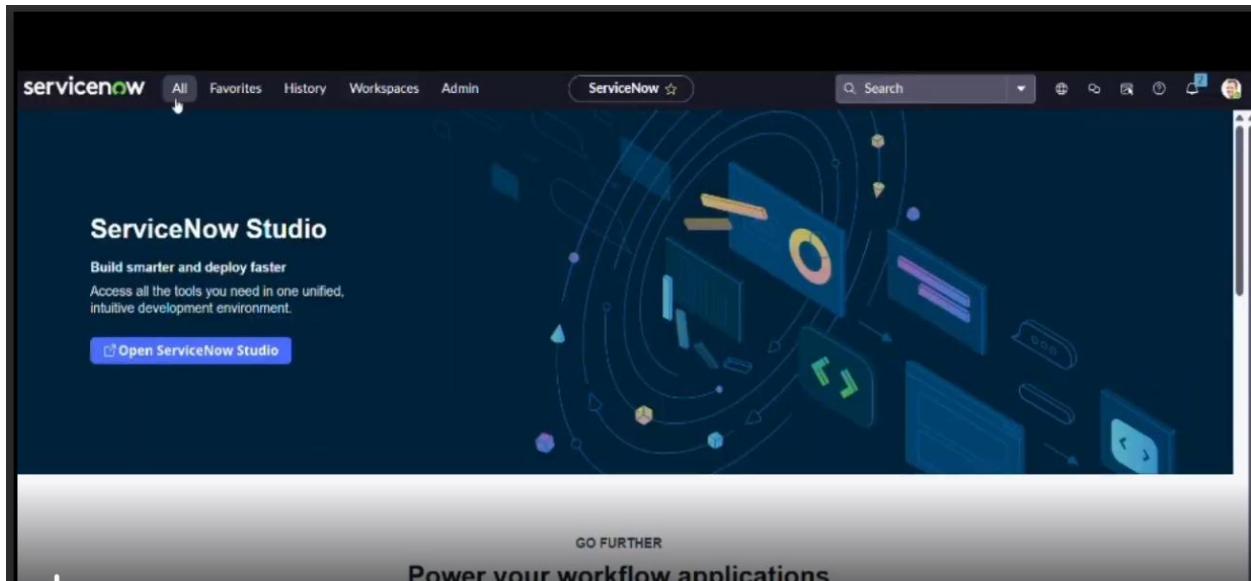


Laptop Request Catalog Item

Create Local Update set

Open service now.



All >>local update sets under system update sets

create a update set as: “Laptop Request”

The image shows the 'Update Set - Create New Update Set' form in ServiceNow. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main form has the following fields: 'Name' (set to 'Laptop Request'), 'State' (set to 'In progress'), 'Parent' (empty), 'Release date' (empty), and 'Description' (empty). On the right side of the form, there is an 'Application' dropdown set to 'Global'. At the bottom of the form are two buttons: 'Submit' and 'Submit and Make Current'. There are also small icons for help and refresh.

Service Catalog Item

Click on All >> service catalog>>maintain items under catalog definitions

	State	Installed from	Created	Created by	Parent	Batch Base
1	In progress		2025-06-26 00:11:31	admin	{empty}	{empty}
2	In progress		2025-06-25 22:14:10	system	{empty}	{empty}
3	In progress		2025-06-26 00:10:48	system	{empty}	{empty}
4	In progress		2025-10-28 07:23:43	system	{empty}	{empty}
5	In progress		2025-10-29 23:16:05	admin	{empty}	{empty}

create a new catalog item

Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

Click on 'SAVE'

description to display for the item. variables, and other information as needed.

Name: Laptop Request

Application: Global

Active:

Catalog: Service Catalog

Category: Hardware

Fulfillment automation level: Unspecified

State: None

Checked out: None

Owner: System Administrator

Short description: Use this item to request a new laptop

Add variables

scroll down and click on variable(related List)

Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

Click on submit , click on new and add Remaining variables

The screenshot shows the ServiceNow interface for creating a new variable. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and 'Variable - New Record'. The main form has the following fields:

- Application:** Global
- Type:** Single Line Text
- Catalog Item:** Laptop Request
- Order:** 100
- Active:**
- Mandatory:**
- Read only:**
- Hidden:**
- Disable automatic slot fill based on user context:**

Below the form, there are tabs: Question, Annotation, Type Specifications, Default Value, Auto-populate, Permission, and Availability. The Question tab is active, containing the following information:

- * Question: Laptop Model
- * Name: laptop_model
- Conversational label: (empty)

Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

Variable 3:Additional Accessories

Type: Checkbox

Name: additional_accessories

Order:300

Variable 4: Accessories Details

Type: Multi line text

Name:accessories_details -> Order:400 -> save the catalog item form

UI Policy

Search for 'laptop request' which is created before

In the catalog ui policies related list tab click on new

short description as: show accessories details

field: additional_accessories, operator: is, value: true -> save

select 'catalog ui action'

variable name as: accessories_details

Order:100 -> Mandatory: True -> Visible : True -> save

UI Action

ui actions under system definition -> new

Table:shoppingcart(sc_cart)

Order:100

Actionname: Resetform

Client : checked

The screenshot shows the 'UI Action - New Record' configuration screen in ServiceNow. The 'Name' field is empty. The 'Table' dropdown is set to 'Shopping Cart [sc_cart]'. The 'Order' field contains '100'. The 'Action name' field is filled with 'Reset form'. The 'Active' checkbox is checked. Under 'Show' checkboxes, 'Show insert' and 'Show update' are checked. The 'Client' checkbox is checked. Under 'Compatibility', 'List v2 Compatible' is checked, while 'List v3 Compatible' is unchecked. The 'Overrides' field is empty. The 'Messages' and 'Comments' fields are also empty. On the right side, there are several style checkboxes: '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), 'List link' (unchecked), and 'List style' (set to '... None ...').

Script:

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

UI Action

- Save
- Configure >
- Export >
- Create Favorite
- Copy URL
- Copy sys_id
- Reload form

Condition

Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record. g.hasRole("admin") condition restricts the UI Action to the users with admin role.

```

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

```

Protection policy: None

Export Update set

Select created update set i.e. 'Laptop Request Project'

Set the state to 'Complete' -> update it

Name: Laptop Request Project

State: Complete

Parent:

Release date:

Install date:

Installed from:

Description:

Application: Global

Created: 2025-10-29 23:16:05

Created by: admin

Merged to:

Update

export to XML ,it download one file

Actions on selected rows...

