001	CatalogPolicy	abhi	None	abhi	202409140001	

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10:50 AM 9/13/2025

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Guided Project Project Workspace

UI Policy

Create Catalog UI Policies

UI Action

Create UI Action

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Exporting Changes To Another Instances

Login To Another Instance

Retrieving The Update Set

Testing

Test Catalog Item

Conclusion :

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

The screenshot shows a Windows desktop environment with a Microsoft Edge browser window open. The browser title bar reads '- Student naanmudhalvan.smartinternz.com/Student/guided_project_info/14833#'. The main content area of the browser displays a 'Guided Project' interface. On the left, there's a sidebar with 'Home', 'Projects' (selected), and 'Support' options. The main panel has tabs for 'Guided Project' and 'Project Workspace'. A vertical list of steps is shown, with several items highlighted in orange: 'Create Catalog UI Policies', 'Create UI Action', 'Exporting Changes To Another Instances', 'Login To Another Instance', 'Retrieving The Update Set', 'Testing', and 'Test Catalog Item'. Below this list is a section titled 'Conclusion :'. To the right of the list, a large box contains the heading 'Test Catalog Item' and a numbered list of five steps. Below the list is a screenshot of the ServiceNow 'Service Catalog' interface, specifically the 'Hardware' category under 'Laptop Request'. The screenshot shows fields for 'Order Model' and 'Latitude'.

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Support

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- Testing
 - Test Catalog Item
- Conclusion :

Conclusion :

The Laptop Request Catalog Item project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalog capabilities. Through the implementation of a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, reducing errors and improving efficiency. This project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.

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10:52 AM 9/13/2025