

# NAAN MUDHALVAN PROJECT SUBMISSION (SERVICE NOW)

**PROJECT TITLE: LAPTOP REQUEST CATALOG ITEM**

## **PROJECT DETAILS:**

**Team ID:** NM2025TMID18289

**Team Size:**4

**Team Leader:** SEETHALAKSHMI V

**Team member:** ASWIN JANARTHANAN

**Team member:** PARINITHA J

**Team member:** SHREENIDHI A

**Problem Statement:** Manual laptop requests caused delays, errors, and inefficiency.

**Objective:** Automate and streamline laptop requests using ServiceNow for accuracy and faster delivery.

**Skills:** Service Catalog, Client Scripts, UI Policies, Workflows, Update Sets.

## **Table of Contents**

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## **Our problem:**

In the current organizational setup, employees frequently require laptops to perform their daily work tasks. However, the existing process for requesting laptops is largely manual, which creates several challenges. Manual handling of requests often leads to unnecessary delays, miscommunication, and inefficiencies in the approval and fulfilment cycle. Employees have not standardized, user-friendly platform to submit their requests, and administrators lack a streamlined mechanism to capture, validate, and process the required information. This not only slows down the delivery of essential equipment but also increases the chances of incomplete or inaccurate data being submitted, which further complicates the request handling process.

To address these challenges, there is a need for a structured and automated Service catalog item dedicated to laptop requests. This catalog item should allow employees to easily raise their requests through a simple, intuitive form. Dynamic form behaviour should be introduced to guide users, ensuring that only relevant fields are displayed based on the employee's input. For example, the form could dynamically adjust to show different options depending on the type of laptop selected or the department the user belongs to. Such functionality would reduce errors, eliminate unnecessary confusion, and improve the overall user experience.

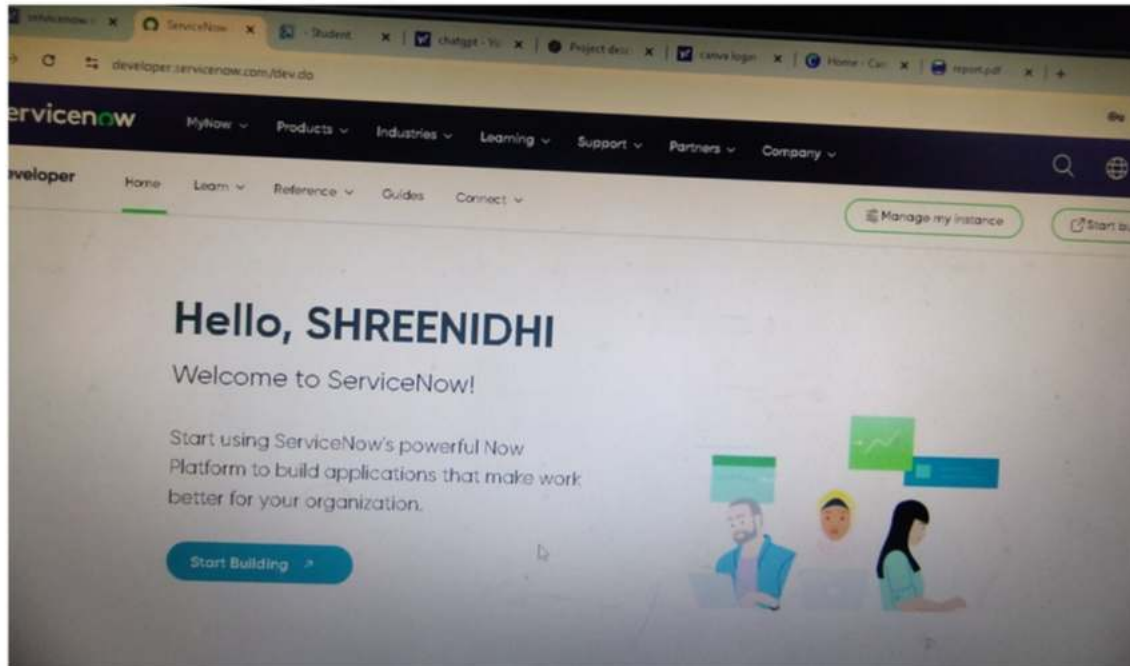
In addition, the catalog item should provide clear instructions at every step, making it straightforward even for employees with minimal technical knowledge. To further improve usability, the form should include a reset option that allows users to quickly clear their inputs and start again, if necessary. This ensures flexibility and reduces the chances of incorrect submissions. On the administrative side, all changes to the form and catalog item must be carefully tracked to maintain proper governance and accountability. Change tracking will also support future audits, version control, and controlled deployments across the organization.

By implementing this Service Catalog item, the organization will not only improve efficiency and accuracy in the laptop request process but also establish a scalable, standardized solution that can be extended to other types of requests in the future. This initiative represents a step toward digital transformation, enabling faster service delivery, better governance, and enhanced employee satisfaction.

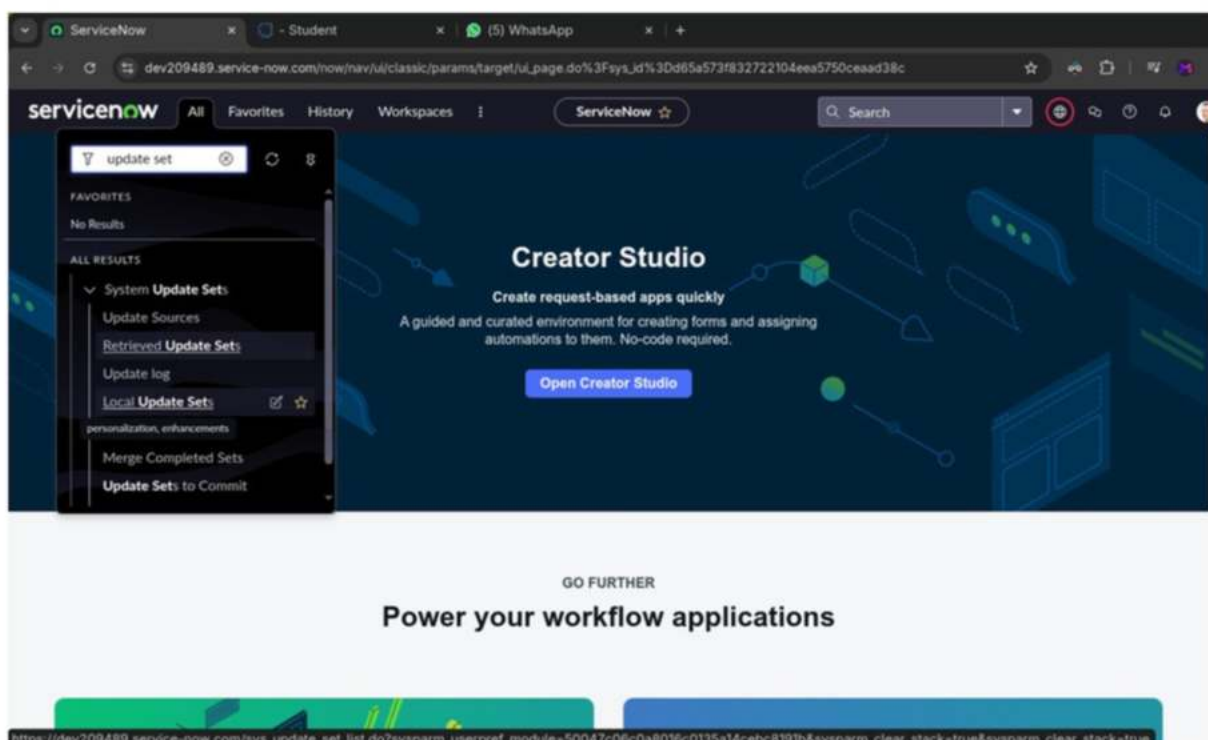
## Create Local Update set:

First open “**developer.servicenow.com**” and request an instance

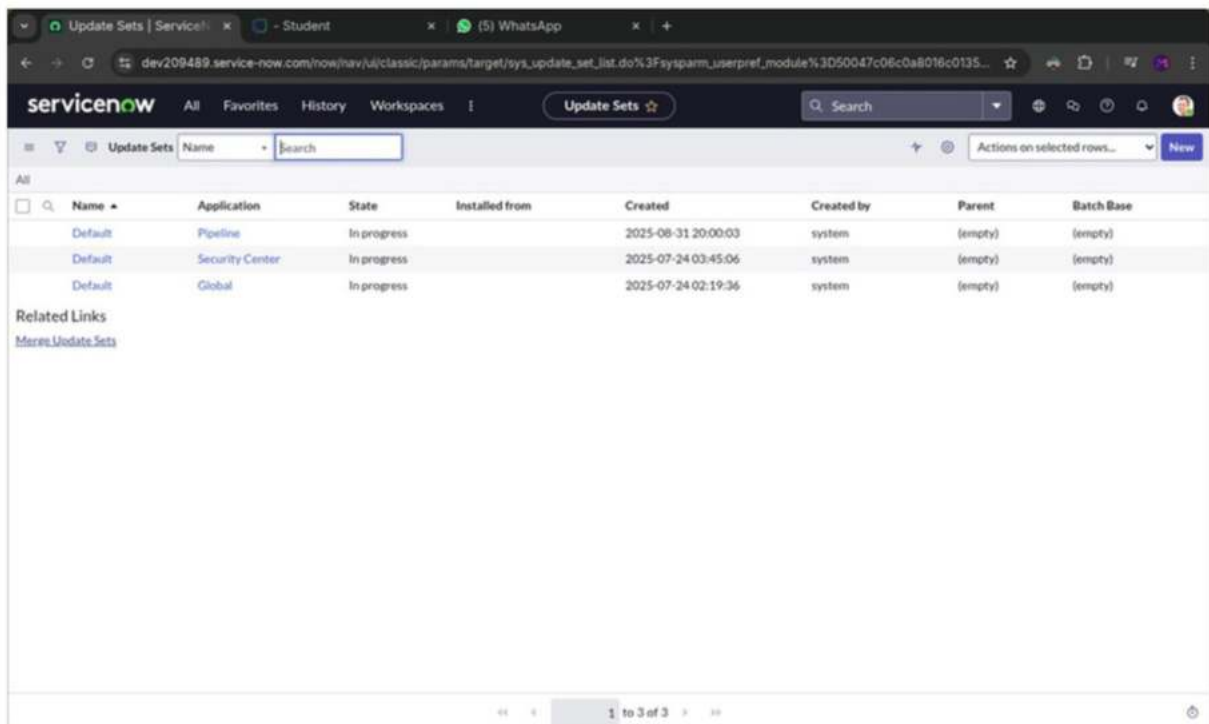
After creation, click “**Start Building**” button and open the instance.



Click on “**All**” then search for “**Update Sets**”.



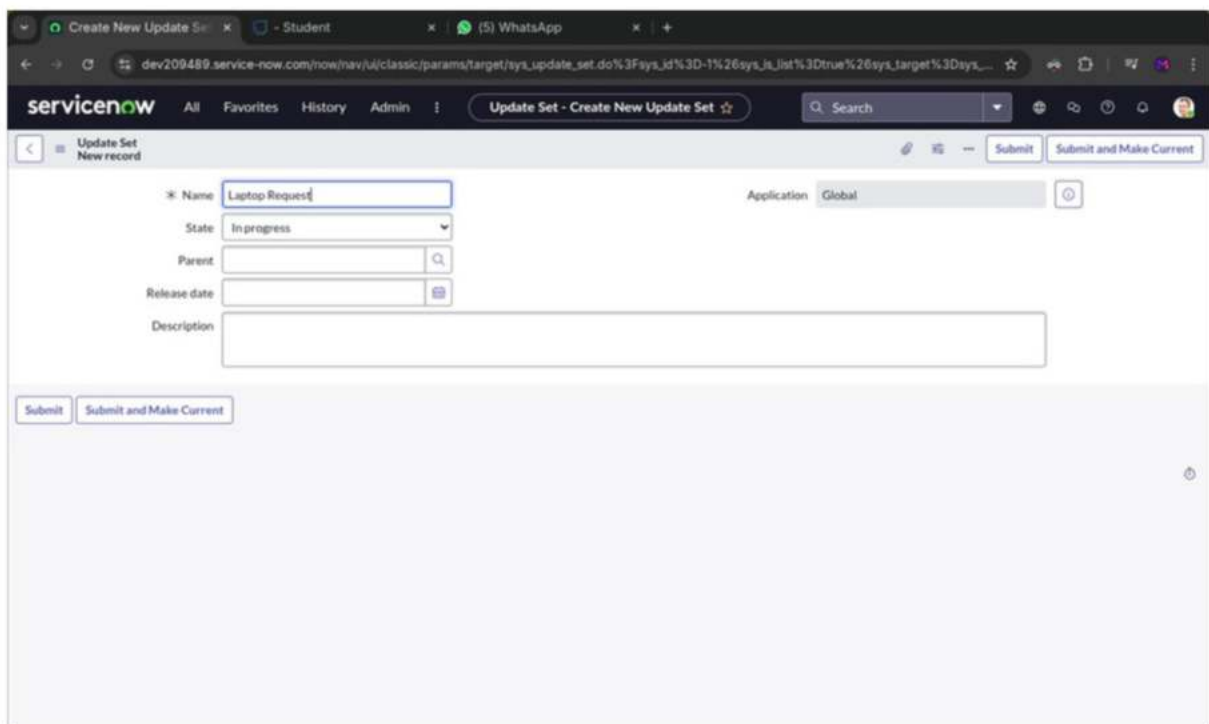
Under System Update Sets, select **Local Update Sets**.



Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default Pipeline	Pipeline	In progress		2025-08-31 20:00:03	system	(empty)	(empty)
Default Security Center	Security Center	In progress		2025-07-24 03:45:06	system	(empty)	(empty)
Default Global	Global	In progress		2025-07-24 02:19:36	system	(empty)	(empty)

After selecting “**Local Update set**” the above page will open.

