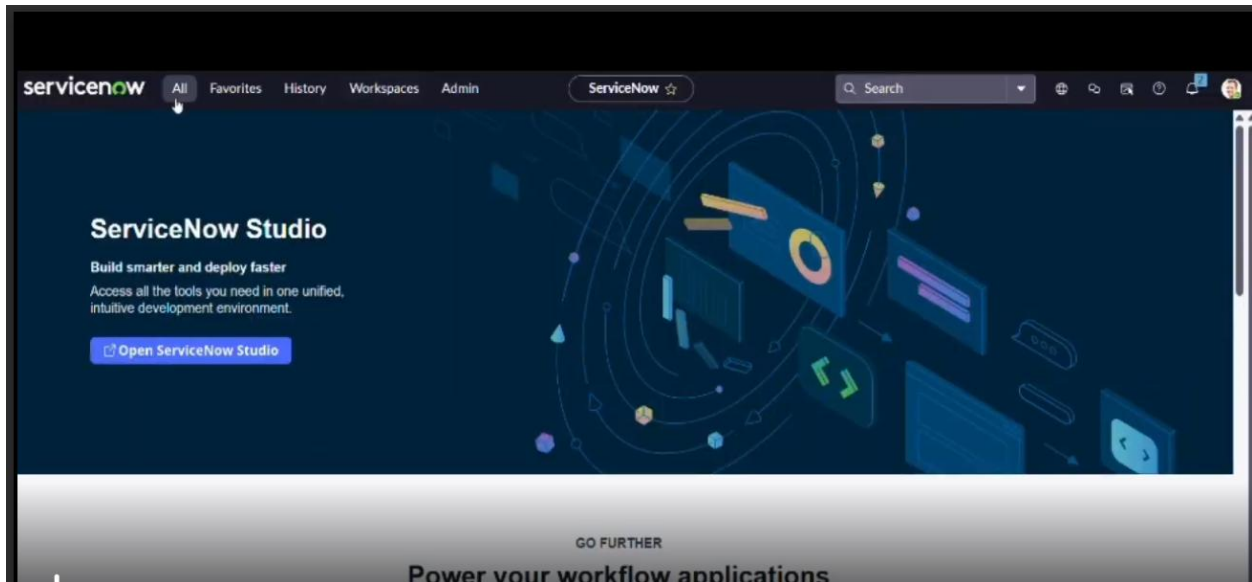


Laptop Request Catalog Item

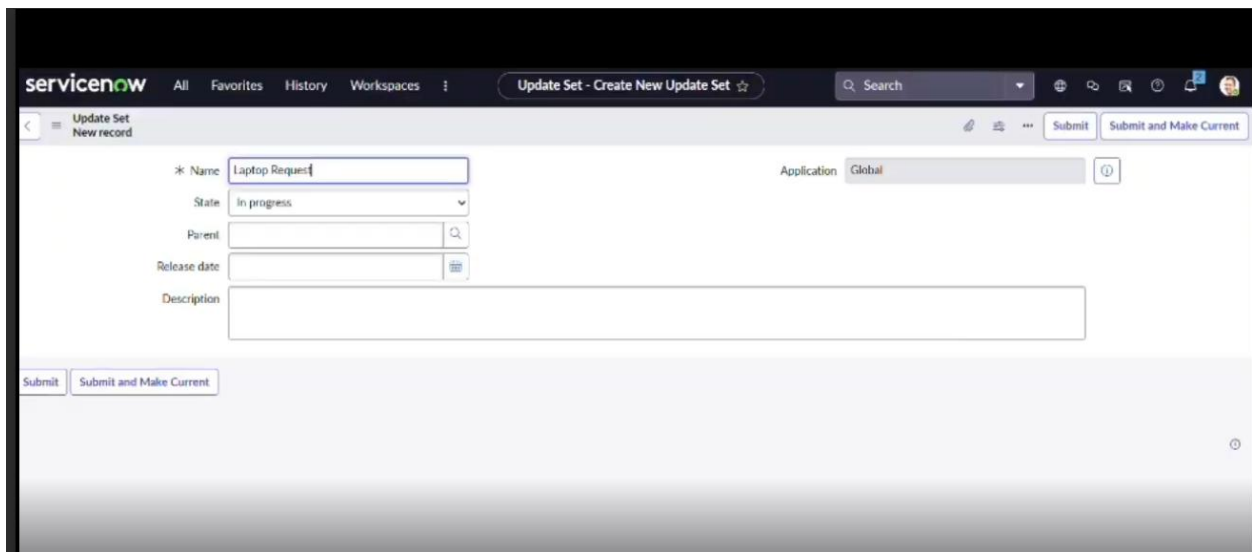
Create Local Update set

Open service now.