Update Back Out

Related Links

export to XML
Merge With Another Update Set
Can Update Set

Customer Updates (10) Update Set Logs Child Update Sets Install History

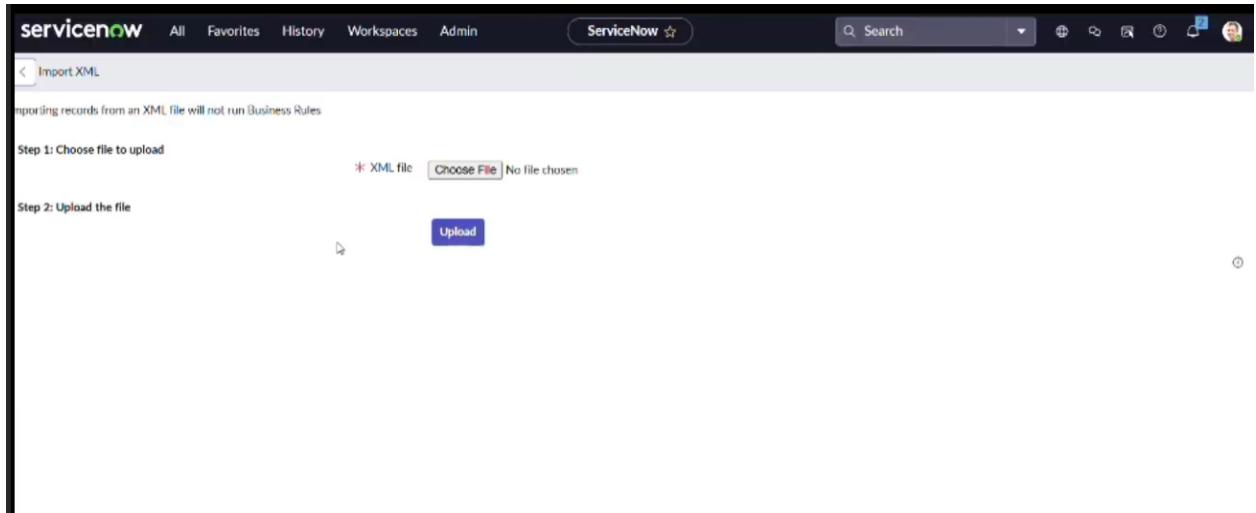
Created Search

Update set = Laptop Request Project

Retrieving the update set

Open another instance in incognito window -> update sets-> Retrieved update set

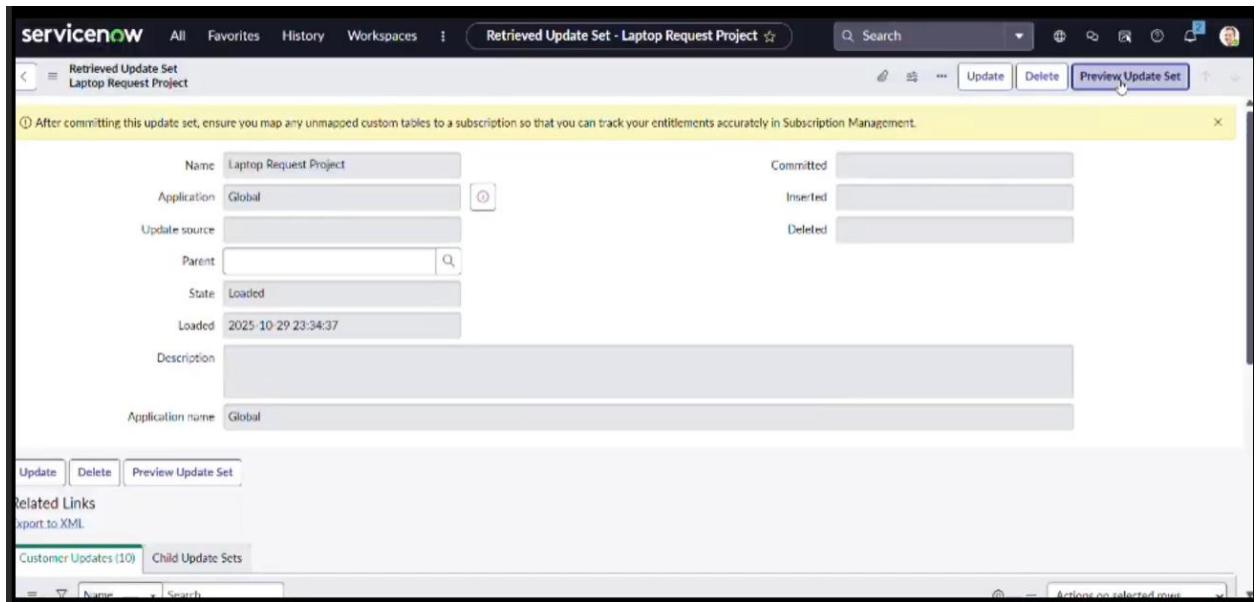
Import update set from XML



Upload the downloaded file

Open retrieved update set 'laptop request project'

Click on preview update set



click on commit update set

The screenshot shows the ServiceNow interface with the title 'Retrieved Update Set - Laptop Request Project'. At the top right, there is a 'Commit Update Set' button. A yellow banner at the top of the page contains the text: '① After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.' Below the banner, there are two columns of information: 'Name' (Laptop Request Project), 'Committed' (0), 'Application' (Global), 'Inserted' (0), 'Update source' (Parent), 'Updated' (10), 'State' (Previewed), 'Deleted' (0), 'Description' (empty), 'Collisions' (0), 'Loaded' (2025-10-29 23:34:37), 'Total' (10), and 'Application name' (Global). At the bottom of the screen, there are buttons for 'Update', 'Delete', 'Run Preview Again', and 'Commit Update Set'.

instance we get all updates

The screenshot shows the ServiceNow interface with the title 'Retrieved Update Set - Laptop Request Project'. The 'Customer: Updates (10)' tab is selected. Under the 'Child Update Sets' tab, there is a table with columns: Name, Type, Target name, Table, View, and Action. The table lists various update items with their corresponding details. For example, 'catalog_ui_policy_1b4b709793b472109b3c718efaba1026' is a Catalog UI Policy type update. The 'Action' column for most entries shows 'INSERT_OR_UPDATE'. At the bottom of the table, it says '1 to 10 of 10'.

Testing

The screenshot shows the ServiceNow interface with the title 'Catalog'. Under the 'Hardware' category, there is a list of items: 'Laptop Request' (with a note 'Use this item to request a new laptop'), 'Developer Laptop (Mac)' (Macbook Pro), 'Macbook Pro' (with a note 'The Apple Macbook Pro is laptop that is second to none. It provides a Retina display that reflects light and weighs approximately five pounds. High-powered enough to complete computing tasks.'), 'Technical Specs' (including Intel Core i7 processor, 16GB RAM, 1TB SSD storage, Intel Iris Pro Graphics, and Backlit keyboard), and 'iPad mini' (with a note 'Request for iPad mini'). The total price for the Macbook Pro is listed as '\$1,499.00 +\$100.00 Annually'.

servicenow All Favorites History Workspaces Admin Laptop Request

Service Catalog > Hardware > Laptop Request

Search catalog

Use this item to request a new laptop

Laptop Model: HP

Justification:

Additional Accessories

* Accessories Details: I

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

servicenow All Favorites History Workspaces Order Status: REQ0010001

Order Status

Thank you, your request has been submitted.

Order Placed: 2025-10-29 23:39:50
Request Number: REQ0010001
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	1

Back to Catalog Continue Shopping Home

SUBMITTED BY TEAM

Team ID : NM2025TMID04750

Team Size : 3

Team Leader : Anitha A

Team member : Anushya J

Team member : Jerlin J