In that page click “**New**” in top left corner



Create New Update Set

Name: Laptop Request

State: In progress

Parent:

Release date:

Description:

Application: Global

Submit Submit and Make Current

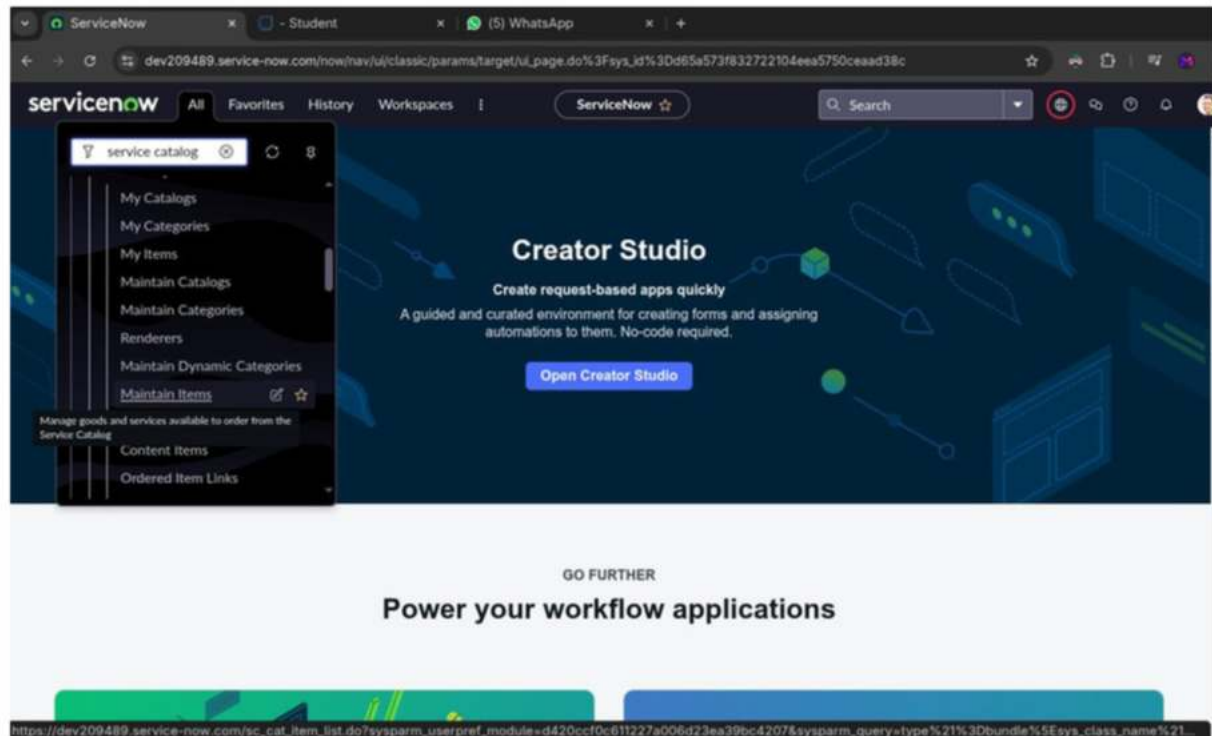
Enter the required details and name the update set “**Laptop Request**”.

Click the **Submit** on right corner and then choose **Make Current**.

## Create Service Catalog Item:

Click on **"All"** then search for **"service catalog"**.

Under **Catalog Definitions**, select **Maintain Items**.



If you do the above step, the below window will open.

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	2025-08-30 20:17:26
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2022-05-20 08:30:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 07:07:19



Click “**New**” in the top right corner of the opened page If you do that, a new page will open like in the below picture. In that page do the following steps

The screenshot shows the ServiceNow 'Catalog Item - New Record' form. The form is titled 'Catalog Item - New Record' and shows fields for Name, Catalog, Category, State, Checked out, Owner, Application, Active, and Fulfillment automation level. A context menu is open over the 'Save' button, showing options: Save, Configure, Export, Create Favorite, Copy URL, Copy sys\_id, and Reload form. The 'Name' field is filled with 'Laptop Request', 'Catalog' is 'Service Catalog', 'Category' is 'Hardware', 'State' is 'None', 'Checked out' is 'None', 'Owner' is 'System Administrator', 'Application' is 'Global', 'Active' is checked, and 'Fulfillment automation level' is 'Unspecified'. The 'Short description' field contains 'Use this item to request a new laptop'.

Enter 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

Once all fields are completed, click **Save**.

## Add variables:

After saving the catalog item form, scroll down to the **Variables** section in the related list.

That will look like the below picture.

The screenshot shows the ServiceNow interface for editing a Catalog Item named "Laptop Request". The top navigation bar includes "servicenow", "All", "Favorites", "History", "Workspaces", and a search bar. Below the navigation bar, there are tabs for "Catalog Item", "Laptop Request", and "Variables". The main content area shows a form for the catalog item, with a "Meta" field and a "Related Links" section. The "Variables" section is highlighted, showing a table with columns for "Variables (4)", "Variable Sets", "Catalog UI Policies (1)", "Catalog Client Scripts", "Available For", "Not Available For", "Categories (1)", "Catalogs (1)", "Catalog Data Lookup Definitions", and "Related Articles". The table is currently empty, and a "New" button is visible in the bottom right corner.

Click "**New**" bottom right corner

After that below page will open.

The screenshot shows the ServiceNow interface for creating a new Variable record. The top navigation bar includes "servicenow", "All", "Favorites", "History", "Workspaces", and a search bar. Below the navigation bar, there are tabs for "Variable", "New record", and "Submit". The main content area shows a form for the variable, with fields for "Application" (Global), "Type" (Single Line Text), "Catalog Item" (Laptop Request), and "Order". There are also checkboxes for "Active", "Mandatory", "Read only", and "Hidden". The "Question" tab is selected, showing a form for the question text, name, conversational label, tooltip, and example text. A "Submit" button is visible at the bottom left.



In that form enter these details:

- **Question:** Laptop Model
- **Type:** Single Line Text
- **Name:** laptop\_model
- **Order:** 100

Variable - New Record

Application: Global

Type: Single Line Text

Catalog Item: Laptop Request

Order: 100

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Question

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

Question: Laptop Model

Name: laptop\_model

Conversational label:

Tooltip:

Example Text:

Submit

Click **Submit** to save the variable.

Catalog Item - Laptop Request

Meta

Related Links

Item Diagnostic

Run Point Scan

Variables (1)

Type	Question	Order
Single Line Text	Laptop Model	100

1 to 1 of 1

Click again **"New"** and add these 2<sup>nd</sup> details:

- **Question: Justification**
- **Type: Multi Line Text**
- **Name: justification**
- **Order: 200**

Variable - New Record

Application: Global

Type: Multi Line Text

Catalog Item: Laptop Request

Order: 200

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Question

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

\* Question: Justification

\* Name: justification

Conversational label:

Tooltip:

Example Text:

Submit

Click **Submit** to save the variable.

Catalog Item - Laptop Request

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta:

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic

Run Point Scan

Variables (2) Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles

Related Catalog Items Assigned Topics

Order Search

Actions on selected rows... New

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200

1 to 2 of 2

Click again **"New"** and add these 3<sup>rd</sup> details:

- **Question: Additional Accessories**
- **Type: Checkbox**
- **Name: additional\_accessories**
- **Order: 300**

Variable - New Record

Application: Global

Type: CheckBox

Catalog Item: Laptop Request

Order: 300

Active: ☒

Selection Required: ☐

Read only: ☐

Hidden: ☐

Question

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

\* Question: Additional Accessories

\* Name: additional\_accessories

Conversational label

Tooltip

Submit

Click **Submit** to save the variable.

Catalog Item - Laptop Request

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic

Run Point Scan

Variables (3) Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles

Related Catalog Items Assigned Topics

Order Search

Actions on selected rows... New

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300

1 to 3 of 3

Click again **"New"** and add these 4<sup>th</sup> details:

- **Question: Accessories Details**
- **Type: Multi Line Text**
- **Name: accessories\_details**
- **Order: 400**

ServiceNow Variable - New Record form. Fields include Application (Global), Type (Multi Line Text), Catalog Item (Laptop Request), Order (400), and Active checkbox. The Question tab is selected, showing a text area for the question and fields for Name, Conversational label, Tooltip, and Example Text.