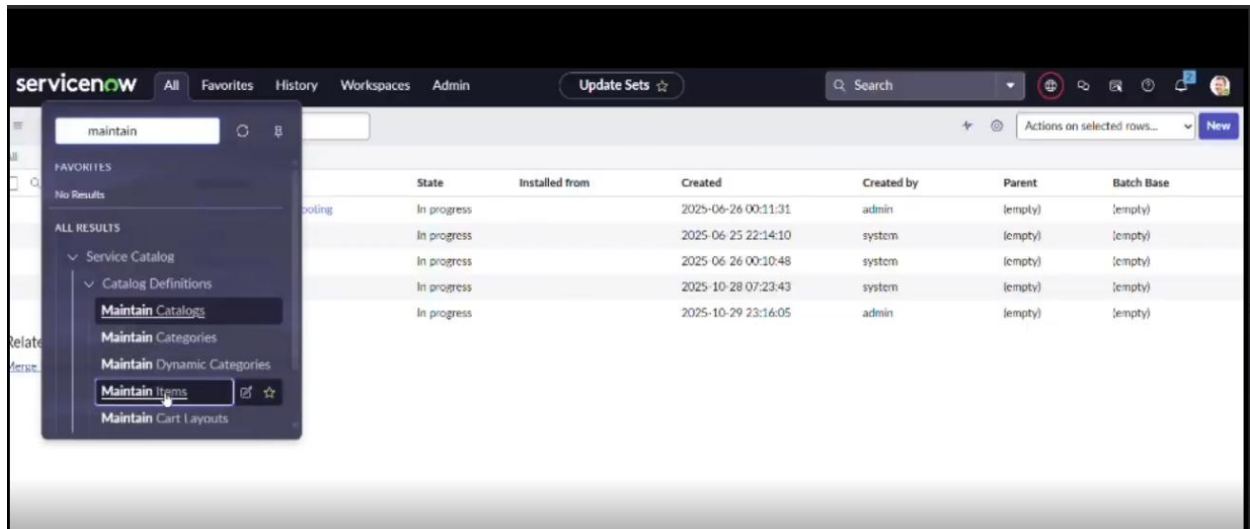
All >>local update sets under system update sets

create a update set as: “Laptop Request”



Service Catalog Item

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



create a new catalog item

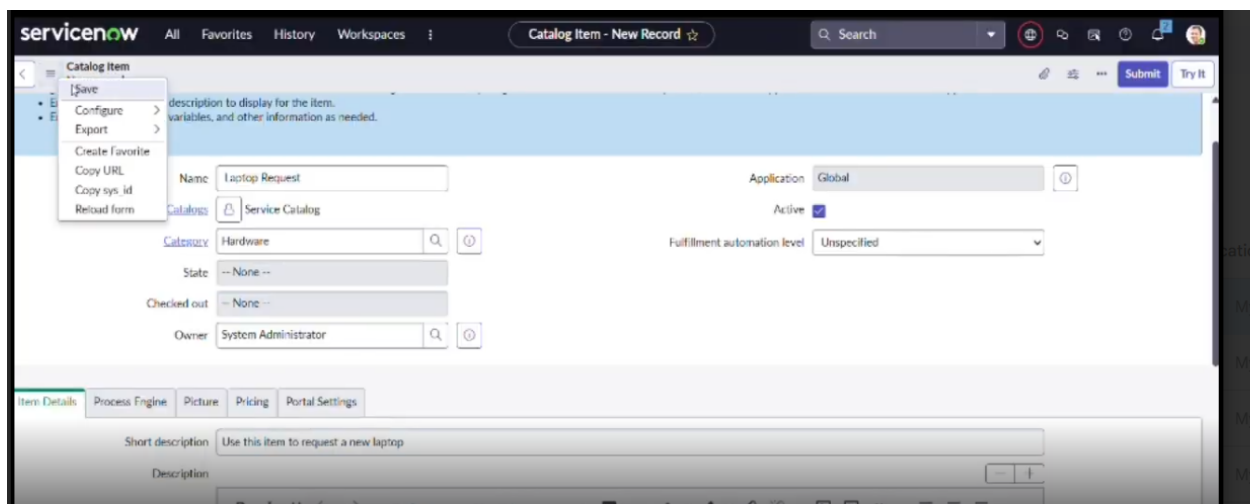
Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