Click **Submit** to save the variable.

ServiceNow Catalog Item - Laptop Request page. The Variables (4) tab is selected, showing a table of variables. The table has columns for Type, Question, and Order.

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

After adding all of these, make sure to save the form. To view demo of this, click **“Try It”** of the top right corner.

The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form in edit mode. The top navigation bar includes 'All', 'Favorites', 'History', 'Admin', and a search bar. The breadcrumb trail is 'Catalog Item - Laptop Request'. The form includes a 'Try It' button in the top right corner. The main form area contains the following fields:

- Name:** Laptop Request
- Application:** Global
- Service Catalog:** Service Catalog
- Category:** Hardware
- State:** --None--
- Checked out:** --None--
- Owner:** System Administrator
- Fulfillment automation level:** Unspecified

Below the form fields are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a rich text editor.

The demo will look, like this

The screenshot shows the ServiceNow 'Catalog Item - Laptop Request' form in demo mode. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The breadcrumb trail is 'Service Catalog > Hardware > Laptop Request'. The form includes a 'Search catalog' search bar in the top right corner. The main form area contains the following fields:

- Use this item to request a new laptop:** A heading for the form.
- Laptop Model:** A text input field.
- Justification:** A text input field.
- Additional Accessories:** A checkbox.
- Accessories Details:** A text input field.

On the right side of the form, there is a 'Order this item' section with the following fields:

- Quantity:** 1
- Delivery time:** 2 Days
- Order Now:** A button.
- Add to Cart:** A button.
- Shopping Cart:** Empty

## Create Catalog UI policies:

Navigate to **All** → **search for Service Catalog**.

Under **Catalog Definitions**, select **Maintain Items**.

Search for the previously created item “Laptop Request”.

Open the item, then scroll down to the **Catalog UI Policies** related list.

Click **New** to create a new UI policy. Enter the following details:

- **Short Description:** Show Accessories Details
- **Catalog Condition (When to Apply):**

**Field:** additional\_accessories

**Operator:** is

**Value:** true

The screenshot shows the 'Catalog UI Policy - New Record' form in ServiceNow. The form is titled 'Catalog UI Policy - New Record' and includes a 'Submit' button. The 'Applies to' section is set to 'A Catalog Item' with a dropdown menu. The 'Catalog item' field is set to 'Laptop Request'. The 'Short description' field is set to 'show accessories details'. The 'When to Apply' section is set to 'Script'. The 'Catalog Conditions' section shows a condition: 'additional\_accessories is true'. The 'Applies on a Catalog Item view' checkbox is checked. The 'Applies on Catalog Tasks' and 'Applies on Requested Items' checkboxes are unchecked. The 'On load' checkbox is checked. The 'Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false' checkbox is unchecked. A context menu is open over the 'Catalog item' field, showing options: Save, Configure, Export, Create Favorite, Copy URL, Copy sys\_id, and Reload form.



Click **Save** (do not click Submit).

Scroll down and open the **Catalog UI Policy Actions** related list.

Click **New** to create a new action.

The screenshot shows the 'Catalog UI Policy - show accessories details' configuration page in ServiceNow. The 'Catalog Conditions' section has a filter: 'additional\_accessories' is 'true'. The 'Applies on' section has 'Applies on a Catalog Item view' checked. The 'On load' checkbox is checked, and the 'Reverse if false' checkbox is also checked. Below these are 'Update' and 'Delete' buttons. A 'Related Links' section shows a link to 'Run Point Scan'. At the bottom, there is a 'Catalog UI Policy Actions' related list with a 'New' button and a search bar. The table below is empty, showing 'No records to display'.

A new page will open and, in that page, do the following

Configure the action with the following details:

- **Variable Name:** accessories\_details
- **Order:** 100
- **Mandatory:** True
- **Visible:** True

The screenshot shows the 'Catalog UI Policy Action - New Record' configuration page. The 'Catalog item' is 'Laptop Request'. The 'Variable name' is 'accessories\_details' and the 'Order' is '100'. The 'Application' is 'Global'. The 'Mandatory' checkbox is checked, and the 'Visible' checkbox is also checked. The 'Read only' dropdown is set to 'Leave alone', the 'Value action' dropdown is set to 'Leave alone', and the 'Field message type' dropdown is set to 'None'. A 'Submit' button is at the bottom left.

You can see the demo of it

The screenshot shows a web browser window with the ServiceNow interface. The browser tabs include 'Laptop Request | Servi...', 'Student', 'ServiceNow Develop...', and '(1) WhatsApp'. The address bar shows a URL from 'dev209489.service-now.com'. The ServiceNow header includes the logo, navigation links (All, Favorites, History, Workspaces), a 'Laptop Request' button, and a search bar. The breadcrumb trail is 'Service Catalog > Hardware > Laptop Request'. The main form area is titled 'Use this item to request a new laptop'. It contains a 'Laptop Model' text field, a 'Justification' text area, and an unchecked checkbox labeled 'Additional Accessories'. On the right side, there is a summary box with 'Order this Item' (Quantity: 1, Delivery time: 2 Days), 'Order Now' and 'Add to Cart' buttons, and a 'Shopping Cart' section showing 'Empty'.

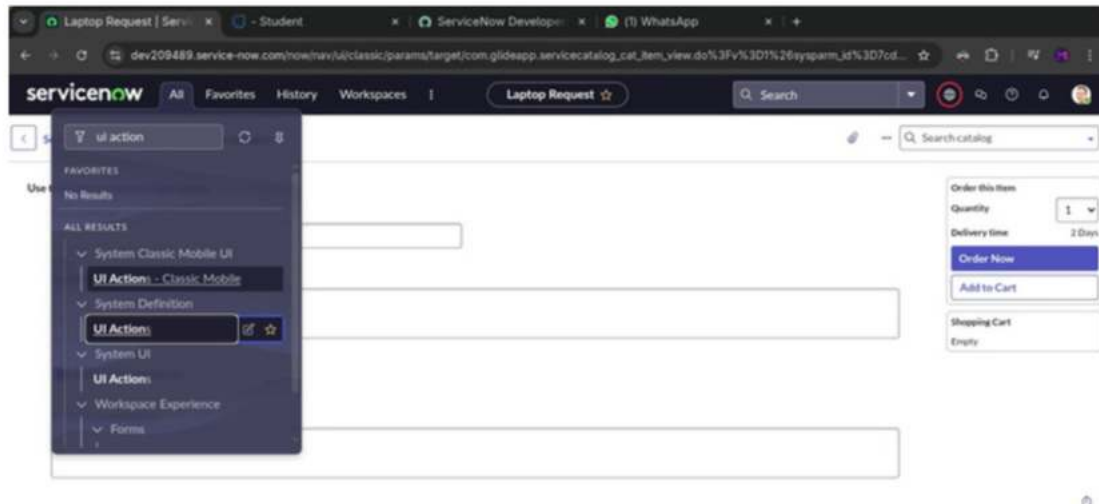
After clicking “**Additional Accessories**” it will look like below image:

This screenshot shows the same ServiceNow 'Laptop Request' form after the 'Additional Accessories' checkbox has been checked. The checkbox is now marked with a blue square. Below it, a new section titled 'Accessories Details' with a red asterisk icon has appeared, containing an empty text field. The rest of the form, including the 'Laptop Model' field, 'Justification' area, and the right-hand summary box with 'Order Now' and 'Add to Cart' buttons, remains the same as in the previous image.

## Create UI action:

Go to **All** → search for “UI Actions”.

Under **System Definition**, select **UI Actions**.



[https://dev209489.service-now.com/sys\\_ui\\_action\\_list.do?sysparm\\_userpref\\_module=41400ef90a0b2d00a70e18993f0838&sysparm\\_clear\\_stack=true](https://dev209489.service-now.com/sys_ui_action_list.do?sysparm_userpref_module=41400ef90a0b2d00a70e18993f0838&sysparm_clear_stack=true)

After navigating to that page, it will look like the below image.

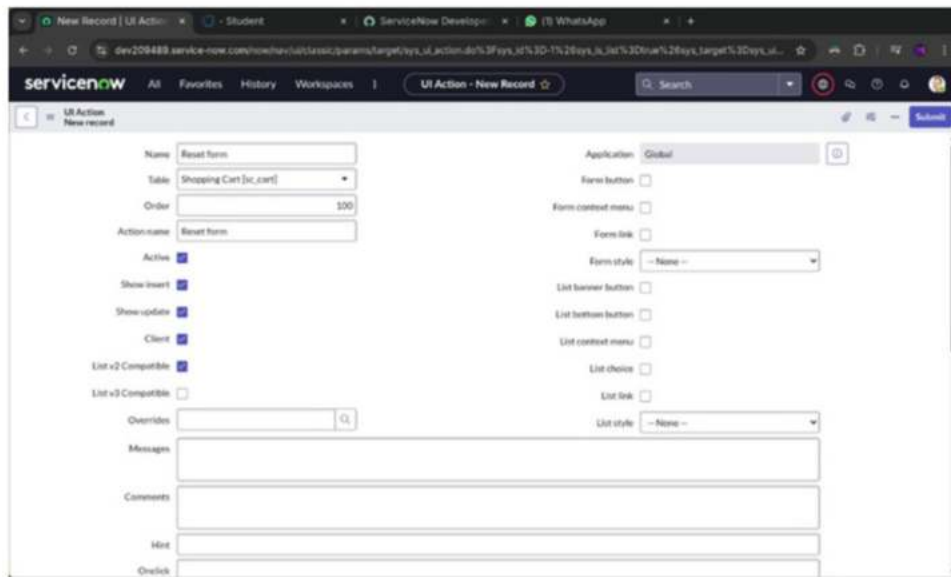
A screenshot of the ServiceNow 'UI Actions' list page. The table displays various UI actions with columns for Name, Table, Comments, Form action, List action, Active, Order, Condition, and Updated. The table is sorted by Order in descending order.

	Name	Table	Comments	Form action	List action	Active	Order	Condition	Updated
<a href="#">View in Workspace</a>	Project Definition Version [promin_model_def_version]			true	false	true		current.getValue('state') == 'AVAILABLE'	2022-02-13 21:34:26
<a href="#">Save</a>	Template [sys_template]		Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	!current.isNewRecord() && current.canWrite()	2025-07-24 02:50:12
<a href="#">Save</a>	Template [sys_template]		Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.canCreate() && current.isNewRecord()	2025-07-24 02:50:15
<a href="#">Delete</a>	Article Template [kb_article_template]		Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-07-24 02:50:10
<a href="#">Delete</a>	Global [global]		Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() && current.canDelete()	2025-07-24 02:50:10
<a href="#">New</a>	Record Transformer Rule [sys_record_transformer_rule]		Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer.	false	true	true	-1,000	current.canCreate() && !RP.get('listControl')	2025-07-24 02:50:11
<a href="#">Clear</a>	Template [sys_template]		Clears the template applied field values	true	false	true	-1,000	current.canWrite()	2025-07-24 02:50:11

Click **New** to create a new UI Action.

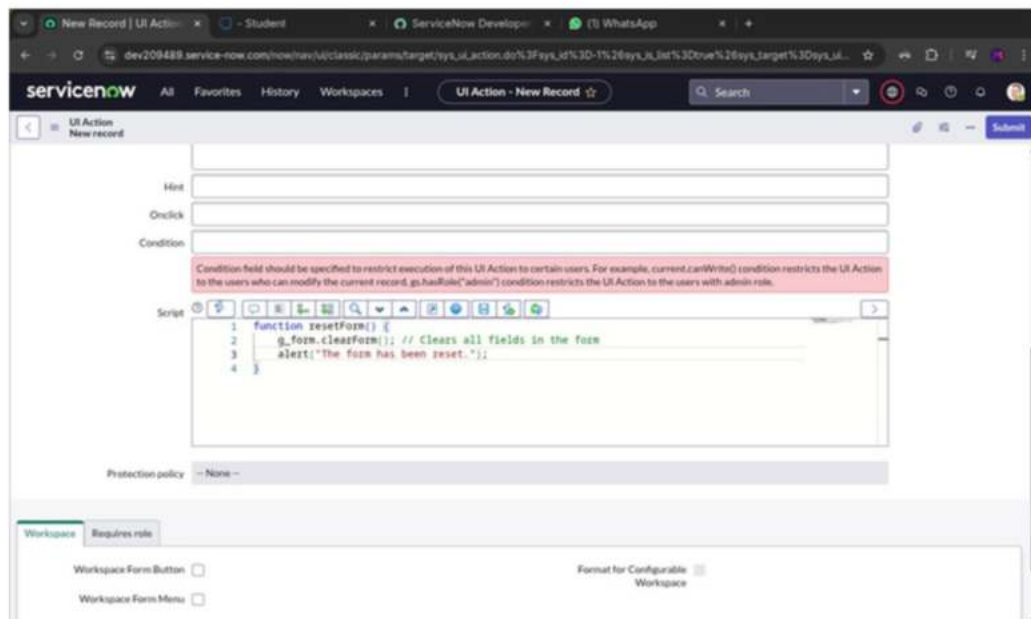
Enter the following details:

- **Table:** Shopping Cart (sc\_cart)
- **Order:** 100
- **Action Name:** Reset form
- **Client:** Checked



Add the following script and click **“Save”**:

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



## Exporting changes to another instances:

Navigate to **All** → search for **Update Sets** and select **Local Update Sets**.

The screenshot shows the ServiceNow UI Actions page. A search filter 'local update set' is applied, showing a list of update sets. A dropdown menu is open, showing 'System Update Sets' and 'Local Update Sets' (selected). The table below lists several update sets with their details.

	Comments	Form action	List action	Active	Order	Condition	Updated	
		true	false	true		current.getValue('state') == 'AVAILABLE'	2022-02-13 21:34:26	
	Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	!current.isNewRecord() && current.canWrite()	2025-07-24 02:50:12	
Save	Template [sys_template]	Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.canCreate() && current.isNewRecord()	2025-07-24 02:50:15
Delete	Article Template [kb_article_template]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-07-24 02:50:10
Delete	Global [global]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() && current.canDelete()	2025-07-24 02:50:10
New	Record Transformer Rule [sys_record_transformer_rule]	Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer.	false	true	true	-1,000	current.canCreate() && !RPgetListControlValue()	2025-07-24 02:50:11
Clear	Template [sys_template]	Clears the template applied field value	true	false	true	-1,000	current.canWrite()	2025-07-24 02:50:11

Open the previously created update set “**Laptop Request Project**”.

The screenshot shows the ServiceNow Update Sets page. A list of update sets is displayed with columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. The 'Laptop Request' update set is highlighted.

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Pipeline	In progress		2025-08-31 20:00:03	system	(empty)	(empty)
Default	Security Center	In progress		2025-07-24 03:45:06	system	(empty)	(empty)
Default	Global	In progress		2025-07-24 02:19:36	system	(empty)	(empty)
Laptop Request	Global	In progress		2025-09-02 10:12:05	admin	(empty)	(empty)

Change the **State** to **Complete**.