Click on 'SAVE'



Add variables

scroll down and click on variable(related List)

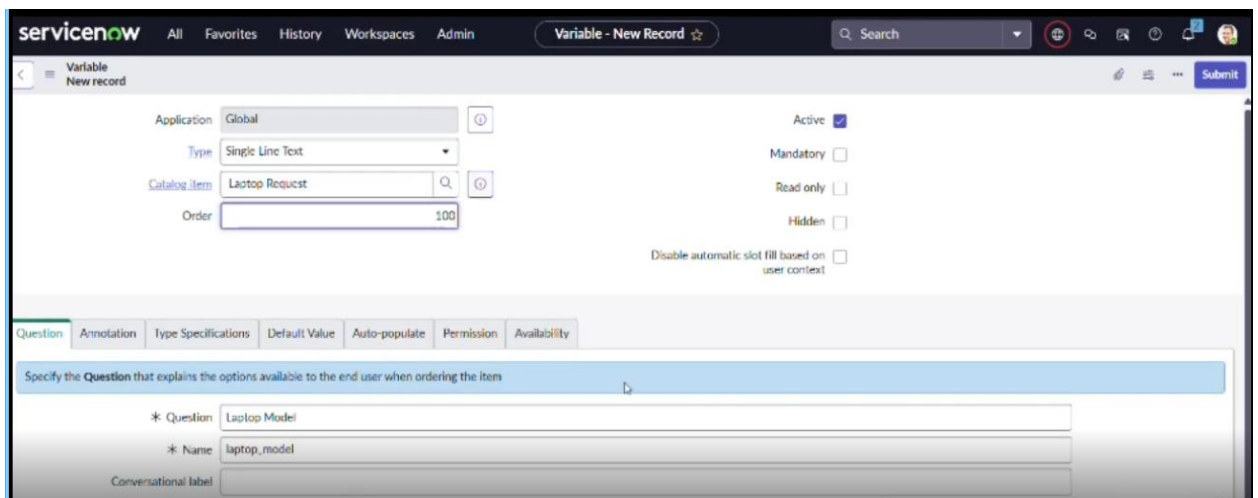
Variable 1:Laptop Model

Type: Single line text

Name: laptop_model

Order:100

Click on submit , click on new and add Remaining variables



Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

Variable 3:Additional Accessories

Type: Checkbox

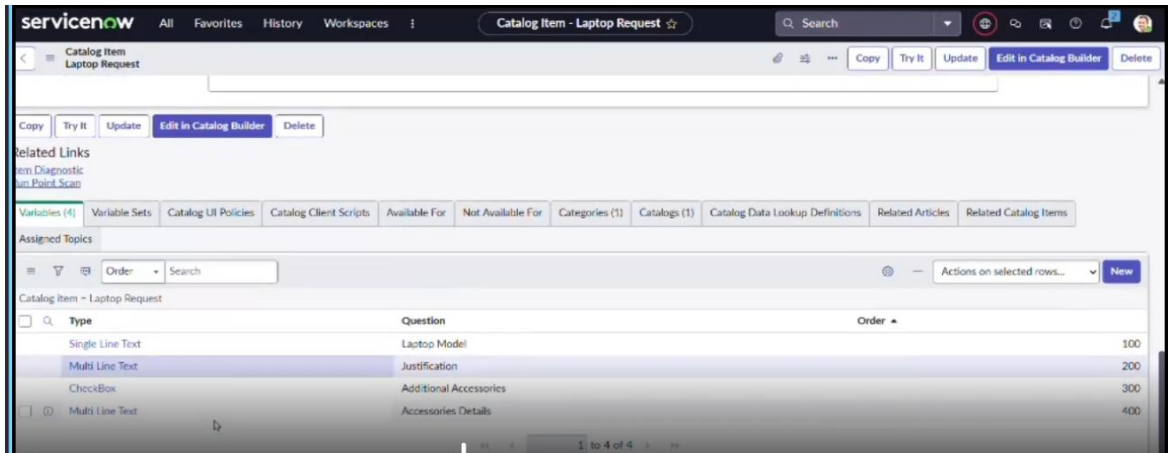
Name: additional_accessories

Order:300

Variable 4: Accessories Details

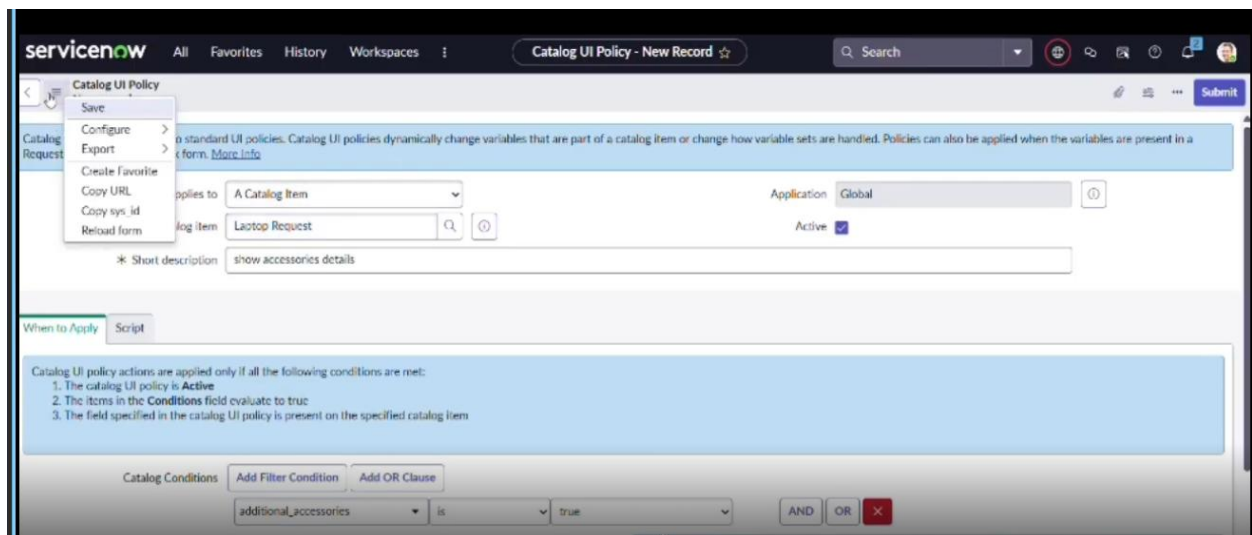
Type: Multi line text

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

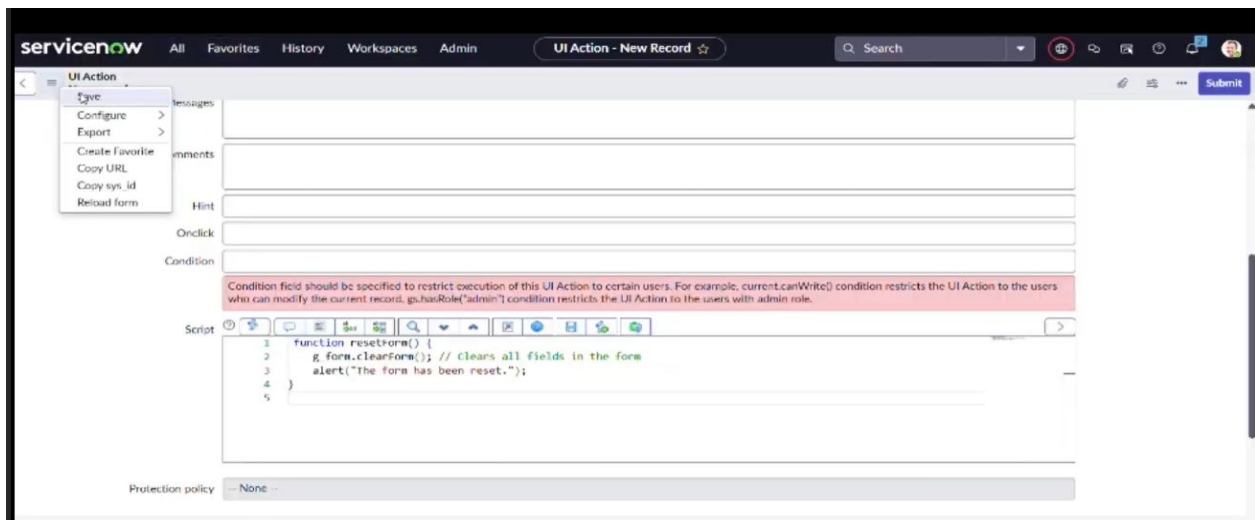
Client : checked

The screenshot shows the 'UI Action - New Record' form in ServiceNow. The form is divided into two main sections: 'Form' and 'List'. The 'Form' section includes fields for 'Name', 'Table' (set to 'Shopping Cart [sc_cart]'), 'Order' (set to '100'), 'Action name' (set to 'Reset form'), 'Active' (checked), 'Show insert' (checked), 'Show update' (checked), 'Client' (checked), 'List v2 Compatible' (checked), 'List v3 Compatible' (unchecked), 'Overrides' (empty), 'Messages' (empty), and 'Comments' (empty). The 'List' section includes fields for 'Application' (set to 'Global'), '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' (empty), and 'List style' (set to '-- None --'). A 'Submit' button is located at the top right of the form.

Script:

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

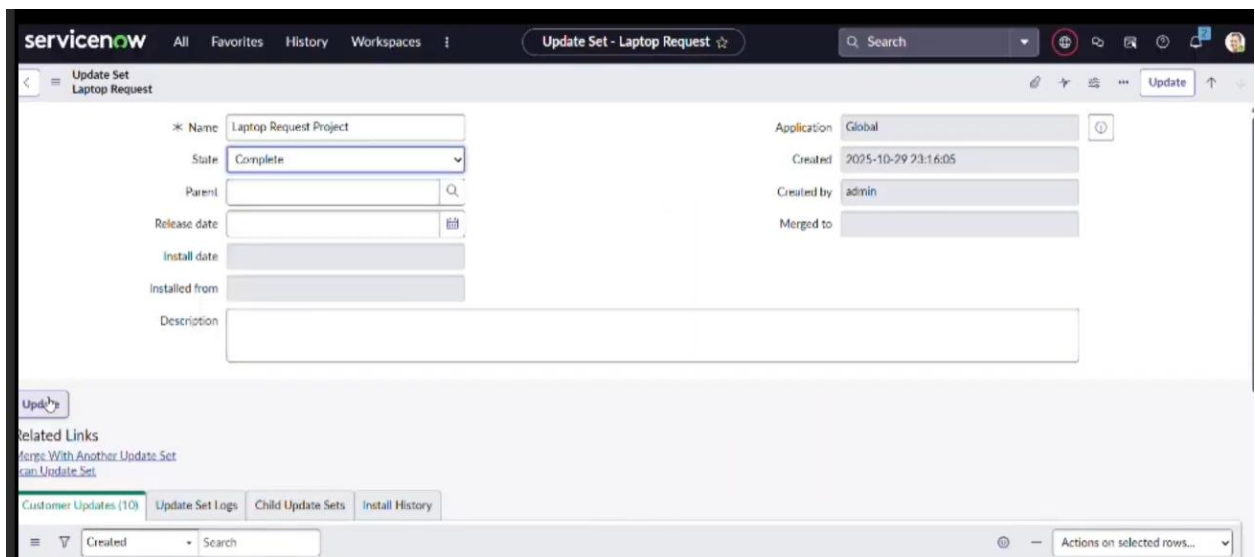
Click on save



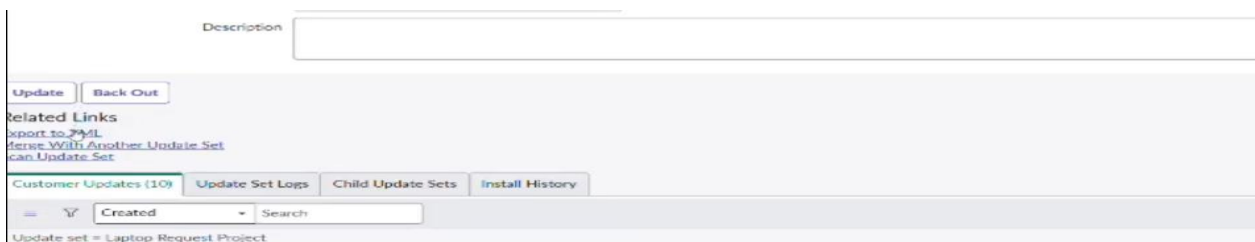
Export Update set

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

Set the state to 'Complete' -> update it



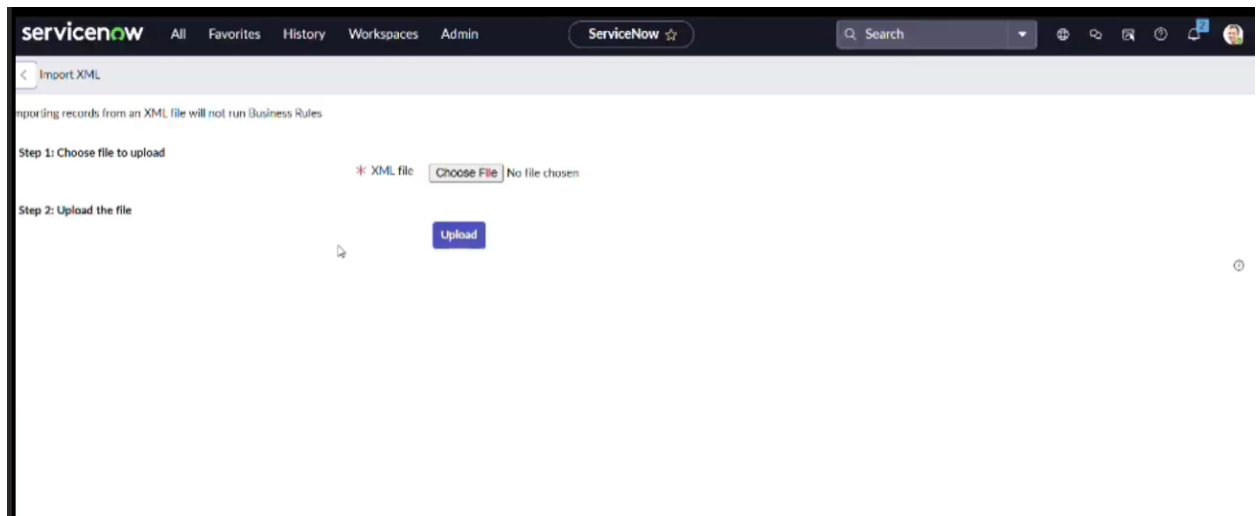
export to XML ,it download one file



Retrieving the update set