In the **Updates** related list, you can view all the changes captured under this update set.

The screenshot shows the ServiceNow interface for an update set named 'Laptop Request'. The 'Customer Updates (12)' tab is active, displaying a table of updates. The table has columns for Created, Type, View, Target name, Updated by, Remote update set, and Action. The updates listed include Catalog UI Policy, Variable, Catalog Item, and UI Action, all with an 'INSERT\_OR\_UPDATE' action.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-03 07:13:07	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-09-03 07:15:53	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-09-02 10:55:24	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-09-02 11:01:29	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-09-02 10:51:27	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-09-02 10:58:39	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-09-02 10:44:59	Catalog Item		Laptop Request	system	(empty)	INSERT_OR_UPDATE
2025-09-02 10:44:59	Catalog Item		Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-09-02 10:44:59	Catalog Items Catalog		Service Catalog.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-09-02 10:44:59	Catalog Item Category		Hardware.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-09-03 06:12:04	CMDB Workspace Multisource Class Metadata			admin	(empty)	INSERT_OR_UPDATE
2025-09-03 07:39:04	UI Action		Reset form	admin	(empty)	INSERT_OR_UPDATE

Click **Export to XML** to download the update set as a file.

The screenshot shows the ServiceNow interface for an update set named 'Laptop Request'. The 'State' is set to 'Complete'. The 'Export to XML' button is visible. A 'Recent download history' popup is shown, displaying a download of 'sys\_remote\_update\_set\_d94b8d49837322104eea5750cead39a.xml'.

Update Set - Laptop Request

Name: Laptop Request

State: Complete

Parent:

Release date:

Install date:

Installed from:

Description:

Update Set Logs

Customer Updates (12)

Update Set - Laptop Request

Created: 2025-09-03 07:13:07

Type: Catalog UI Policy

View: show accessories details

Updated by: admin

Remote update set: (empty)

Action: INSERT\_OR\_UPDATE

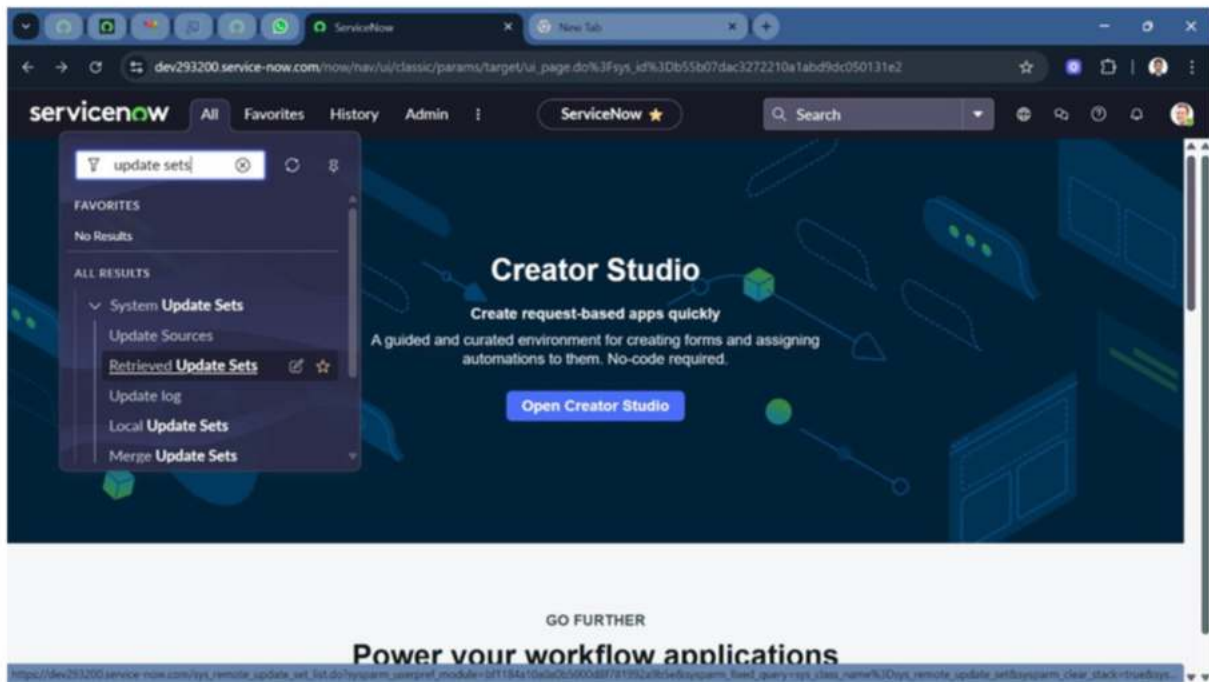


## Retrieving the update set:

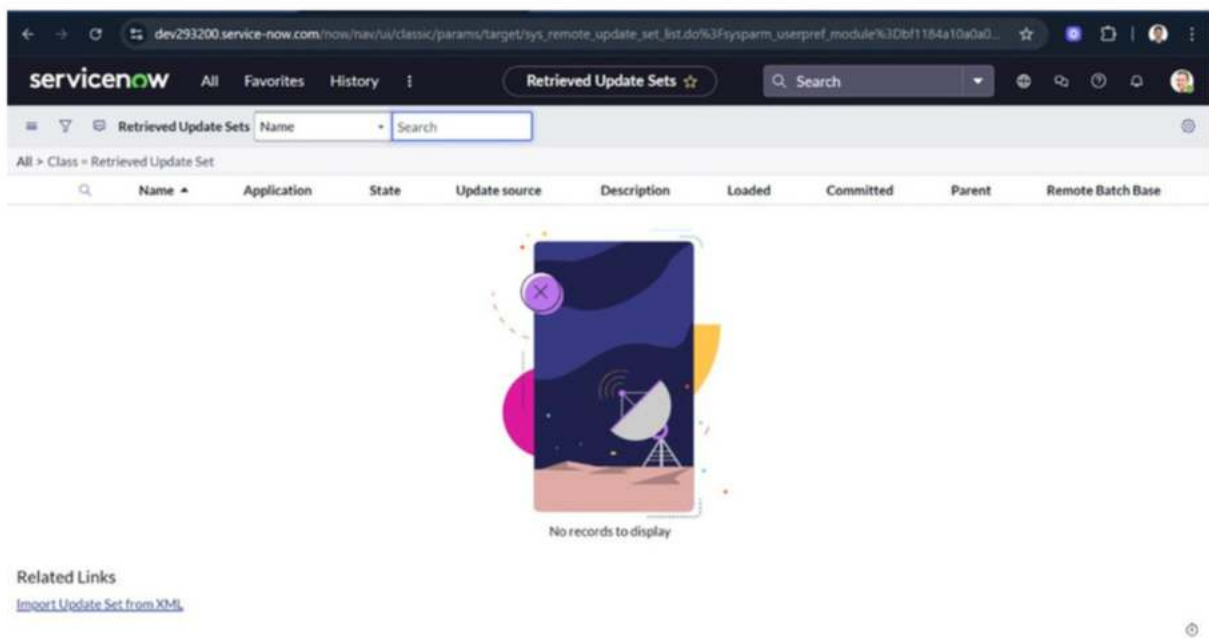
Open another ServiceNow instance with friend's login

Navigate to **All** → **search for Update Sets**.