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

Import update set from XML

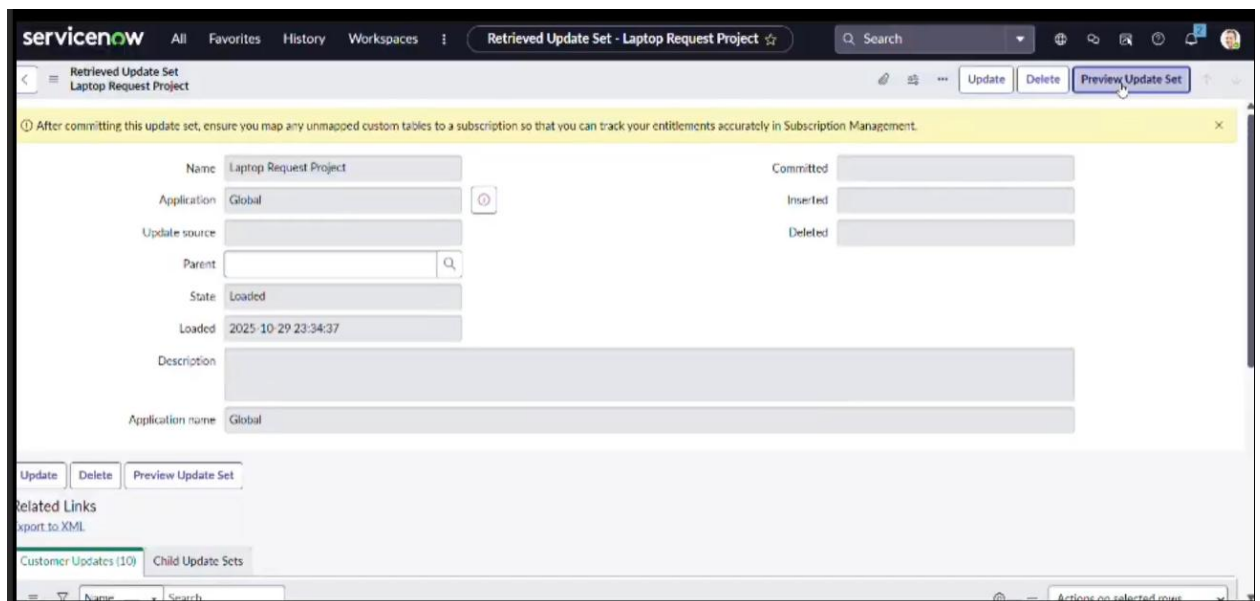


The screenshot shows the 'Import XML' page in the ServiceNow interface. The page has a dark header with the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces, Admin. A search bar is on the right. Below the header, there's a sub-header 'Import XML' and a note: 'Importing