Under **System Update Sets**, select **Retrieved Update Sets**.



In this page, click “**Import Update Set from XML**” in the bottom left corner.



Upload the previously downloaded XML file in this page and click **“Upload”** button

dev293200.service-now.com/now/hav/ul/classic/params/target/upload.do%3Fsysparm\_referring\_url%3Dsys\_remote\_update\_set\_list.do%253Fsys...

servicenow All Favorites History Admin ServiceNow Search

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

XML file Choose File No file chosen

Step 2: Upload the file

Upload

Open the Retrieved Update Set named **“Laptop Request Project”**

dev293200.service-now.com/now/hav/ul/classic/params/target/sys\_remote\_update\_set\_list.do%3Fsysparm\_fixed\_query%3Dsys\_class\_name%3Ds...

servicenow All Favorites History Retrieved Update Sets 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
Laptop Request Project	Global	Loaded	(empty)		2025-08-29 00:48:01	(empty)	(empty)	(empty)

Related Links

[Import Update Set from XML](#)

1 to 1 of 1

Click **Preview Update Set** to review the changes.

After verifying, click **Commit Update Set** to apply the updates.

You can also review all captured changes in the **Updates** related tab.

Once the update set is committed, all changes from the previous instance will be applied to the current instance.

The screenshot shows the ServiceNow interface for a 'Retrieved Update Set'. The browser address bar displays the URL: dev293200.service-now.com/now/nav/ui/classic/params/target/sys\_remote\_update\_set.do%3Fsys\_id%3D0852b35dbc3632210a1abd9dc050131e3... The page title is 'Retrieved Update Set - Laptop Request Project'. The form contains the following fields:

- Name: Laptop Request Project
- Application: Global
- Update source: (empty)
- Parent: (empty)
- State: Loaded
- Loaded: 2025-08-29 00:48:01
- Description: (empty)
- Application name: Global

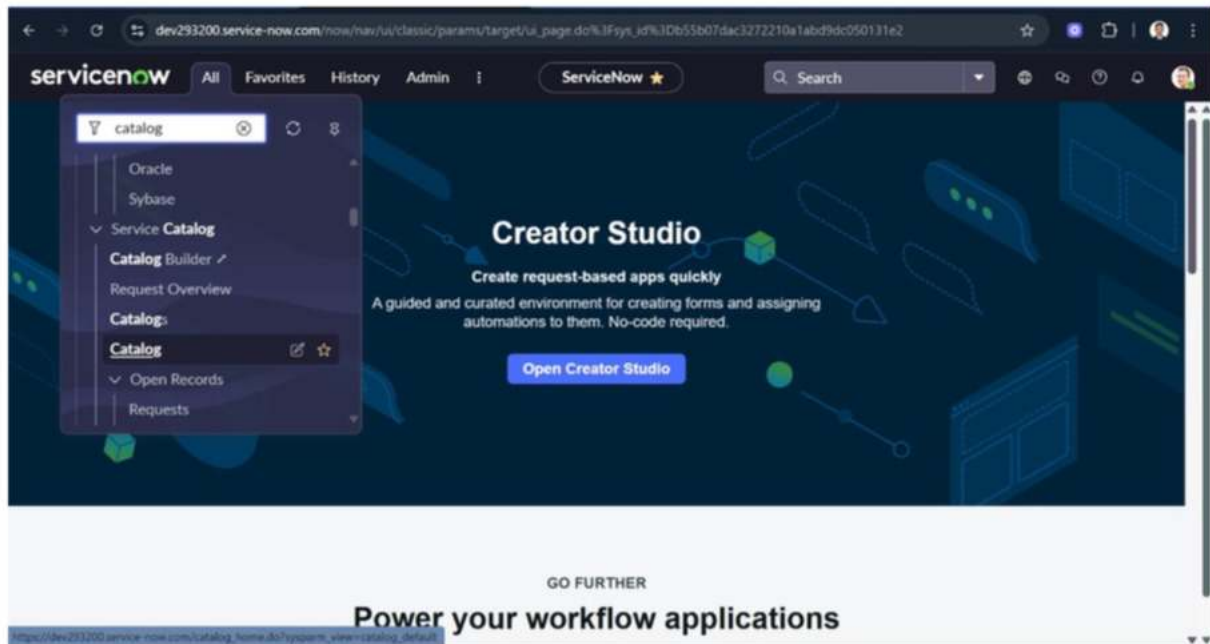
On the right side of the form, there are three checkboxes: 'Committed', 'Inserted', and 'Deleted', all of which are currently unchecked.

Below the form, there are three buttons: 'Update', 'Delete', and 'Preview Update Set'. Below these buttons is a section titled 'Related Links' with a link 'Export to XML'. At the bottom, there are two tabs: 'Customer Updates (11)' and 'Child Update Sets'.

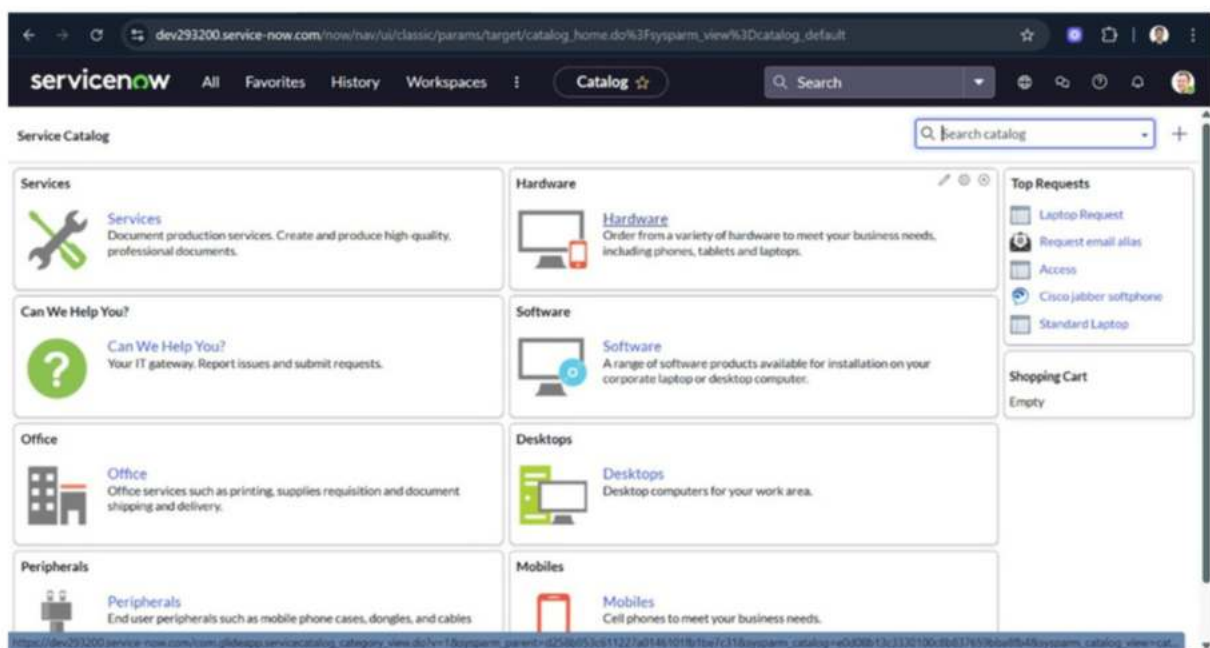
## Test Catalog Item:

In the target instance, search for Service Catalog in the application navigator.

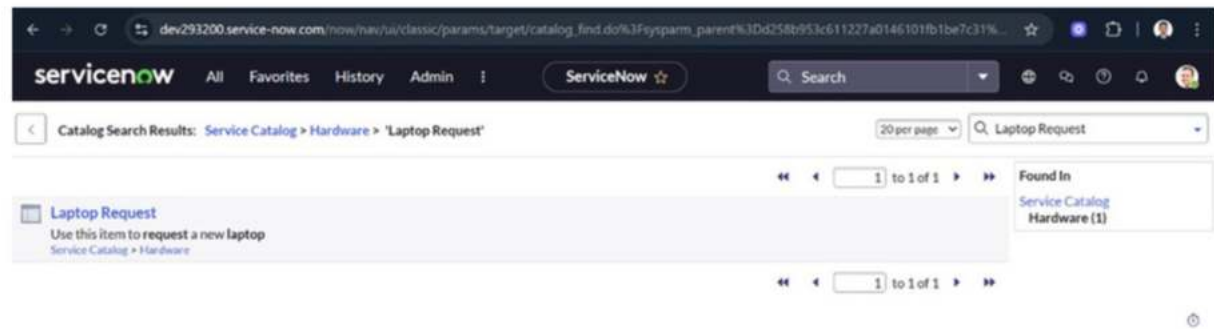
Under Service Catalog, select Catalog.



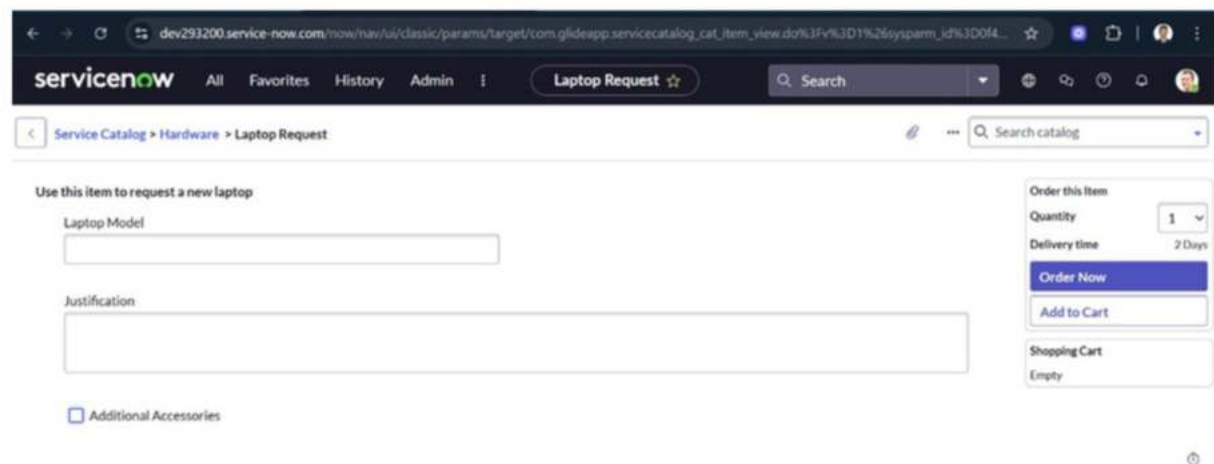
Choose the **Hardware** category.



Search for the “**Laptop Request**” item in the Hardware category.



Open the **Laptop Request** catalog item.

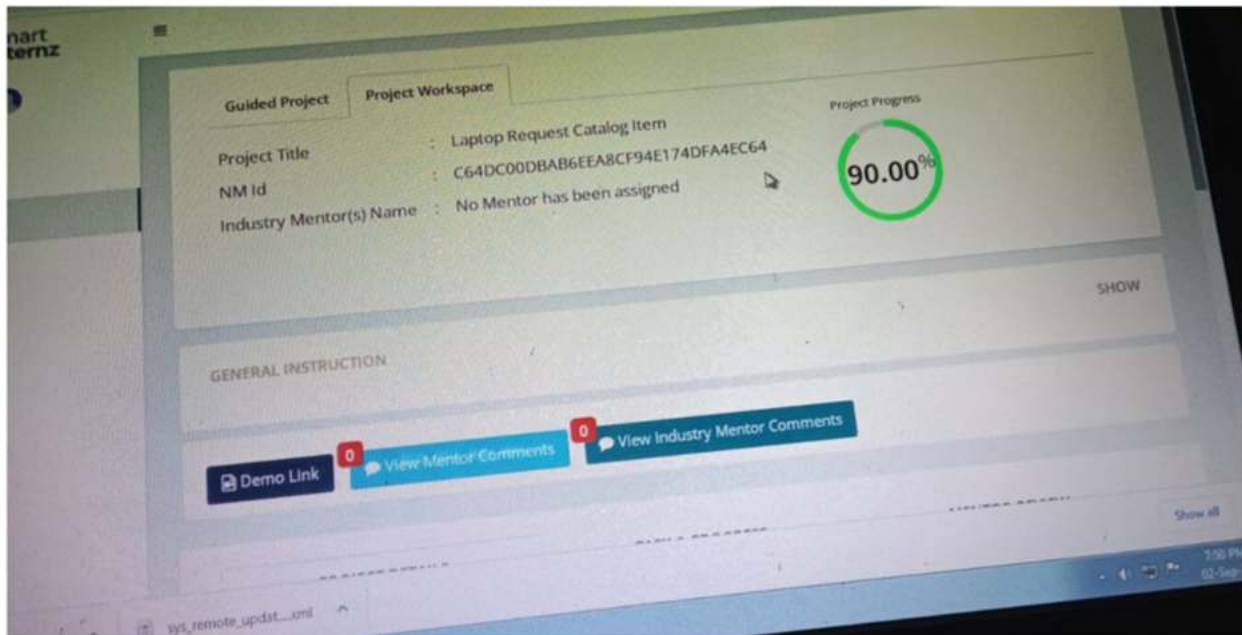


In our scenario, when the **Additional Accessories** checkbox is selected, the **Accessories Details** field becomes visible and is set as mandatory. Upon testing, the functionality works as expected and meets all the specified requirements.

The screenshot shows a web browser window with the ServiceNow interface. The URL bar shows a dev instance of ServiceNow. The page title is 'Laptop Request'. The breadcrumb navigation shows 'Service Catalog > Hardware > Laptop Request'. The main form area is titled 'Use this item to request a new laptop'. It contains several fields: 'Laptop Model' (a text input), 'Justification' (a text area), 'Additional Accessories' (a checkbox that is checked), and 'Accessories Details' (a text input, marked as mandatory with a red asterisk). On the right side of the form, there is a sidebar with 'Order this Item' (Quantity: 1, Delivery time: 2 Days, buttons: 'Order Now', 'Add to Cart') and 'Shopping Cart' (Empty). A small gear icon is visible in the bottom right corner of the form area.



## Project progress:



## Conclusion:

The Laptop Request Catalog Item project successfully replaced the manual process with an automated, user-friendly system in ServiceNow. It reduces errors, speeds up request handling, ensures accurate information, improves governance, and enhances employee satisfaction while providing a scalable solution for future needs.

Overall, this project demonstrates the power and flexibility of ServiceNow in transforming traditional, error-prone processes into efficient, automated, and user-centric workflows. The Laptop Request Catalog Item not only meets the organization's current needs but also provides a scalable solution that can be adapted for other service requests in the future. By combining automation, usability, and governance, the project serves as a strong example of how technology can improve operational efficiency and employee satisfaction simultaneously.