records from an XML file will not run Business Rules'. The main content area is divided into two steps. 'Step 1: Choose file to upload' shows an 'XML file' section with a 'Choose File' button and the text 'No file chosen'. 'Step 2: Upload the file' shows an 'Upload' button.

Upload the downloaded file

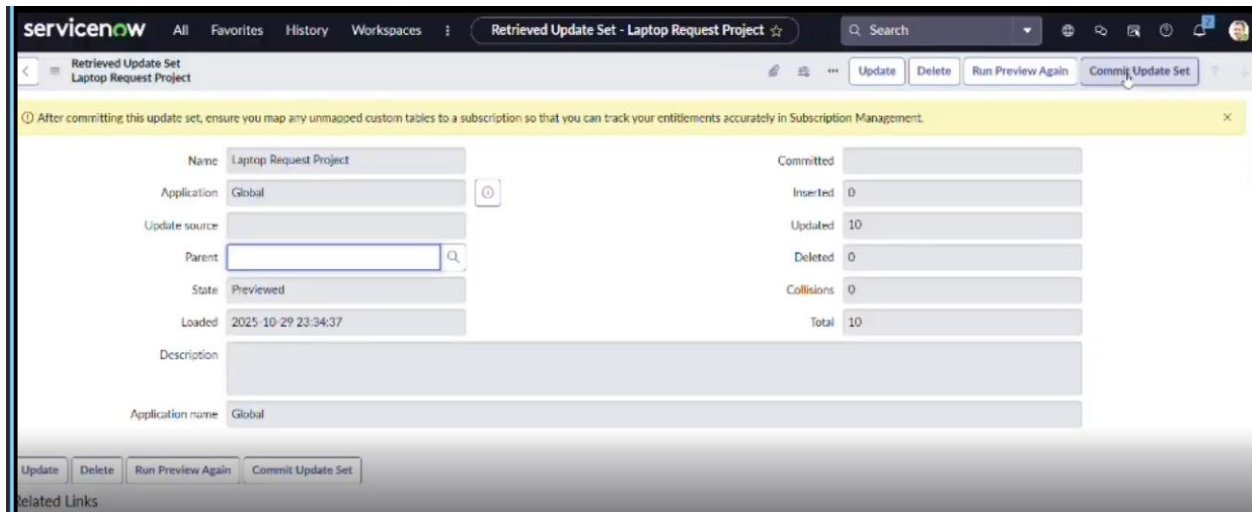
Open retrieved update set 'laptop request project'

Click on preview update set

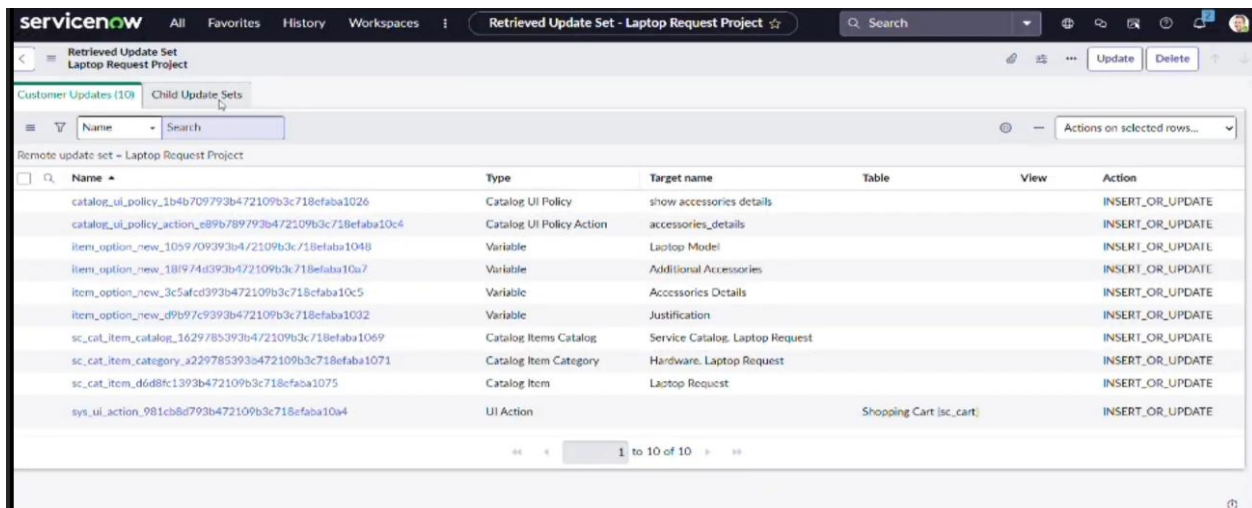


The screenshot shows the 'Retrieved Update Set - Laptop Request Project' page in the ServiceNow interface. The page has a dark header with the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces. A search bar is on the right. Below the header, there's a sub-header 'Retrieved Update Set - Laptop Request Project' and a 'Preview Update Set' button. A yellow warning banner at the top says: '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.' The main content area contains a form with fields: Name (Laptop Request Project), Application (Global), Update source, Parent, State (Loaded), Loaded (2025-10-29 23:34:37), Description, and Application name (Global). There are also buttons for 'Update', 'Delete', and 'Preview Update Set'. At the bottom, there's a 'Related Links' section with links to 'Import to XML', 'Customer Updates (10)', and 'Child Update Sets'.

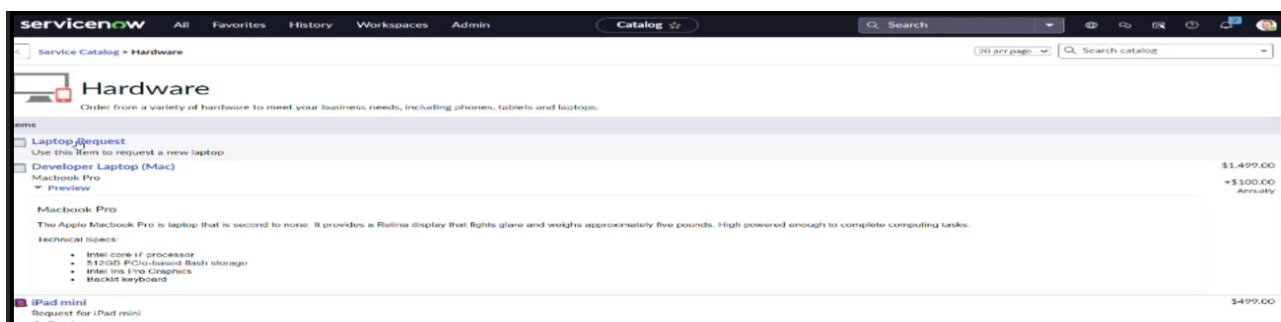
click on commit update set



instance we get all updates



Testing



servicenow All Favorites History Workspaces Admin Laptop Request Search

Service Catalog > Hardware > Laptop Request Search catalog

Use this item to request a new laptop

Laptop Model
L1P

Justification

☒ Additional Accessories

* Accessories Details
I 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 Search

Order Status Back to Catalog Continue Shopping Home

Thank you, your request has been submitted

Order Placed: 2025-10-29 23:39:50
Request Number: REQ0010001
Estimated Delivery Date of Complete Order: 2025-10-31

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

SUBMITTED BY TEAM

Team ID : NM2025TMID04750

Team Size : 3

Team Leader : Anitha A

Team member : Anushya J

Team member : Jerlin J